

Sri Lanka Institute of Information Technology



Assignment 1

MLB\_WD\_06.02\_06

Airline Ticket Reservation

**Internet and Web Technologies – IT1100**

B.Sc. (Hons) in Information Technology

### Group Details

Group Number: MLB\_WD\_06.02\_06

Project Title: Airline Ticket Reservation

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4	IT23270206	Kumara C.S.K.A.I. A	awanthaimesh65@gmail.com	070-4949394
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# **1 Introduction**

Welcome to Fly More Airline, your ultimate destination for seamless flight planning. With our user-friendly interface, we aim to provide you with an outstanding and stress-free booking experience.

We are dedicated to offering a comprehensive selection of flights and travel options worldwide, striving to become your preferred choice for convenient, reliable, and exceptional service throughout your travel journey.

As a visitor to our website, you'll have access to all the details about our offers, feedback, latest updates, and flight schedules. You can communicate with our officers 24/7 through our Contact Us page or any of the social media channels offered on our website.


Rest assured, we take full responsibility for your baggage, and in the unlikely event of any inconvenience, you can easily track your baggage through our website's help page and request refunds if necessary.

Unlock exclusive benefits by becoming a registered member of our website, including access to special offers, personalized recommendations, and convenient online payment options.

At Fly More, your journey is our priority, and we are committed to assisting you every step of the way. Fly with confidence and ease, knowing that we are here to make your travel experience exceptional.

## 2 Personas

- 1<sup>st</sup> Persona – User – Booking a flight.



**Olivia Martell**

*"I am looking for a site that offers easy booking options"*

AGE: 28  
WORK: TEACHER  
FAMILY: MARRIED  
LOCATION: NEW ZEALAND

PRACTICAL PROTECTIVE  
ORGANIZED

**PERSONALITY**

INTROVERT EXTROVERT

PASSIVE ACTIVE

POSITIVE NEGATIVE

**TECHNICAL ABILITIES**

- Familiar with booking flights using airline websites

**DEVICES & INTERNET USAGE**

MOBILE

DESKTOP

SOCIAL MEDIA

TELEVISION




**GOALS**

- Arriving on time at the destination of your flight
- To be aware of processing of files applicable to the flight
- To be aware of the prices of air tickets and available offers


**FRUSTRATIONS**

- she thinks that there should be better contact options
- If more airports are established in our country, transportation can be made easier for the people of our country

**BRANDS**



- 2<sup>nd</sup> Persona -Customer-Requesting a refund.



**Ella Conner**

*"I am looking for a site that provides easy refunding system"*

AGE: 24  
 WORK: Software Engineer  
 FAMILY: Unmarried  
 LOCATION: Australia

RESPONSIBLE CREATIVE

ORGANIZED

**PERSONALITY**

INTROVERT  EXTROVERT

PASSIVE  NEGATIVE

POSITIVE  PASSIVE

**GOALS**

- Looks for an visually appealing website layout
- To receive refunds on time
- To spend less time booking a flight

**TECHNICAL ABILITIES**

- Professional knowledge on new technology

**DEVICES & INTERNET USAGE**

MOBILE

DESKTOP



SOCIAL MEDIA


TELEVISION

**FRUSTRATIONS**


- Too many steps to go through to get a refund
- Not being able to find offers without going through so many pages
- Not getting updates on time

**BRANDS**

QATAR AIRWAYS  Apple Pay 



- 3<sup>rd</sup> Persona- User- Giving feedback.



**Alex Armstrong**

*"I am looking for a website that provides good feedback options"*

AGE: 27  
 WORK: Frequent traveller  
 FAMILY: Married  
 LOCATION: Canada

DETAIL-ORIENTED   OPTIMISTIC

PROACTIVE

**PERSONALITY**

INTROVERT ————— EXTROVERT

PASSIVE ————— ACTIVE

POSITIVE ————— NEGATIVE

**GOALS**

- Punctual arrival at destination
- Awareness of flight file processing
- Knowledge of air ticket prices and offers

**TECHNICAL ABILITIES**

- Basic skills on mobile devices

**DEVICES & INTERNET USAGE**

MOBILE

DESKTOP

SOCIAL MEDIA

TELEVISION

**FRUSTRATIONS**


- Desires Friendly Airline Staff
- Advocates for More Airports
- Seeks Comfortable & Affordable Airport Accommodations
- Wants Clear Communication About Flight Changes

**BRANDS**

in Apple G

Microsoft

- 4<sup>th</sup> Persona- Guest-Register and log in.



**Susan Styles**

*"I want a website where I can find affordable vacation packages and flights".*

AGE: 58  
 WORK: Nursing assistant  
 FAMILY: Married  
 LOCATION: California.

**CURIOUS** **FRIENDLY**

**CREATIVE**

**PERSONALITY**

INTROVERT ————— EXTROVERT

PASSIVE ————— ACTIVE

POSITIVE ————— NEGATIVE

**TECHNICAL ABILITIES**

- Basic computer skills

**DEVICES & INTERNET USAGE**

MOBILE

DESKTOP

SOCIAL MEDIA

TELEVISION


**GOALS**

- To find lesser-known countries and their tourist attractions.
- To spend less time booking flights.
- Access live flight information.
- To get live updates on the routes to the airport based on traffic reports.


**FRUSTRATIONS**

- It is difficult to use the website if the webpages are filled with unnecessary advertisements.
- I am not familiar with advanced technology.

**BRANDS**



- 5<sup>th</sup> Persona- Customer- Contacting an agent.



