Tourism and Technology UNWTO

Kovalam, Kerala March 2018



HARI NAIR

Founder & CEO



India's First And Largest Community Of Travellers

5 Mn+

Indian travellers
from the bustling metros and evolving towns
for whom travel is an integral part of their core personal identity

ENORMOUS VOLUME OF ADVISORY UGC

For









In The Form Of





On



5Mn 1.1Mn 80K Text Reviews | Photo Reviews | Video Reviews









Android

Desktop

6 MN INDIA TRAVELLERS : FEEDBACK & INSIGHTS AS UGC





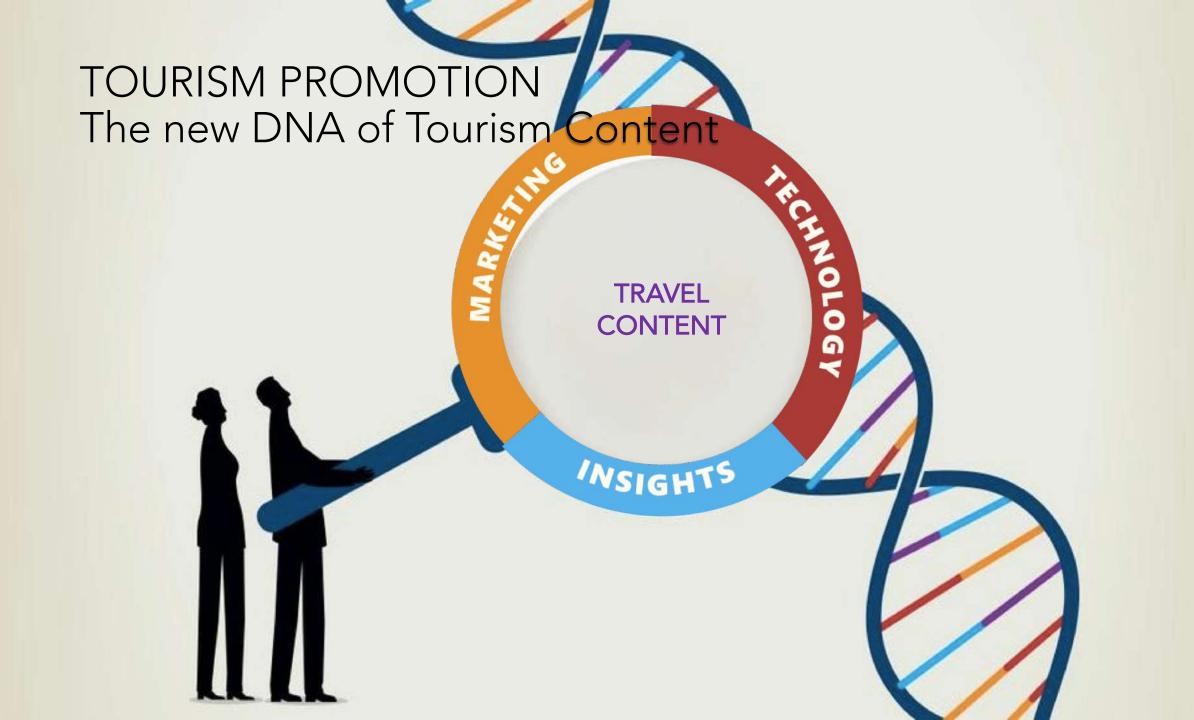


The Traditional Approach To Content

BRILLIANT PHOTOS = CONTENT



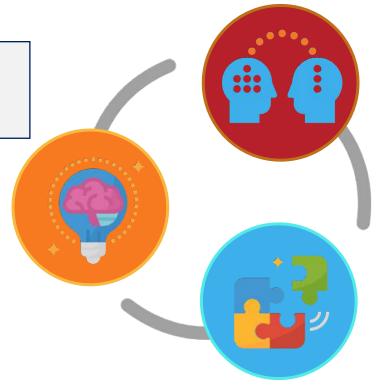




TOURISM PROMOTION: Content, the new driver of technology_____

1. TECHNOLOGY OF INSPIRATION

- What is inspiration
- Where to find inspiration
- Technology to find inspiration



2. TECHNOLOGY OF PERSUASION

- What is persuasion
- The architecture of persuasion
- Communication dynamics

3. TECHNOLOGY OF PERSONALISA

- What is Personalisation
- Traveller personalisation
- Planning personalisation



The Science of Inspiration



What is inspiration?





