

I/O Overview

- Google's annual developer conference (10th year)
- Showcases new software & hardware
- New Android OS version is revealed as well as updates to Wear, Assistant, TV, Auto, Home etc.
- Opening keynote by Sundar Pichai (Google CEO) on day one followed by 3 days of developer sessions
- This year's opening keynote centred around the theme of giving people back time and placed a huge emphasis throughout on AI

““We are working hard to give users back time”

Key #IO18 Takeaways

1. Android P
2. Google Lens
3. Google Duplex
4. Google Maps
5. Boarding Passes in Google Pay
6. Google Assistant
7. Other: Google Photos, Google News, Gmail, Waymo

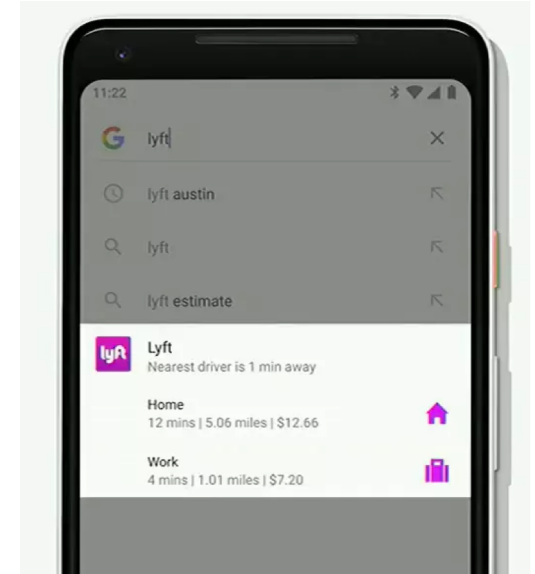
This report summarises the key announcements and what they mean for Travelport Digital & the travel industry



Android P

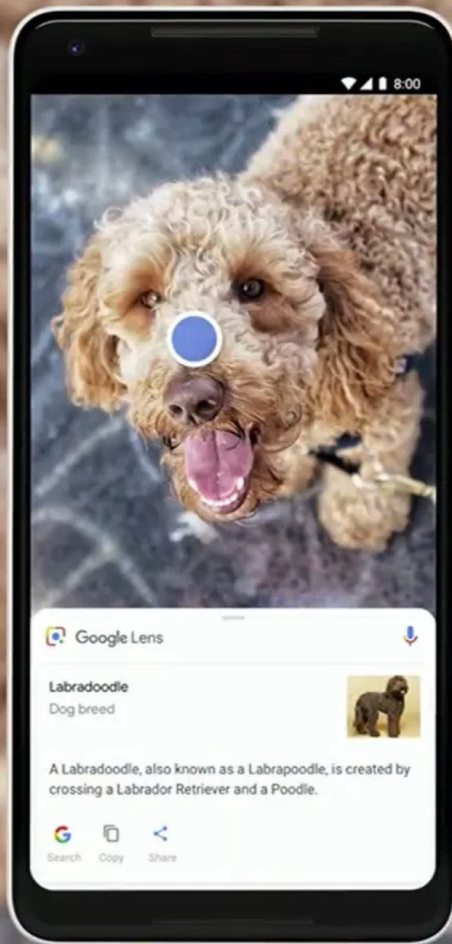
“Through this journey, we’ve seen Android become more than just a smartphone OS”

- Lots of updates including a new gesture-based navigation system (like iPhone X) and a big AI focus
- New predictive app system that incorporates ‘Actions’ and ‘Slices’. They go beyond just predicting what apps you want to use but suggest specific features and information you want to access
- Actions: shortcut to let users quickly access a deeper function of the app based on context, history and usage patterns
- Slices: bring part of the app UI to the user within Google Search



Travel Industry Impact:

Travelers can be presented with ‘interactive snippets’ of your app through the Android OS. For example they could search ‘what’s the status of flight XY123’ and be shown a ‘Slice’ of your app with the status



Google Lens

- Soon to be available on a lot more devices (e.g. Pixel, Motorola, Sony, Xiaomi, OnePlus)
- New features include;
 - Real-world copy and paste (highlight real-world text within Google Lens, and then copy that text to use on your phone)
 - Smart text search (highlight text to get the definition)
 - Real time search (identify objects in your environment and provide actionable info like purchase links)

Travel Industry Impact:

Using ARCore and Google Lens travelers can point their phone at a photo of a destination or landmark and get information about it as well as flight options to purchase. It was also announced that Instant Apps will soon support ARCore, allowing users to interact with AR apps without having to download them.

Can I help?

Make me a haircut appointment on Tuesday
morning anytime between 10 and 12.

No problem. I'll make you an appointment and
update you soon.