**Adam Wilson**

*"I want a website where I can Contact customer service more easily".*

AGE: 30  
 WORK: Photographer  
 FAMILY: Married  
 LOCATION: Italy

OPENNESS    SOCIAL

RESPONSIBLE

**PERSONALITY**

INTROVERT ————— EXTROVERT

PASSIVE ————— ACTIVE

POSITIVE ————— NEGATIVE

**GOALS**

- To maintain the database and manage users properly.
- Generate reports according to the reservations and cancelling easy

**TECHNICAL ABILITIES**

- Well experienced system admin

**DEVICES & INTERNET USAGE**

MOBILE

DESKTOP


SOCIAL MEDIA

TELEVISION

**FRUSTRATIONS**

- Lack of clear communication from airlines regarding delays or changes
- lost baggage incidents
- Frequent encounters with overbooked flights

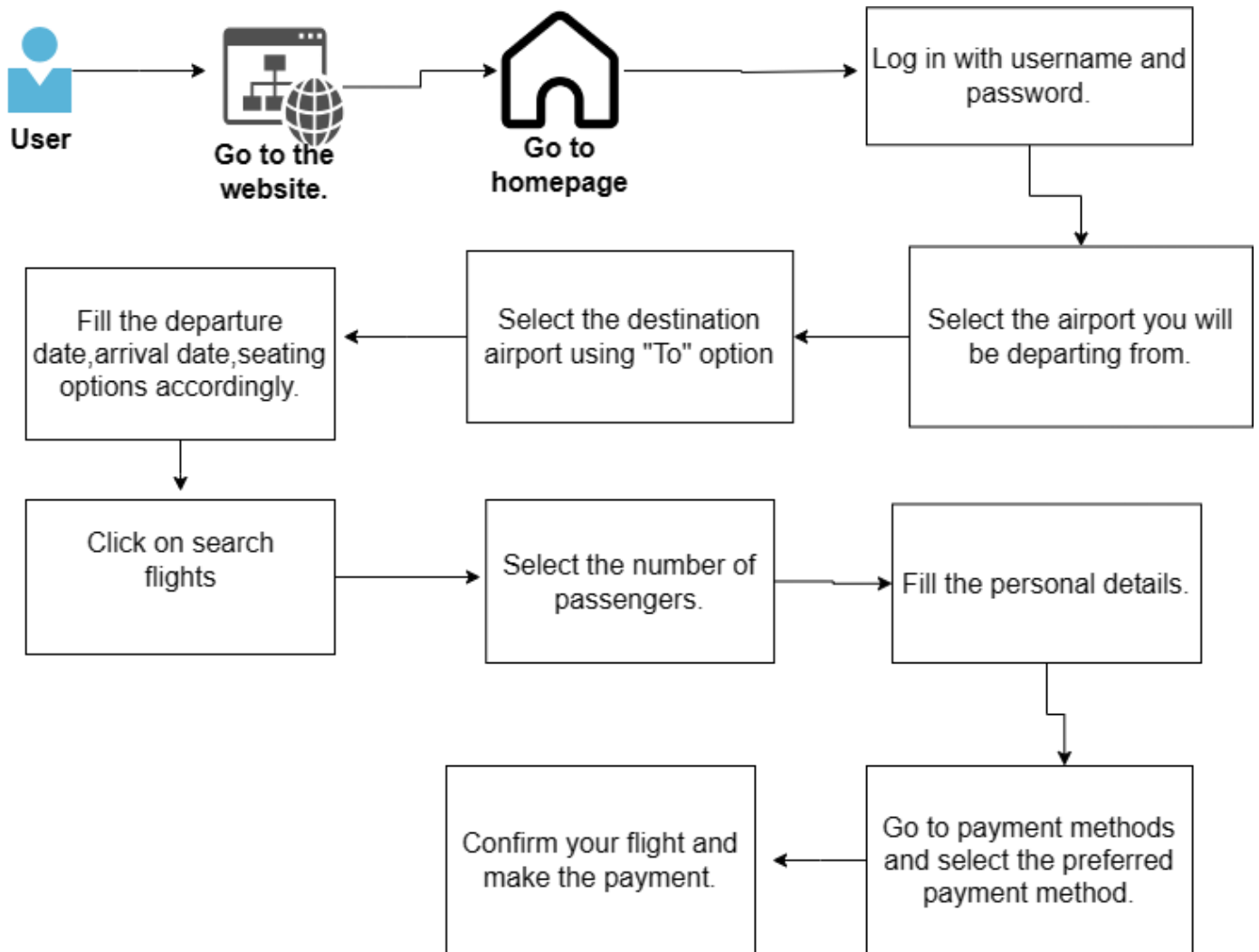
**BRANDS**



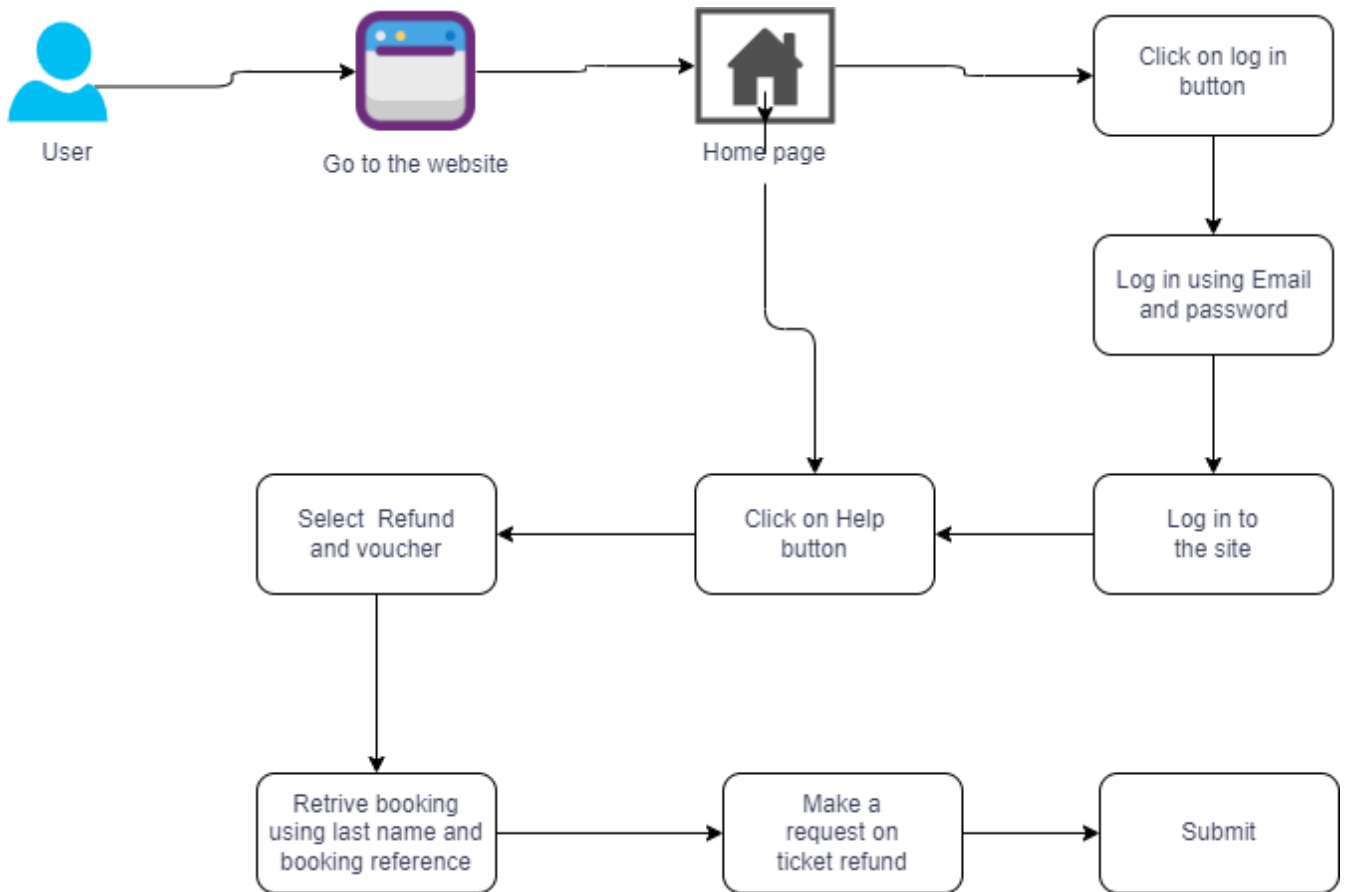


### 3 User Journeys

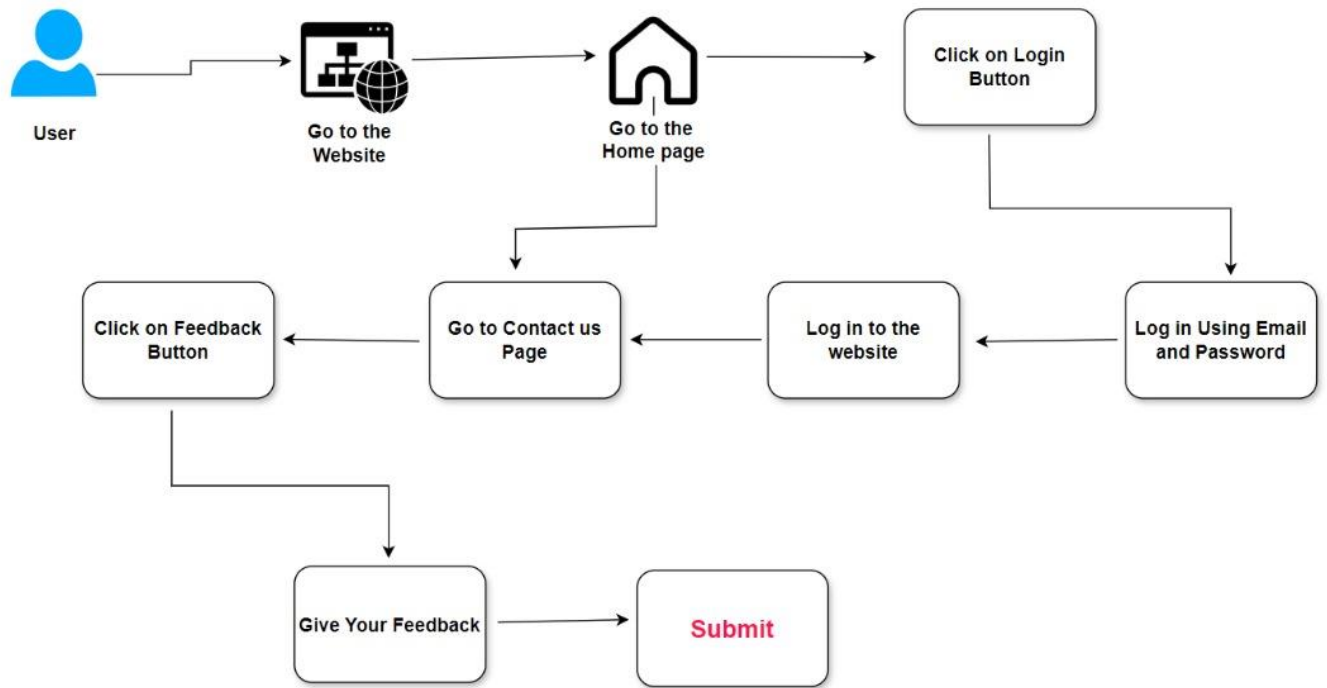
- Persona- User
- User Journey- Booking a flight.



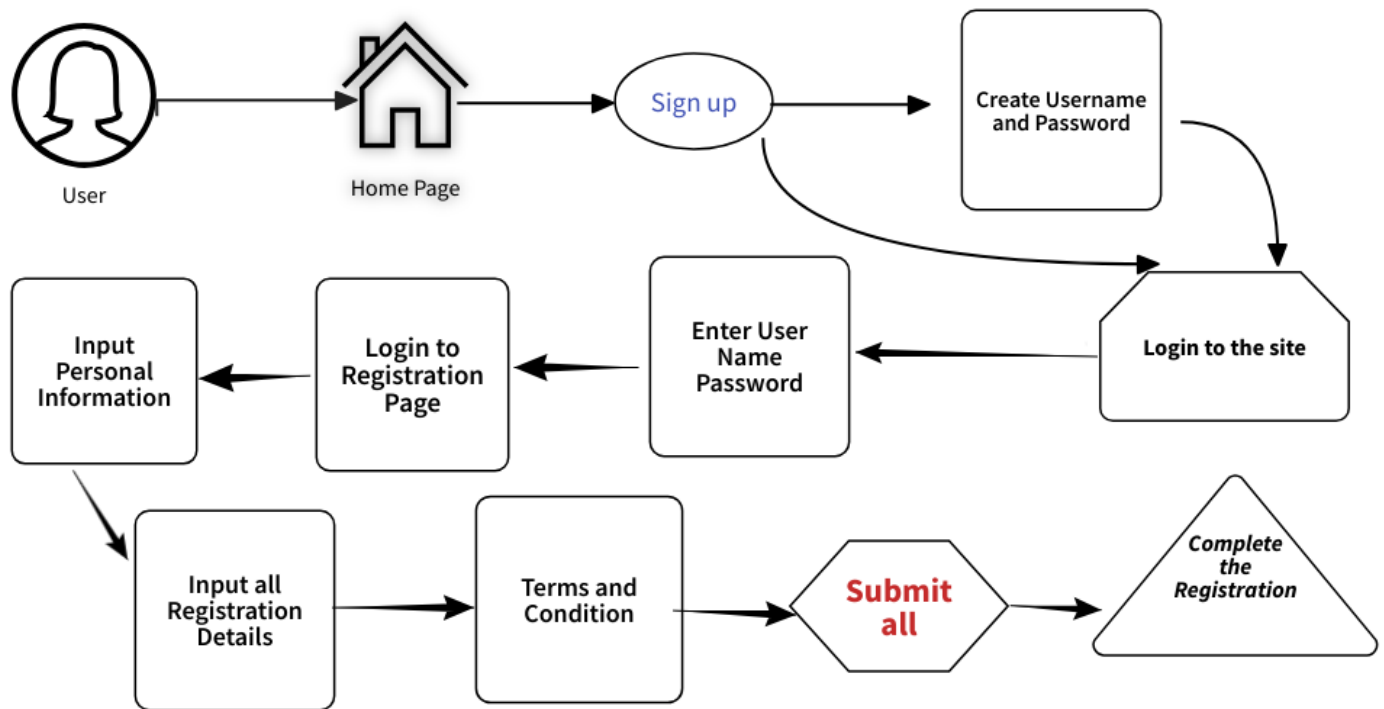
- Persona- Customer
- User Journey- Requesting a refund.



