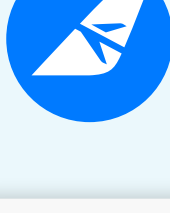


How to Deliver a Better Travel Experience with WhatsApp Business

Real-time travel information makes all the difference. WhatsApp Business provides rich, interactive communications that keep travelers up-to-speed.

1. Flight delay notifications

1 in 5 flights are delayed.¹

<  MaxAir

Your flight #AA2490 from NY to LA has been delayed. New departure time is 10:30 AM. We apologize for the delay.

7:00 AM

Thanks for notifying me.

7:01 AM ✓✓

We will be doubling your frequent flyer miles for this flight due to the delay.

7:03 AM

#AA2490 will be departing from Gate A38 at 10:30 AM.

8:01 AM

Great, thank you!

8:02 AM ✓✓

2. Early check-in option

<  MaxAir

Hello, I would like to check-in for my flight today.

9:00 AM ✓✓

Of course! Please provide us your name, frequent flyer number and booking reference.

9:01 AM

John Marsden. My frequent flyer number is 1157489932 and my booking reference is NCC1701.

9:02 AM ✓✓

We've checked you in Mr. Marsden. Would you like a vegetarian or non-vegetarian meal on your flight?

9:03 AM

Non-vegetarian

Vegetarian

Vegetarian, thanks.

9:04 AM ✓✓

Here is your boarding pass:


9:05 AM



74% of passengers used an electronic boarding pass on a smartphone in 2017.²

3. Lost luggage recovery

1 out of 180 passengers lost a piece of luggage in 2017.³


<  MaxAir

Hello, my luggage never arrived! Can I report this here? John Marsden, #AA2490

11:30 AM ✓✓

Certainly! Please provide us with your baggage tag number.

11:31 AM

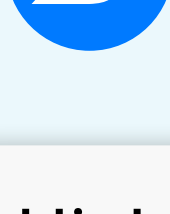


11:32 AM ✓✓

Thank you. We will contact you once the item has been found.

11:33 AM

95% of all lost luggage is successfully returned.⁴

<  MaxAir

Hi John, we've recovered your luggage. Where do you want it delivered?

2:00 PM

Thank you! I'm at 90081 Rodeo Drive, Apt 6. Can you deliver it today, 5:00PM?

2:01 PM ✓✓

Sure we can. It will be delivered to the requested address at 5:00 PM. Thank you for your patience.

2:02 PM

Great!

2:03 PM ✓✓

WhatsApp Business now on Infobip.

Request early access!