

Unruly Passengers... AI Saves the Day



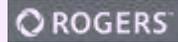
Micah White
VP R&D



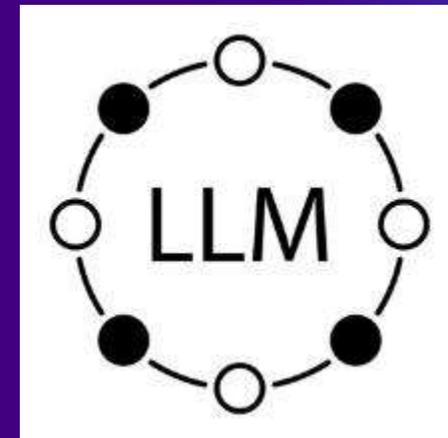
CGS Immersive

=Our CLIENTS

CGS is **TRUSTED** by Leading Fortune 500 Companies

							
							
							Booz Allen Hamilton
							
							

With the convergence of mixed-reality and AI, Cabin Crew Training will probably change forever.



HOW ?

AI will be able to evaluate and change performance scenarios to speed time to proficiency. It can variable-ize based on the relative performance, leading to virtualized training, that does not physical location, and can be iterated upon many times, increasing time to proficiency.

Let me give an example :

A fire in the cabin...



AI Monitors the Fire Simulation

Has the user truly mastered the procedure ?

AI will select new patterns to make sure the skills are demonstrated in Virtual Reality.

Create hyper-realistic scenarios. Extended reality training creates muscle memory with plane equipment, realistic flight deck, and crew.

Ai Assisted Content:

create lifelike and complex simulations using an AI Assistant.

Unlimited scenarios and skills:

Rapidly generate scenarios based on your content, or let AI build the requirements.

Evaluator: A fine-tuned evaluator AI will editorialize and grade performance, and suggest how to improve

But what about the real world ?

More passengers are losing it on airplanes. Here's what we know about why

Hardly a week passes without another 'passenger shaming' video being posted on social media of a mid-flight meltdown



Unruly passenger threatens to 'kill everybody' and choke flight attendant on Frontier flight

 **Kathleen Wong**
USA TODAY

Published 12:29 p.m. ET Sept. 13, 2024 | Updated 12:29 p.m. ET Sept. 13, 2024



Their already demanding job, focused on ensuring safety, becomes even more challenging when dealing with disruptive passengers.

Aviation psychologist Aleksandra Kapela, on flight attendants

Unruly passengers were a problem before the pandemic. Now they're even worse

By [Francesca Street](#), CNN

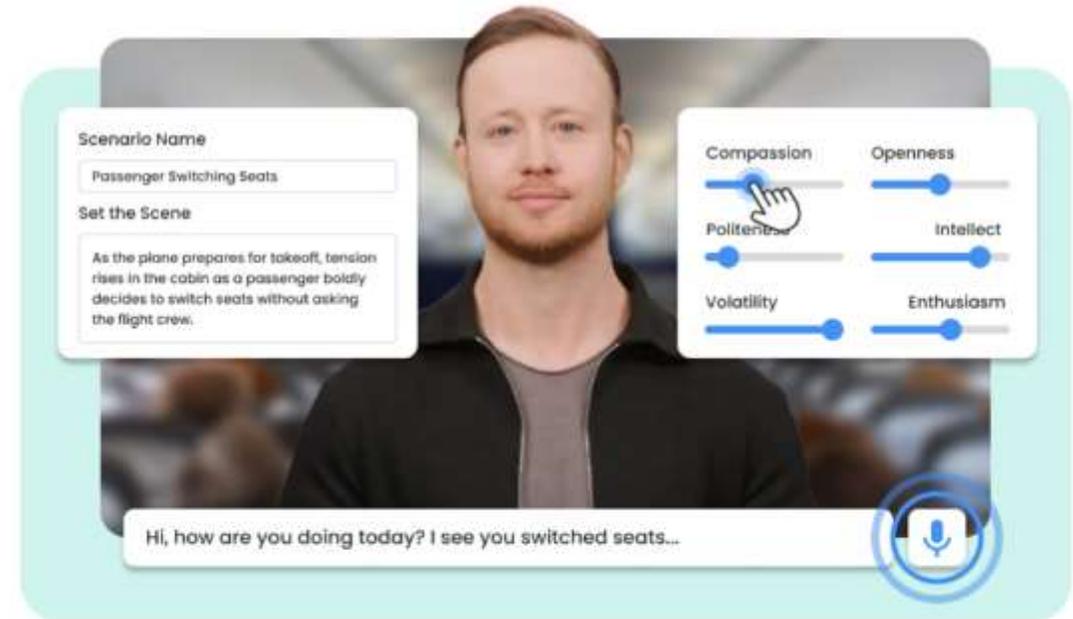
🕒 11 minute read · Published 8:11 AM EST, Wed January 24, 2024



These are real events and it's unpredictable what happens. Good companies will respond, but the great companies will respond faster.