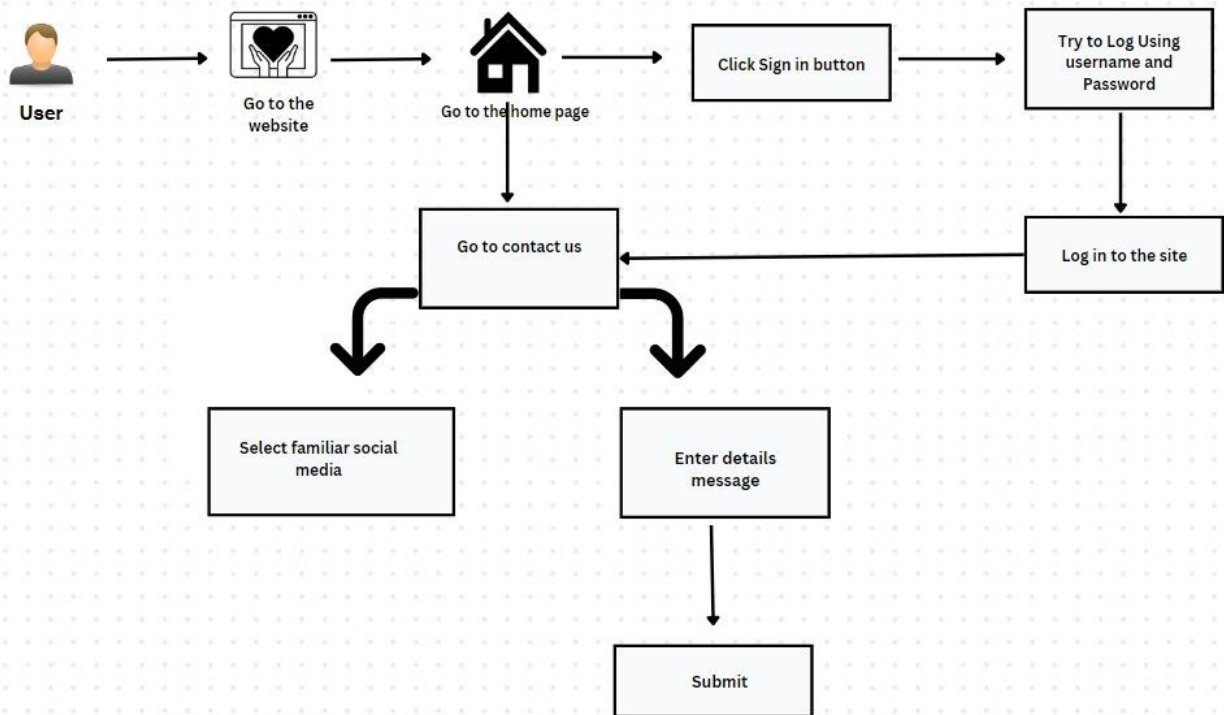
- Persona- User
- User Journey- Giving feedback.



- Persona- Guest
- User Journey- Register and login.

