Traveler Service

AIRPORT CONCIERGE · SJO

TELESERVICES DECK · AIRPORTS

# Your personal concierge in Costa Rica

Human service by video, voice and chat from landing to boarding. No apps, no lines, no roaming.

SALES DECK · ALLIANCES, CUSTOMERS AND PARTNERS

Interactive Powers · October 2026

IntPowers



# One scan, and a person on the other end

**0**

### apps to install

Everything happens in the phone's browser.

**1**

### QR code for the entire trip

On the kiosk, on the ads or on the member card.

**24/7**

### the traveler chooses the mode

Advisor or AI agent, at any hour, with no restrictions.

**5**

### ways to talk

Video Kiosk, video call, phone call, AI avatar and AI chat.



*Premium assisted telesales: a person sells, the system charges and delivers.*

Traveler Service

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01 · THE OPPORTUNITY

# Travelers arrive ready to spend, and no one serves them

Transportation, tours, gifts and destination services are decided in the first few hours. Today that decision is made in a taxi line or in an app they will never install.



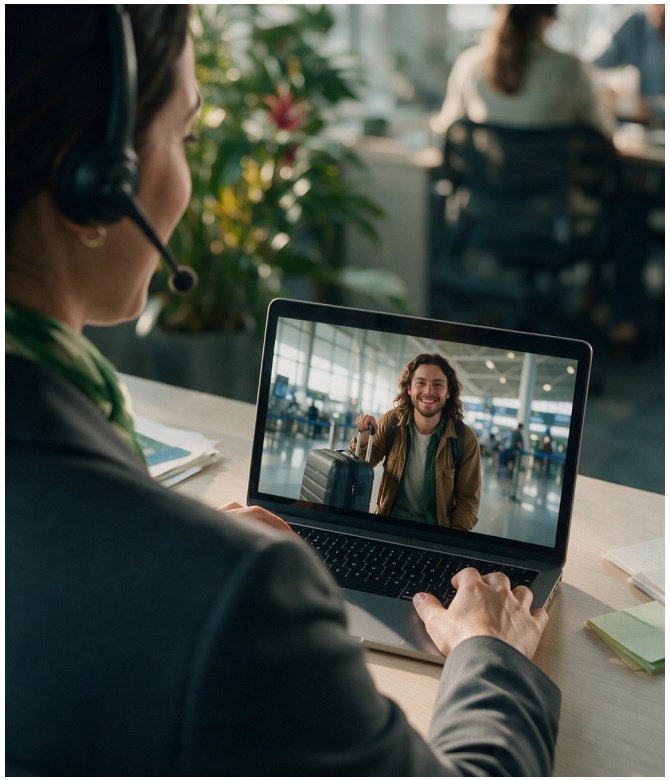


# What travelers experience today, and what we offer them

| TODAY | WITH TRAVELER SERVICE |
| --- | --- |
| Taxi line with no fare or language certainty. | Fixed-price transfer, agreed by video in their language. |
| Expensive roaming, or apps that require a download, an account and a card. | A QR code and the browser, over the airport Wi-Fi. Nothing to install. |
| Tours and transfers are improvised at the hotel. | An account that remembers the trip and sells throughout the stay. |
| At 11 PM there is no one on the other end. | At any hour, the traveler chooses: advisor or AI agent, by video, voice or chat. |

# Assisted telesales, not self-service or e-commerce

| | Airport app | Web marketplace | Physical VIP lounge | Traveler Service |
|---|---|---|---|---|
| **Installation or sign-up** | Download and account | Account and card | Paid access | None: QR code and browser |
| **Human service** | No | Support chat | Lounge reception | Video, voice and chat in their language |
| **What it sells** | Information | Catalog without advice | Space and buffet | Assisted services for the stay |
| **Payment and delivery** | — | Home delivery | — | VGO order, prepayment, hand delivery |
| **Hours** | 24/7 with no people | 24/7 with no people | Lounge hours | 24/7: the traveler chooses a person or AI |



*Video Contact Center advisor serving a traveler at arrivals.*

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02 · THE EXPERIENCE

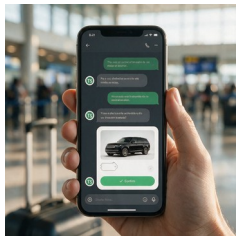
# Seven moments in a one-week trip

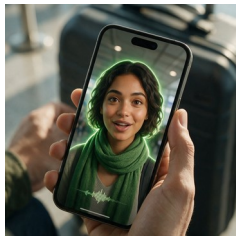
We follow William and Sarah, from Chicago, with no Spanish and no local data plan. Each moment calls for a different service mode; the account is always the same.



# Seven moments, five modes, one account









Day 1 · 2:20 PM
**Arrival**
Video Kiosk

Day 1 · 2:50 PM
**Pickup**
QR verified

Day 1 · 10:40 PM
**Hotel, night**
AI Chat Agent

Day 3 · 9:10 AM
**Tours**
Video call

Day 7 · 5:30 AM
**Unexpected change**
AI Video Avatar

Day 7 · 8:40 AM
**Gift**
Video call

Day 7 · 10:30 AM
**Boarding**
Hand delivery




*San José → La Fortuna (Arenal) → SJO*

**One VGO account for the whole trip.** Every advisor or AI agent sees the history, orders and deliveries: William never repeats what he already said, and every sale is attributed to its point of origin.

MOMENT 1 · DAY 1 · 2:20 PM · ARRIVALS

# Video Kiosk: land, scan and talk to a person

The kiosk shows ads and a QR code. Sarah scans it and, without installing anything, a video call opens with Carlos, a Video Contact Center advisor, in English.

