

# Technologies for managing the flow of passengers



Ground  
Airport Staff

## KEYWORDS

- Customer care
- Passengers flow
- Self-service solutions

Advanced information technologies and automation is expected to have a significant impact on the airport operations. New and emerging technologies will be changing travel experiences of the passengers at the airports enhancing services quality and efficiency.

The rapid technological changes are transforming the current concept of having human staff at the desks. New tools and applications will support the airport staff in managing the flow of passengers and distribute people at the right gates.

## TECHNOLOGICAL CHANGES



- The introduction of fully autonomous baggage and self-service solutions for check-in might enhance the efficiency of check-in operations at airports.
- Innovations in mobile, analytics and biometric technologies can play a huge role in making the industry more security resilient (including to pandemics) and can also bring operational and commercial benefits.
- Quick boarding gates will allow passengers to self-scan the boarding pass.

## IMPACT ON THE ROLE OF THE GROUND STAFF



- Ground staff will be not involved anymore into the passenger boarding and would be able to focus on supervisory tasks or special cases.
- With self-service solutions for check-in, gate agents and ground staff will be more focused on interacting with customers and assisting passengers at any point of their journey.
- Ground staff will be required to work to ensure maintaining health standards and an excellent passenger experience (no queues, no stress).

