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# Tour Egypt on a Mobile Phone Solutions

Tencent Smart Tourism helps upgrade Egyptan cultural tourism 2022.17



### About Tencent



Tencent uses technology to enrich the lives of Internet users.

Our communications and social platforms Wechat and QQ connect users with each other, with digital content and daily life services in just a few clicks.

Our high performance advertising platform helps brands and marketers reach out to hundreds of millions of consumers in China.

Our financial technology and business services support our partners' business growth and assist their digital upgrade.

We invest heavily in talent and technological innovation, actively participating in the development of the Internet industry. Tencent was founded in Shenzhen, China, in 1998, and listed on the Main Board of the Stock Exchange of Hong Kong since June 2004.



### About Sunwah(H.K.)





### Largest Communications and Social Platforms in China





<sup>1</sup> Monthly active user accounts as of 30 June 2020<sup>e</sup> For smart devices

### Chinese Tourist Behavior Analysis in Egypt





### **Pre-travel**

- Info Gathering Official Accounts (WeChat), Webo, Baidu
- Flight / Hotel Booking – Ctrip, elong, Qunar
- Local SIM / WiFi

### In-travel

- Navigation Dianping, Google Map (Chinese)
- Tour guide Chinese speaking guider
- Currency Exchange ATM supporting UnionPay
- Emergency Embassy

### After-travel

- Tax Refund
- · Post in Social Media
- Souvenir or Gifts for friends and families



- Info Gathering Official Tourism Website, Lonely Planet, Google
- Flight / Hotel Booking

   Skyscanner,
   Booking.com
- Free Roaming in ME

- Navigation TripAdvisor, Google Map
- Currency Exchange Any ATM, or travelling money
- Emergency local emergency number, insurance company

- Post in Social Media
- Souvenir or Gifts for friends and families





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# **Co-Build an Internet ecological platform for the cultural tourism industry**







Make the destination cultural tourism resources more valuable

・ Tencent' "Tour Egypt on a mobile phone" Strategic Goal 🛛 🐼 腾讯云 👘 腾讯文旅

Realize a comprehensive smart cultural travel experience through "Tour Egypt on a mobile phone"

Tourists integrated service	Marketing management service
platform	platform
Integrated management service platform	Cultural and creative operation support platform

**Big Data Decision Platform** 

Product first, Experience first, Data driven, IP matrix, Scene empowerment, Focus on local tourism



於 勝讯云



# **02** Product Solutions



EGYPT





Focusing on the Seven-Goods, to meet the intelligent and self-service services in before-trip . During-trip and after-trip , and realize the interactive and immersive travel experience in all scenarios



### Solutions:Product architecture

於 勝讯云 · 资 腾讯文旅



### Solutions: Product Service realization



Provide coordinated development for destinations, tourists, etc. by integrating technologies such as the Internet, the Internet of Things, big data, and artificial intelligence.

A intelligent tourism application system based on full-process service and management, to promote the coordinated development of tourism services, tourism experience, tourism management, tourism marketing, tourism resource utilization, industry promotion, etc.





# **03** Digital scene display of trip



## • Full digital service experience







### Intelligent service: Before the trip





#### **Destination card**

### Tour guide :

One minute to learn about the theme of the scenic spot, Recommended routes, etc.



### Information & interaction :

Destination weather real-time query Destination card User evaluation information for hotels, scenic spots, catering, etc.

### Intelligent service: During the trip





## Intelligent service: During the trip





### Gourmet **Column :** Special gourmet screening, recommendation, booking payment and comments,etc.







Hotels Channel : Hotel recommendation, screening, online booking, etc.

## Intelligent service: During the trip







Quality routes : Recommend and display boutique routes, book routes, purchase, etc. E-commerce shopping : Products display and search, products recommendation, shopping cart and orders payment, etc.