**The traveler** Asks about a transfer to the hotel. Two people, three suitcases.

**The advisor** Offers a fixed-price private transfer and creates the order from his station.

**The system (VGO)** Sends a text and an email with the payment link and the confirmation code.

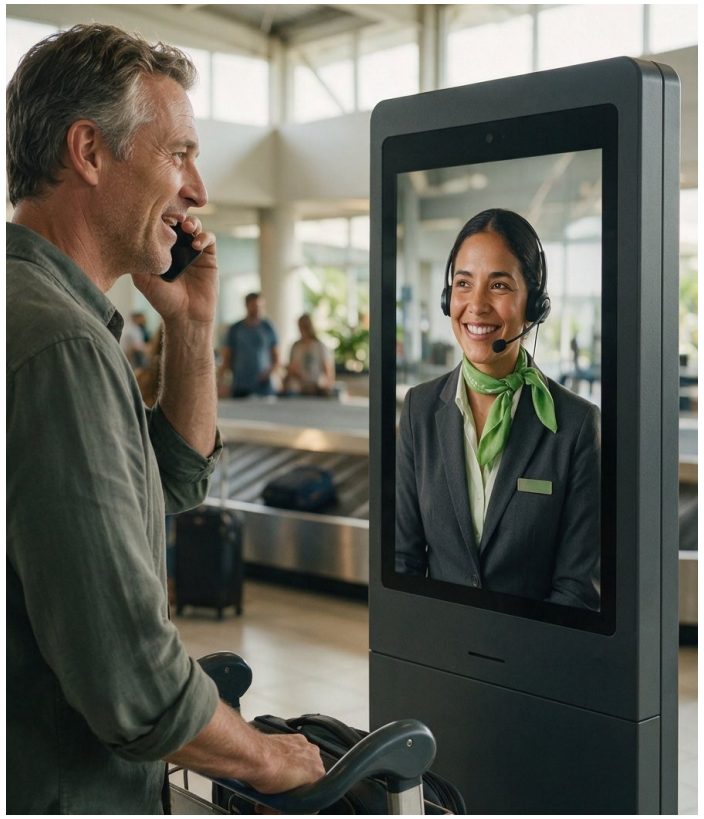
**SMS-1 · WHAT SARAH RECEIVES (EN)**

Your order is ready: Oct 21 at 14:35. Pay and track your order at sjo.vgo/o/7Q4K. Your confirmation code is 4821.

**Outcome** Order paid over Wi-Fi before picking up the luggage.



# The traveler chooses where and how to start the conversation



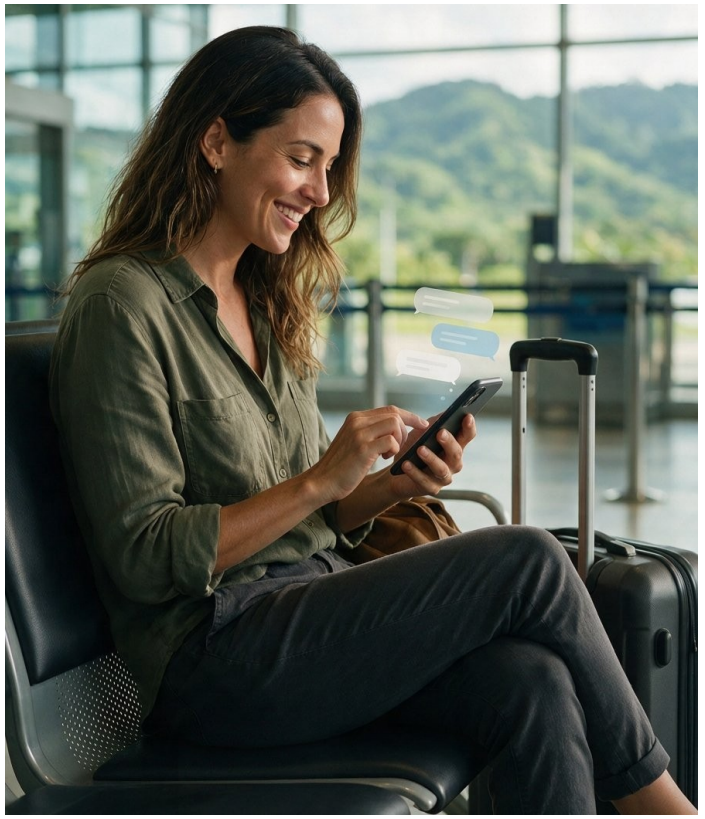
## Baggage claim

While waiting for the suitcase, the transfer is settled at the kiosk: video with an advisor and payment on the phone.



## Before customs

Kiosks in waiting areas turn the line into useful time, with an advisor who explains the options.



## On their own phone

Those who prefer to type chat with the AI agent from an arrivals bench. Same QR code, same order.



MOMENT 2 · DAY 1 · 2:50 PM · PICKUP

# The driver verifies the order with the QR code: no paperwork

The paid order is assigned to a transportation provider. The driver receives the trip details and, at the exit, verifies the order by scanning the QR code on William's phone.

**Order paid**

Payment before service

**Provider assigned**

From the VGO panel

**QR verified**

Delivery logged

**Trip**

Fixed price, no line

**For the transportation operator** guaranteed payment before the vehicle moves, no booking fraud and delivery control in VGO.

