

A HOLISTIC APPROACH ON AIRFARE PRICE PREDICTION USING MACHINE LEARNING TECHNIQUES

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ABSTRACT

Globalization of markets involves new strategies and price policies from professionals that contribute to global competitiveness. Airline companies are changing tickets' prices very often considering a variety of factors based on their proprietary rules and algorithms that are searching for the most suitable price policy. Recently, Artificial Intelligence (AI) models are exploited for the latter task, due to their compactness, fast adaptability, and many potentials in data generalization. This paper represents an analysis of airfare price prediction towards finding similarities in the pricing policies of different Airline companies by using AI Techniques. More specifically, a set of effective features is extracted from 136.917 data flights of Aegean, Turkish, Austrian and Lufthansa Airlines for six popular international destinations. The extracted set of features is then used to conduct a holistic analysis from the perspective of the end user who seeks the most affordable ticket cost, considering a destination-based evaluation including all airlines, and an airline-base devaluation including all destinations. For the latter cause, AI models from three different domains and a total of 16 model architectures are considered to resolve the airfare price prediction problem: Machine Learning(ML) with eight state-of-the-art models, Deep Learning (DL) with six CNN models and Quantum Machine Learning (QML) with two models. Experimental results reveal that at least three models from each domain, ML, DL, and QML, are able to achieve accuracies between 89% and 99% in this regression problem, for different international destinations and airline companies.

INDEX TERMS : Airfare price, artificial intelligence, deep learning, machine learning, prediction model, pricing models, regression, quantum machine learning.

INTRODUCTION

Approximately 50 years ago airline flights were considered a luxury. Airline companies were launching more domestic flights than international while pricing policies for flight tickets were static. To increase profitability, airline companies adopted management and economical software systems to

perform route optimizations, reservation adaptation, and dynamic pricing. An evolution in airline companies was the adoption of yield management, which was a variable pricing strategy based on understanding, anticipating, and influencing consumer behaviour so as to reach the highest revenues. As a consequence, airline companies started to pay more attention to customers' preferences and experiences during flights, simultaneously increasing the destinations at an international level. Thus, airline flights became accessible to all potential consumers since dynamic pricing and extra flight services increased the competition between airline companies. Moreover, in recent years, the ability to shop online revolutionized many different fields and became a trend among modern people, seeking the most favourable offers and prices. Currently, there are several websites that support secure flight booking, listing the same flight routes from all airline companies towards getting the most competitive flight deals. Moreover, sharing flight experiences through rating systems provides a great amount of useful information produced daily by airline customers, that are exploited by pricing policy systems to adapt the airfare price, even minutes before a flight. To this end, it is clear that market globalization and technology evolution have affected airline companies at a level where the mainstream price optimization systems may not track the changes and reach the adaptation speed that is required. The latter increased the demand for more sophisticated algorithms and software for dynamic price policy optimization. For this reason, Artificial Intelligence (AI) algorithms are currently considered for airfare price estimation, towards achieving efficient and more realistic results with higher speed. Artificial Intelligence attracts high interest from the research community in many research fields. Machine Learning (ML) was the first introduced domain of AI by Walter Pitts and Warren McCulloch in 1943 where a mathematical model of a biological neuron was proposed with no learning capabilities. Seven years later, in 1950, Frank Rosenblatt proposed the perceptron (()) as the first neural network (NN) with learning abilities. Perceptron was an inspiration for researchers to design and implement subsequently many well-known ML models like SVM, kNN, and Boosting methods. ML models couldn't robustly generalize without a supporting feature extraction mechanism. The latter requirement was handled by the Deep Learning (DL) domain, increasing the computational demands and reducing the execution time. The flagship for the rise of the DL domain was the introduction of convolutional neural networks (CNN) by Fukushima in 1980 who used a NN for visual pattern recognition. A distinct boost towards this effort came from Yann LeCun in 1990, who used CNN models with backpropagation learning in order to recognize handwritten digits from images. DL models have automated the feature extraction process giving the capability to fabricate more complex algorithms and applications that impact human daily lives. However, even today, due to the huge data growth rate and despite the evolution of computational hardware (GPUs), there is still a need for faster and more compact ML and DL algorithms. Based on the above, the main contributions of the proposed work can be summarized as follows:

- 1) Investigation of the relation of pricing policies among different airline companies.
- 2) Investigation of features' influence to the airfare price prediction problem.
- 3) Application of QML models in airfare price prediction for the first time in the literature.
- 4) Comparative performance analysis of ML, DL and QML models for airfare price prediction.

