

Empoderar a los viajeros de negocios con IA Generativa.



Amadeus Cytric Solutions

¿Cómo se puede utilizar la IA generativa en todo el viaje?

Planificación

Crear experiencias de búsqueda y compra centradas en el viajero

De viaje

Formas más intuitivas y personalizadas de satisfacer las necesidades de los viajeros

Inspiración

Proporcionar ideas de viaje y generar reservas

Después del viaje

Mantenga la relación con el viajero evaluando el sentimiento del cliente

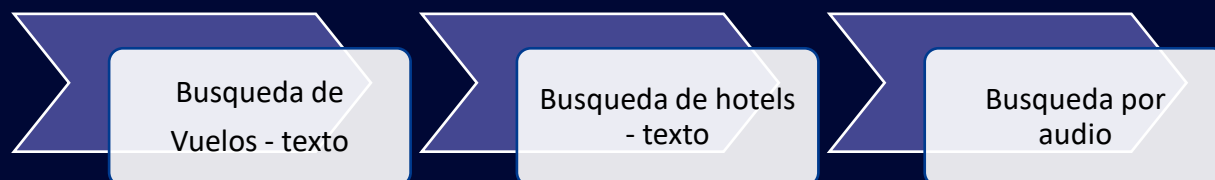


Conversational Flight Search

Visión general

- Aproveche las capacidades de GTP en la industria de viajes, lo que permite a los viajeros buscar sus mejores opciones de viajes aéreos de una manera conversacional
- Iniciativa de colaboración: Amadeus, Microsoft y Accenture
- *Amadeus Pilot con varios empleados seleccionados comenzó en marzo de 2024*

Modo de exploración



Pasos siguientes

- Piloto en curso – Amadeus Employees
- Se esperan pilotos para clientes en el cuarto trimestre de 2024

The screenshot shows a Microsoft Teams chat window titled "Cytric Easy". The chat history includes a message from the AI chatbot: "[AIR_SEARCH] Perfect! I will process a flight search from Geneva (GVA) to Madrid (MAD) departing on the 13th of December and returning on the 17th of December." Below this, three flight options are displayed, each with a "Book this flight" button.

Flight #	Price	Operator	Outbound	Return
Flight #1	138.75 EUR (cheapest, greenest)	Iberia	GVA (Wed Dec 13th) 07:00 → MAD (Wed Dec 13th) 09:05	MAD (Sun Dec 17th) 09:50 → GVA (Sun Dec 17th) 11:50
Flight #2	138.75 EUR (cheapest, greenest, shortest)	Iberia	GVA (Wed Dec 13th) 09:55 → MAD (Wed Dec 13th) 11:50	MAD (Sun Dec 17th) 09:50 → GVA (Sun Dec 17th) 11:50
Flight #3	138.75 EUR (cheapest, greenest)	Iberia	GVA (Wed Dec 13th) 12:35 → MAD (Wed Dec 13th) 14:45	MAD (Sun Dec 17th) 09:50 → GVA (Sun Dec 17th) 11:50

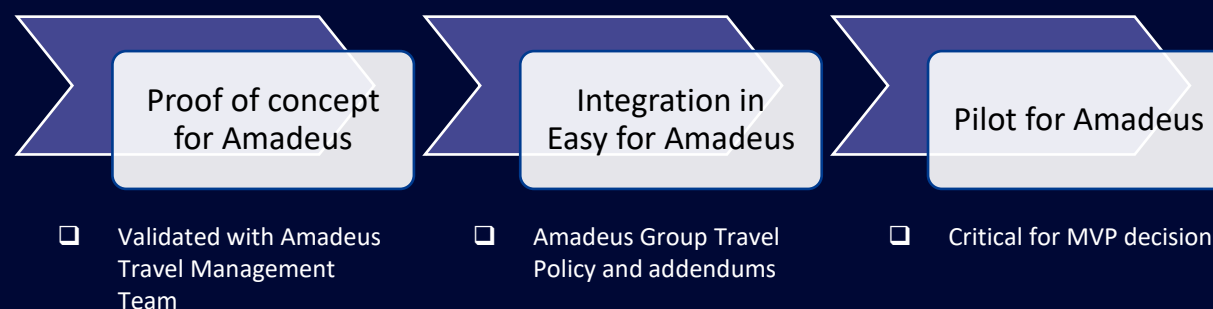
The screenshot shows a Microsoft Teams chat interface. At the top, there are browser tabs for 'Cytric Easy | Microsoft Teams' and 'Business Travel - Group Travel'. The address bar shows a URL from 'teams.microsoft.com'. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Files, Viva Connections, Cytric Easy, and Apps. The main chat area shows a message from 'Cytric Easy' at 16:44. The message contains an announcement card with the following text: 'These are some of the things that Cytric Easy can help you with.' Below this is an illustration of a man at a laptop with icons for a calendar, an airplane, and people. The card title is 'Plan your business trip' and the text below it says 'Get ready for your next trip, share it with your colleagues and book your best options together from a single place.' At the bottom of the card, it says 'Card 1 out of 5'. Below the card, a message from '[GENERAL]' says 'Hello! How can I assist you today with your business travel needs?'. At the bottom of the chat window, there is a text input field with the placeholder 'Type a message' and a rich text toolbar with icons for emojis, GIFs, and other features.