# Same flow, different product: the advisor tailors the offer

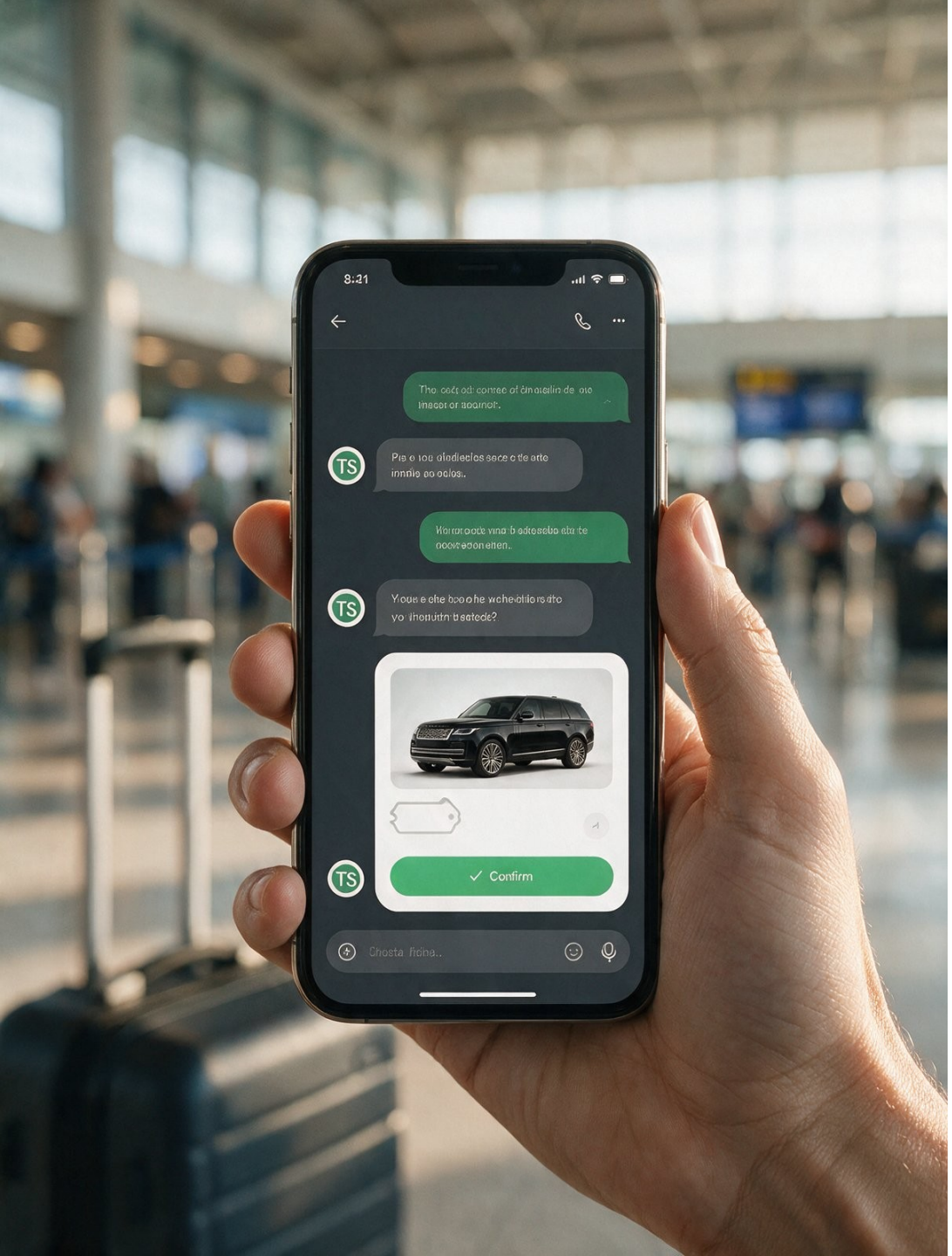




**Business traveler**
Private SUV, company invoice, on-time pickup and scheduled return.

**Families**
Van with room for luggage, child seats and stops along the way.

*The conversation detects the need; the VGO order captures the exact product. No menus or forms.*




MOMENT 3 · DAY 1 · 10:40 PM · HOTEL

# AI Chat Agent: planning at night, in writing

**William:** We're going to Arenal tomorrow. Can you pick us up at 9?

**AI agent:** Yes: private transfer San José → La Fortuna for two, at a fixed price. Shall I send you the order?

**William:** Yes, please.

**What happens next** The AI agent creates the order and sends the payment link. Ana, the advisor on shift, reviews the paid order and assigns the driver. The traveler bought at night, without waiting for the morning.

MOMENT 4 · DAY 3 · 9:10 AM · LA FORTUNA

# Video call: choosing tours by seeing the options live

From the terrace, William opens his member QR code and asks for a video call. Laura, a tour specialist, already sees his history: she shows him options on screen and bundles two tours into a single order.

