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The long-term opportunities for the mobile-enabled passenger

Ronnie Forbes

Abstract:

This paper provides a vision of the mobile-enabled passenger of the future and discusses the opportunities for access to airline and airport services via the passenger's personal mobile device. The challenges of delivering services to the diverse range of mobile devices, while providing a consistent user experience, are examined and solutions are described. The check-in process is highlighted as an example of mobile service delivery.

Keywords:

mobile phone, cell phone, self-service, check-in, passenger convenience

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