Asistente de Políticas de Viajes y Gastos

Visión general

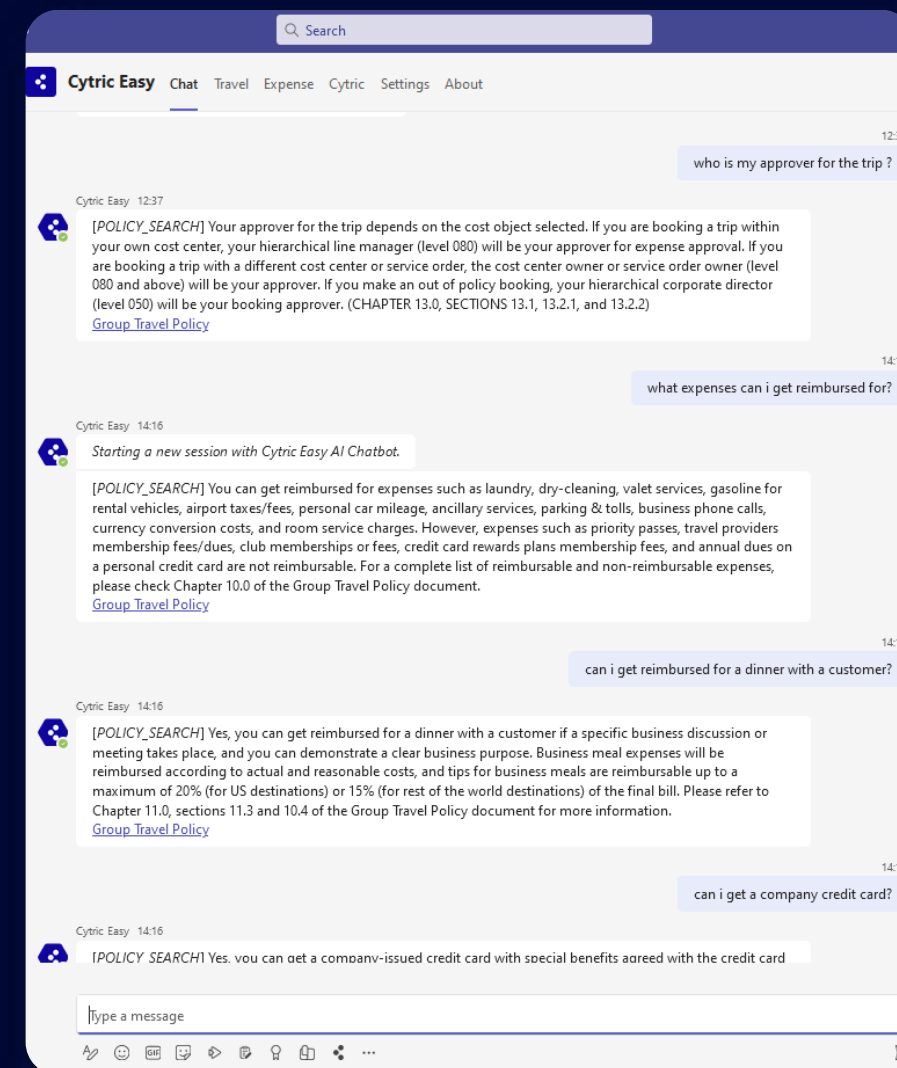
- Policy Assistant impulsado por GPT para responder a las preguntas de los viajeros relacionadas con las políticas de viajes y gastos
- Iniciativa de colaboración: Amadeus y Accenture
- Amadeus Pilot con varios usuarios seleccionados

