

BLR Airport introduces Artiligent's AI Robots for an enhanced Passenger Experience



Bengaluru, Karnataka Jun 7, 2022 ([IssueWire.com](https://www.issuewire.com)) - Innovation being the hallmark of its services, Kempegowda International Airport, Bengaluru (BLR Airport) has introduced the first-of-its-kind AI-driven, assistance robots to enhance the passenger experience at BLR Airport.

Currently, 10 robots have been deployed to help guide passengers through the airport and answer basic queries, and trials were conducted for a few months to assess their performance. The robot count will be increased in a calibrated manner and will be further developed over a period in terms of functionality and features, after gauging customer feedback.

BLR Airport has partnered with **Artiligent Solutions Pvt. Ltd.** – specialists in AI and Robotics, to model the robots along with creating a customized passenger services software. The default language of communication will be English, with additional regional and international languages in the offing.

Jayaraj Shanmugam, Chief Operating Officer, BIAL, said that the airport prides itself on being a trendsetter when it comes to blending innovation and providing a seamless experience to passengers. *“Pre-empting passenger requirements and complementing new-age technology with a focused customer-centric team approach has been our winning combination. These smart robots are the latest addition to our offering which shall further boost our concentrated endeavor to provide exceptional customer service.”*

Rupesh Sawant, Chief Executive Officer, Artiligent said: “Innovative technology is revolutionising air travel across the world. Artiligent ideated the AI_PORT concept to develop an enhanced airport experience for travelers. We are proud to associate with BLR Airport, the first airport in India to launch our solution and take a leap in their digital transformation journey.”

The robots will provide a variety of services which include providing information on the flight status, passenger convenience services, directional assistance, and Retail, and F&B information. They shall navigate autonomously through the terminal and escort passengers to their desired locations. If due for any reason, the robot is unable to answer queries, passengers shall be immediately connected to the ‘Airport Help Desk’ via video call, on the robot screen itself.



Media Contact

Artiligent Solutions Pvt. Ltd.

hello@artiligent.global

Thakur House, Ashok Nagar, Kandivali East, Mumbai

Source : Bangalore International Airport Limited

[See on IssueWire](#)