



Navan Integrates OpenAI and ChatGPT Across Product Set

February 7, 2023

Super App Becomes First Travel Company to Leverage Generative AI

The following press release has been refined via ChatGPT

PALO ALTO, February 7, 2023 — Navan, the all-in-one solution that makes travel easy, today announced that it has become the first travel company to integrate generative artificial intelligence (AI) across its infrastructure and product feature set. Through the OpenAI and ChatGPT APIs, the company is now leveraging the technology in both user-facing features, such as modernizing its contact center, and to optimize efficiencies across its codebase.

Through Ava, Navan's virtual assistant, travel managers can now personalize recommendations and increase traveler engagement. Admins can ask the tech to perform tasks such as data queries, provide granular carbon emission details, or to order corporate cards; while travelers can ask Ava to solve customer support issues, recommend an Indian restaurant near their hotel in London, provide the weather forecast for an upcoming trip to Chicago, or find the fastest way to get to JFK at 7am.

"The integration of this technology raises the bar for product and service expectations," says Navan co-founder and CTO, Ilan Twig. "The Navan team is dedicated to fully utilizing this technology for transformative experiences. Our goal is to make Navan the most delightful, efficient, personalized, and well-loved offering."

Navan, formerly TripActions, [today also announced](#) it has pulled its solutions into a streamlined super app, creating the first enterprise travel and expense (T&E) solution to utilize the cloud, mobile technology, and generative AI to meet both users' and enterprise management's efficiency needs.

Since its inception in 2015, the company has leveraged AI to optimize efficiencies for both internal uses and for customers. From personalized search results that recognize a user's travel preferences to automated itemization that instantly categorizes line items on complex receipts, the company's integration of AI is a key component of its category-defining Business Software Designed for People.

Generative AI is currently being leveraged by Navan to:

- Write, test, and fix code, increasing Navan's operational efficiency and reducing overhead
- Build a conversational experience in the company's virtual assistant, Ava, providing customers with human-grade support and delivering:
 - Succinct answers to questions based on Navan community articles
 - A conversational booking experience that anticipates traveler needs and offers personal assistance
 - Data such as company travel spend, volume, and granular carbon emissions details

"ChatGPT and OpenAI revolutionized the entire software business. Those that fail to adjust will be displaced by those that adapt," says Twig. "The same holds true for the travel and expense industry. In just two years, the leading players in T&E will be either established companies that have already embraced ChatGPT or new startups that bring innovative experiences and capabilities to the market."

About

Navan is the all-in-one solution that makes travel easy so you can focus on being there, not getting there. Say goodbye to spending hours on the phone trying to change your flight or saving stacks of receipts to manually input expenses. From EAs and finance teams to travel managers and employees, Navan empowers people to focus on the things that matter most to them—all while providing companies with real-time visibility, savings, and control. Learn more at navan.com.