The rest of this paper is organized as follows: Section II summarizes the related work on airfare price prediction. In Section III materials and methods are introduced, referring to data and algorithms that have been used for the implementation of this work. Section IV describes the experimental setup, while in Section V the experiment results are presented and discussed. In Section VI, quantum machine learning results are presented and compared to classical models. Finally, Section VII concludes the paper and presents further potential research directions.

II. RELATED WORK

Market globalization along with the evolution of airfare price policies resulted in a great amount of relevant information and, subsequently, high research interest in airfare price prediction. In terms of AI and data analysis, this information is translated to data with many attributes and in amounts that could be characterized as big data, especially when the change rate of air ticket prices and services is such high. The airfare price prediction problem can be exploited under various scopes, like customer segmentation, ticket purchase timing, air tickets demand prediction, and more, as presented in a review by Abdella et al regarding the target application problem and the solutions. In general, the subject of airfare price prediction is in the spotlight for three decades; a search on Scopus on the term "airfare price prediction" returned 24 documents, from 2003 to date, with most of the work being implemented in the last three years. Vu et al. implemented an airfare price prediction application with two ML models, exploiting features around time to describe Vietnamese national airline company flights. Compared to the proposed approach, fewer models have been presented and only one airline company has been considered, while the main focus was on consumers' target applications. In , a different approach was presented. A custom recurrent neural network (RNN) was constructed and compared to classical ML models in airfare price prediction under events like a basketball match. Features that described basketball matches and airline flights were combined in one dataset, achieving high prediction accuracies. The same approach was followed. The authors proposed a framework that could gather information for air tickets from various sources, such as consumers' interests, air tickets availability, distance, and more, to predict airfare prices by using ML models. In airfare price prediction was implemented in the domestic markets of USA and India. The authors exploited ML models and reported an 88% score in price prediction. In, Joshi et al. adopted a similar approach with fewer ML models, by investigating new features, like flight duration, and achieved up to 90% prediction score. In feature selection algorithms were applied along with hyperparameter methods to

find the optimal model parameters and set of features for flight description in order to predict airfare price prediction. In explain ability for the problem under study has been introduced towards a deeper insight into the models that could provide an efficient solution, in order to give robust and explainable predictions.

III. MATERIALS AND METHODS

In this section, the proposed holistic approach is described, focusing on the used data and the selected methods. Datasets, features description and visualization material are presented to highlight the level of competition and globalization affection in airfare tickets between destinations from different airline companies. Moreover, in this section, the ML, DL, and QML models that are employed are presented and a short description for each one is given to underline the differences in performance and capabilities between them the focus of this work is on the prediction of airfare prices for six different destinations for four airline companies.

A. DATA PRESENTATION AND DESCRIPTION

The airline companies are: Aegean Airlines, Austrian Airlines, Lufthansa Airlines and Turkish Airlines. The destinations of interest are the following:

- 1) Thessaloniki (SKG) – Amsterdam (AMS), (1907 Km)
- 2) Thessaloniki (SKG) – Stockholm (ARN), (2157 Km)
- 3) Thessaloniki (SKG) – Brussels (BRU), (1812 Km)
- 4) Thessaloniki (SKG) – Paris (CDG), (1863 Km)
- 5) Thessaloniki (SKG) – Lisbon (LIS), (2747 Km)
- 6) Thessaloniki (SKG) – Vienna (VIE), (985 Km)

The flight data are collected for the period of one year. It should be clarified here that flight data are not for exactly one year, due to the fact that some airline companies did not provide the same flights for all destinations all over the year, mainly due to demand variations.