**The traveler** Compares hanging bridges and a volcano hike, seeing photos and schedules live.

**The advisor** Advises, proposes the combo and creates a two-tour order with a single payment.

**The system (VGO)** Charges and emails the vouchers and pickup instructions.

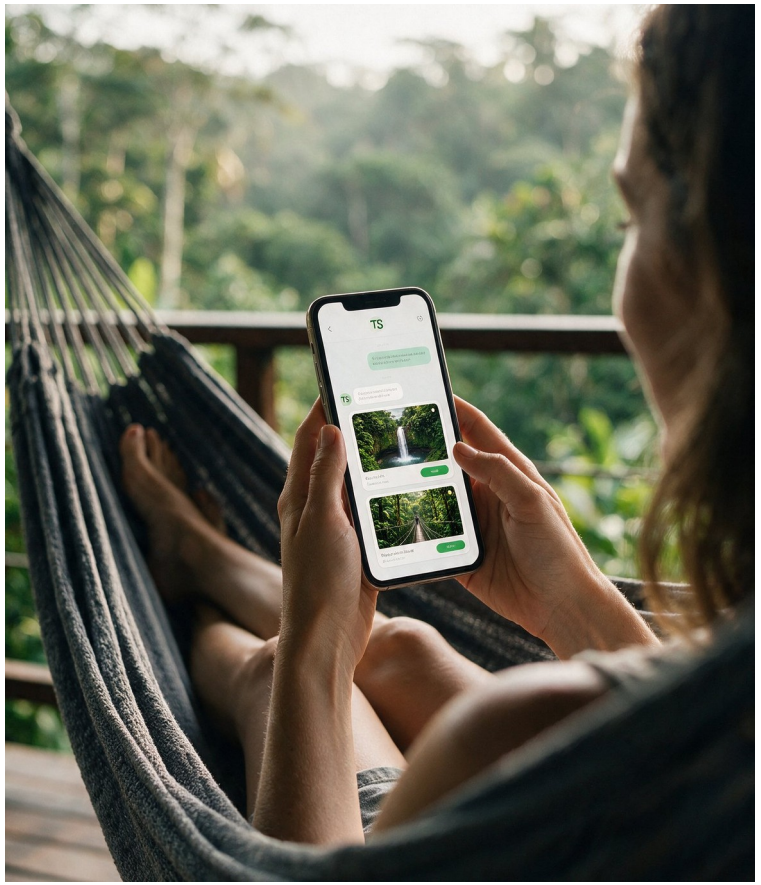
**EMAIL-5 · ORDER DOCUMENTS**

Your advisor has sent you the documents for your order: Bridges_voucher.pdf · Volcano_voucher.pdf.

**Outcome** Cross-sell closed in a single conversation.



# Inspiration by chat, closing with a specialist






**1 · Question by chat**
The AI agent answers questions about schedules, distances and weather while the traveler rests.

**2 · Escalation with context**
When they want to book, they are passed to an advisor with the whole conversation attached.

**3 · Closing by video**
The specialist shows options on screen and creates the order.

*AI to inform and filter; people to advise and sell. The traveler does not notice the handoff: it is one conversation.*



MOMENT 5 · DAY 7 · 5:30 AM · LA FORTUNA

# AI Video Avatar: an unexpected change at 5:30 AM, resolved

At 5:30 AM the couple scans their member QR code and chooses the AI Video Avatar, which understands the urgency within the video call itself: it cancels the afternoon transfer and creates a new one for 6:30 AM, at a fixed price. If they prefer an advisor, one is available too.

**SMS-3 + EMAIL-2 · ORDER CANCELED**

Your order with SJO Traveler Service: Oct 27 14:00 has been cancelled. If you have already paid, the amount will be refunded to the same payment method.

**SMS-1 · NEW ORDER**

Your order is ready: Oct 27 at 06:30. Pay and track your order at sjo.vgo/o/9M2T. Your confirmation code is 6170.

**For the traveler** no hold music or menus at five in the morning. For the operator: the sale is rescheduled, not lost.

MOMENT 6 · DAY 7 · 8:40 AM · EN ROUTE TO SJO · VIDEO CALL

# Video call from the car: a last-minute purchase

On the way to the airport, Sarah wants to take coffee and chocolate home as gifts. She opens a video call from her QR code (no roaming, over the vehicle's Wi-Fi) and the advisor shows her the options and creates the order with the airport store.



**Video call**
The advisor shows the items and takes the order

**Payment**
Link by text message, in the car

**Preparation**
The store packs the bag

**Delivery**
Field Service, by hand

**Outcome** A sale no store would have made: the customer had not even arrived yet.





MOMENT 7 · DAY 7 · 10:30 AM · DEPARTURES

# Field Service: the airport leaves the last impression

A Field Service agent hands over the bag at the agreed departures point and closes the order in VGO. The traveler boards with the gift and a story to tell.



**To be validated with SJO:** delivery at the boarding gate (restricted area) requires accredited staff; alternative: a pickup point in departures.

# Service does not end at the terminal: it continues at the destination





**Deliveries to the hotel**
Purchases and gifts delivered to the front desk, coordinated by Field Service with the property.

**Bookings during the stay**
Restaurants, spa, local transfers: the traveler asks through the QR code; the advisor books and charges.

**Organized return**
The return transfer is sold during the stay, not in the line on the last day.

*For hotels and DMCs: an assisted sales channel for their guests without building their own contact center.*

# Always informed: text and email in their language

| Event | Traveler receives | Advisor receives | VGO template |
|---|---|---|---|
| **Order created** | Text and email with payment link and code | — | SMS-1 / SMS-2 · EMAIL-1 |
| **Payment received** | Status updated in the link | Email with customer, amount and currency | EMAIL-6 |
| **Documents** | Email with receipt, voucher or instructions | — | EMAIL-5 |
| **Cancellation** | Text and email; refund to the same method | — | SMS-3 · EMAIL-2 |
| **Advisor management** | — | Account sign-up and password recovery | EMAIL-3 · EMAIL-4 |



*Single signature in ES and EN: Servicio Viajero SJO · SJO Traveler Service.*

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03 · BEHIND THE EXPERIENCE

# People, supervised AI and an order platform

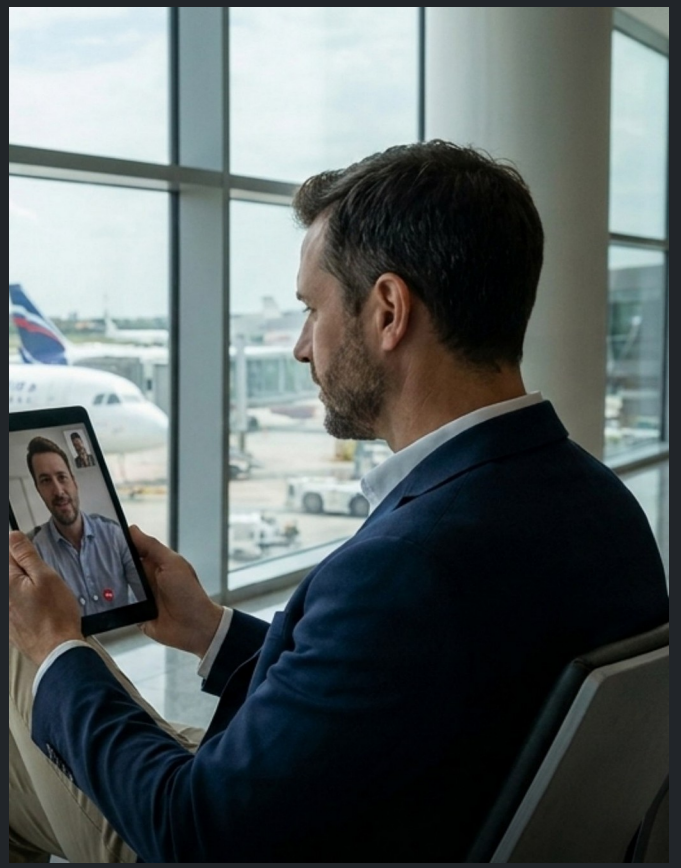
What the traveler experiences as a conversation is, inside, a Video Contact Center, AI agents with their own accounts and a system that charges, notifies and controls deliveries.