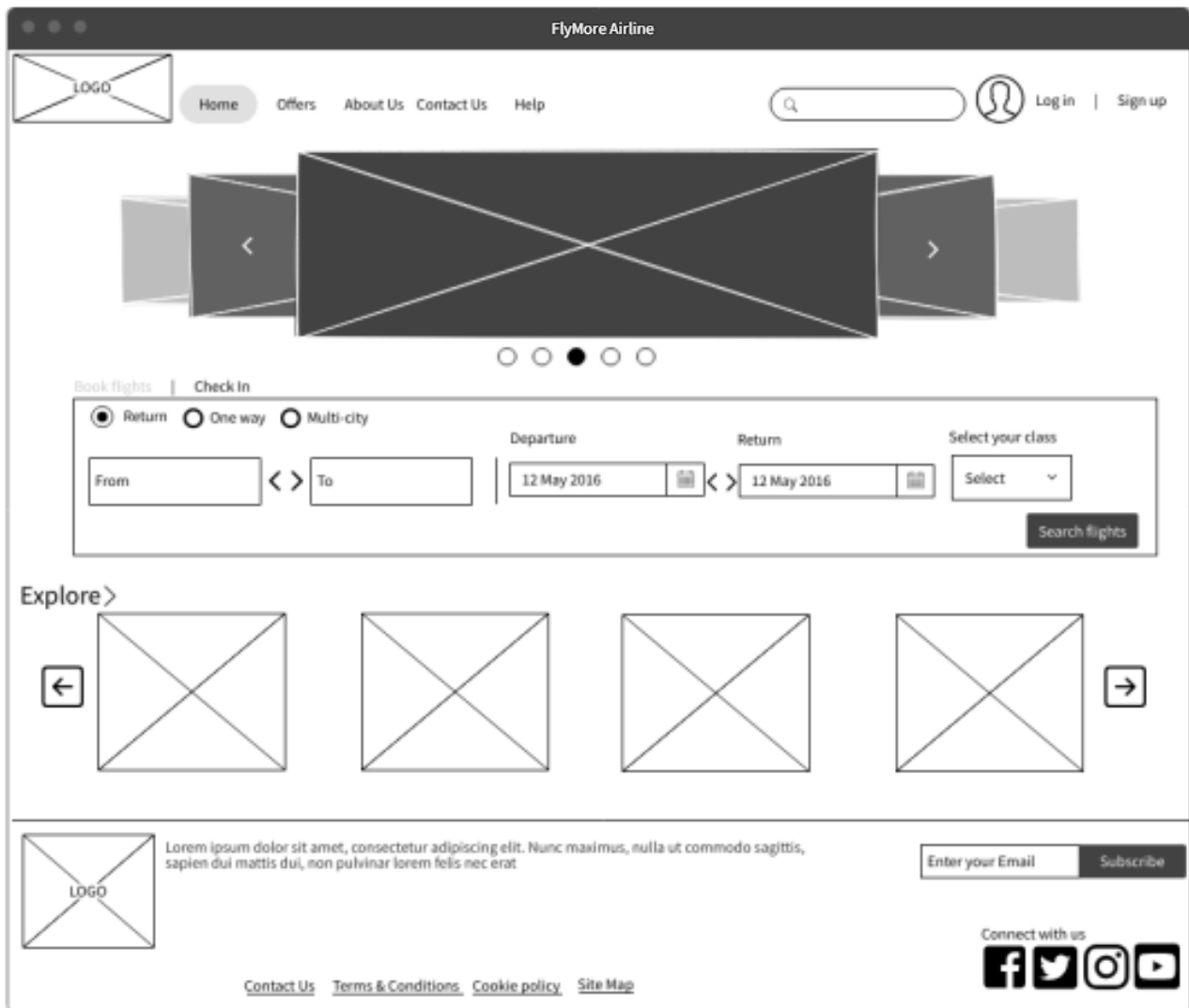


- Persona- Customer
- User Journey- Contacting an agent.



## 4 Wire Frames

- Home Page

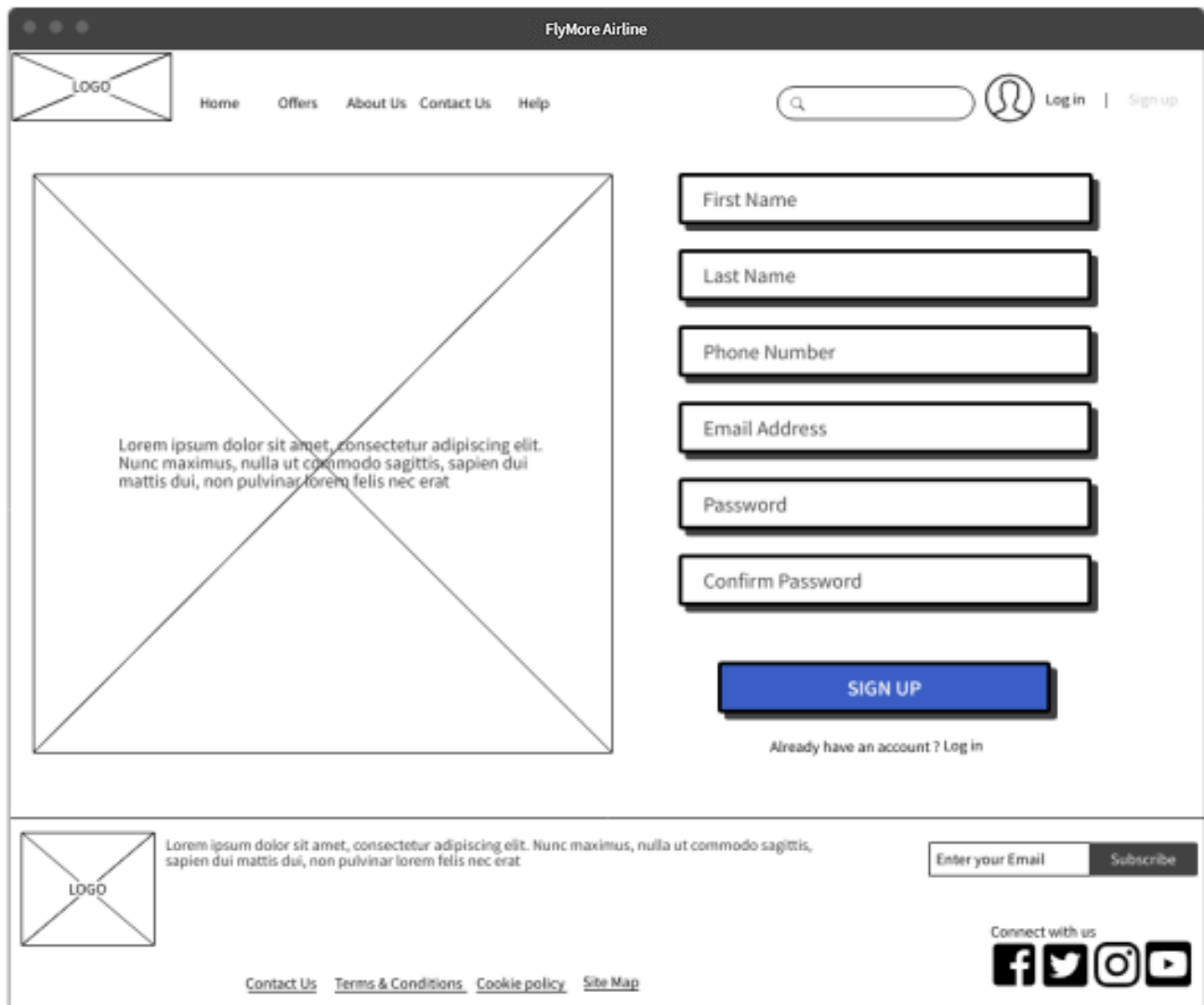


The wireframe illustrates the layout of the FlyMore Airline home page. At the top, a dark header bar contains the site name "FlyMore Airline". Below this, a navigation bar features a logo placeholder, a "Home" button, and links for "Offers", "About Us", "Contact Us", and "Help". On the right side of the navigation bar is a search input field, a user profile icon, and links for "Log in" and "Sign up".


The main content area begins with a large, dark rectangular banner with a white 'X' across it, flanked by smaller grey rectangular elements. Below the banner are five small circles, with the third one filled in black, indicating a carousel or slider. This is followed by a "Book flights" section with tabs for "Book flights" and "Check In". Under the "Book flights" tab, there are radio buttons for "Return" (selected), "One way", and "Multi-city". The booking form includes fields for "From" and "To" with a double arrow between them, and "Departure" and "Return" date pickers set to "12 May 2016". A "Select your class" dropdown menu is also present, with a "Search flights" button at the bottom right of the form.