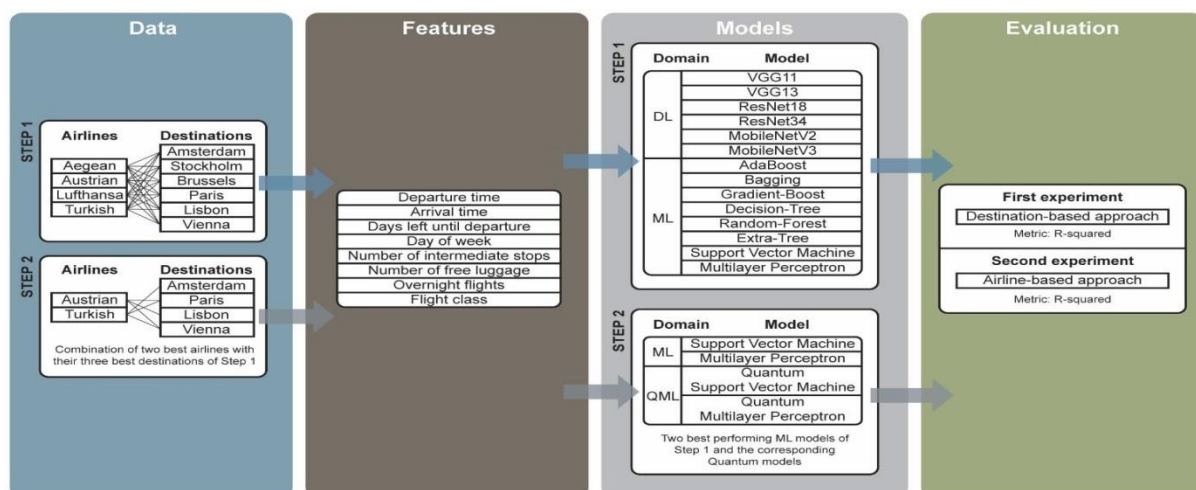


FIGURE 1. The proposed holistic approach to airfare price prediction

In this work, the most descriptive features that affect the airfare price and were publicly available, were selected. For each flight data, a set of eight features (0-7) was used. Due to the difficulty of collecting flight data manually, Data Mining techniques were applied to acquire as many data as possible. Finally, for each flight the following eight features were considered:

- 1) Feature 0: Departure time
- 2) Feature 1: Arrival time
- 3) Feature 2: Days left until departure (0 - 350+)
- 4) Feature 3: Day of week (1-7)
- 5) Feature 4: Number of intermediate stops (0 - 2)
- 6) Feature 5: Number of free luggage (0 - 2)
- 7) Feature 6: Overnight flight (yes - 1 or no - 0)
- 8) Feature 7: Flight class (three-digit number, each digit 0 - 5)

Regarding feature 7, note that flight class is a three-digit integer number. Each digit independently represents a flight class, considering up to three correspondences per voyage. For instance, if the third digit of flight class is not zero, it means that the flight had two intermediate stops, thus, the voyage involved three corresponding flights in total, and each of the three digits informs about the involved ticket class.

If the third digit is zero, it means that there was no third flight (only two flights) and so on. Every digit's value is ranged from 0 to 5, depending on the flight class of each of the corresponding flights, as follows:

- 1) Economy class – 1
- 2) Economy Standard class – 2
- 3) Economy Premium class – 3
- 4) Business class – 4
- 5) First class – 5
- 6) No flight – 0

Austrian and Turkish airlines, as it can be observed from Fig. 2(b) and Fig. 2(d) have very few flights in the selected destinations and, thus, the number of stops (feature 4) has a low diversity and the correlation coefficients of this value equal to zero. A first notice is that Aegean displays more light colors in its heatmap, translated to less correlations between features in destinations of greater distance (SKG_ARN, SKG_LIS) compared to other destinations which seem to have darker colour values, translated to stronger correlations. Finally, considering Fig. 2 and Fig. 3, similarities between airline companies and their price policies the same observation can be made for Austrian, Turkish and Lufthansa, but only in the destination SKG_ARN. It is also important to mention that for every airline company and destination, it seems that flight class (feature 7) and price have a strong correlation despite the differences in the number of flights of each company. Based on this fact, it is easy to

concludethat flight class has a strong impact on the competition Between airline companies. The heatmaps of Pearsoncorrelation coefficient for each airline company are presentedwith the destination as an extra feature (feature 8)

B. MODELS PRESENTATION AND DESCRIPTION

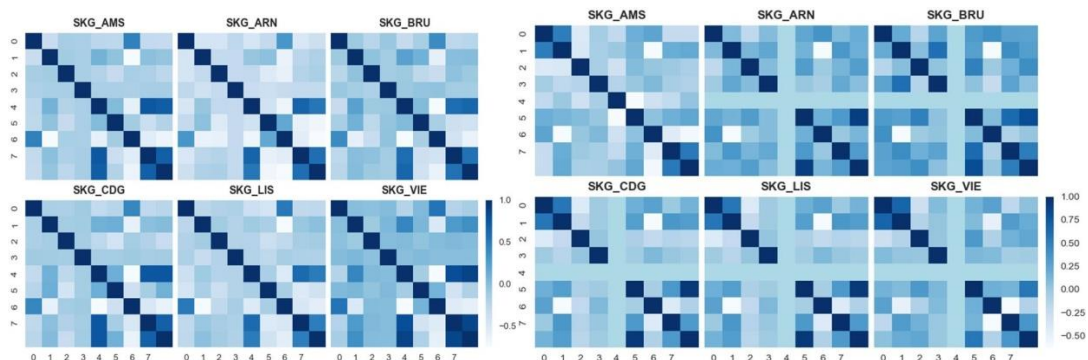
TABLE 2. Selected machine learning (ML) models.