# One dynamic QR code, five ways to talk

| Mode | Served by | When it is usually chosen | What it can sell |
|---|---|---|---|
| Video Kiosk | Advisor | Just arrived, no data yet | The full catalog |
| Video call | Advisor | Choosing tours by seeing options | The full catalog |
| Phone call | Advisor | On the move or without a camera | The full catalog |
| AI Video Avatar | AI agent | Night, early morning or in line | Fixed-price transportation |
| AI Chat Agent | AI agent | Those who prefer to type, 24/7 | Fixed-price transportation |

**The customer always decides.** All five modes are available at any hour, with no restrictions: the traveler chooses video call, Video Kiosk, AI chat or avatar as it suits them. People and AI complement each other in one conversation: true omnichannel.



*Video call with an advisor from the lounge tablet: the same QR code on the kiosk, the ads and the member card.*




# Member card: connected for the whole trip

### ID and security token
No app, no downloads and no personal data stored on the phone.

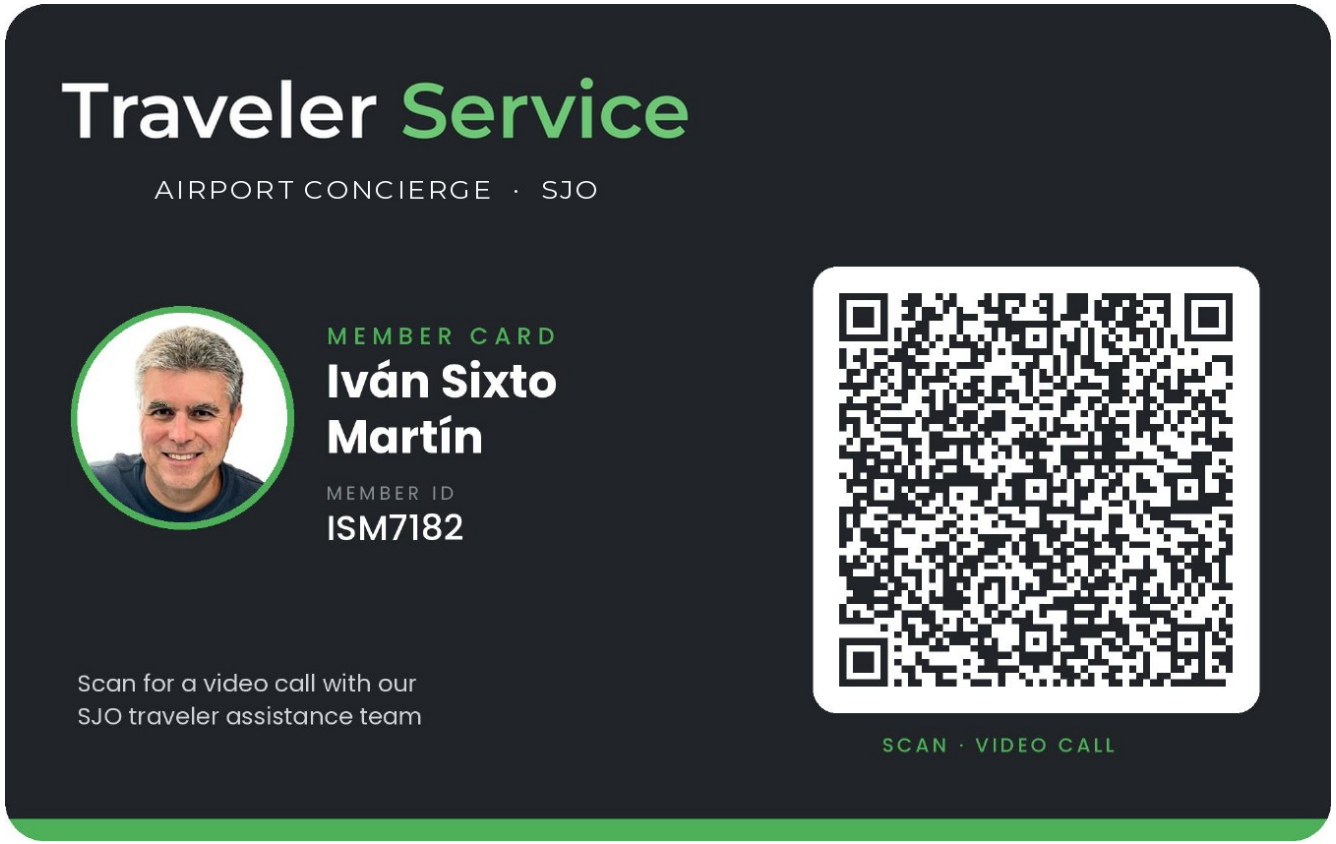
### Geolocation without an app
When the video call opens, the browser shares the location: the advisor knows whether the traveler is at the terminal, the hotel or en route, and coordinates pickups and deliveries.