## • Intelligent service: Online booking payment service 🔗 腾讯云 🕡 腾讯文旅

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	分享商品
龙脊金坑1日游(桂林)	商务车)
阳朔出发商务车寻加	<b>这分金</b>
成人(身高≥1.2m) ¥122 起	
加单索道 ¥55 起	
加双索道¥100起	
加长发表演 ¥55 起	
占座费(身高≤1.19m) ¥55	起
预定说明	产品详情
「ふうち」、	
店铺详情	立即预定
North Contraction	







Tickets, routes, hotels and product recommendation and display, online product reservation and orders payment

PS: Expected to support Payment methods: UnionPay and WeChat Pay

### Intelligent service: AI application





### Intelligent service:-Digital guided tour service





### Intelligent service: After the trip





Poster sharing



Personalized recommendation



Theme activity



Marketing tools



Differentiate various groups of people by the color of the QR code, Quickly and effectively complete the online health declaration for tourists , Realize timely grasp and report on the information and health status of high-risk groups .



#### Scan code to enter and exit scenic

After registering personal health information, tourists can enter and exit the parks and scenic spots by scanning the QR code



#### Make enter and exit rule

Conditions can be edited for the entry and exit rules of the prevention and control area ; Make effective prevention and control isolation management tips.



#### Health code color changes dynamically

Based on the requirements of hierarchical prevention and control management, different personnel are classified into different access isolation management

PS:Tencent only does api docking and data display

▶ 勝讯云







PS:Tencent only does api docking and data display

# • Core functions of the management platform system 🐼 腾讯云 👘 腾讯文旅



商品编号	店铺名称	商品名称	销售情况	价格	审核状态	状态	操作	
2008091580	平乐县崇罗兰宾馆	10(0)	0		末提交申請	日上架	9941 E1091046 T-22 808	所服店铺
2008091537	桂林柏顿智汇遗店	智汇生态案例	0	807	申調通过	已上架	Sadi Ellinom Tra Bar	封面图片
2008091536	柱林柏铁智汇酒店	暂汇豪华双床牌	0	BUT	中酒通过	已上菜	dasti Elbighta TSE Bitt	
2008091535	桂林柏铁智仁酒店	若汇豪华大庆房	0	Bigg	申请通过	已上架	data Elatores Trav. Base	
2008091534	桂林铂顿智汇酒店	智汇观极大床房	0	已没有	申请通过	已上架		门梁崇祥
2008091478	阳明圣展相公山酒店	特惠房 (无空调)	0	来设置	末提交申請	不年	SHA EURONS EX MOR	有效天鹅
2008091477	阳明圣晨相公山酒店	豪华寨房(1厅/1大床/1标间)	0	未設置	未提交申请	下徑	9451 EU20198 EV# (###	
2008091476	阳朔圣辰相公山酒店	豪华亲子房(两房:1大床1标间)	ò	未设置	未提交申请	1947	1463 日時15日 上梁 国際	周期報告
2008091475	阳明圣赋相公山酒店	亲子房 (一大一小床)	0	未设置	未證交申謂	下柴	446 EB808 1.9 B88	
2008091474	阳明圣崖相公山酒店	豪华观摄双床房	0	未設置	末間交中國	不平	SALE ELEMANS LOW BREAK	0
2008091473	阳明圣展相公山酒店	豪华斑臘大床房	0	来设置	非提交中副	下架	SEAL EIGHAN EX BOS	
2008091480	在水一访酒店	大床房	0	*12 <b>m</b>	未提交申請	194	9841 EHROM 128 898	
2008091479	在水一访道店	大床房	a		中國交中國	末龍		默认已想教服

