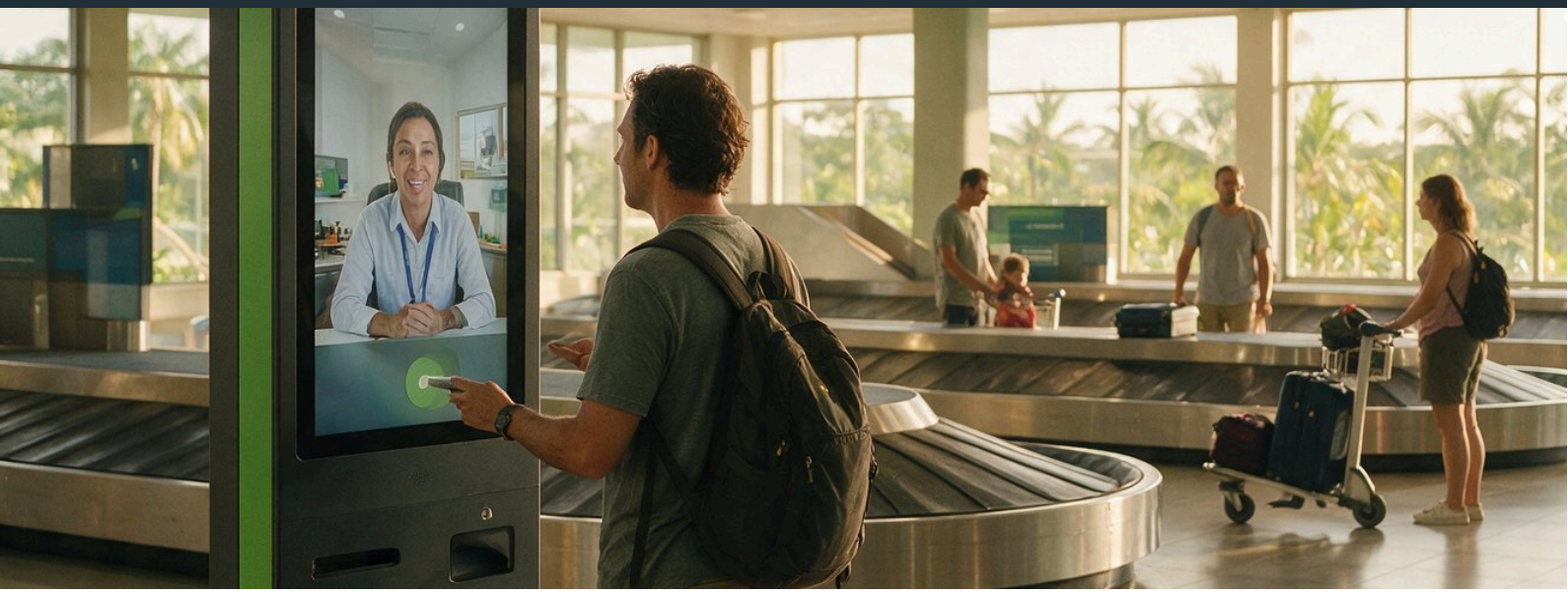
Phygital Airport

Travelers land ready to buy, and someone is there to help.

Video Kiosks at arrivals and a QR code that opens a video call on the traveler's phone. On the other end, an advisor who speaks their language and sells.

PROPOSAL FOR AIRPORT LEADERSHIP
Interactive Powers · October 2026



A person in their language

Travelers talk by video with an advisor in their language as soon as they land, with no queue or counter.

No app, no roaming

A QR code and the browser, over the airport Wi-Fi. Nothing to install and no mobile data spent on roaming.

Advised and paid sales

Each conversation ends in a paid order on the traveler's own phone, before they have left the terminal.

One QR for the whole trip

The same QR code stays with them on the road, at the hotel and at destination, to the last day of their stay.

No language, no data

They arrive with no local data plan and don't speak the language. Transfers get sorted in a queue or via an app they won't install.

Information desk swamped

Flights arrive in waves. The information desk is swamped just when the most travelers need help at the same time.

Sales that never happen

Transfers, tours and gifts are decided in the first hours. If no one advises at arrivals, another channel takes that sale.

The idea A premium service lounge travelers carry on their phone: people who advise and sell in their language, without taking up new floor space in the terminal.

WHAT CHANGES AT THE AIRPORT

Service that arrives with every wave of flights

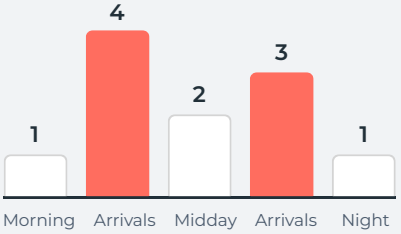
SITUATION	TODAY	WITH REMOTE AGENTS
Flight arrival	Queues at information and the taxi stand.	Video Kiosks and QR codes at arrivals: several advisors serve at once.
Traveler without data	Costly roaming or apps that require a download.	A QR code and the browser over the airport Wi-Fi. Nothing to install.
Another language	Depends on who is on shift at the desk.	Routed to an advisor who speaks their language, wherever the team is.
Transfers and tours	Improvised in the queue or at the hotel.	An advisor recommends, creates the order and the traveler pays by phone.
Late night	Overnight, no one is on the other end.	A team shared across service points covers those hours.
Shopping to go	Only if the traveler gets to the store in time.	Ordered by video and hand-delivered at departures or at destination.

HOW IT WORKS

The traveler scans; a person answers

1. **The traveler scans the QR code** on the Video Kiosk or an ad, and a video call opens on their phone.
2. **An advisor appears on video:** from the remote hub, speaking their language, with the full catalog at hand.
3. **Advises and creates the order:** transfer, tour or gift. The traveler receives a payment link and pays by phone.
4. **The service is delivered:** the driver verifies the order with the QR code, or the purchase is hand-delivered at departures.

Remote Agents open over one day



Illustrative example: capacity follows arrivals. Real numbers come from the pilot.

The result Every conversation ends in an order paid before delivery: the airport adds traceable revenue without taking up new retail space.



FOUR SERVICE FORMATS

A person beside the traveler the whole trip



Video Kiosk at arrivals

A person on the other end

In baggage claim or before customs. It shows ads with QR codes; once they scan, travelers talk by video with an advisor while waiting for their bags.



The traveler's phone

No app, no roaming

The same QR code opens the video call in the browser, over the airport Wi-Fi. Travelers see the options, decide and pay from their own phone.



Virtual VIP Lounge

Connected the whole trip

A member card with a QR code keeps them in touch at the hotel and at destination. The advisor knows their history and offers tours and bookings.



Hand delivery

The last impression counts

Purchases ordered by video are prepared in the store, and an agent hand-delivers them at departures or an agreed point, with the order already paid.

What the airport gains

New revenue

Traceable by point, kiosk and ad.

24/7 premium service

No proprietary app to build or maintain.

No new floor space

Service happens on the traveler's phone.

Better-served travelers

A person in their language from landing.

How to start · 1. Technical demo → 2. Pilot with measurable goals → 3. Network of points and partners

Technology already in production in banking, insurance and transport, brought to the airport. It scales with data, not promises.
Let's walk through it in 20 minutes with a live demo.

IntPowers