### Follow-up and VIP treatment
The advisor tracks orders and deliveries throughout the trip; priority service and promotions based on location.

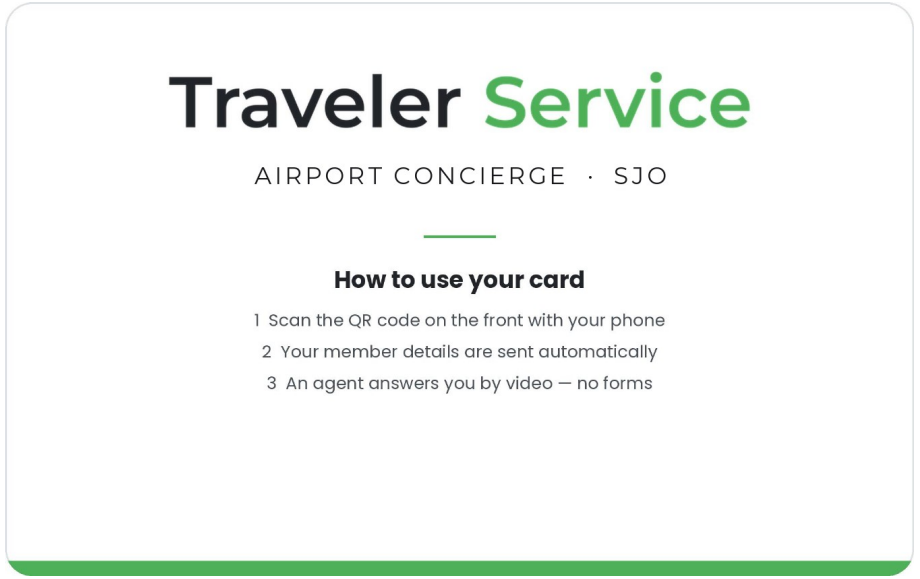
### Valid for 1 or 12 months
The same QR code opens the conversation at any point in the trip, or the year.

### Direct VIP agent
Immediate access to an advisor by video or voice, in their language.

# The Club: a card sponsored by the travel partner




*Actual demo card: QR code with member ID and token, photo and name. No app: the QR code opens the video call in the browser.*




**Sponsored by agencies, tour operators and DMCs.** The travel partner includes it in its premium packages and co-brands it with the service; its customer arrives at SJO already connected, and orders are attributed to the sponsor.



# AI absorbs the volume; people bring the judgment

### AI agents
Always available, as an option the traveler chooses. They sell fixed-price transportation with a VGO agent account, like any other employee.

### Advisors and specialists
Tours, combos, incidents and high-value customers. They review and assign the orders created by AI.

### Field Service
Terminal staff who hand-deliver and close the order by scanning the QR code.

# Every conversation ends in a paid order

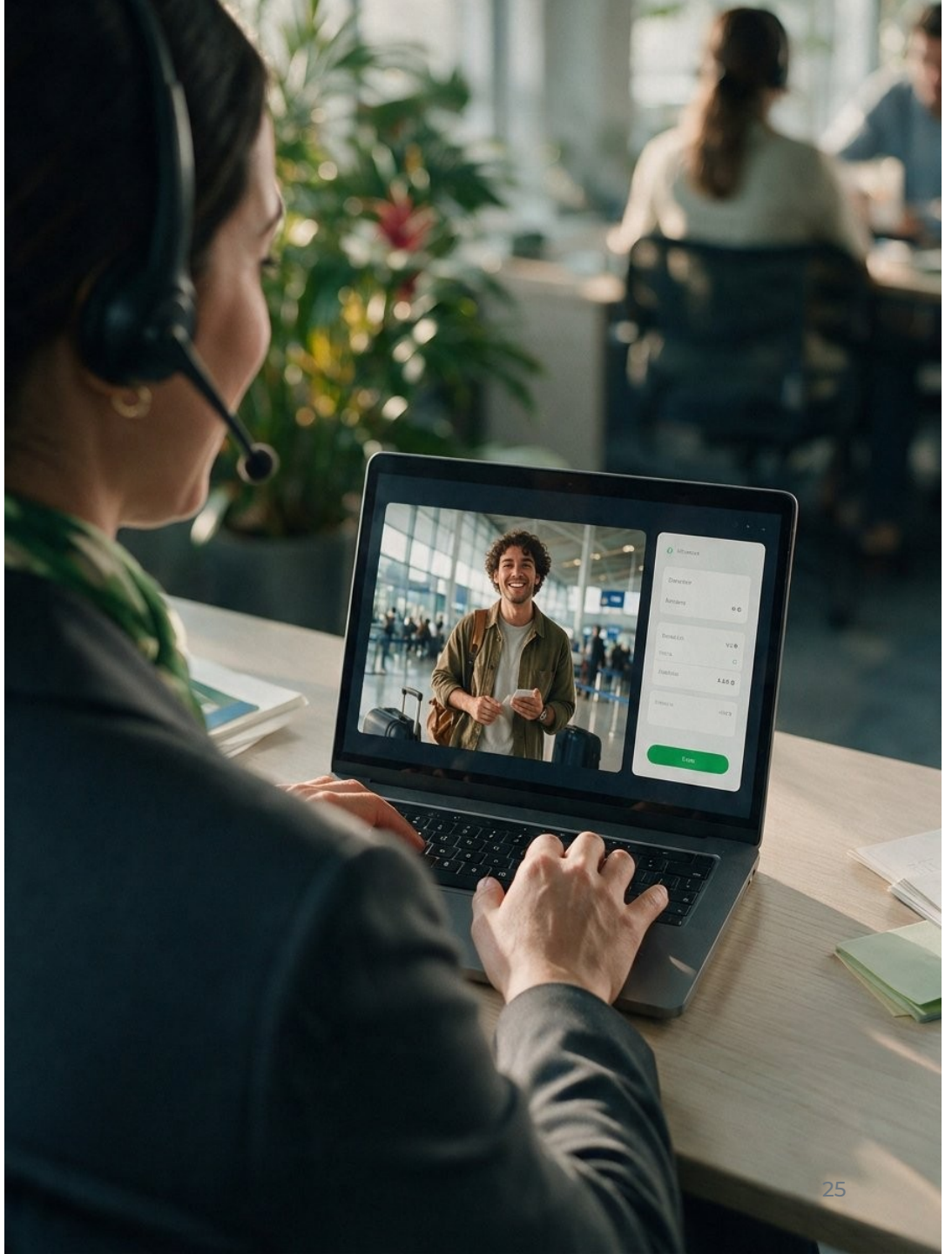
**Order** The advisor or the AI agent creates it in seconds from the conversation.