They will identify AI products like Cicero that allow you to address the problem immediately.

AI Soft-Skill Simulators... New Technology With Impact



– How Does Crew Training React to These Events?

- Build a web-based training for knowledge (6-10 weeks)
- Build a webinar video series for remediation (4-6 weeks)
- Create job aids and quizzes / confirmation of learning for reporting (2-3 weeks)



C-Suite/ Learning Practitioners Wait for Reporting Months Later

The problem: current methods don't work



Generic training

Ignores individual needs, learning styles and work context. "One and done" workshops offer temporary boosts, not lasting change.



Costly & time consuming

Travel costs and resource availability can inhibit regular face-to-face training in some organizations. One-on-one coaching is time consuming and unscalable.



Real-world practice & timely feedback are lacking

Traditional training is often isolated from the real workplace environment. And, without timely feedback, participants struggle to apply learned skills effectively.

Luggage Storage Issue

 Saved

 Training Documents



Persona Details

Step 6 of 10

Here you will define 3 different Personas for the AI character in your scenario. This allows them to take on different roles so the user can be evaluated on how they react to different types of personalities. i.e. Pleasant customer versus irate customer. When a scenario begins a random persona out of the 3 will be chosen for the user to roleplay with.

Persona #1

 Generate

Advanced Mode - additional fine tuning controls for personas

Set as Default Persona - Makes this persona the first one in scenario

Choose One

Rebellious Passenger

Very Hard 

The Rebellious Passenger is a traveler who frequently disregards cabin crew instructions, causing delays and potential safety hazards. They are assertive and volatile, often prioritizing their own convenience over the rules and the well-being of others.