■ 订单管理 ■ 行程管理 -▶ 内容管理 ▶ 广告管理

古思								订煮时间	一一用户任意时间恢复均可使用
	商品名称"	杨堤-老村头往返球袭游览景(	(15:00~15.595	钟服)					④ 用中型要在指示型 0 天日在当天 23 50 这个时间点的确实。确实 0 分钟后方明入局部玩
	商品简称	同時有用品牌和						预订说明"	
	所國店铺	阳朔斋I聚区排获预售 •							【项订时间】产品质提供1天顶订 【项订项印】
	封面图片	尺寸: 186意 1	186高,大小:	1006[2]9					1. 游客乘電器時,通知臺環,從集團衛告。每與兩部包括第6 不至因人可与其地部部附接(內面和自然地展開成方可供靠) 2. 華客派所认工作人包括規範譯, 源單斷方貌主式在方可乘梁漂泊。且中途不確認下,如語客要求中途得到上都建率淵證的,不予遵實; 3. 貴重。奧姆加益(如手机、乾閒、奧姆以傳电子子面)不得應常感後,不遵得完定則能現畢竟知此作; 4. 磺酸仲累区以填卫生反设施。不能在针得上走动,不得放水,不得下问意法,不得詳美不人們等"V行物。
	门源森种	单入票 -							5、高血圧、心脏病、心脑血管疾病患者、孕妇、耐酒者、行动不便者以及7岁以下、1.2米以下的儿童及70岁以上的老人都绝乘坐排筏和乘观 垂车;
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239028	¥ 5000	¥0	¥ 5000	山鸟家居岸面装饰品名关于作现代新中式客厅电视相摆设创意工艺品 (礼金包装)(2) 下每时间: 2019-12-02 17-31 45 图示时间: 验证时间: 2019-12-02 18:15:13 试想: 蜡林莲玉 卷人:, ))	已完成 皇母		序号	美別	销售订单 4	订单人数 8	销售金额 ¥15000	销售成 ¥1200		优惠金额 ¥0	销售 ¥300	
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239026	¥ 4000	¥0	¥ 4000	独立用车小器 桂林阳朔3日 (2) 下聲引词: 2019-12-02 17:29:59 勝冊时间: 2019-12-02 验证时间: 2019-12-02 18:15:09 点補: 康和政治仍代由中心所以口內部 都 279)	已完成 国际		总计:		5	10	0.0000			-	Lother D	
239025	¥ 4000	¥0	¥ 4000	独立用车小器 桂林阳朔3日 (2) 下邮时间: 2019-12-02 17.85 4	已完成 章章		热销产品TOP10 产品名称	销售明细			销售订单	订单人数	销售金额	销售成本	优惠金额	销售利润
239024	¥ 3000	¥0	¥ 3000	独立用车小团 高層格地源 桂林阳朔2日游 (2) 下華討局: 2019-12-02 17 27 51 謝阳刘尚: 2019-12-02 检亚时间: 2019-12-02 18 15 00 店舗: 唐珥国同時分式向宁市新兴(7元部 春人	已完成 皇帝			1-桂林阳朔3日			2	4	¥8 0	¥6000	¥0	¥2000
239023	¥ 4000	¥O	¥ 4000	独立用车小器 高温格地浪 桂林龙萼梯田4日游 (2) 下翻时间: 2019-12-02 17:27:15 期际时间: 2019-12-02 验证时间: 2019-12-02 18:14:52 (清緒: 康宾国际设计库索小师兴计师》 希	已完成 自習			I.高邁格地浪·桂林 該饰品玄关摆件现	龙脊梯田4日游  代新中式客厅电视相摆设	刘意工艺品	1	2	¥40 ¥50	¥4000 ¥5000	¥0 ¥0	¥0 ¥0
239022	¥ 38	¥O	¥38	桂林酒宇白酒礼盒装 三花酒 老桂林 桂花酒小瓶装白酒酒贩小瓶 (三瓶盒装)(1) 下#99局: 2019-12-02 16 02 12 游预测用: 酒餐: 桂枝花花酒 ★/	已取得 董會		独立用车小团	高邁格地浪 桂林	阳朔2日游		1	2	¥30	¥2000	¥0	¥1000