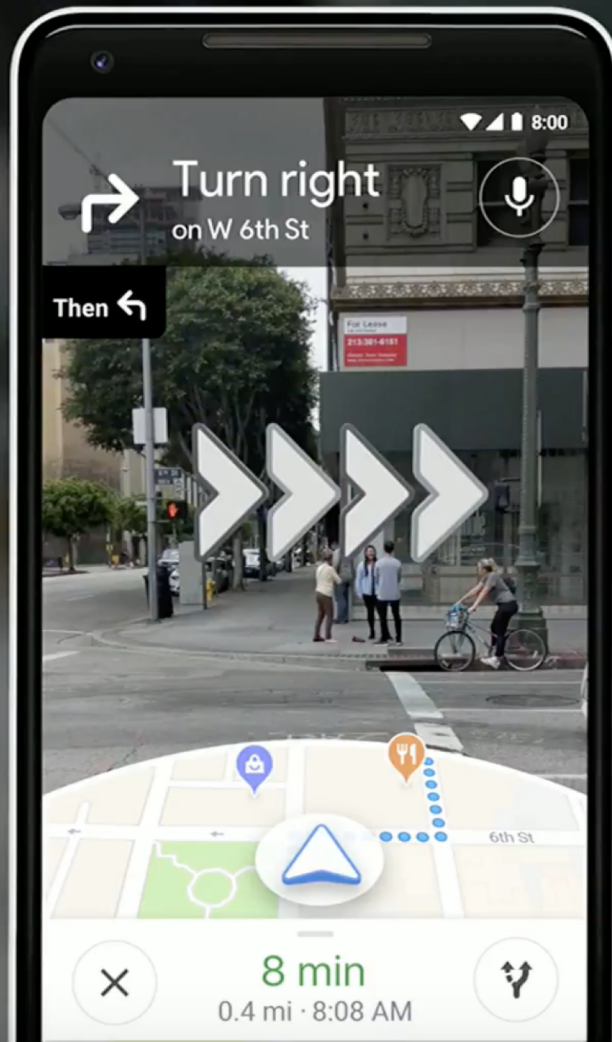


Google Duplex

- One of the most impressive announcements was the introduction of Google Duplex
- The technology enables Google Assistant to have a conversation with a human over the phone in natural conversation
- The keynote demoed an example of an Assistant calling a hair salon to book an appointment, with the salon worker oblivious to the fact she was speaking to an AI

Travel Industry Impact:

Travellers will be able to empower their Assistants to talk to their hotel / travel agent / airline on their behalf. For example, calling the hotel front desk to request extra pillows or an early breakfast



Google Maps

“Maps was built to assist everyone. We’ve mapped over 220 countries and territories...we’ve given more than 1 billion people the ability to travel the world with the confidence they won’t get lost along the way... But we’re far from done.”

- New integration between Maps and the phone’s camera. Uses a mix of AR and machine learning to overlay Maps on your camera
- Also overlays relevant info about certain places such as restaurants
- Shifting towards a social experience to compete with the likes of Foursquare by using AI to predict places you would like and collating them in a newly designed Explore tab

Travel Industry Impact:

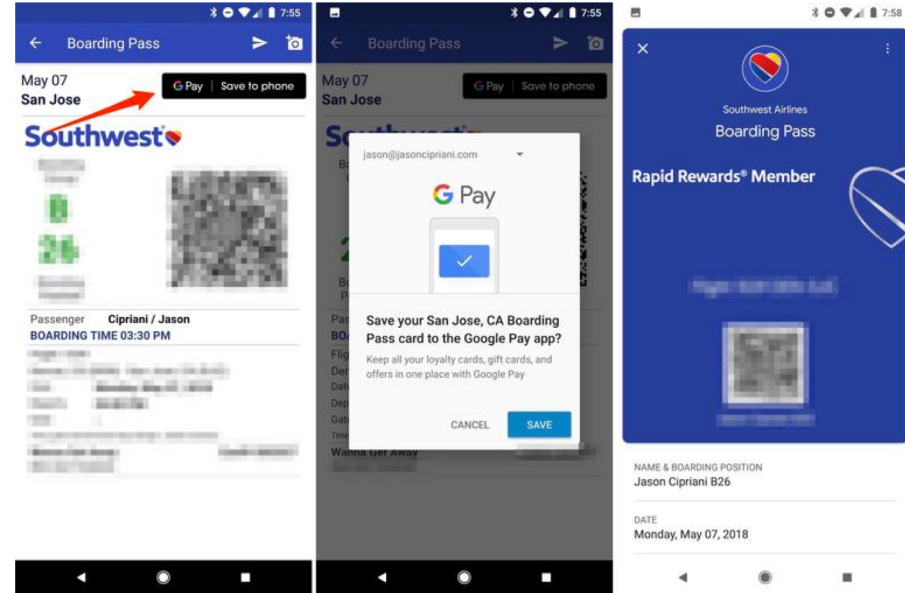
Opportunities for better airport navigation with the integration of Google Lens and Maps to provide info on shops, bars etc. around the airport. Google now maps 200+ airports in over 20 countries including SFO, LAS, LGW, SYD, FRA, YYZ



Boarding Passes in Google Pay

While not part of the keynote, Google did announce the introduction of boarding passes and tickets to Google Pay during a Build with Google Pay session

Google Pay tickets and passes will receive push alerts and updates for gate changes or flight delays



Travel Industry Impact:

Naturally the addition of boarding passes to Google Pay will have a huge impact in terms of allowing travelers to natively access their passes offline

5,000
devices



Google Assistant

- Google Assistant is now on over 500 million devices globally. Since it launched in India last year daily usage tripled!
- 6 new voices will be added using 'Wavenet'
- In July Google will ship the first Smart Displays with Assistant built in
- Google have focused on a more natural conversation (no longer need to say 'OK Google' each time. It also understands natural back and forth conversations with multiple questions or commands)

Travel Industry Impact:

Travellers can now use Assistant to have a full conversation with their airline or travel brand. For example they can ask a number of questions within one flow such as what is their seat number, what's the weather like at the destination, what time will they arrive etc.

Other Updates

- **Google Photos:** Smarter photo editing based on AI
- **Google News:** Using AI to curate content and present in a timeline view with a focus on 'quality journalism'
- **Gmail:** AI-based 'Smart Compose' will enable Gmail help you draft your emails
- **Waymo:** Customers will soon be able to avail of driverless taxis using Waymo (Google's autonomous cars subsidiary)

Thank You