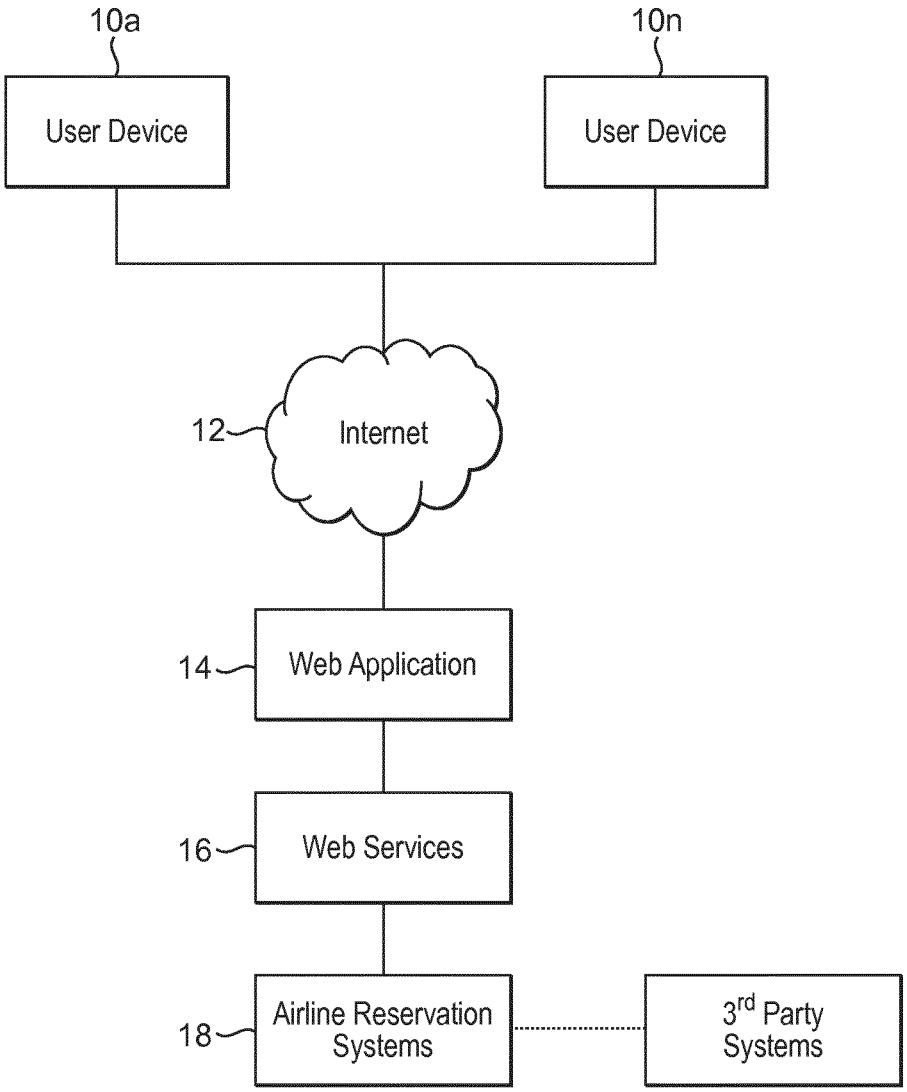


FIG. 1
(Prior Art)