A uniquely different experience



Highly evocative



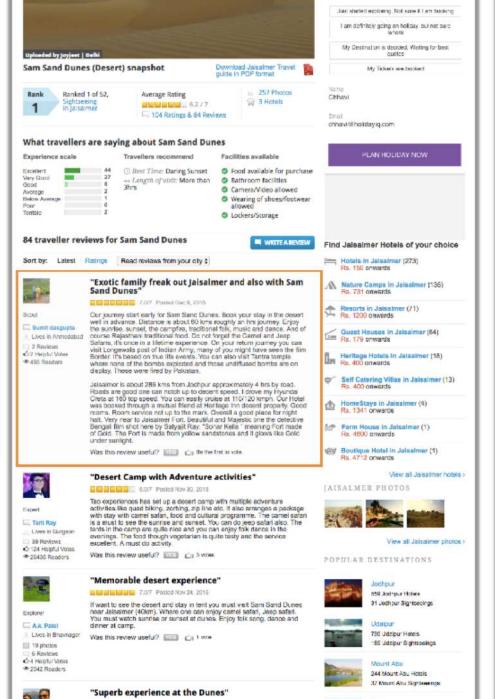
Mine 'stories'



From traveler-generated content

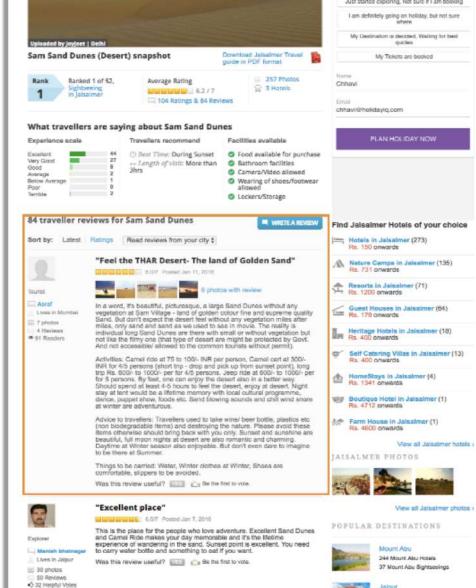






7.0/7 Posted Nov 14, 2016

◆ 45727 Readers Wishal Varshney Lives in Dehi S photos 7 Florismes



6 4 Helpful Votes

@ 3750 Headen

622 Acres ministe

"Very nice place for desert safari and viewing sunset"

7.0/7 Posted Jan 3, 2016

What To do :

2. Desert safari

3. Watch Folk dances and folklore during night camping at one of the

First of all, if you are a first time traveller either Pre book your night camp or if you wanna save a good amount of money, go to sand dunes shead of Jaisalmer (approx. 40 km) and then book it by seeing the amenities. People in Jalsalmer have started fooling people for these camp and take Booking promising many things but can't hold their word even for a minute.



Jodhpur 559 Jodhpur H 31 Jodhpur Sig

1795 Jeigur Hotele

283 Japur Sightswerge









New Deibi 2940 New Delt





Lives in Mumbai



91 Readers

"Feel the THAR Desert- The land of Golden Sand"

6.0/7 Posted Jan 11, 2016

6 photos with review

In a word, it's beautiful, picturesque, a large Sand Dunes without any vegetation at Sam Village - land of golden colour fine and supreme quality Sand. But don't expect the desert feel without any vegetation miles after miles, only sand and sand as we used to see in movie. The reality is individual long Sand Dunes are there with small or without vegetation but not like the filmy one (that type of desert are might be protected by Govt. And not accessible/ allowed to the common tourists without permit).

Activities: Camel ride at 75 to 100/- INR per person, Camel cart at 300/-INR for 4/5 persons (short trip - drop and pick up from sunset point), long trip Rs. 600/- to 1000/- per for 4/5 persons. Jeep ride at 600/- to 1000/- per for 5 persons. By feet, one can enjoy the desert also in a better way. Should spend at least 4-5 hours to feel the desert, enjoy at desert. Night stay at tent would be a lifetime memory with local cultural programme. dance, puppet show, foods etc. Sand blowing sounds and chill wind snore at winter are adventurous.