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产品10:	2008091630	产品名称:	桂林鸡血玉(山鸟家居	桌面装饰品玄关捆件现代新中式客厅电	见桓振设创意工艺品
订单信息					
订単状态		已完成		订单号:	239028
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付款信息					
游客名称:		-		手机卷:	
微信昵称:		88		歳信用户(1):	104733
成人单价:		¥ 2500		购买数量:	2
订单总额		¥ 5000		红包优惠	¥0
实付金额:		¥ 5000		配送费用	¥ 0.00
身份证号					
订单备注					
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订单编号, 产	品名称、客人姓名、	客人手机号 查询	
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238582	¥796	春人: 唐	侍审核
238899	¥9.9	幕人:	通过
238897	¥8	春人: 過款金額:8;追款数量:0;申请时间:2019-11-24 20 03:12 過款面因:考別的安排,不能去了	通过
238736	¥ 30	客人: 9) 退款金額: 30; 追款或量: 0; 申請利用: 2019-11-20 16.13.02 退款原因:	通过
238737	¥20	發人: 過款金數: 201; 過款款量: 0; ≠0週前前: 2019-11-20 16:12:56 過款周因:	通过
238738	¥78	客人: 通知全級: 78; 過款或量: 0; 申謝时间: 2019-11-20 16:12:50 通知用因:	通过
238739	¥ 150	客人: 温軟全級: 150; 過数設量: 0; 申謝时间: 2019-11-2015;57:42 温気(7周2):	通过

文旅



# Version planning



## Version planning and Design



### Perform functional iteration



Successful case



### Canada: **Discover Vancouver 9** VAN 温哥 取决于你探索他的目光 当地特色 主题活动 LBS地图服务 城市指南 专题攻略 $((\circ))$ ) 腾讯旅游 探索之旅小程序 说走就走,境外无忧 推荐路线 景点/美食/购物/酒店 语音导游 打卡 资讯

### Successful case





### Successful case



#### Helsinki City Travel Bag Mini program

Cooperate with Helsinki Marketing





#### **General Solation of Tencent Tourism Overseas Travel**

To help Chinese visitors overcome the language barrier, get accurate information to understand local custom and travel guide, also includes visa application, map, locations, navigation, recommended routes, online tax refund, overseas emergency call, etc.

### Media Advertising



#### Unparalleled user reach



#### Banner

Embed image ads in apps to direct traffic to advertisers' website



#### In-feed

Integrate ads relevant to content feed to achieve higher click-throughs



#### **Video pre-roll**

Play video commercials before users' selected programme



## Social and Others Advertising



More relevant ads via user targeting lead to more click-throughs and higher ad efficiency



#### In-feed ads

With customised design for interaction on Qzone



**Promotional video ads** Get in-program rewards by watching ads on Mini Programs



Location based ads Bid for ad space in the "Mini Programs Nearby" list

\* @ @ atl atl 4G 50%

47m

47m

查看

47m

160m

12:10 0 2 0 0

(全部)

× 附近的小程序

餐饮美食

用心吃饭Club

请吃哈根达斯

广告。

皂盒耕作社

湖孵化器1076号)

快货新零售

脑齿

北京市朝阳区朝阳北路225号

北京市朝阳区朝阳北路225号18层

有车以后:帮亿万人买...

北京市朝阳区朝阳北路225号18层(团结

北京市朝阳区朝阳剧场写字楼203室





### **Tencent News KOL Promotions**











Delivery Content	Delivery Strategy	Cooperation Platform	Strategy	Description	Platform Influence
			Leverage the head program to build brand effect	Bundle stars and IP programs to cooperate, improve destination awareness through head TV programs and star influence, and promote the destination	
Deep content production	Specific Platform bundling	tencent video	Actively launch the destination theme, stimulate users' curiosity and attract attention	In response to China's tourism holidays (New Year, May 1 ST, National Day, Summer), Tencent Video will create a destination theme tourism season, launch a travel offensive in an all-round way, and create a reputation	544 Million
	cooperation		Official high-quality content reserve, providing products and publicity materials	Head tourism experts conduct in-depth interviews, covering city overview, city strategy, city play, city travel notes, etc., fully displaying the city's basic style, features, activities, city stories, customs, history and culture, deeply exploring the city's cultural background and displaying the city's connotation.	



