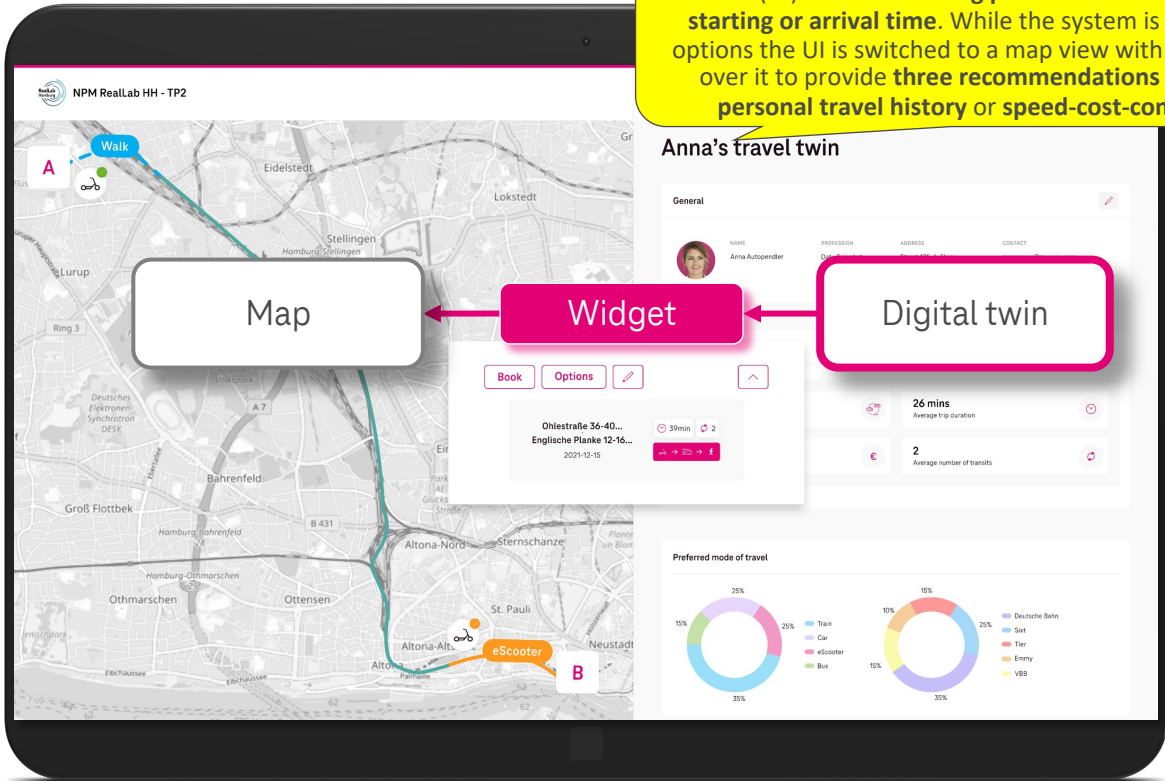


# New seamless customer experience

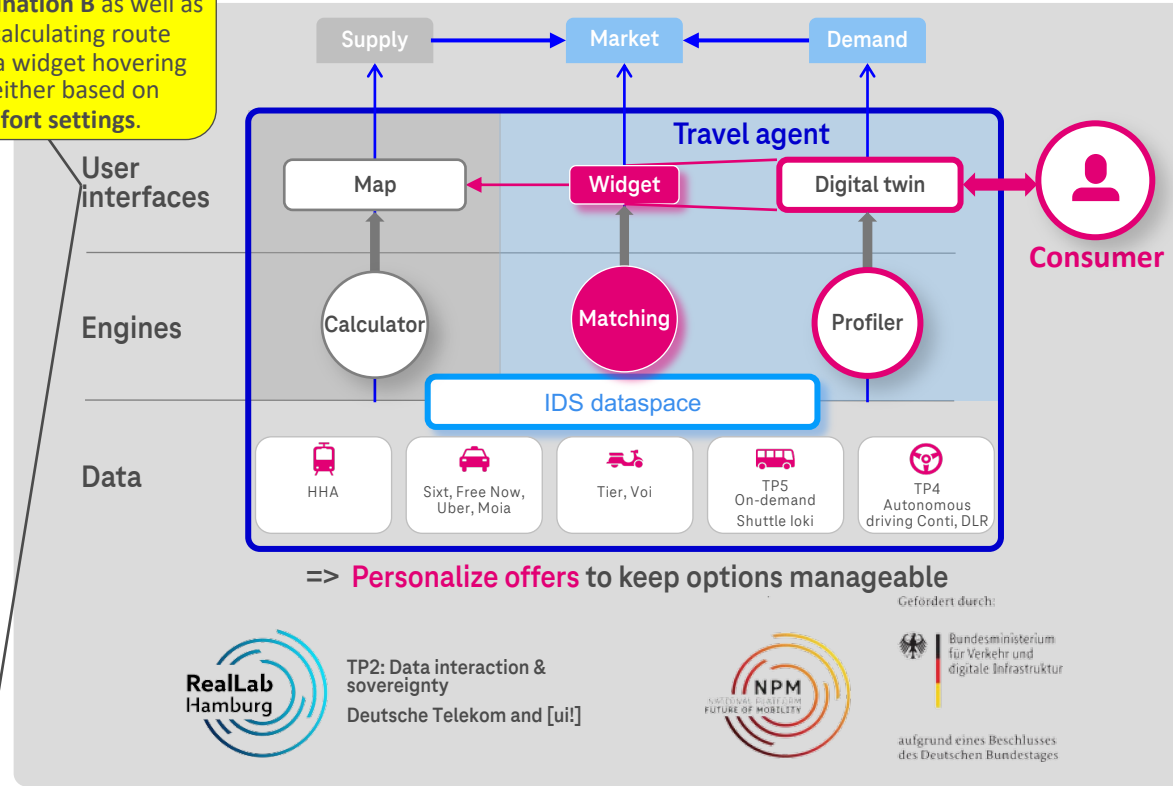
Recommendation widget links digital twin with map



In order to initiate a trip a user starts in the digital twin user interface (UI) to enter **starting point A** and **destination B** as well as **starting or arrival time**. While the system is calculating route options the UI is switched to a map view with a widget hovering over it to provide **three recommendations** either based on **personal travel history** or **speed-cost-comfort settings**.

# Super-app architecture with dataspace

System with key building blocks of (1) profiler, (2) matching, and (3) routing calculator



Adapted from: Schlueter Langdon, C., and Eckert, J. 2022. Intermodal travel super app with agent system and data space: RealLab Hamburg implementation. Scientific Paper ID 1225984, 28th ITS World Congress, Los Angeles: Figures 1, 3 and 4.