Model	Algorithm type
AdaBoost Regressor	Boosting family
Bagging Regressor	Boosting family
Gradient Boost Regressor	Boosting family
Decision Tree Regressor	Tree based
Random Forest Regressor	Tree based
Extra Tree Regressor	Tree based
Support Vector Regressor (SVM)	Kernel function
Multi-Layer Perceptron (MLP)	Neural Network

Starting from theMLdomain, eight state-of-the-art modelswere selected and presented in Table 2.

AdaBoost regressor comes from the ‘Boosting’ family of algorithms, forming a strong learner from a composition of weak learners. Very often these learners are Decision Trees where iteratively AdaBoost adapts their errors and combines them sequentially to create a strong ensemble model that will decrease bias and variance in the training

data. A disadvantage of this algorithm is its sensitivity to noise and overfitting with the increase of dataset features and size. *Bagging regressor* adopts a variation of the same approach as AdaBoost. Weak learners in Bagging are created in parallel and, thus, independently of each other, while in AdaBoost they are created sequentially. In addition, Bagging decreases the variance more than the bias and it is proposed to resolve overfitting issues. A reported disadvantage is its sensitivity to noise data and the construction of ideal global solutions in a large number of features and data. Finally from Boosting family, *Gradient Boost algorithm* is also selected. Gradient Boost can produce new models (often Decision Trees) to be maximally correlated with the negative gradients of a loss function (often Mean Squared Error) to minimize it with minimum iterations.



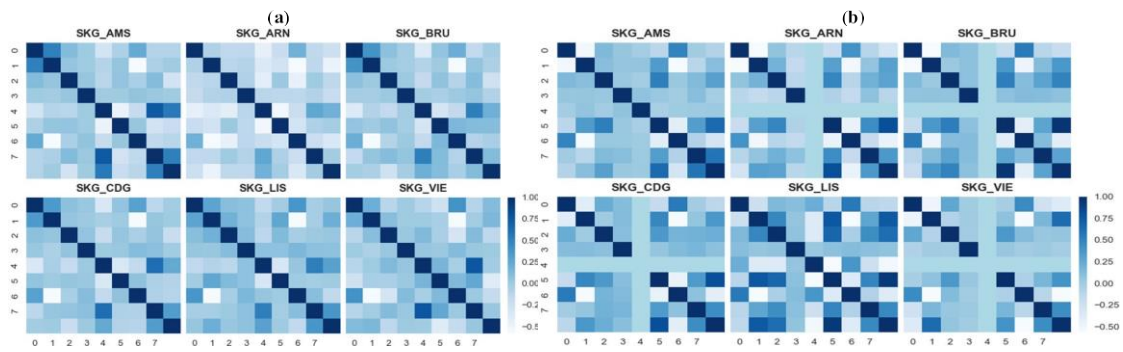


FIGURE2. Pearson correlation coefficients heat maps for each destination: (a) Aegean airlines correlation coefficients; (b) Austrian airlines correlation coefficients; (c) Lufthansa airlines correlation coefficients; (d) Turkish airlines correlation coefficients.

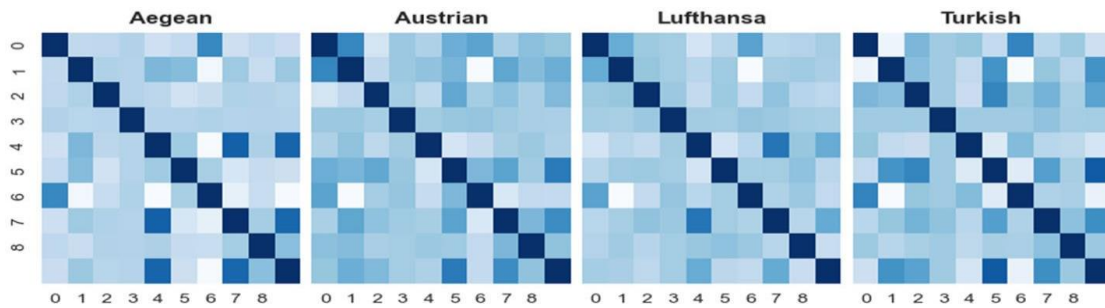


TABLE 3. Selected deep learning (DL) models.

