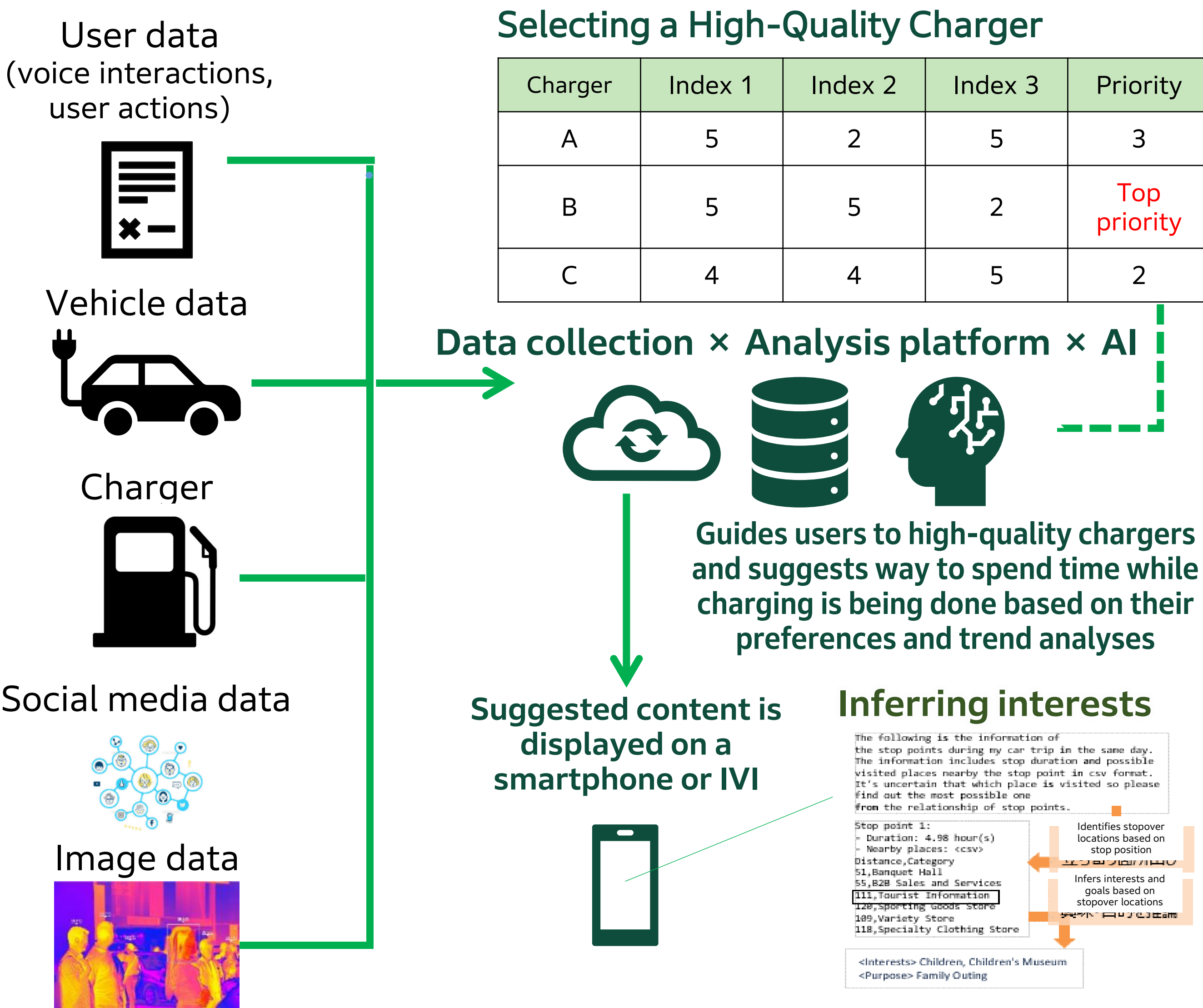


# Personal Charging Recommendations for Making an Electrical Lifestyle Smoother

Reduce the stress\* from public charging that EV users encounter during en-route charging in order to convert the hassle of en-route charging into valid time.

\*Stress 1: It's hard to make the most out of charging time, which feels like a long period of time   \*Stress 2: The driver could be guided to a charger that is not available

## Technology Details



## Technology Characteristics

	Technical Issues	Honda's Approach
Selecting a high-quality charger	Delay in updating information on charger availability	In addition to information disclosed by the CPO*, make full use of the vehicle acquisition data history related to charging that's stored on Honda's analysis platform to predict and determine whether they will be available. Provide that information to the user as soon as possible. *CPO: Charging Point Operator
	Failure determination of charger session to predict charger availability	Create characteristic volumes and their thresholds for each contact point with the user in the Customer Journey database related to user charging behavior to clarify at what point the user failed to charge the vehicle.
	Increasing the number of chargers that can be predicted	Actively utilize not just Honda's vehicle data, but also various external data, to sufficiently secure high-quality chargers that Honda can guide users to with confidence.
Suggesting ways to spend time while charging	Understanding users	Identify user profiles based on voice dialogue data from touch points and the movement history of the vehicle.
	Understanding the situation inside the vehicle	Perform state recognition through AI (time, weather, in-vehicle camera information, voice interactions, etc.) to modify the priority for charging destinations according to the situation.

Data collection and AI analysis help in guiding users to high-quality chargers and in making suggestions on how to pass the time while charging, providing a comfortable EV life.