Roleplay Card

Industry - Aviation 

Category - Airline Safety 

Topic - Luggage Compliance 

Skill Gap - Identified 

Scenario Details - Done 

Persona 1 - Done 

Persona 2 - Done 

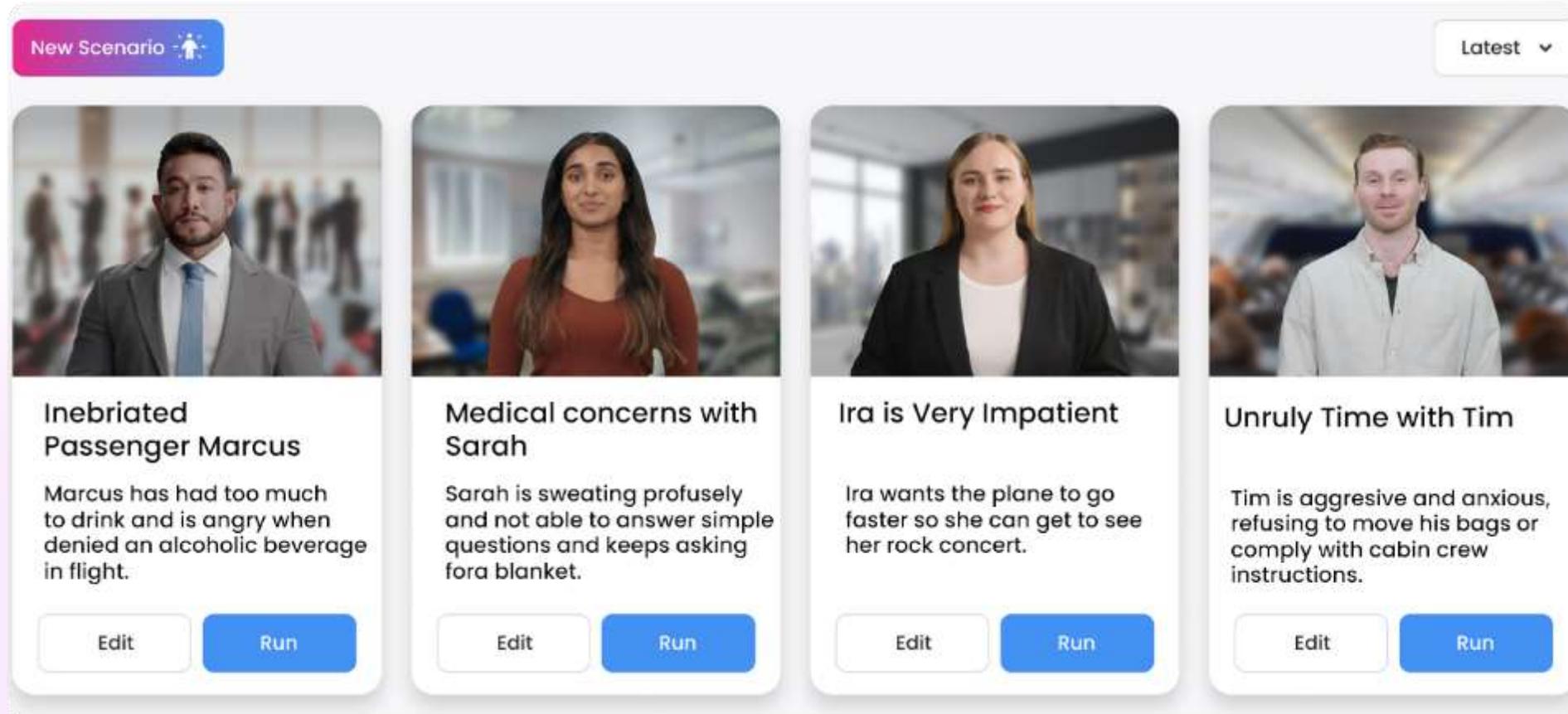
Persona 3 - Done 

Avatar - Done 

Evaluation

Final Scenario

= Create any passenger problem scenario, in minutes



The screenshot displays a user interface for creating scenarios. At the top left is a 'New Scenario' button with a person icon. At the top right is a 'Latest' dropdown menu. Below these are four scenario cards, each featuring a character portrait, a title, a description, and 'Edit' and 'Run' buttons.

- Inebriated Passenger Marcus**
Marcus has had too much to drink and is angry when denied an alcoholic beverage in flight.
- Medical concerns with Sarah**
Sarah is sweating profusely and not able to answer simple questions and keeps asking for a blanket.
- Ira is Very Impatient**
Ira wants the plane to go faster so she can get to see her rock concert.
- Unruly Time with Tim**
Tim is aggressive and anxious, refusing to move his bags or comply with cabin crew instructions.

Hone cabin SOPs, interactions, & negotiation skills with a reconciliation record that ensures AI roleplay is **accurate and accountable to business standards.**

Opt-In: Web Camera Analysis

The AI Evaluator can see you on the other side of the screen
drawing performance insights and coachable moments.

Facial Expression Analysis – This section has no effect on the overall score

In this section, we provide valuable insights into facial expressions during the roleplay scenario. By analyzing key moments, we've identified the emotions Adrian portrayed and how they may have influenced the interaction.

- 1. Joy:** At certain points, Adrian's smile illuminated the interaction, showcasing genuine enthusiasm and engagement. This positive energy can foster a more inviting atmosphere.
- 2. Confusion:** Instances of furrowed brows and pursed lips signaled uncertainty. Identifying these moments can practice clarifying questions or expressions to convey a clearer understanding.
- 3. Frustration:** Subtle frowns and tight lips appeared during challenging exchanges. Acknowledging these feelings can guide you in maintaining composure and redirecting the conversation constructively.
- 4. Empathy:** Softened features and nods demonstrated Adrian's ability to connect with others emotionally. Building on this skill can strengthen your interpersonal relationships.



These insights are designed to help refine emotional expression and improve overall communication skills. Embrace these observations as stepping stones toward becoming a more effective and empathetic communicator!

— AI Soft-Skills Enable Training to happen within 24 hours of real incidents

- Over 300 characters and 40+ languages
- Only a Word Document Required to Author (<10 minutes)
- Reporting is instantly sent to system of record
- Real-world issues can be faithfully recreated by AI and Cabin Crew can practice immediately



**Cabin Crew Get Comprehensive
Feedback and Practice
C-Suite Gets Comprehensive Analytics
within 24 hours**

Questions ?