Model	Training parameters (Millions)
VGG11	133
VGG13	133
Resnet18	11.4
Resnet34	21.5
MobileNetV2	3.4
MobileNetV3	2.4

TABLE 4. Selected quantum machine learning (QML) models.

Model	Algorithm type
Quantum Support Vector Regressor (QSVM)	Quantum kernel
Quantum Multiplayer Perceptron (QMLP)	Quantum neural network with 48 parameters

The selected six models in this work from the DL domain are included in Table 3. First, the most important layer is the Convolutional Layer, which consists of convolutional filters (or kernels). Each filter is convolved with the input 2D data to produce feature maps. Kernels are randomly initialized, and they slide in the input data where the dot product is calculated in each slide. Kernel values, namely weights, adjust during training. Second, the pooling layers are applied to sub-sample the feature maps to produce smaller maps, maintaining most of the dominant features. The pooling process is applied with various methods like average, min-max, or custom methods. Then, activation functions take place to map input data with target values through the weighted summation of convolutional layers neurons weights. Thus, it is determined if neurons are contributing to the corresponding target value of a given input data or not. In the next year, ResNet was proposed to

overcome the gradient vanish problem. However, while the depth of the CNN network increased the dimension of the features also increased and in contradiction, the loss was optimized to local minima. In that case, a part of the network usually at the start had a low contribution to the prediction. This phenomenon was noticed in VGG and attempted to be resolved by ResNet where multiple residual blocks were used to shorten the connections between layers and, thus, the network could take more layers with stable performance and simpler architecture. It was also proposed under various architectures with 85 million parameters in Resnet50. Finally, *MobileNetV2* was also selected in this work, as a CNN architecture that focuses on the balance between performance and speed. It consists of 3 convolutional layers with a filter size of 1×1 in order to reduce computation time. In addition, the latest version *MobileNetV3* was proposed for mobile processing units having less than 2 million parameters. A disadvantage of the DL technology is that it operates non-optimally and is based on statistical methods, considering that CNN treats neuron weights as a whole, even though some weights might not have a high contribution to the predictions of an input datum. This fact justifies the long training times that are required. Based on the above, it is clear that the CNN models' design needs improvement, and thus an effort was given by the research community during the last years to produce sophisticated mechanisms that will make CNN architectures more robust and exclusive to the problem through attention mechanisms, custom losses, and layers or even model design under new domains on which these models will be structured in a more compact way and with more generalization capabilities.

IV. EXPERIMENTAL SETUP

In this work, two experiments are conducted in order to cover the proposed holistic approach for the target application problem. In the first experiment, namely the destination-based approach, the selected models from ML, DL, and QML domains are used to find the best choice for each destination per Airline Company. With this experiment, it can be concluded the optimal set of models that describe the same destinations for separate airline companies, having similar airfare price prediction accuracies. To accomplish that, the entire dataset was split for each destination for each airline company. From PyTorch all the presented CNN [7] models were applied along with the learning process on a GPU unit. From Scikit-Learn all the ML models were used and fitted on a CPU unit. From PennyLane QMLP network was formed and executed on a simulator that benefited CPU unit. Under the same principles, QSVM was applied from the Qiskit framework. The hardware specifications where all the above experiments have been conducted are presented below:

- CPU: AMD Ryzen™Threadripper™2920X, 12 cores (24 threads), 3.5GHz base clock.
- RAM: 32 GB DDR 4.
- GPU: NVIDIA GeForce RTX 2060 SUPER 8 GB VRAM.
- STORAGE: Viper M.2 vpm100 3450 MB/s-read, 3000 MB/s-write.

V. EXPERIMENTAL RESULTS OF STEP 1: ML VS DL

In this section the results for both experimental approaches, for each ML and DL model are presented, by using the data of four airlines and six destinations.