Exploration mode



Pasos siguientes

- Piloto en curso – Amadeus Employees
- Se esperan pilotos para clientes en el cuarto trimestre de 2024



Demo

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- In case the trip of the non-Amadeus employee is paid by Amadeus, then the traveler will be covered by the standard insurance provided by the corresponding Business Travel Account (BTA) card used to purchase the ticket.
- Nonetheless, non-Amadeus employees working with Amadeus should be insured by their own companies (as per the Purchasing Policy guidelines, this should be a point of discussion when hiring any 3rd party employees).

- If the non-Amadeus employee chooses any travel vendor that is more expensive than the Amadeus' "in policy" rates, Amadeus will reimburse up to the level of the Amadeus rates/ fares.

If requested, this global policy document can be shared with the non-employee under the data protection clauses specified on the non-employee contract.

Group Travel Management
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15.4 Travelling for Events

Unless stated otherwise in the Global Events Policy, all Amadeus employees must comply with these Group Travel Policy guidelines when attending any given event.

- Travel rules might be more restrictive if decided by the event sponsor

For further information about the management and policies behind Amadeus events and meetings, please get in touch with the different regional events teams ([EMEA Events](#), [AMERICAS Events](#) and [APAC Events](#)).

15.5 Travel Management Support

For issues related to already ticketed bookings, travelers must always contact [their servicing TMC](#).
For issues related to the usage of Cytric, travelers are required to open a ticket on [MyServiceDesk](#), selecting the option that best fits their problem within our [Travel Management & Expense incidents catalogue](#).

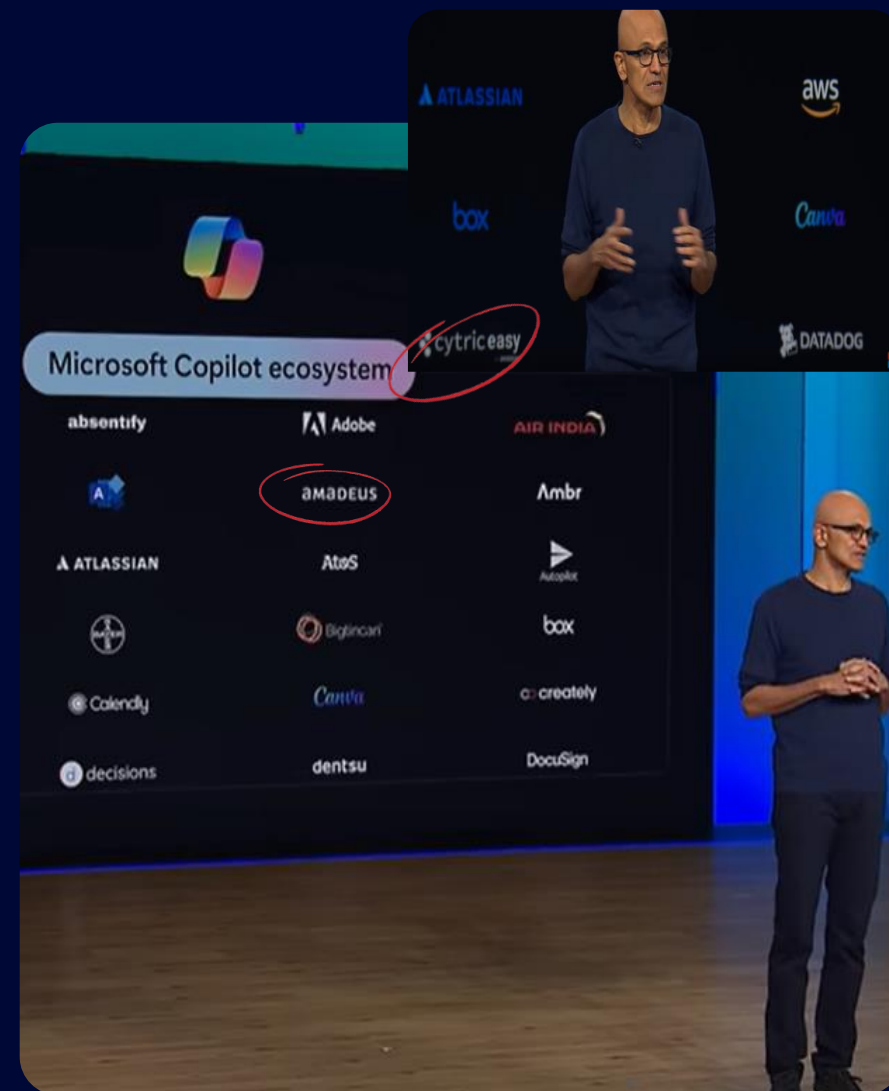
Plug-in de Cytric para MS Office Copilot

