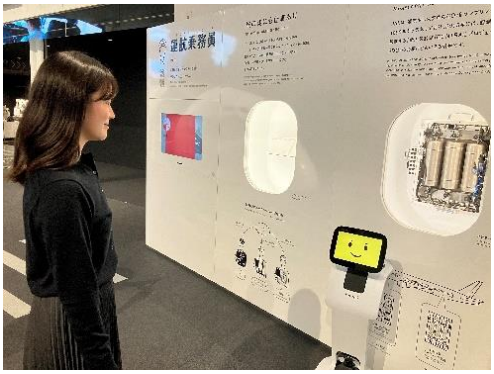
【Joint Press Release】

October 22, 2024
Japan Airlines Co., Ltd.
JAL Information Technology Co., Ltd.

JAL Sky Museum to Launch Demonstration Experiment of AI Assistant Robot "temi" on November 1

～ Providing Multilanguage Guidance and Explanations to Visitors ～

Japan Airlines （JAL）(Headquarters: Shinagawa-ku, Tokyo; President and Group CEO: Mitsuko Tottori) and JAL JAL Information Technology (JAL Infotec) (Headquarters: Minato-ku, Tokyo; President and CEO: Hideyuki Koyama) will commence a demonstration experiment using the autonomous AI assistant robot "temi" at the JAL SKY MUSEUM (*1) from Friday, November 1, 2024, to Wednesday, December 25, 2024.



(*1) JAL SKY MUSEUM is an experiential museum where visitors can learn about aviation work and the history of JAL, and see real airplanes up close.
URL: https://www.jal.com/ja/kengaku/en/
Location: Sky Museum, 3F, M1 Building, 3-5-1 Haneda Airport, Ota-ku, Tokyo

【Purpose of the Demonstration Experiment】

The number of foreign visitors to the museum has been increasing in proportion to the strong inbound demand, making foreign language support an urgent issue. This demonstration experimentwill utilize "temi," (*2) an AI technology-powered robot capable of providing information in multiple languages including Japanese, English, Chinese, and Korean. The robot will guide visitors through the facilities and explain exhibits in multiple languages, ensuring a smoother and more fulfilling experience for a diverse group of visitors from Japan and abroad.
(*2) A telepresence AI robot developed by the US company temi that can communicate with remote locations using video and audio. It can also generate maps and register locations, enabling autonomous navigation and guidance.

【Outline of the Demonstration Experiment】

The demonstration experiment will focus on the following items:
- Facility tours using autonomous mobile robots, a first for a Japanese airline, providing a fully automated, multilingual exhibit tour.
- Enhancing the visitor experience while reducing the number of staff required and improving work efficiency.

Plans are in place to consider further use of the robot based on the data and feedback obtained through this verification experiment. Future aims include utilizing "temi" and other robots in areas such as airports. In this way, robots will support interactive experiences, safety and comfort, contributing to the provision of high-quality services to visitors.