



PRESS RELEASE

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AskHandle Introduces Codeless RAG to the Airline Industry

AskHandle, a pioneering force in AI-powered customer support solutions, is excited to announce the launch of Codeless RAG, a groundbreaking advancement in AI technology designed specifically for the airline sector. This cutting-edge tool leverages generative AI to transform how airlines communicate with customers, setting a new benchmark in operational efficiency and customer interaction.

Codeless RAG utilizes the capabilities of traditional retrieval-augmented generation (RAG) technology but removes the complexity of coding, making it highly accessible for all airlines. This innovation enables airlines to integrate their customer data seamlessly with AskHandle's robust AI system. The result is an intelligent chatbot that provides instant, accurate, and contextually relevant responses to customer inquiries, without the need for human intervention.

Key Features of AskHandle's Codeless RAG for the Airline Industry:

- **Effortless Integration:** Airlines can easily upload their operational manuals, FAQs, and customer interaction logs in various formats such as Word Docs, PDFs, and Excel files. Codeless RAG does the rest, providing a ready-to-deploy AI chatbot that enhances customer service.
- **Multilingual Support:** With the capability to interact in over 90 languages, Codeless RAG ensures that airlines can serve customers around the globe efficiently and effectively.
- **Multi-Channel Availability:** Whether through web messenger or WhatsApp, Codeless RAG is designed to meet customers where they are, enhancing engagement and satisfaction.

This fully automated solution significantly reduces the response time for customer inquiries, setting AskHandle apart from traditional support methods that rely heavily on human agents. The scalability and versatility of Codeless RAG make it an ideal choice for airlines looking to upgrade their customer service experience.

AskHandle comment

"Codeless RAG democratizes advanced AI capabilities, eliminating the technical challenges and setup costs



associated with traditional AI implementations. This opens up a world of possibilities for airlines of any size to enhance their customer support and streamline operations. We believe the future of AI lies in its accessibility. Codeless RAG is a step forward in making sophisticated AI a practical tool for every airline to improve their customer interactions.”

Nick Kljaic, CEO of AskHandle

Yocova comment

“AskHandle's Codeless RAG technology exemplifies innovation at its finest, demonstrating a profound commitment to redefining customer support in the airline industry. We are thrilled to witness the unveiling of this groundbreaking solution from our trusted partner AskHandle, which promises to set a new standard for excellence in customer engagement and operational efficiency.

Yocova extends its heartfelt congratulations to AskHandle on the launch of Codeless RAG and looks forward to witnessing its transformative impact on the airline industry and beyond whilst easily spreading the word about this cutting-edge tool through Yocova's global network.”

About Yocova

Yocova (You Connect for Value) is an open, neutral digital platform and ecosystem for the aviation industry to collaborate, manage data, and access leading digital services from OEM partners and digital vendors.

It's an end-to-end platform for innovation: digital infrastructure and services to facilitate the exchange of ideas, data, and apps in aviation.

The platform is structured around the pillars of Community, Data Rooms, Marketplace, and Enterprise engagement:

- **Community:** the global aviation community on one open and trusted platform – connect and collaborate with aviation peers in public forums and private working groups
- **Data collaboration:** a decentralised, secure, and voluntary data API exchange giving you full control of who accesses your data to support your digital initiatives
- **Marketplace:** a trusted 'go to' aviation marketplace for digital transformation – find, try, buy, and deploy leading digital aviation apps, data API's solutions and services, or sell and manage your own through a global route-to-market
- **Enterprise engagement:** Yocova provides a single command and control platform through which to securely distribute, authenticate, and update all digital content across the customer community.

For OEM partners, Yocova provides a single command and control platform through which to securely distribute, authenticate, and update all digital content across the customer community. For OEM customers, a single entry-point for swift, efficient user access to all OEM digital content.



Yocova continues to pursue its growth strategy at pace with over 8,500 aviation professional members from across 470+ airlines and 1,100+ aviation enterprises extending across the aviation value chain, including but not limited to professionals and enterprises from airlines, business jet operators, digital/data vendors, through to airports, ANSPs and OEMs.

About AskHandle

AskHandle is an innovative AI support platform that utilizes state-of-the-art generative AI and natural language processing technologies. It enables airlines and other businesses to streamline and personalize their customer support, improving efficiency and enhancing customer satisfaction.

For more details about AskHandle and the new Codeless RAG, please [visit AskHandle's website](#).

Yocova contact details

To find out about Yocova membership, join conversations, groups, collaborate, and access the latest aviation insights and digital solutions, email members@yocova.com

For press enquiries, contact Stephen Spillett.

Email: Stephen@hut-3.com