Below the booking section is an "Explore" section with a left arrow, four square placeholders with 'X' marks, and a right arrow. The footer contains a logo placeholder, a paragraph of Lorem Ipsum text, an email subscription form with an "Enter your Email" field and a "Subscribe" button, and social media icons for Facebook, Twitter, Instagram, and YouTube. At the very bottom, there are links for "Contact Us", "Terms & Conditions", "Cookie policy", and "Site Map".

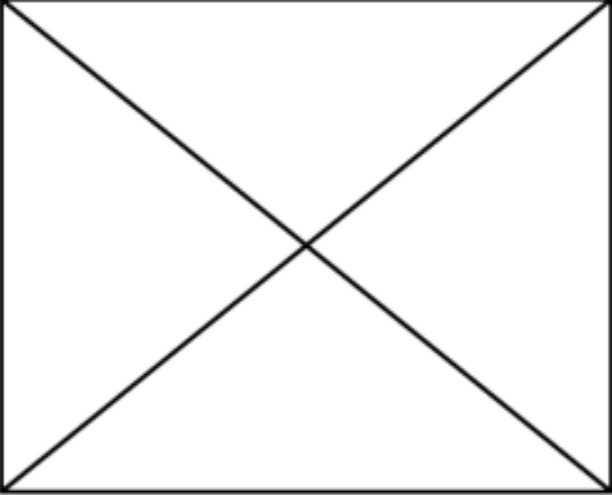
- Registration Page




- Login Page


[Home](#)
[Offers](#)
[About Us](#)
[Contact Us](#)
[Help](#)


[Login](#) | [Sign up](#)



Lorem ipsum dolor sit amet, consectetur  
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Email Address

Password





[Forgot Password](#)

Don't have an account? [Sign up](#)



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[Contact Us](#)
[Terms & Conditions](#)
[Cookie policy](#)
[Site Map](#)

Connect with us  







- Contact Us Page

FlyMore Airline

LOGO

[Home](#)
[Offers](#)
[About Us](#)
[Contact Us](#)
[Help](#)

Log in | Sign up

# Get in touch with us

## Contact us

Colombo 07,  
Sri Lanka.

+92123456789

E-mail   flymoreairline@gmail.com

Describe your query here.
(please log in before submitting your queries)

## Locate us

Click to start chatting with the next available agent.

Feedback or complaints

LOGO

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat

Connect with us

[Contact Us](#)
[Terms & Conditions](#)
[Cookie policy](#)
[Site Map](#)

- User Account Page

FlyMore Airline

LOGO

Home

Offers

About Us

Contact Us

Help

Hello !

Username

Account information.

User Name

lorem ipsum dolor sit amet,

First Name

consectetur

Last Name

Nunc maximus, nulla ut fsfejht loretan hhdwi

Phone number

070-18745227

E-mail

ulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat

Change password

Current password

New password

Confirm password

Log out

User Name.

Edit Profile

Edit Profile

photo

BIO

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Achievements

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LOGO

lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat

Contact us

Terms & Conditions

Cookie policy.