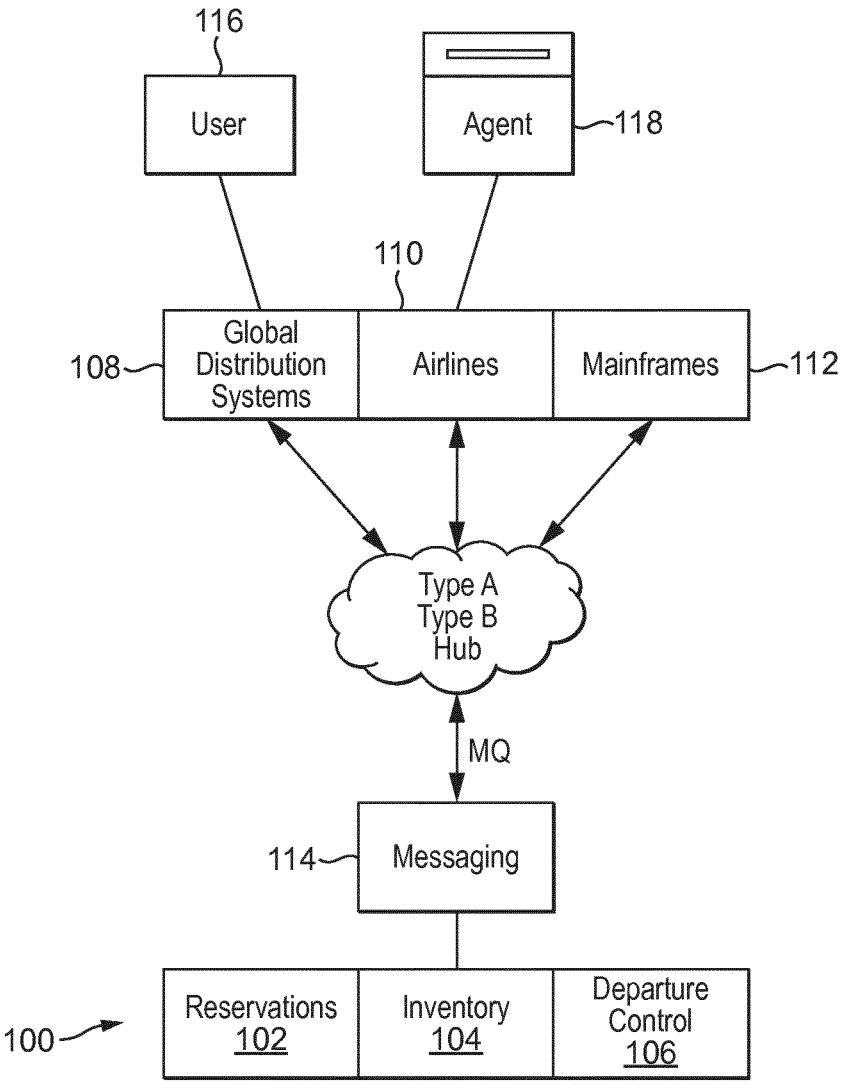

116
User
Agent
118
110
Global Distribution Systems
Airlines
Mainframes
108
112
Type A
Type B
Hub
MQ
114
Messaging
Reservations
102
Inventory
104
Departure Control
106
100

FIG. 2

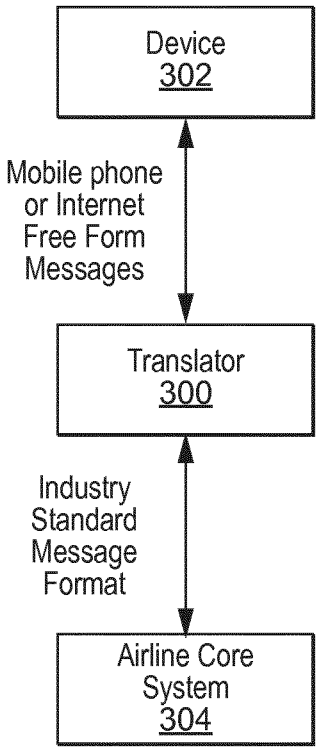

Device
302
Mobile phone
or Internet
Free Form
Messages
Translator
300
Industry
Standard
Message
Format
Airline Core
System
304

