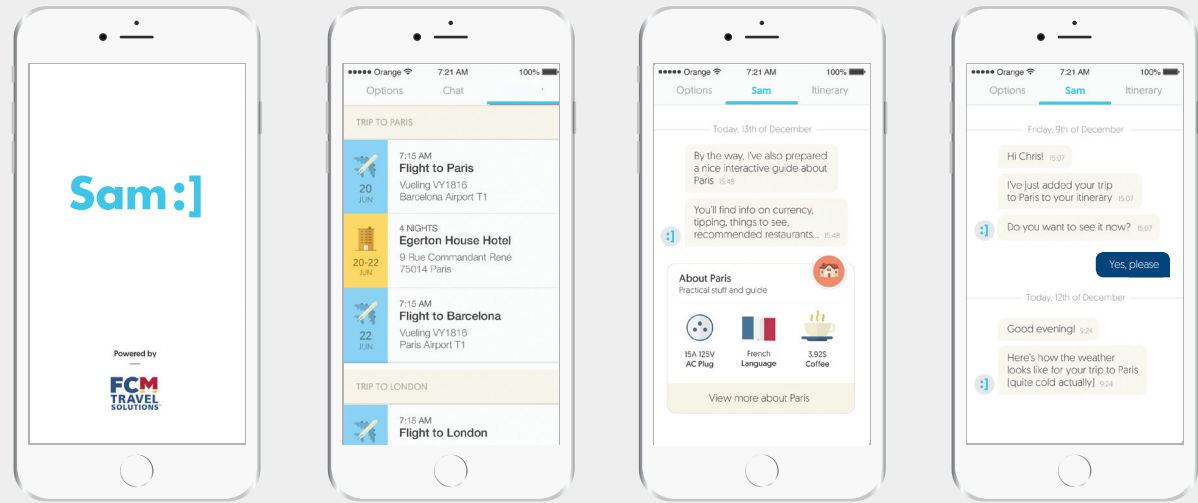


Meet Sam:]

Sam is a highly interactive and travel-savvy “Smart Assistant for Mobile”. Using the latest AI, Sam supports your business travellers via a conversational interface to answer questions, make recommendations, and perform actions.

Sam can assist pre-, during and post trip with everything from itinerary management, air and hotel bookings, flight updates, local city and country information, local weather and restaurant suggestions, to security notifications, ground transportation, driving directions, immigration advice and vaccination status.

Even better, the more a traveller uses Sam, the more intelligent the chatbot becomes, so that information delivered to the user is personalised and relevant.



Here's an example of how Sam can help you on your next business trip:



The night before your flight to Paris, Sam sends the weather forecast for the destination, so you know what to pack.



On the day of your travel, a few hours before the flight, Sam asks if you need transport to the airport.



Having noted your home and work locations, Sam asks where you will be leaving from and calculates the estimated time to the airport, and cost of travel options.



If you decide a taxi is the best option, Sam connects you with a company that serves the area – one already approved by your company.



As soon as you land in Paris, Sam automatically says: “If you have baggage to collect, it will be on carousel number 3”.



Sam offers a car to the hotel – you can opt to accept or decline.



Sam knows that Paris isn't your home town, so provides a useful city guide with information on getting from the airport, local transport, currency, restaurants, as well as hints on typical prices in Paris, tipping customs and etiquette.



The following day, Sam notices that the traffic is extremely heavy. Sam alerts you to leave for the airport within 30 minutes and offers to call a car straightaway.



You aren't ready to leave your meeting yet so you ask Sam to discreetly search for alternative options.



Sam provides details of the next available flight. But, noticing that this falls outside of company travel policy, Sam also offers an alternative rail option on Eurostar.



Sam knows that travel plans can be complex and therefore also offers the opportunity to speak direct to your FCM Travel Solutions team if necessary.



You book a late evening flight and head to the airport. Sam knows you have two hours at the airport before the flight leaves. Sam suggests that it might be a good time to submit receipts.



A few days later Sam notices you are due to fly to Delhi in three weeks. Knowing that it can take around this amount of time to get a visa processed, Sam prompts you and offers assistance through your dedicated FCM travel manager if required.

For more information on how Sam can support you and your travellers contact FCM Travel Solutions for a full demo by visiting fcmtravel.co.za.