Advice to travellers: Travellers used to take wine/ beer bottle, plastics etc. (non biodegradable items) and destroying the nature. Please avoid these items otherwise should bring back with you only. Sunset and sunshine are beautiful, full moon nights at desert are also romantic and charming. Daytime at Winter season also enjoyable. But don't even dare to imagine to be there at Summer.

Things to be carried: Water, Winter clothes at Winter, Shoes are comfortable, slippers to be avoided.

INTELLIGENT AUTOMATION: REVIEW CURATION **ENGINE**



7.0/7 Posted Apr 7, 2015

"An unforgettable night below the stars"

Debarati Basu

Lives in Kolkata

4 Reviews

12 Helpful Votes

● 1550 Readers

set behind the dunes leaving a orange-crimson hue all over, dancing up an appetite around the bonfire, gobbling down freshly cooked food, chatting and dancing around the bonfire again till the stars completely light up the sky (...a sight so gorgeous you have to stop all other activity and just stare!). Rolling out our beds and snuggling under the comfortable quilts to gaze at all the beauty above, dozing off in the peaceful silence, waking up to see the sun rise, sipping on our morning cuppa and riding the camels back to Badal ii's house.. In one word: Mesmerizing!!!

Camel rides to the desert, rolling down the soft sand dunes, seeing the sun

Staying on the dunes for a night is an absolute must to experience Rajasthan in all it's true glory. While the experience seems a little scary, it actually isn't. Yes it's dark but isn't every night? Yes it's cold in winter but you have thick guilts (that they provide) that'll keep you comfy and warm. No, there isn't too much insect trouble, no wolves at your feet, nothing scary for women, none of the scary things you imagine really. Moreover, there'll be 2-3 people (the support staff) sleeping just a few meters away just in case you need anything.

Do carry a torch also wet wipes hand sanitizer for your hygiene requirements. The charges are reasonable, vary from 500-1000 depending on the service provider, the camel/camel carts desired and your heart :). Highly recommend Badal House.

Was this review useful? [2] 2 votes





Scout

Sumit dasgupta

2 Reviews

2 Helpful Votes

◆ 496 Readers

"Exotic family freak out Jaisalmer and also with Sam Sand Dunes"

7.0/7 Posted Dec 9, 2015

Our journey start early for Sam Sand Dunes. Book your stay in the desert well in advance. Distance is about 60 kms roughly an hrs journey. Enjoy the sunrise, sunset, the campfire, traditional folk, music and dance. And of Relives in Ahmedabad course Rajasthani traditional food. Do not forget the Camel and Jeep Safaris, it's once in a lifetime experience. On your return journey you can visit Longewala post of Indian Army, many of you might have seen the film Border. It's based on true life events. You can also visit Tantra temple where none of the bombs exploded and those undiffused bombs are on display. These were fired by Pakistan.

> Jaisalmer is about 286 kms from Jodhpur approximately 4 hrs by road. Roads are good one can notch up to decent speed. I drove my Hyundai Creta at 160 top speed. You can easily cruise at 110/120 kmph. Our Hotel was booked through a mutual friend at Heritage Inn decent property. Good rooms. Room service not up to the mark. Overall a good place for night halt. Very near to Jaisalmer Fort. Beautiful and Majestic one the detective Bengali film shot here by Satyajit Ray. "Sonar Kella" meaning Fort made of Gold. The Fort is made from vellow sandstones and it glows like Gold under sunlight.

Was this review useful? Was I Be the first to vote.

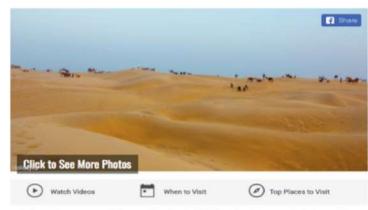
CURATED BLOG

7 Charming Deserts For The Love Birds To Vacation



Enjoy the clear desert sands and skies with your person and leave the world behind. Our Holiday IQ travellers recommend the best places to visit to make your budget friendly trip worth your time.