Site map

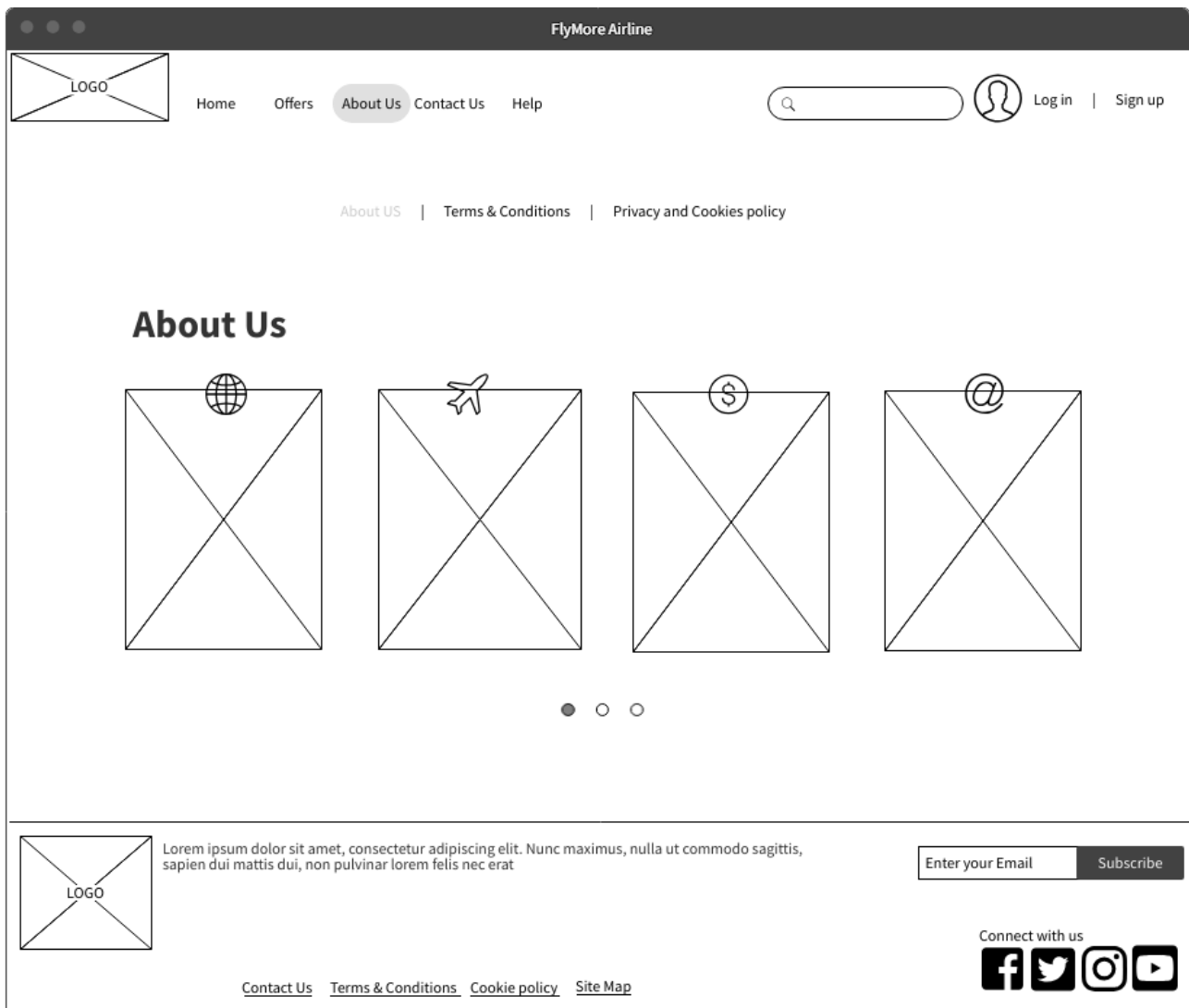
Enter your email

SUBSCRIBE

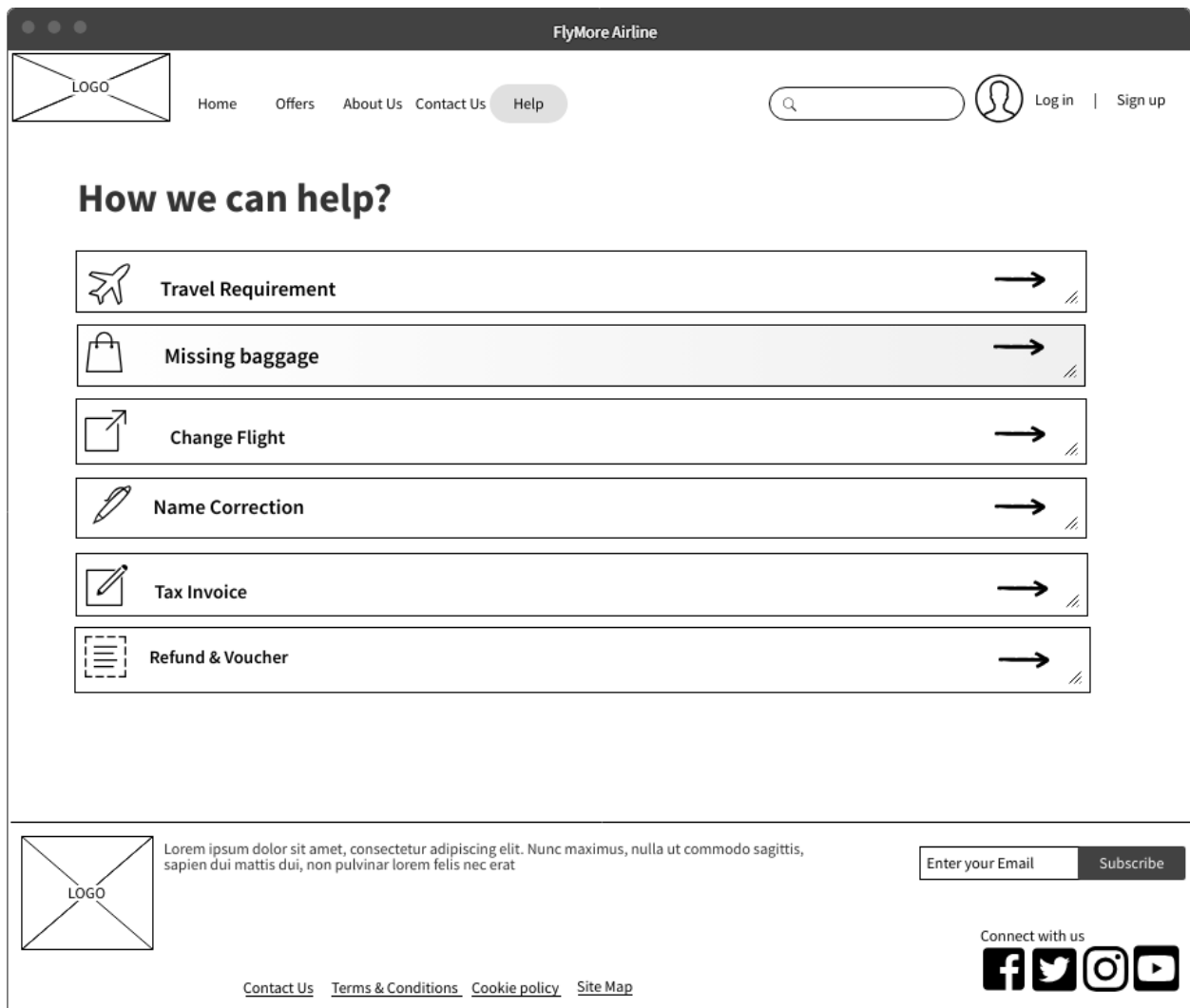
Connect with us

f

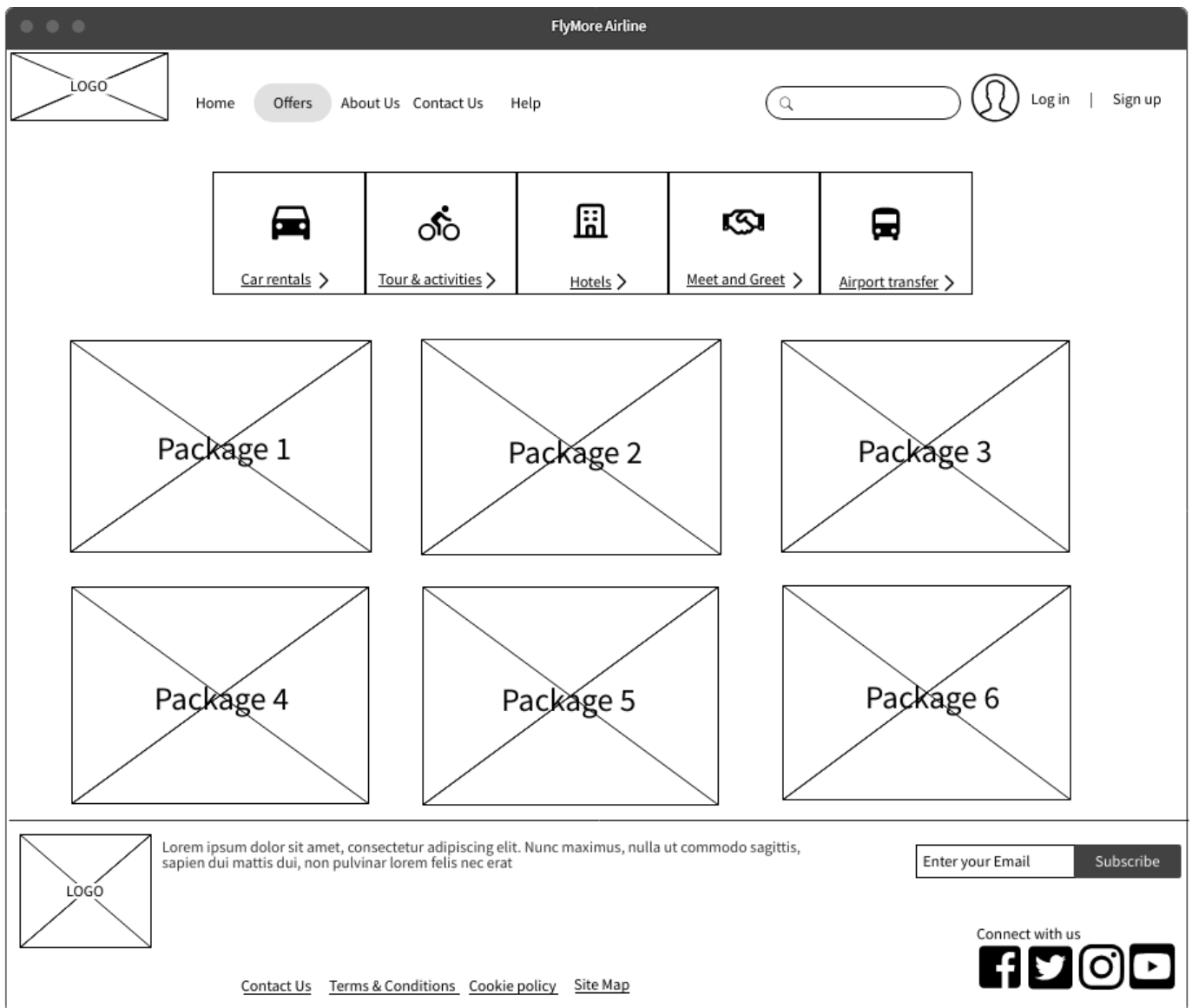
- About us page



- Help page



- Offers page



- Booking page

LOGO

[Home](#)
[Offers](#)
[About Us](#)
[Contact Us](#)
[Help](#)

[Log in](#) | [Sign up](#)

## Book a flight.

Where to When

☒ Return
 ☐ One Way
 ☐ Advanced search

Colombo bandaranayake airport

2024/03/10

Bussiness Class

