IntPowers

TELEPRESENCE · AIRLINES

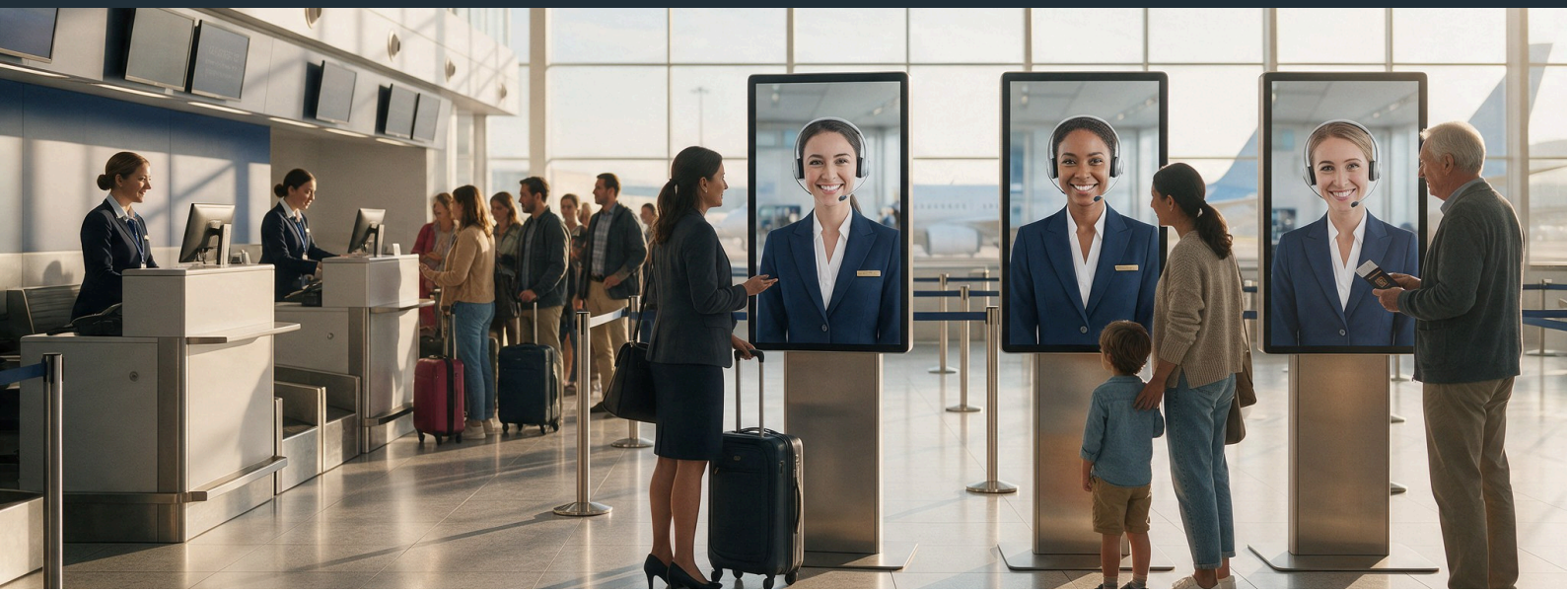
Phygital Airline

When a flight goes wrong, passengers still get help.

Remote video agents at check-in, arrivals, lounges, city offices and on the passenger's phone. They open with each flight and are staffed by your agent network.

PROPOSAL FOR CUSTOMER SERVICE LEADERSHIP

Interactive Powers · October 2026



Stations never left empty

At low-frequency airports, a remote agent serves passengers by video, with no staff posted there every day.

Disruptions in minutes

When a flight is delayed or canceled, more positions open and passengers rebook with no counter queue.

Kiosk, tablet or phone

Passengers choose the point: check-in, arrivals, the lounge or their own phone via a QR code. No app to download.

Sales in every contact

Upgrades, seats, extra bags and changes are offered during the conversation, at the city office too.

Peaks that hit all at once

One cancellation fills the counter in minutes. The shift team can't keep up and passengers wait without answers.

Stations hard to staff

Keeping your own agents at every airport with few daily flights is costly, and relying on third parties dilutes the brand.

Sales that never happen

Upgrades, seats and extra bags sell only if someone has time to offer them. At an overwhelmed counter, no one does.

The idea The airline's own agents serving by video at any airport or office in the network: capacity moves with flights, not with headcount.

WHAT CHANGES FOR THE AIRLINE

A team that moves with every flight

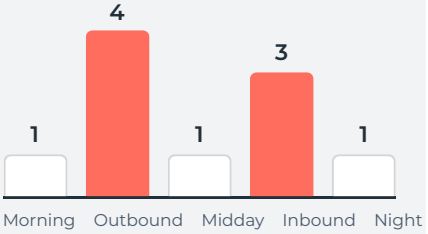
SITUATION	TODAY	WITH REMOTE AGENTS
Flight cancellation	Hours-long queue at the station counter.	More positions open on kiosks and phones; rebooking with no queue.
Low-traffic station	Underused in-house staff or a third party.	An airline agent serves passengers by video from the remote hub.
Lost baggage	A line at arrivals at the end of a long trip.	Passengers file a claim by video at the carousel or from their phone.
Another language	Depends on who is on shift at the station.	Routed to an agent who speaks their language, anywhere in the network.
Ancillary sales	Upgrades and seats no one gets to offer.	A specialist advises and closes upgrades, seats and extra bags.
City office	A storefront with full staff and full hours.	A Video Kiosk handles sales and changes with agents from the network.

