



AIRCURRENTS

- A MONTHLY NEWSLETTER

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AIRLINE INDUSTRY | CX | TECHNOLOGY

Hi there,

Welcome aboard AirCurrents, your monthly update charting a course through the skies of innovation in the airline industry: We take flight each month to deliver insights & navigate the latest advancements shaping the future of air travel. The goal is to fuel your knowledge with industry trends, CX and empower you to take off on a rewarding journey. We trust you will find this newsletter informative and enriching as we explore the exciting world of aviation together.

Top Headlines:

- **Airline Profitability Outlook Improves for 2024** - Net profits to reach \$30.5 billion in 2024: IATA announced [strengthened profitability](#) projections for airlines and improvement on 2023 net profits.
- **Biden signs \$105 billion** new aviation legislation to enhance air safety & consumer protection: [Biden's administration](#) has blocked airline mergers, including a proposed merger between JetBlue & Spirit Airlines and an alliance between JetBlue & American Airlines.
- **Major US airlines** will not commit to boosting military travel benefits: US Transportation Secretary says major airlines have [declined to commit](#) to boosting travel benefits for military personnel.
- **The 3 Major Airline Alliances:** Star Alliance, OneWorld & SkyTeam are the [three major](#) airline alliances globally, with nearly 60 airlines altogether.
- **US airlines forecast to carry record 271 million** passengers this summer: Airlines for America(A4A) estimates that US Carriers will fly [271 million passengers](#) over the summer period – up 6.3 percent on the 255 million recorded in summer 2023, which itself was a record figure for the Industry.

Top CX Trends:

- **CX Trends 2024:** - Unleashing the Power of [Customer Experience](#).
- **AI-powered Operations Forecasting Airlines:** – Sticking the landing: How [AI-powered](#) insights are streamlining software delivery in the aviation industry.
- **Taking Flight 2024:** How Customer Experience is [Revolutionizing](#) the Airlines Industry.
- **CX in Airlines:** What Airlines Can Teach Us About [Elevating Customer Experience](#) (No, Really)
- **Customer Experience Predictions:** 15 Customer Experience [Predictions For 2024](#)
- **The Best Airports for CX Worldwide:** As chosen by [Passengers](#)

Stay ahead of the curve with our [newsletter](#), your go-to source for the latest in airline innovation.

Have an article or breakthrough story that can ignite minds and fuel discussions? We would love to feature it in our next edition.

Spark a conversation with our editors? Reach out to info@softclouds.com and let us drive the future of aviation technology together!