Visión general

- Integración de Cytric en MS365 copilot a través de un plugin
- Fase de exploración, como innovación conjunta con Microsoft
- Nuevo canal para llevar a los usuarios a Cytric Easy, disponible para los suscriptores de MS 365 Copilot

Next steps

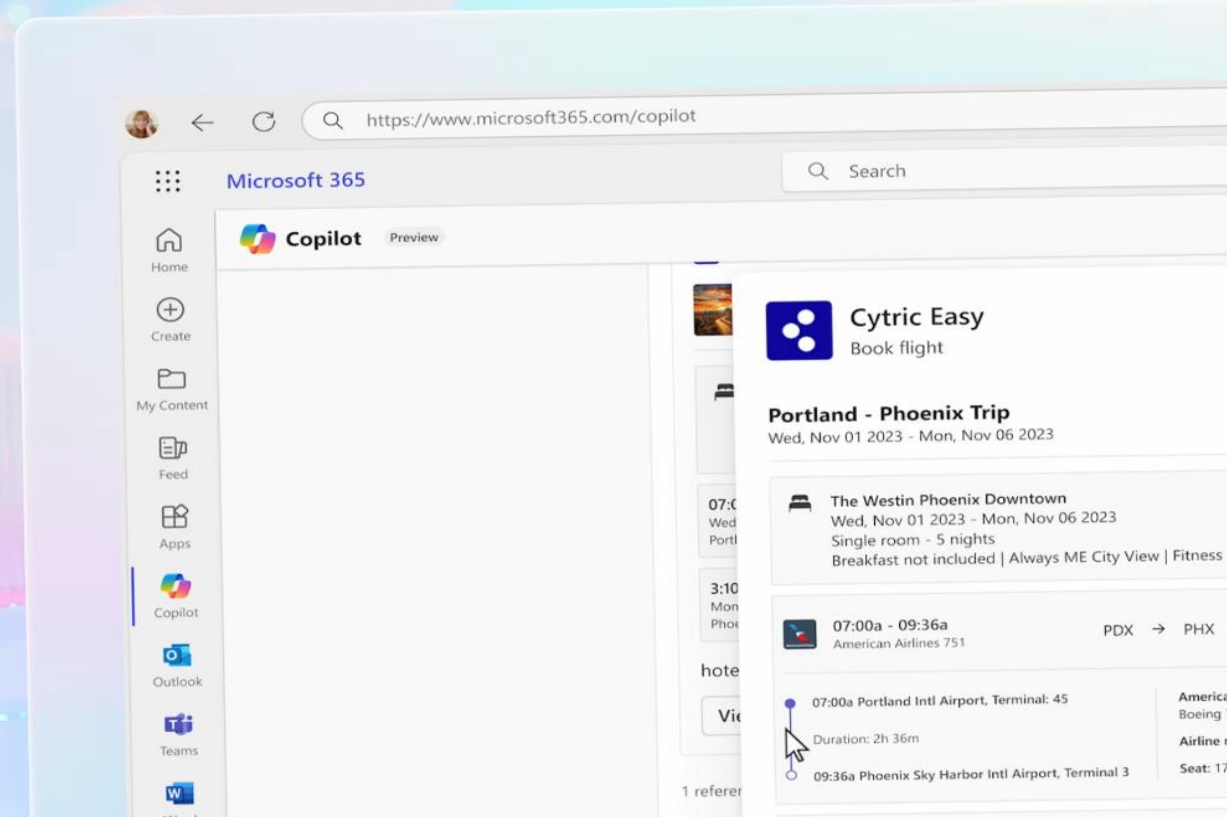
- Viability assessment, including the Business and Revenue potential
- Define of first use case for prototype, based on value/time to market
- Technical feasibility & demonstrator of the integration



Demo

MICROSOFT 365

M365 Chat 3P Plugins



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Thank you