A. FIRST EXPERIMENT OF STEP 1: THE DESTINATION-BASED APPROACH

Tables 6 to 9 include the experimental results for each airline company and destination for the first experiment. The best scores for each destination are marked in bold in the Tables. An observation that can be derived from the following tables is regarding the model with the best score for each destination, as for all destinations by considering the Mean performance (last column of each Table). Therefore, information about airfare price policies and competition levels between airline companies can be extracted. From Table 6 it is obvious that the best models for each destination are the neural networks from the DL domain. Bagging, Multilayer Perceptron, Random Forest, and Extra-Tree from the ML domain are following in performance. It can be concluded that for the Aegean airline, AMS and VIE are the most important destinations compared to the rest of the destinations, since at these destinations almost all models achieve their highest scores, greater than 86%. Based on Table 1, AMS is the destination with the highest number of flights for Aegean and based on Fig. 2(a) it seems that for AMS there are many available flights despite the variety of ticket classes, so the distribution of prices is normal. The same fact involves the VIE destination. Additionally, in Fig. 2(a), VIE has darker colour compared to the rest destinations, and since it is the closest destination to SKG it can be concluded that there are many flights to VIE with similar prices. Based on the above it can be assumed that Aegean ticket price strategy aims to attract a variety of consumer groups for AMS destination, rather than VIE, where ticket classes and a variety of services are limited. The best model for the Austrian airline is Extra-Tree-Regressor with 99% in VIE destination. It can be observed that ML and DL achieve the highest scores with less difference between them, compared to the previous airline company performances. This is justified considering the number of flights from Table 1, as Austrian airlines have at least 50% fewer flights than Aegean. Even with fewer flights for each destination compared to Aegean in CDG, LIS and VIE, all models achieve high performance scores. In addition, according to Fig. 2(b), Austrian airline has stronger correlations for these destinations. Thus, it seems that Austrian airline attempts a competitive policy with many flights that have similar ticket classes and number of stops along with the amount of luggage. On the contrary, for the

destinations AMS and BRU, price and ticket classes have high variation with small number of flights, which justifies the results of the DL models. It seems that AMS and BRU are not among the destination that Austrian tries to compete with. For the case of Lufthansa, the results were very poor compared to the other airlines in general. The best model is the MLP in CDG destination from the ML domain. The highest and similar results of the models are in AMS, ARN and CDG, which can be justified by the number of flights in Table 1. It seems that Lufthansa tries to be more competitive with Aegean Airline rather than Austrian since VIE is not in the scope of concern for its price policy. Finally, Lufthansa seems to differ from all airline companies in its general price strategy, since for four out of six destinations ML and DL models have the highest difference in performance compared to the rest of the airlines. Finally, for the Turkish airline, it can be observed that the best scoring destinations include LIS, AMS, CDG and VIE. More specifically, for destination AMS, the best models are AdaBoost and Random Forest with a score of 93%. For LIS the best models are from both ML and DL domains with scores of up to 97%. For Turkish airline, almost in all destinations, the models bring similar results, except for ARN destination, revealing that it is not so preferable due to its price strategy. In general, based on the results of Table 9, Turkish airline attempts to be competitive through similar ticket classes and prices, considering its number of flights. A final notice is that Turkish and Austrian have more similar price strategies since ML and DL models for four out of six destinations share common performances. The three best scoring destinations for each airline company are presented. The destination AMS is the best for Aegean, VIE for Austrian, CDG for Lufthansa and LIS for Turkish airlines. Another fact is that destination CDG is among the best performing for all airline companies. In general, it seems that all airline companies are being competitive with Aegean airline, which has the most flights. The latter can be observed especially in VIE destination, which is the nearest to SKG and, thus, the ticket prices for each airline company are similar but with different number of flights and services. Another notice that justifies this fact is, that even Lufthansa is the second that even Lufthansa is the second.

B. SECOND EXPERIMENT OF STEP 1: THE AIRLINE-BASED APPROACH

Turkish Airlines report a higher performance, reaching 97% with MobilNetV3. ML models did not perform so well in the experiment with Turkish airline, compared to the first experiment. In general, the superiority of DL models in a higher amount of data is clear compared to the ML domain. A reason for this poor performance could be that Turkish airline has 8391 data flights for six different destinations, having a distribution of many low-price tickets and a small number of more expensive tickets, which mainly affects the ensemble models. In contrast, DL models prove that they can adjust weights along with the features and targets in a more flexible way, and by using supplementary methods like pooling, they can achieve a higher score under more complex data.

VI. EXPERIMENTAL RESULTS OF STEP 2: ML VS QML

A. FIRST EXPERIMENT OF STEP 2: THE DESTINATION-BASED APPROACH

QMLP clearly holds the first place compared to classical MLP and SVM, achieving enhanced performances by 3% and 8%, respectively, based on the Mean performance for all three destinations. Since QMLP has a more compact structure based on Table 4 with a similar feature enhancement capacity to a CNN, its generalization capability is very high. Regarding the pair of models SVM and QSVM, quantum kernels have proven better, compared to the classical since they can construct larger feature dimensions that might lead to linear data separation even under complex data structures or sparse patterns. In addition, it should be noted that QML models are examined not at their full potential, since not all the capabilities of their learning process are feasible to be explored due to huge time and resource requirements. In Fig. 4, a comparative illustration is presented, including all domain models for the Austrian airline and the three selected destinations. This performance similarity between QML and DL models is justified from the dimensions of feature space under quantum principles that are closer to CNN rather to ML models, but with a simpler structure considering that 16 qubits represent 8 flight features and their corresponding neurons. The dimension of a qubit is 2^N in classical machines, where N is the number of qubits, therefore, for the proposed problem QMLP constructs a 65,356-dimensional feature map. Moreover, the classical gradient-based optimization algorithm requires the construction and evaluation of several quantum circuits in its gradient iteration which is computation costly. All above justify higher hardware resource demands of QML in a classical machine, compared to the other two domains.

