



3 weeks ago

Artificial intelligence-based travel concierge – not hard to break it

Trip planning startup [Tripoto](#) recently announced rather grandly that it has created the “world’s first AI-based travel concierge”.

Online virtual assistants in the travel industry are not new by any means, but ones that learn from the interactions they have with users as they evolve are far less commonplace.

Tripoto’s effort, “Your Virtual Travel Buddy”, is worth a play because it combines information and content from other sources to feed the conversation it has with the user.

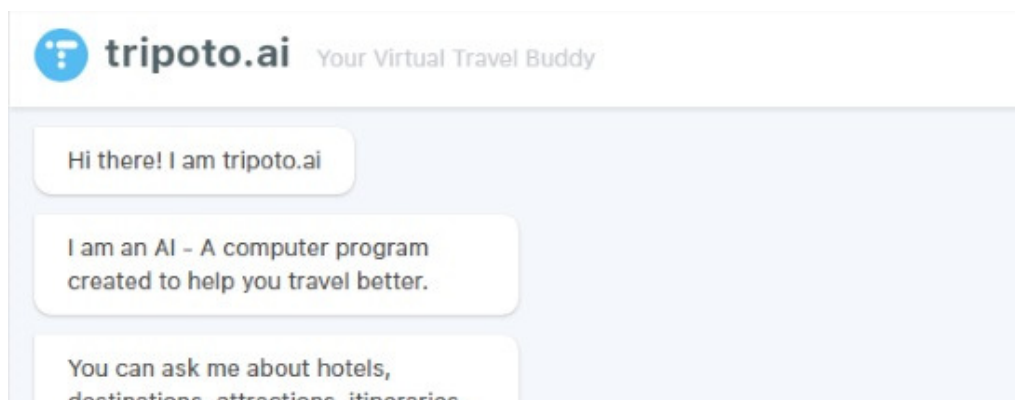
Content from the company’s core product ([TLabs here](#)), trip itineraries and travel planning, are also fed into the system.

In its basic form, it can respond to user queries ranging from destinations, top attractions, travel itineraries, how to reach, best time to visit, getaways, restaurants, culture, festivals, hotels, activities, weather, time and distance.

Product feeds come in via API from the likes of [Airbnb](#), [Booking.com](#), [Rome2Rio](#) and [Agoda](#).

So, we tried a few examples...

This one worked out reasonably simply:



destinations, attractions, references, how to reach, best time to visit, getaways, restaurants, culture, festivals, activities, weather, time, distance and a lot more actually

So...Where would you like to go?

Edinburgh

Oh! Edinburgh would be a great destination for you. Do you wish to know more about it? Let's plan. I'm excited.

Family trips to Edinburgh

Time for some travel research! Let's check out the best travel stories from Edinburgh by real travelers.



Places to visit in Edinburgh

Edinburgh is a wonderful hangout place and below is a list of places you should visit there.



Top activities to do in Edinburgh

Places to stay in Edinburgh

Good time to visit Edinburgh

Weekend getaways from Edinburgh

Flights, please

Please tell me your origin Location.

Sydney

It is very simple. Here are directions to reach Edinburgh from Sydney

Cheapest
Shortest
Fastest

Fly from Origin to Destination
 INR 39338 26 hrs 17 mins

| | | | |
|----------------------|----------|-----------------------------|--|
| Origin INR 1196 | 3.16 | Sydney 5 mins | Book |
| Sydney INR 38000 | 16888.11 | Edinburgh 23 hrs 50 mins | Book |
| Edinburgh INR 142 | 10.91 | Destination 18 mins | Book |

[Good time to visit Edinburgh](#)
[Hotels in Edinburgh](#)

[How far is Edinburgh from Sydney?](#)
[Weekend getaways from Edinburgh](#)

Type your message here...



But this second effort didn't work out so well (didn't understand "from" and "to", nor are those Airbnb properties anywhere near the Eiffel Tower):

tripoto.ai Your Virtual Travel Buddy

Hi there! I am tripoto.ai

I am an AI - A computer program created to help you travel better.

You can ask me about hotels, destinations, attractions, itineraries, how to reach, best time to visit, getaways, restaurants, culture, festivals, activities, weather, time, distance and a lot more actually

So...Where would you like to go?

Travel from paris to san diego

Bingo! We found a route to Paris from San Diego

Cheapest Shortest Fastest

Train from Origin to Destination INR 36005 19 hrs 7 mins

| | | | |
|-------------------------------|---------|------------------------------------|------|
| Origin INR 167 | 8.17 | Fashion Valley T... 14 mins | Book |
| Fashion Valley T... INR 0 | 3.74 | Old Town, CA 7 mins | Book |
| Old Town, CA INR 2540 | 196.12 | Union Station F... 3 hrs 6 mins | Book |
| Union Station F... INR 550 | 26.34 | Los Angeles 45 mins | Book |
| Los Angeles INR 32000 | 9104.23 | Paris CDG 10 hrs 40 mins | Book |
| Paris CDG INR 748 | 31.15 | Destination 35 mins | Book |