1. Jaisalmer



HolidaylQ Reviewer Asraf shares, "The land of Golden Sand In a word, it's beautiful, picturesque, a large Sand Dunes without any vegetation at Sam Village - land of golden colour fine and supreme quality Sand....: carnel ride at 75 to 100/- INR per person," Read Full Review

HolidayiQ Reviewer Sumit Dasgupta adds, "Enjoy the sunrise, sunset, the campfire, traditional folk, music and dance. And of course, Rajasthani traditional food. Do not forget the camel and Jeep safaris" Read Full Review

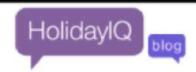
HolidaylQ Reviewer Debarati Basu shares, "chatting and dancing around the bonfire again till the stars completely light up the sky. All the activities are reasonable" Read Full Review

Free Travel Guide to Jaisalmer

How To Reach Jaisalmer

WITH SELECT REVEIWS





7 Charming Deserts For The Love Birds To Vacation



Enjoy the clear desert sands and skies with your person and leave the world behind. Our Holiday IQ travellers recommend the best places to visit to make your budget friendly trip worth your time.

1. Jaisalmer





RECOMMENDED

CULTURE

LIFESTYLE

WEEKENDS

ADVENTURE

DESTINATIONS

BUDGET



FOOD

On A Shoe-String Budget? Here Are 7 Heritage Spots For Your ...

Is your budget stopping you from taking up a trip? Then head to these heritage spots that won't burn a hole in your pocket! Check...



7 Secluded Beaches For the Solo Wanderer To Unwind!

Here are 7 secluded beaches for a solitary getaway as recommended by HolidaylQ travellers...



7 Legit Reasons Your Solo Trip Must Be Filled With Music

Let HolidaylQ travellers tell you how to combine your two favourite things - travel & music! ...



Kindle The Photographer In You At These 7 Spots Across The W...

Love photography? Then never miss out on these spots that will help you capture the picture of a lifetime! Check the reviews shar...



HOLIDAY INSPIRATION: The Technology of Top of Funnel

HOLIDAY INTEREST — DESTINATION INTEREST



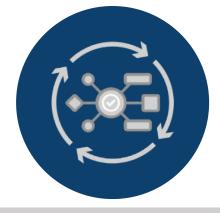
MICRO SEGMENTS

Leisure travellers across: travel type, destination type, travel companion(s)



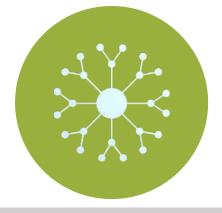
INSPIRATION CONTENT

from utility reviews



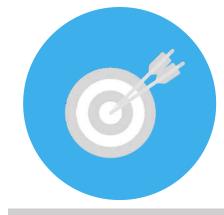
CONTENT-SEGMENT MAPPING

400 Content Posts matched to 200 Micro Segments



DISTRIBUTION

Facebook, Email, Jio etc.

