



Robot customer service demonstration at Kobe Airport (Part 2) - Remote interactive robot serves customers and promote sales at the store! -

We are pleased to announce that Kansai Airports Kobe will conduct a demonstration experiment at Kobe Airport from Monday, August 22, 2022, using remote interactive robots to serve customers and promote product sales at the airport stores.

This experiment is a demonstration project under the theme of “Realization of next-generation services with robots,” which is a part of the Moonshot Research and Development Program (*), conducted by the AI Lab, the research and development organization of CyberAgent, Inc. and Osaka University’s Graduate School of Engineering Science. This is the second experiment following the remote interactive robot information and customer service demonstration conducted last September.

In this demonstration experiment, remote interactive robots placed in airport stores will serve customers and recommend products, aiming to make shopping experiences more fun for customers and contribute to product sales promotion.

Kansai Airports Group strives to bring the appeal of our airports through exciting initiatives and continue to provide customers with new travel experiences.

*Moonshot Research and Development Program

A system in which the government sets ambitious goals (Moonshot Goals) that attract people and promotes challenging research and development against important social issues, such as the super-aging society and global warming. The AI Lab and Osaka University’s Graduate School of Engineering Science, in their joint research course, are conducting demonstration project in various fields to explore the feasibility and challenges of avatar robot customer services using the latest technology as part of the project “Realization of an avatar-symbiotic society where everyone can perform active roles without constraint,” which Professor Hiroshi Ishiguro is promoting as project manager.

Outline of the demonstration experiment

Contents: a) Demonstration experiment of in-store customer service and product recommendations/sales
(One to two remote interaction robots)

Robots will be placed near store entrance and inside the store, and staff will control the robots to remotely provide customer service and product recommendations.

b) Demonstration of product recommendations/sales (Three remote interactive robots *Changes depending on experimental conditions)

Robots will be placed at the store shelves for recommended products, and staff will control the robots to remotely promote recommended product.

Date: a) Monday, August 22, 2022, to Sunday, September 4, 2022, 14:00 to 19:00

b) Monday, September 5, 2022, to Friday, September 16, 2022, 14:00 to 19:00

Venue: Kansai Tabi Nikki (Gift shop for Kansai region related products), Kobe Airport Terminal Building 2nd Floor

Organizers: CyberAgent, Inc., Osaka University’s Graduate School of Engineering Science

Support: Kansai Airports, Kansai Airports Retail & Services



Previous demonstration experiment

Contact Information

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 **KANSAI AIRPORTS**

Shaping a New Journey



Kansai Airports was established by a consortium made up of VINCI Airports and ORIX Corporation as its core members. Kansai Airports took over the operations of Kansai International Airport (“KIX”) and Osaka International Airport (“ITAMI”) from New Kansai International Airport Company (“NKIAC”) and has been operating the two airports since April 1, 2016.

Kansai Airports Kobe, Kansai Airports’ wholly-owned subsidiary, took over the operations of Kobe Airport (“KOBE”) from Kobe City and started its business as an operating company on April 1, 2018.

Under the concept of “One Kansai Airports Group”, Kansai Airports group strives to continuously improve its services for all airport guests through appropriate investments and efficient operations, with safety and security being the top priority. Kansai Airports group aims to maximize the potential of the three airports, for the benefit of the communities they serve.

For more information, please visit : <http://www.kansai-airports.co.jp/en/>

Kansai Airports

Location	1-banchi, Senshu-kuko kita, Izumisano-shi, Osaka	Shareholders	ORIX 40%, VINCI Airports 40%, Other investors 20% ¹
Company Representatives	Representative Director and CEO:Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kansai International Airport and Osaka International Airport		

Kansai Airports Kobe

Location	1-ban, Kobe-kuko, Chuo-ku, Kobe-shi, Hyogo	Shareholder	Kansai Airports 100%
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kobe Airport		



ORIX Corporation is a financial services group which provides innovative products and services to its customers by constantly pursuing new businesses.

Established in 1964, from its start in the leasing business, ORIX has advanced into neighboring fields and is presently undertaking a wide range of businesses such as corporate finance, industrial/ICT equipment, environment and energy, automobile-related, real estate-related, private equity investment and concession, banking and life insurance businesses. Since entering Hong Kong in 1971, ORIX has been operating its businesses globally by establishing locations in about 30 countries and regions across the world.

Going forward, ORIX intends to utilize its strengths and expertise of always generating new value to contribute to society by engaging in corporate activities that instill vitality in its companies and workforce based on ORIX’s unique business model that continues to evolve perpetually.

For more details, please visit our website: <https://www.orix.co.jp/grp/en/>



The world's leading private airport operator, VINCI Airports operates 53 airports in 12 countries in Europe, Asia and the Americas. Thanks to its expertise as a global integrator, VINCI Airports develops, finances, builds and manages airports by providing its investment capacity and its know-how in optimizing operational performance, modernizing infrastructures and managing their operations. environmental transition. VINCI Airports is the first airport operator to have committed to an international environmental strategy in 2016, to achieve the goal of net zero emissions across its entire network by 2050.

For more details, please visit our website: www.vinci-airports.com

¹ ASICS Corporation; Iwatani Corporation; Osaka Gas Co., Ltd.; Obayashi Corporation; OMRON Corporation; The Kansai Electric Power Company, Incorporated; Kintetsu Group Holding Co., Ltd.; Keihan Holdings Co., Ltd.; Suntory Holdings Limited; JTB Corp.; Sekisui House, Ltd.; Daikin Industries, Ltd.; Daiwa House Industry Co., Ltd.; Takenaka Corporation; Nankai Electric Railway Co., Ltd.; NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION; Panasonic Corporation; Hankyu Hanshin Holdings, Inc.; Rengo Co., Ltd.; The Senshu Ikeda Bank, Ltd.; Kiyo Holdings, Inc.; The Bank of Kyoto, Ltd.; THE SHIGA BANK, LTD.; The Nanto Bank, Ltd.; Nippon Life Insurance Company; Mizuho Bank, Ltd.; Sumitomo Mitsui Trust Bank, Limited; MUFG Bank, Ltd.; Resona Bank, Limited; and the Private Finance Initiative Promotion Corporation of Japan.