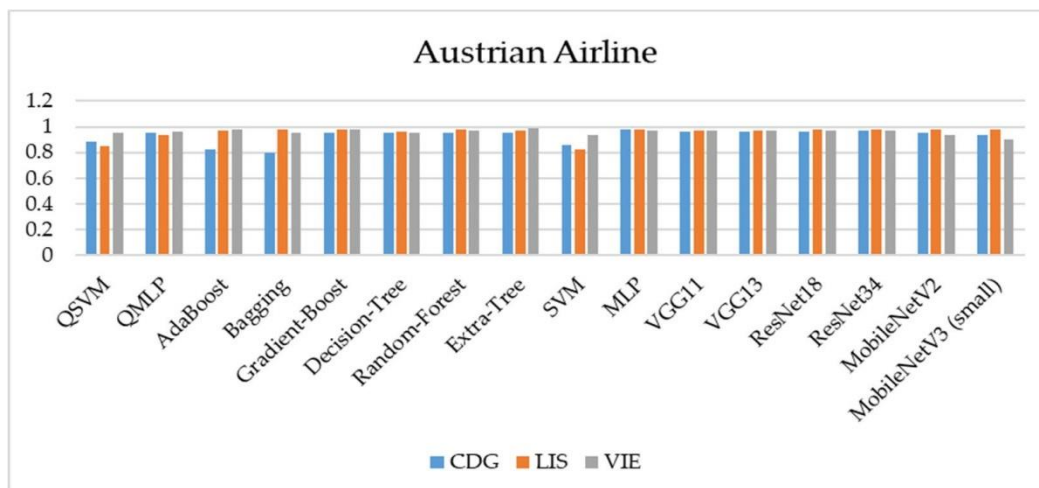


FIGURE 4. Bar plot for all domain models in three destinations of Austrian airline.

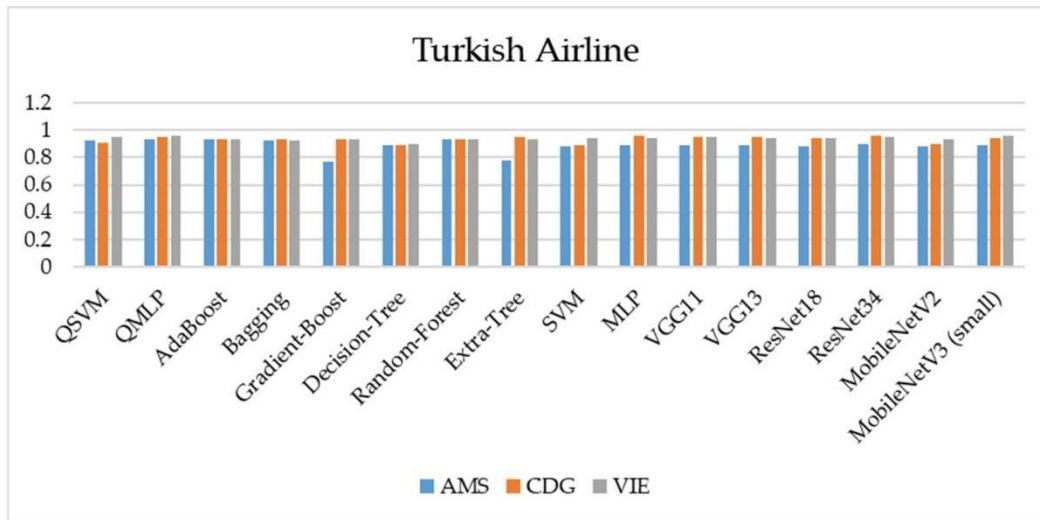


FIGURE 5. Bar plot for all domain models in three destinations of Turkish airline