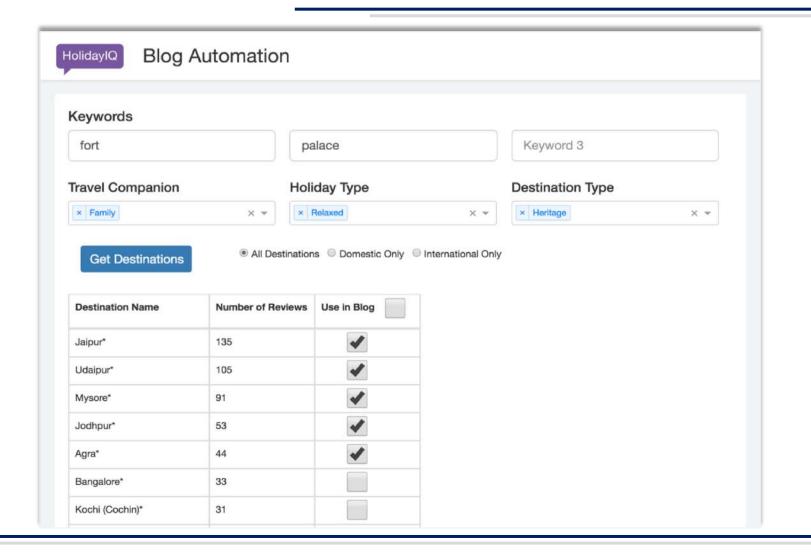


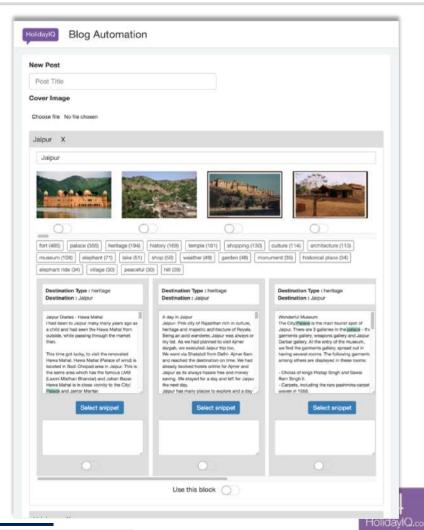
PROSPECT MAXIMIZATION

Use of effective CTAs



HOLIDAY INSPIRATION: Intelligent automation





HOLIDAY INSPIRATION: Calls To Action

When to Visit

How to Reach



Free Travel Guide to Hampi

Top 4 reasons to visit Hampi



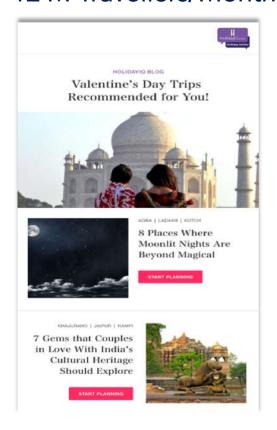
HOLIDAY INSPIRATION: tech integration for very wide distribution

FACEBOOK

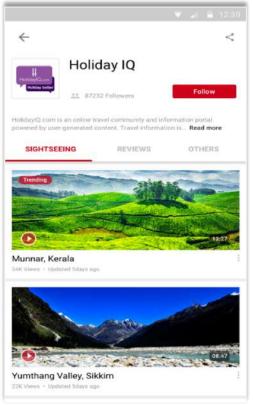
240M User Base (India)



HOLIDAYIQ 12 M Travellers/Month



35M MAU



JIO 100M Downloads



PERSUASION

Trip Planning: Proactive Push





ELEMENTS OF PERSUASION



PERSONAS VS. TRIP PROFILE

- Deal based
- Social Led
- Planning junkie
- No Regret
- Laidback



NURTURING MECHANICS

- How
- What
- Frequency
- Formats



PERSONALIZATION ENGINE

Planning persona + Trip profile



SCORING

for destination certainty



for destination certainty







Reasons to take this trip to Manali!

Top 4 reasons why you must visit Manali this Season







"Found good hotels within 1km of most of the adventure activity sites"

"Enough buses and taxis to get to various spots. Can easily cover many activities in a day"

"Mornings are less crowded than afternoons. Good for fully enjoying adventure activities"

Travel Tip

Carry woolen or leather jackets, umbrellas, etc. to safeguard from the weather. While going to Rohtang Pass carry nuts, chocolate bars, for if you get stuck all this will be very helpful. Carry your first aid kit as well if going for adventure sports.

Manali, Himachal Pradesh Ranked 2 in Himachal Pradesh 6.1/7

About Manali

Manali is a high-altitude Himalayan resort town in India's northern Himachal Dradach etata. It has a requisition as a hast-packing center



Carry your gum boots for skiing

Carry extra petrol / complete car kit if going



Don't jump/go into the river without guidance or a life jacket



Reasons to take this trip to Manali!

Top 4 reasons why you must visit Manali this Season



"More than 50% of travellers loved the cafes along the river"



"Travellers from Delhi suggested renting snowshoes from Delhi before reaching Manali*



"The host facebook photos in North India come from Manali trips'



Himachal Pradesh

Ranked 2 in Himachal Pradesh

6.1/7

About Manali

Manali is a high-altitude Himalayan resort town in India's northern Himachai Pradesh state. It has a reputation as a backpacking center and honeymoon destination. Set on the Beas River, it's a gateway for skiing in the Solang Valley and trekking in Parvati Valley. It's also a jumping-off point for paragliding, rafting and mountaineering in the Pir Panjal mountains, home to 4,000m-high Rohtang Pass.

Reviews



Superb fun

We were a group of 10 boys on an adventure trip. Manali is a very small town in itself. All the spots like Solang Valley, Rohtang Pass

