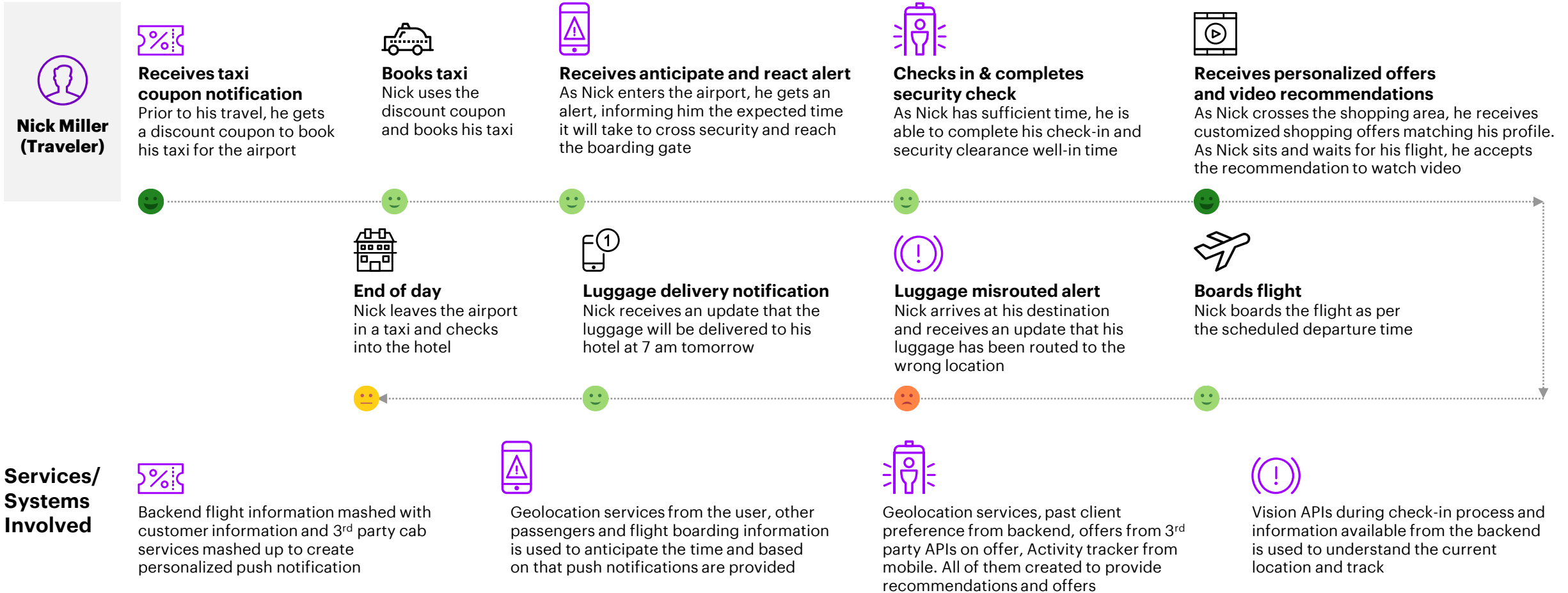


A customer's airline journey



Experience

Overall Happy Experience

High Experience Quotient

Benefit

Customer excited to receive notification on his preferred cab booking

Customer delighted to get Personalized Offers and Video Recommendations

Customer was worried that his baggage is misrouted, but **relieved** when he received a BOT notification about his luggage