**Payment** Secure link by text and email: card or PayPal, no card details over the phone.

**Notification** Traveler and advisor notified at every status, in ES or EN.

**Delivery** The provider or Field Service delivers and closes with the QR code.

**Control** Each order records the mode, kiosk and ad of origin.



# Three mechanisms to keep from losing the sale

### 1. Escalation with context

If the AI is unsure or cannot resolve, it transfers to an advisor with the conversation attached. The traveler repeats nothing.

### 2. Rescue call

If payment does not arrive within 10 minutes, an alert fires and an advisor calls to solve the issue and resend the link. Card details are entered only in the secure link.

### 3. Auto-reconnection

Once payment is confirmed, the traveler returns to the virtual room with their advisor to coordinate delivery.

# Four layers, one platform



## 1 · Touchpoints

Video kiosks with ads and QR codes (Kiosk Manager KMS) · QR codes on ads and member cards · Airport Wi-Fi



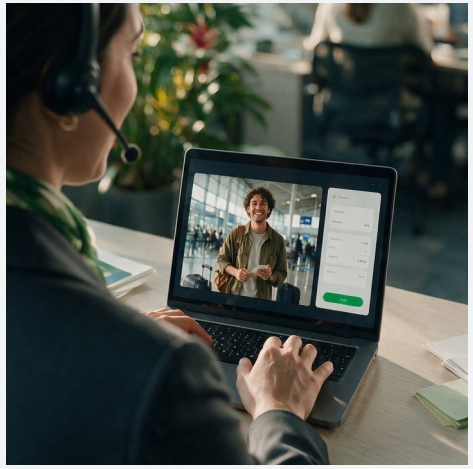
## 2 · Conversation

Video RTC: WebRTC video, voice and chat in the browser · AI Video Avatar and AI Chat Agent



## 3 · Operations

Web ACD as VCCaaS: queues, routing, advisors, specialists and Field Service



## 4 · Transaction

VGO: order, payment, ES/EN notifications, reconnection, rescue and delivery control

**Resilience** · phone support with Smart IVR connected to the VCCaaS, rescue call and offline technical support. No dependence on WhatsApp or third parties.

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04 · VALUE AND MODEL

# A neutral service that creates value for every partner

The airport provides the stage, the operators the product, the Video Contact Center the service and the platform the payment. Everyone wins with every order.



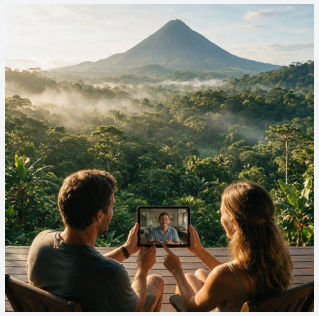
# What is sold: an assisted catalog, always with a VGO order



## Private transportation

Airport ⇄ hotel, one way and return. Sold by advisors and AI agents.

In the demo



## Tours in Costa Rica

Volcanoes, hanging bridges, beach. Advisor by video call.



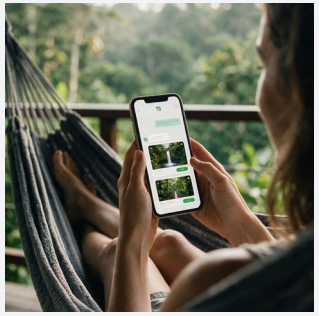
## Coffee and souvenirs

Purchases at airport stores, delivered by hand.



## Destination services

Bookings during the stay, managed in the same account.



## Resorts and stays

Accommodation bookings and upgrades with an advisor.



## Travel insurance

Requires an authorized insurer or intermediary (SUGESE).

In preparation

*Premium assisted telesales, in the traveler's language. Not self-service or e-commerce.*

# Tangible value at every link in the chain

## Airport

- 24/7 premium service for travelers without developing or maintaining an app.
- New revenue traceable by zone, kiosk and ad.
- A case for the tourist service rating.