Manali is popular among adventure travelers



Adventure Quotient

Your friends Recommend



HolidaylQ Travellers Recommend

Experiences

Traditional Approach To Personalization: By Traveller Type

NIKHIL KASHYAP Marcom Strategist | Pune



HIRA SINGH Photographer | Varanasi



MALINI G. Entrepreneur | Jaipur



MANISH BHATNAGAR Business Head | Delhi





MAHESH SUTHAR Journalist | Bangalore



JOSLYN CHITTILAPALLY Photographer | Mumbai



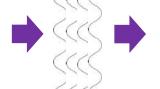
MAHUA PAUL Architect | Kolkata



PRADEEP PRABHU Banker | Indore









USUAL BUCKETS







The New Age Approach: By Personality Type

Need To Focus On The Personality Type For The Most Effective Personalization



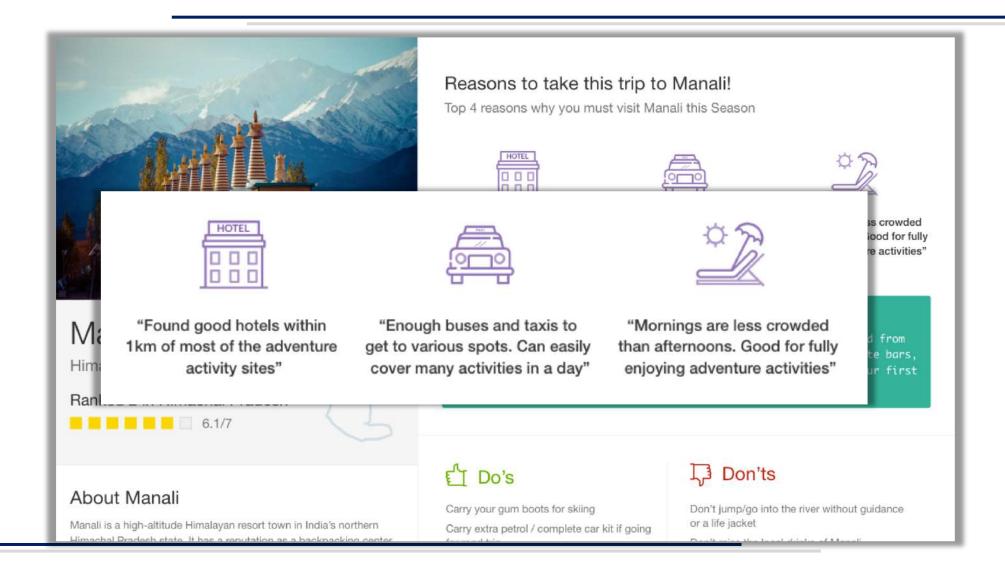
Sample Persona 1: No Regret



Sample Persona 2: Social Led

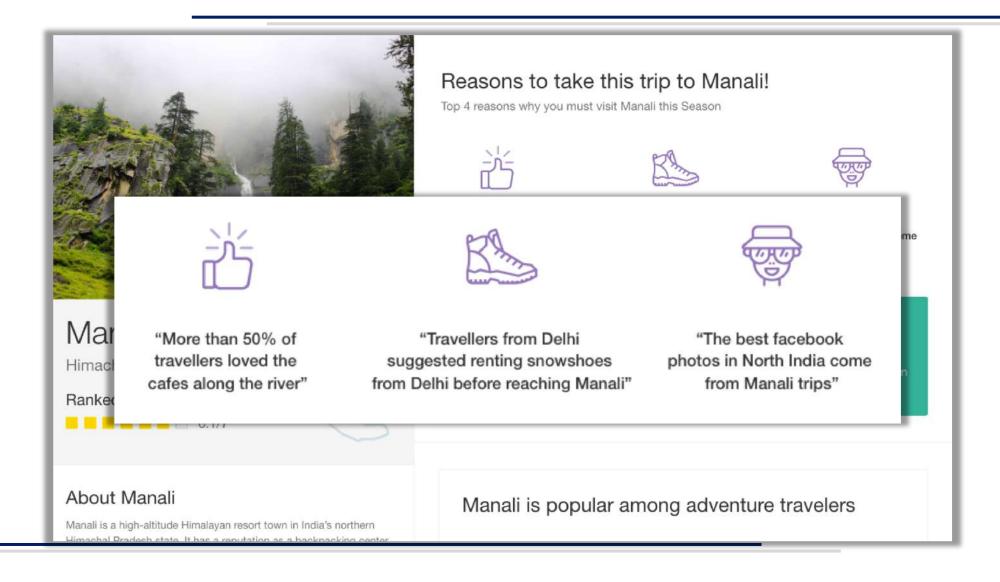


PERSONA: NO REGRET





PERSONA: SOCIAL LED





PERSUASION

Singular objective: Achieve threshold level of destinationcertainty prior to booking