## • Tencent promotion 1.2 billion wechat users



Delivery Content	Delivery Strategy	Cooperation Platform	Туре	Scenario	Description	Platform Influence
		tencent video	Long video	Online variety show	Cooperate with the head program, dig deep into the destination influence through the program IP, break through the circle, and directly pull the passenger flow	544 Million
		TikTok	live-streaming	Live interactive	Head kol (millions of fans) live stream to recommend, promotes explosive lines, travel products, and promotes conversion rate	
		TIKTOK	Short video	Immersive experience	Head kol (millions of fans) live material clips for secondary dissemination	700 Million
	KOL content creation,				Ten travel kol (more than 500,000 fans) recommend in depth, which directly promoted the conversion rate	
Content Production & Split Propagation	manufacturing Internet- famous site, strengthening brand influence, and achieving the purpose of		Short video		Five travel kol (more than 500,000 fans) recommend in depth, which directly promoted the conversion rate	
	attracting passengers	RED		Play strategy	Five travel kol (more than 500,000 fans) recommend in depth, which directly promoted the conversion rate	400 Million
				the parent child tour	Three parent-child kol (more than 500,000 fans) recommend in depth, which directly promoted the conversion rate	
				Promotion	Five gourmet kol (more than 500,000 fans) recommend in depth, which directly promoted the conversion rate	
		The hornet's nest	live-streaming	Travel sharing	Kol, the travel head, provides a comprehensive travel strategy to enrich the user's travel scene	100 Million
		The normet's nest	image-text	Travel sharing	Kol, the travel head, provides a comprehensive travel strategy to enrich the user's travel scene	

### • Tencent promotion 1.2 billion wechat users



Delivery Content	Delivery Strategy	Delivery Platform	Delivery Fluency	Delivery Content	Description	Platform Influence
			4/year	Wechat moments	Destination video, 4 times according to the season, to establish destination influence	
		Wechat	1/year	Wechat moments	Interactive H5, fully interact with users, establish close relationship and understand more needs	1.2 Billion
		Tencent news	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	272 Million
			10/year	Feed	Targeting specific areas, awakening users' willingness to travel with fragmented time	272 Million
	Reach the whole platform and build brand influence	tencent video	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	544 Million
Increase Destination Influence		Tiktok	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	700 Million
		RED	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	400 Million
			10/year	Topic page	Deliver to target users, improve content exposure, and complete secondary dissemination	400 Million
		Bilibili	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	300 Million
		Weibo	1/year	Open Screen Advertisement	Open-screen advertisements for target users, and improve the visual impact of destinations with large-size and high-quality advertising content	800 Million

#### **Benefits of tourism in destination countries:**

- 1.Increase the number of nights of Chinese tourists in destination countries
- 2.Increase consumption of Chinese tourists in destination countries
- 3. Guide Chinese tourists to travel in destination countries in all directions
- 4.Improve efficiency, deepen experience, build reputation tourism
- 5.Cultural promotion, creating the IP impression of the destination country

#### **Forecast and empowerment of future trends:**

1/ Sightseeing tour is transformed into holiday tour, experience tour conversion (traditional tourism industry cannot be treated with care and good quality and low price)

2/Transformation from large-group tours to small-group tours, family tours, and individual tours (Tourists are increasingly demanding their own privacy, freedom, and personalized services)

3/Traditional tourism services are transformed from physical to Internet + (fewer and fewer people go to travel to ask for tour guides and drivers, and more and more people go to travel by mobile phones and the Internet)





# THANK YOU

If you are interested in cooperation or want to know more about the products, please contact tencent smart tourism department