

- An presentation called :
Ticket distribution. From stations to App`s.
- Norway. A long country but only 5 mill residents. Organising of railway in Norway.
Telling about lines and number of stations.
- Passenger trains. Some key figures.
- Train stations before. Mostly a ticket office and waiting area. Lot of staff handling this.
- Telling about the channel mix. The changes here have been enormous.
- In 2003, about 70 % of the ticket sales was at stations. Manually operated.
- In 2015 about 80 % self service
- Focus areas for our company in handling the customers. Seamless travel, efficient channels, service etc.
- “We offer our customer the possibility to travel seamless when train is involved”
- Easy and efficient channels, that results in a high self service share.
- Showing some examples
- I phone information
- Availability
- Web versus App. Showing the changes.
- Also showing some pictures from stations.