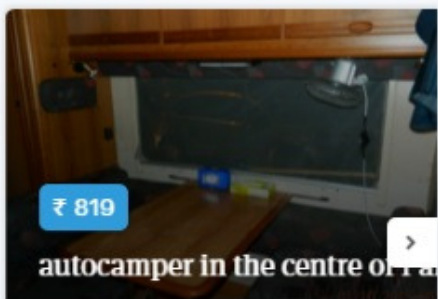
Good time to visit Paris Places to stay in Paris How far is Paris from San Diego? Places to visit near Paris

Place to stay near tour eiffel

Check out some of the perfect picks for you to stay in Paris



airbnb Book Now



8 Reviews airbnb Book Now

See only mid-range hotels in Paris

Places to visit in Paris


Hotels in Paris above 2000 INR

Family trips to Paris





Things to do paris

How about these activities in Paris

Cafe Philo in English
 Cafe Philo in English meets on the first Wednesday of each month upstairs at the famous Cafe de Flore. Everyone is invit...[show more](#)

<http://philosophy.meetup.com/274/>
 Free


Better Paris Photos
 Better Paris Photos offers instructional tours and workshops that combine hands-on learning of essential photographic te...[show more](#)

 33 (0)6 74 04 21 84
 32 Avenue de Suffren, Paris 75116
<http://www.betterparisphotos.com/tours>
 By appointment, tours last from 4 hours
 From 195/half day; 290/full day



Cite des enfants
 Cite des enfants in the 19th, a museum for kids within the Cite des Sciences et de l'Industrie, is interactive, fun, and ...[show more](#)

Parc des Buttes-Chaumont
 Parc des Buttes-Chaumont in the 19th. Buttes-Chaumont is great for those with children that like to run, climb, and expl...[show more](#)

Come to Paris
 Book tickets to the cabarets in Paris. No extra fees.

 +33 148 740 510,
<http://www.cometoparis.com>

[Type your message here...]

Early days, though...

[Check it out here.](#)



About the Writer :: Kevin May

Kevin May is a senior editor and one of the co-founders at Tnooz. He was previously editor of UK-based magazine Travolution and web editor of Media Week UK from 2003 to 2005.

He has worked in regional newspapers (Essex Enquirer) and started his career in journalism at the Police Gazette at New Scotland Yard in London. He has a degree in criminology, a postgraduate diploma in magazine journalism and will be publishing his first book - a biography about electronic band, Depeche Mode - soon.

Comments



kanwar

Also, <http://www.findmycarrots.com> handles much more complex queries (magnitude of >1000)

[2 weeks ago](#)



kanwar

EVA has been there for quite some time and handles much complex queries – <https://www.evature.com/demo>. This(tripoto.ai) one seems to be a keyword engine as compared to actual “semantic” engine clearly.

[2 weeks ago](#)



Tim Hentschel

Another example of good AI is Alexa by Amazon. We use it all the time for music, directions, cooking, etc., and Alexa gets the answers or commands right over 90% of the time.

<http://techcrunch.com/2016/03/23/amazon-improves-alexa-voice-services-which-lets-developers-add-alexa-voice-control-to-their-own-devices/>

[3 weeks ago](#)



Yup. Ours is specific to travel. Many good solutions exist in other verticals. Cant forget fb and google – they are building all encompassing solutions anyway 😊

[3 weeks ago](#)



That is why it is called a beta version kevin because things are still being fixed. Since you call this announcement “grand”- can you please point me to other working examples of fully automated virtual travel concierge. Would be helpful for us to see as well.

[3 weeks ago](#)



Kevin May

@anirudh – it was certainly announced in a grand way because you claimed it to be “World’s first AI based travel concierge”. Jenn at Alaska Airlines is a pretty good example.

[3 weeks ago](#)



@Kevin: Jenn at Alaska Airlines is not a “travel concierge” it is more of a website navigation tool. It is very difficult to justify how Jenn at Alaska Airlines is “pretty good” example of an alternative to Tripoto’s beta version of AI based travel concierge. We would be glad if you could share snapshots of some wonderful answers from Jenn as well. Leave apart “from” and “to” Jenn at Alaska Airlines was not even able to identify “Paris”. 😊

[3 weeks ago](#)

**Kevin May**

@ashish – i didn't say it was a pretty good example of an alternative to Tripoto... But it is a good example of a digital concierge. Maybe Jenn didn't recognise Paris because Alaska Airlines doesn't fly to it 😊

[3 weeks ago](#)



Tried jenn. I will let other users decide if it is a good example or it. It hardly works remotely close to Ai when i tried it. 😊

Our statement was based after closely studying the market globally and is not “grand” at all. Infact i feel saying that fully automated assistants are “nothing new” is completely factually incorrect. It is a very new trend that will gain pace in the future. I will be myself very happy to see better working products for ai based concierge. Didnt find any globally yet 😊

[3 weeks ago](#)



Although in the end what users say counts the most rather than what we say. I agree with you still a long way for us to go to perfect it and get it out of the beta stage. Thanks for trying it out and writing about it

[3 weeks ago](#)

