

Tokyo Metro to commence operation tests for “Bebot” AI chat bot for use as information service aimed at foreign visitors to Japan

A first for subway transportation!

Information will be provided for each station on the Ginza Line.

Between December 1, 2019 and February 29, 2020, Tokyo Metro Co., Ltd. (Head Office in: Taito Ward, Tokyo; President: Akiyoshi Yamamura; “Tokyo Metro” below) and Bespoke Inc. (Head Office in: Shibuya Ward, Tokyo; CEO: Akemi Tsunagawa; “Bespoke” below) will perform operation tests involving “Bebot,” an artificial intelligence (AI) chat bot, for its use as an information service aimed at foreign visitors to Japan.

Bebot is a chat bot service for smartphones that uses AI to act as a concierge for foreign visitors to Japan. The operation tests to be conducted will support each station on the Ginza Line (from Asakusa to Shibuya), which is heavily used by foreigners who are travelling to Japan, and will make it possible to provide information in real time in the English language for inquiries that foreign travelers may have, such as those on barrier-free facilities on station premises, train transfers, and sightseeing spots in the vicinity of the station.

Bebot may be used without downloading an application or anything else. Anyone may use it free of charge through the browser on their smartphone.

Tokyo Metro will continue to verify the need that foreigners travelling to Japan have for this service and the effectiveness and other elements of AI in general as it considers offering more information tools in the future.

For details on the operation tests for Bebot, please see the attachment.

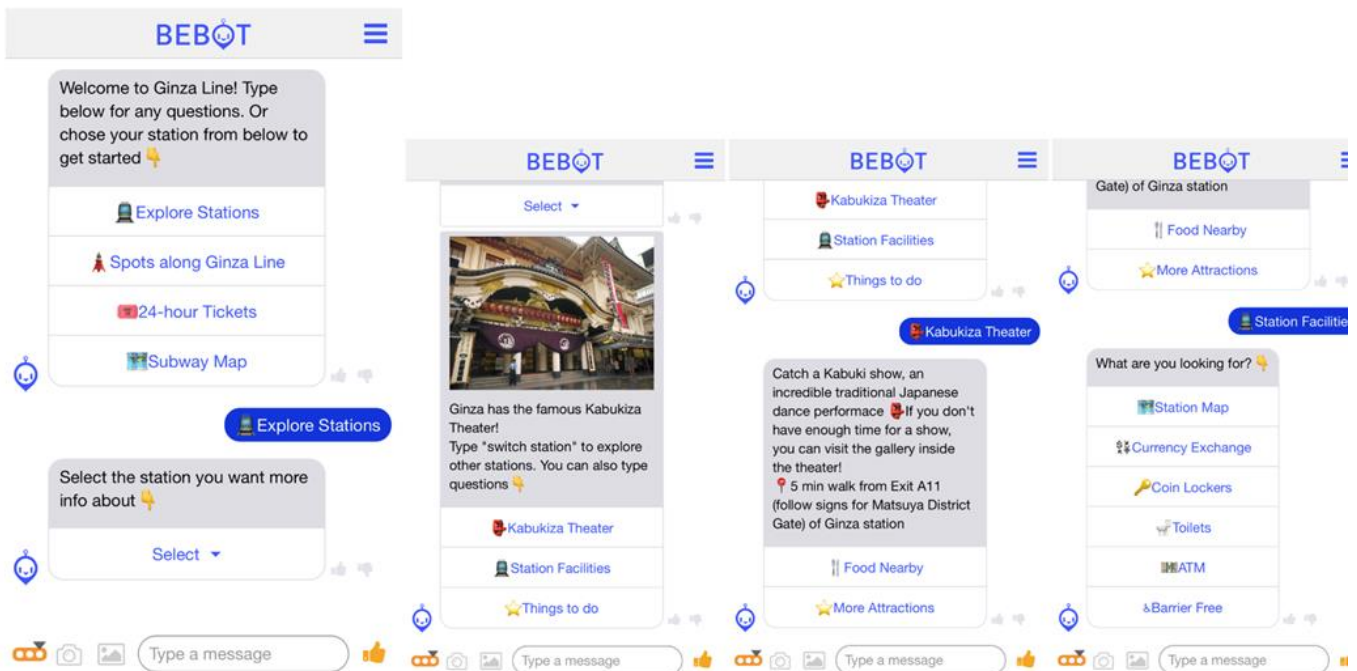


Image representations of inquiries submitted to “Bebot”

Details on Operation Tests for “Bebot” AI Chat Bot

1. About the “Bebot” AI Chat Bot

“Chat bot,” an amalgamation of the words “chat” and the “bot” in “robot,” is a program that utilizes artificial intelligence (AI) to converse automatically using text. Through the browser on users’ smartphones, “Bebot” provides English-language responses in real time to user inquiries such as those on barrier-free facilities on station premises, train transfers, and sightseeing spots in the vicinity of the station.

2. About the Operation Tests

(1) Purpose

- i. To enhance information provided to foreign visitors to Japan
- ii. To verify the needs and effectiveness of AI chat bots

(2) Implementation Period

From Sunday, December 1, 2019 to Saturday, February 29, 2020

(3) How to Use “Bebot”

- i. Scan the QR code on one of the “Bebot” information posters displayed in station offices or in other locations on the premises at stations on the Ginza Line or access the URL indicated on the poster (bebot.io/g3).
- ii. The “Bebot” chat page will load and the chat services will be initiated.

(4) Cost to Use

Free of charge

(5) Main Information that Can Be Provided with “Bebot”

- i. Information on passenger tickets
- ii. Sightseeing information for vicinity of each station on the Ginza Line
- iii. Information on station facilities at each station on the Ginza Line

(6) Stations Supported

All stations on the Ginza Line (19 stations in total)

(7) Languages Supported

English

(8) Other

The operation test results, etc. will be applied toward future measures going forward.

3. Contact

Tokyo Metro Customer Center TEL: 0120-104-106 (Available 9:00 AM – 8:00 PM 365 days a year)



Poster displayed at stations