FIG. 3

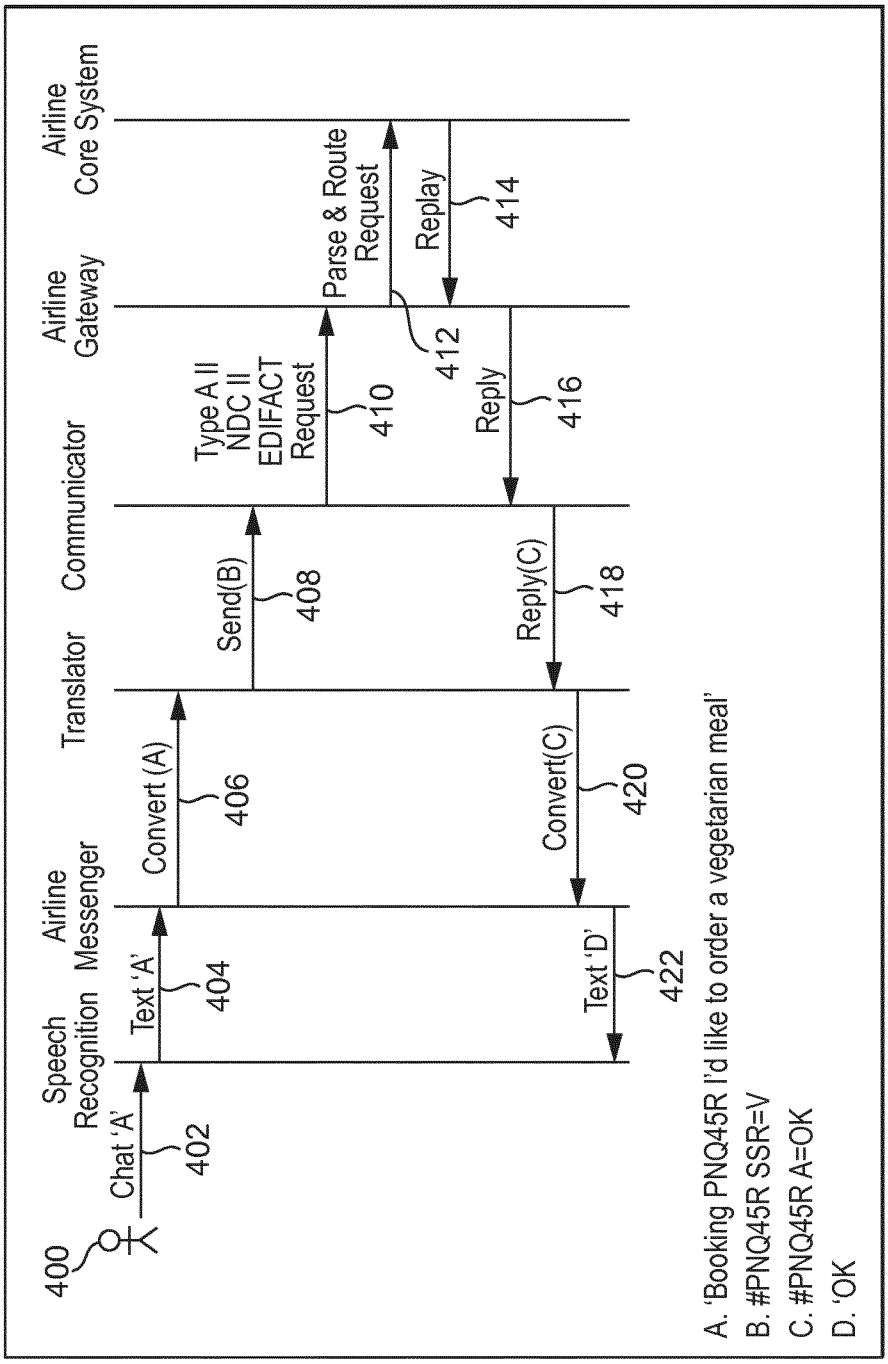

400
Chat 'A'
402
Speech Recognition
Text 'A'
404
Airline Messenger
Convert (A)
406
Translator
Send(B)
408
Communicator
Type A II NDC II EDIFACT Request
410
Airline Gateway
Parse & Route Request
412
Replay
414
Airline Core System
Reply
416
Reply(C)
418
Convert(C)
420
Text 'D'
422
A. 'Booking PNQ45R I'd like to order a vegetarian meal'
B. #PNQ45R SSR=V
C. #PNQ45R A=OK
D. 'OK