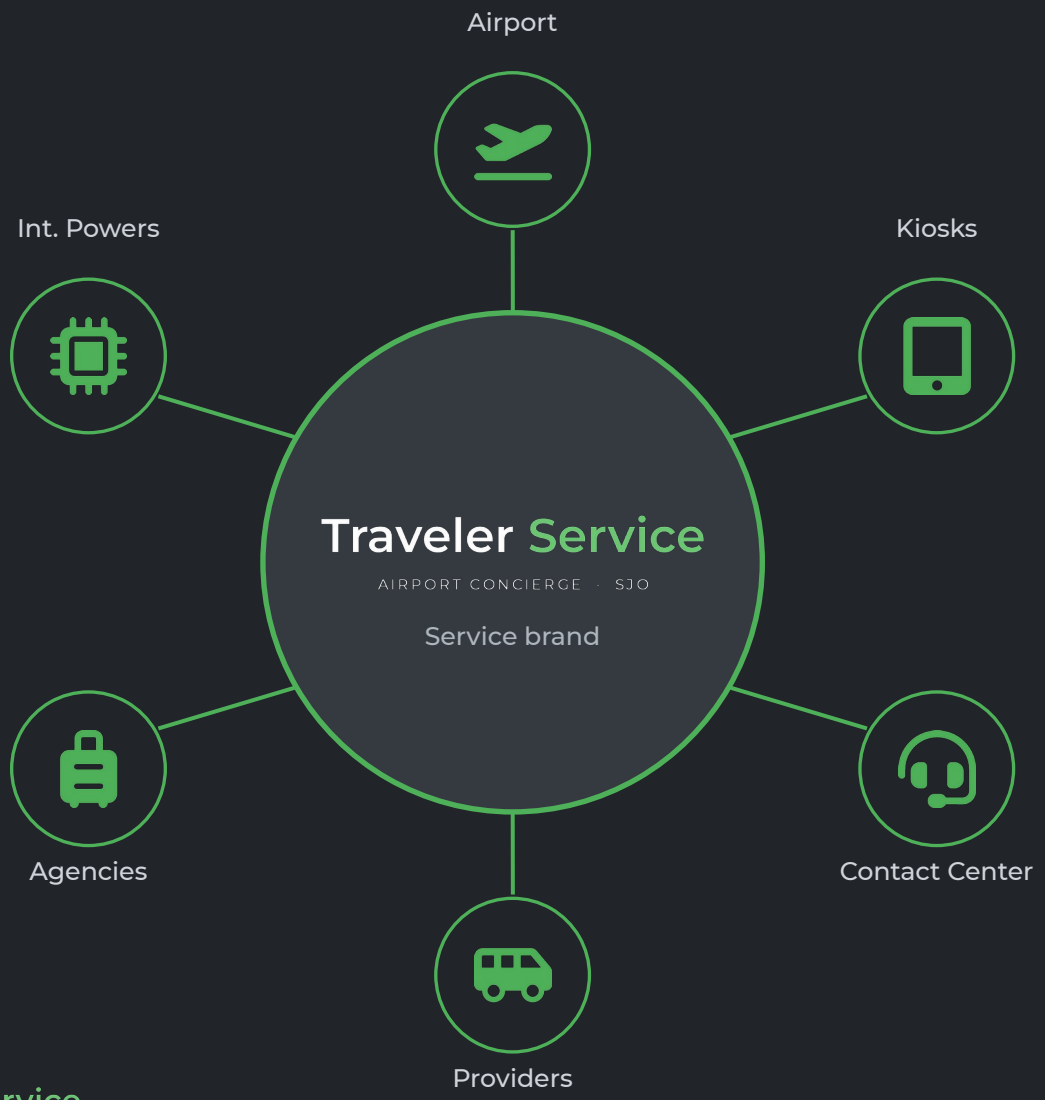
## Operators

- Direct sales channel with payment before delivery.
- Selling idle capacity at night too, through advisors and supervised AI.
- No investment in their own digital marketing.

## The traveler

- End-to-end support in their language, by a person or AI.
- Fixed price, secure payment and hand delivery.
- The whole trip centralized in a simple QR code.

# A neutral service operated by partners




- **Airport** Space, Wi-Fi and brand
- **Kiosk operator** Deployment and advertising
- **Video Contact Center** Advisors and Field Service
- **Providers** Transportation, tours, stores
- **Agencies and DMCs** Premium member cards
- **Interactive Powers** Platform and technology

# Revenue per transaction, not per license to the traveler

### Fee per order
A percentage of each order paid in VGO is shared among the operating partners. No sale, no cost.

### Kiosk advertising
Ads by category with QR codes and attribution: the provider pays for visibility and for results.

### Premium membership
Agencies and DMCs include the member card in their packages: VIP access and discounts for their customers.

### Value-added services
Hand delivery by Field Service, destination bookings and incident management, with a per-service fee.

**The traveler pays no subscription and downloads nothing.** Percentages and fees are set per project with each partner and settled with VGO attribution data.

WHY TRAVELER SERVICE

# Five differences a traveler notices and a partner values

**No app** Everything in the browser: QR code, video, payment and tracking. Zero adoption friction.

**Supervised AI** AI sells the simple things; people review, assign and advise. Never an order without an owner.

**Payment before delivery** Secure VGO link: the provider moves the vehicle or packs the bag with the order already paid.

**Own channel** Virtual room over WebRTC: no roaming, no WhatsApp, no third-party dependence.

**Ready to demo** Platform in production in banking, healthcare and hospitality. The SJO demo takes 20 minutes.



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05 · PILOT AT SJO

# Measure before promising

Proposed targets, a baseline and six steps to get started. The technical demo is ready.



# Proposed targets for the pilot

**≥ 30%** Conversion from conversation to paid order

**≥ 80%** Orders paid in under 10 minutes

**≥ 95%** Deliveries made on time

**≥ 4.5 / 5** Average rating in the closing survey



Hypotheses to be validated against a baseline in the first weeks. Each order records the conversation mode, kiosk and ad of origin (QR code with the ?ad= parameter), for accurate settlement and optimization.

# To launch the pilot

1. **Brand authorization**
   Use of the airport's official logo on kiosks, ads and notifications.

2. **Touchpoints and ads**
   Kiosk placement and a QR code per ad with attribution in the order.

3. **Initial catalog**
   VIP private transportation providers and tours for the first phase.

4. **Travel insurance**
   Authorized insurer or intermediary (SUGESE) and legal text.

5. **Baseline**
   Starting measurement for conversion, payment, deliveries and satisfaction.

6. **Technical demo**
   Full live walkthrough with the airport team and partners.

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## Theory is good.
## Reality is fascinating.

See it working in 20 minutes: QR code → conversation → order → payment → notifications → delivery, live.

**Interactive Powers**
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