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Air Canada Customers Can Now Ask Alexa for Helpful Travel Information

First Canadian carrier with a Skill for Amazon's intelligent voice service

MONTREAL, Nov. 15, 2017 /CNW Telbec/ - Air Canada is offering customers additional convenience by becoming the first Canadian airline to develop a skill for Amazon's popular voice service, Alexa. Devices with Alexa will use machine learning and artificial intelligence to respond to spoken questions about such things as fare quotes and the status of Air Canada flights.

"Advances in innovative and new technologies like Artificial Intelligence and Natural Language Processing have great promise to deliver more convenience for our customers," said Mark Nasr, Vice President of Loyalty and eCommerce at Air Canada. "We're thrilled to be working with artificial intelligence start-up RozieAI to launch this capability so that customers across Canada can access AC services quickly and simply, using their voice."

Simply by asking, Air Canada customers will be able to obtain useful travel information from their devices with Alexa. The skill developed by Air Canada will initially enable Alexa to tell customers the status of their flight, provide fare quotes, and which baggage carousel to go to pick up baggage after a flight, with further topics to be added in the future. Additionally, Alexa will provide general answers about Air Canada's mobile app, required travel documents, TSA precheck availability and certain ticket policies.

About Air Canada

Air Canada is Canada's largest domestic and international airline serving more than 200 airports on six continents. Canada's flag carrier is among the 20 largest airlines in the world and in 2016 served close to 45 million customers. Air Canada provides scheduled passenger service directly to 64 airports in Canada, 57 in the United States and 98 in Europe, the Middle East, Africa, Asia, Australia, the Caribbean, Mexico, Central America and South America. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network serving 1,300 airports in 191 countries. Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax, which also named Air Canada the 2017 Best Airline in North America. For more information, please visit: www.aircanada.com/media, follow @AirCanada on Twitter and join Air Canada on Facebook.

SOURCE Air Canada

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