FIG. 4

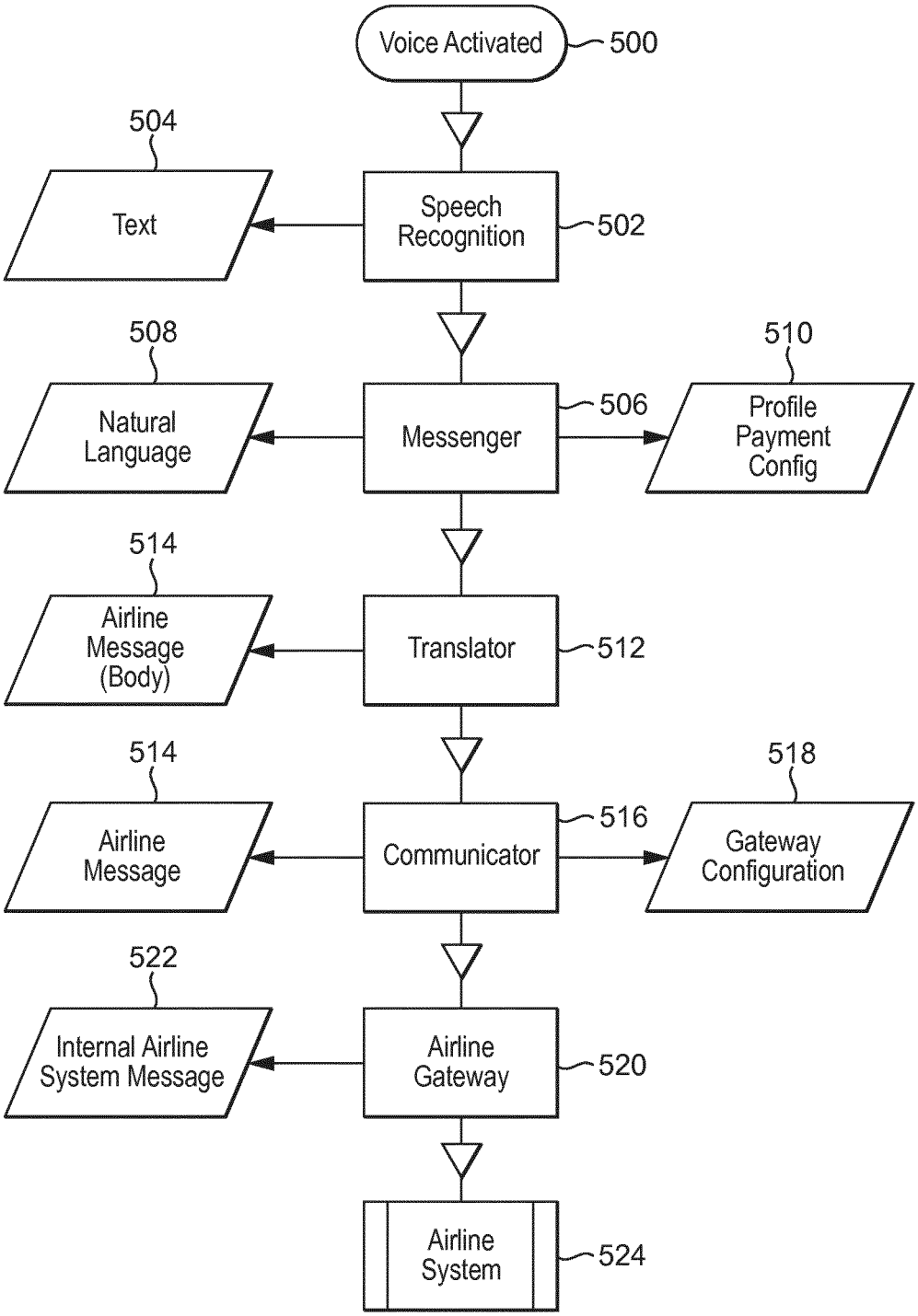

Voice Activated
500
504
Text
Speech Recognition
502
508
Natural Language
Messenger
506
510
Profile Payment Config
514
Airline Message (Body)
Translator
512
514
Airline Message
Communicator
516
518
Gateway Configuration
522
Internal Airline System Message
Airline Gateway
520
Airline System
524

FIG. 5