HOW IT WORKS

The passenger taps; a person answers

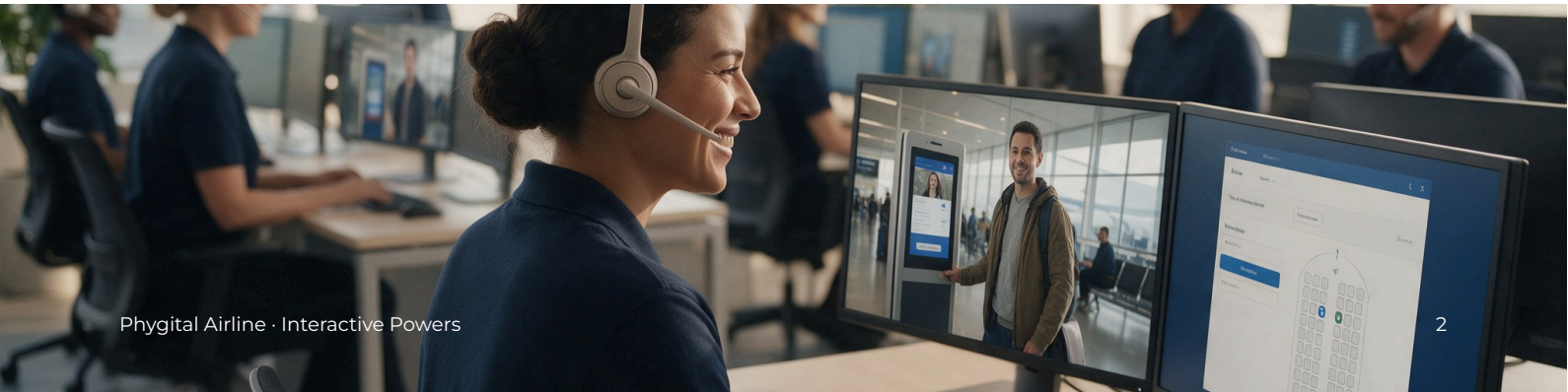
1. **The passenger taps** the Video Kiosk or scans a QR code with their phone, in the terminal or the office. No app.
2. **An airline agent appears:** from the remote hub, with access to the booking and the flight status.
3. **Resolves and sells in their language:** rebooks, handles baggage or offers the upgrade with the booking at hand.
4. **Station staff stay** at boarding and the counter. What queues today is handled by video.

Remote Agents open at one station



Illustrative example: capacity follows flights. The actual number is set with pilot data.

The result You pay for service capacity, not headcount per station: positions float between airports and offices and open and close with each flight.



FOUR SERVICE FORMATS

More ways to stay close to your passengers



Arrivals and baggage

End of the trip, no queue

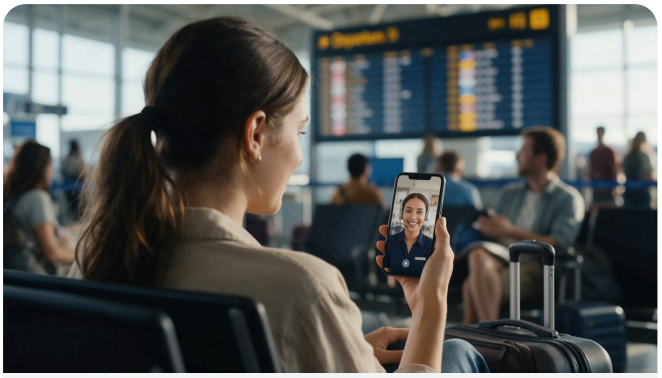
A Video Kiosk next to the carousel. Passengers report lost bags or change their connection with an agent by video, without another queue at arrivals.



Lounge

Premium service from the sofa

A tablet in the lounge connects to an airline concierge for upgrades, seat changes or connections, without the passenger having to get up.



The passenger's phone

The airline in their pocket

During a delay, the passenger scans a QR code at the gate and an agent rebooks them by video on their phone. No app, no queue at the counter.



City office

A point of sale without staff

A Video Kiosk in the window of a small office. Customers talk to the agent on screen or from their phone to change tickets or book trips.

What the airline gains

Stations covered

Your own agents, with no staff posted.

Capacity per flight

As many positions as each flight needs.

More ancillary sales

Upgrades and services in every contact.

Brand at every point

The same service across every station.

How to start · 1. Assessment → 2. One station with measurable goals → 3. Airport and office network

Technology already in production in banking, insurance and transport, applied to your station network. It scales with data, not promises.
Let's walk through it in 45 minutes on one of your stations.

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