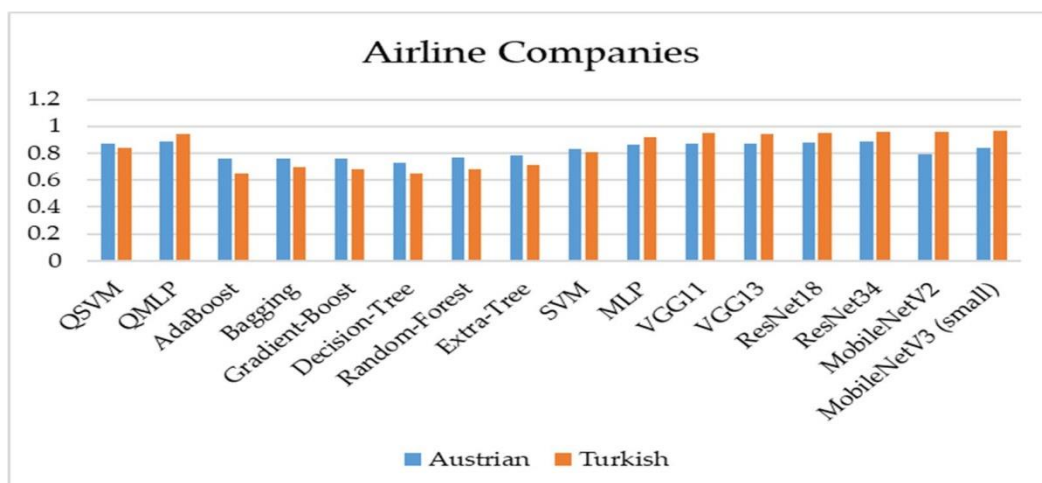


FIGURE 6. Bar plot for all domain models in three destinations of Turkish and Austrian airlines.

B. SECOND EXPERIMENT OF STEP 2: THE AIRLINE-BASED APPROACH

Based on the experimental results, QML models reveal the optimal performance for both airlines. Despite Austrian airline's imbalanced distribution of airfare price groups and a few number of flights, still results are ranking high for all models. However, for QSVM, the above fact seems to have a smaller impact compared to SVM, reporting a score difference of 4%. For QMLP and MLP the same notice can be made. The Turkish airline shares common strategies with Austrian, but with a more normal distribution in airfare prices and services groups. Same with the previous airline company, QML models come first compared to ML models for Turkish airline flights. Another similar conclusion to the previous experiment's QML models achieve performance scores closer to DL models rather than to ML models, as it can be observed from the bar plots illustrated in Fig. 6. Despite their

similar performance to DL models, QML models are competitive and among the best models with almost similar performances for both airline companies.

VII. DISCUSSION AND CONCLUSION

In this work, the focus is on the airfare price prediction holistic approach, considering different datasets and technologies that could be applied. To this end, four airlines and six destinations were considered. To resolve the problem under study, eight ML models, six DL models, and two QML models have been employed and comparatively evaluated. Experimental results reveal that at least three models from each domain ML, DL, and QML are able to achieve accuracies between 89% and 99% in this regression problem, for different international destinations and airline companies. Results reveal that by using AI models and flight features that are available to customers before purchase, the airline company ticket price policy can be efficiently analysed. More features are publicly available and by using the above technologies, robust simulations for flight tickets' price optimization and customer demand could be approximated, towards providing rich information to airline companies to build their optimal price strategy. However, even under a small set of features, all model domains are able to extract patterns from the given flight data and can find similarities between them. In this work, two different approaches have been investigated and analyzed: one based on the destinations (for all airlines) and one based on the airline companies (for all destinations). Future work from the perspective of the airline-based target application, could include the same airline companies and destinations studied from different airports to examine if the information could be efficiently extracted. Moreover, the same problem could be studied as a classification problem through customer segmentation, based on the flight features set. From a technological point of view, QML models have been studied under a regression application, which is limited in the literature, since the advantage of QML models in classical data is controversial, considering the limitations and the available quantum resources along with the computational demands in classical machines. Despite limitations like the number of qubits and noise levels in quantum machines, the availability of quantum hardware must be increased and become friendlier in order to pave the way for QML solutions to be applied to more real-world applications. In this work, QML models for airfare price prediction achieved higher results in most cases compared to ML and DL models, despite the reported disadvantages and confronted difficulties. It could be therefore concluded that future approaches to airfare price prediction based on the QML domain could provide efficient solutions, especially with the expectation that the amount, complexity, and diversity of data will grow. Future work around QML methods in airfare price prediction, includes the investigation of various different methods for data encoding in quantum states, and more quantum models like quantum Boltzmann machines, which will be able to generate flight data based on given air tickets feature sets and distributions. The resulted QML-based application could be used as an airfare price policy generator.

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