▼

Aukland airport,Newzealand

2024/04/10

☐ My Dates are flexible(+/- 2 days)

Passengers ●

Adults:1

▼

(Age - 12+)

Childrens:0

▼

(Age 2 - 11)

infants:0

▼

(Age under 2 , on lap)

Add Payment Methods.

Available payment methods for your itinerary:

Search >

\*Some payment options may not be available for last minute bookings.

LOGO

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat

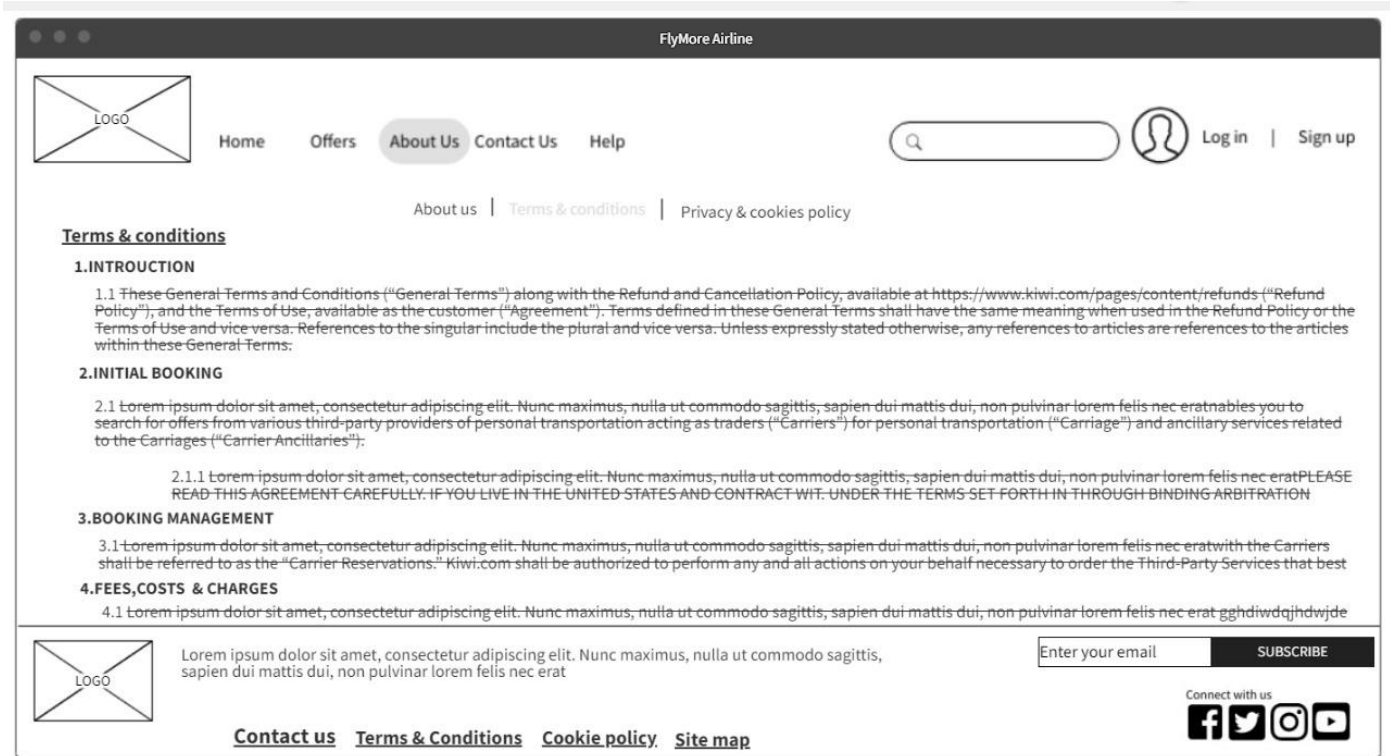
ENTER YOUR EMAIL

SUBSCRIBE

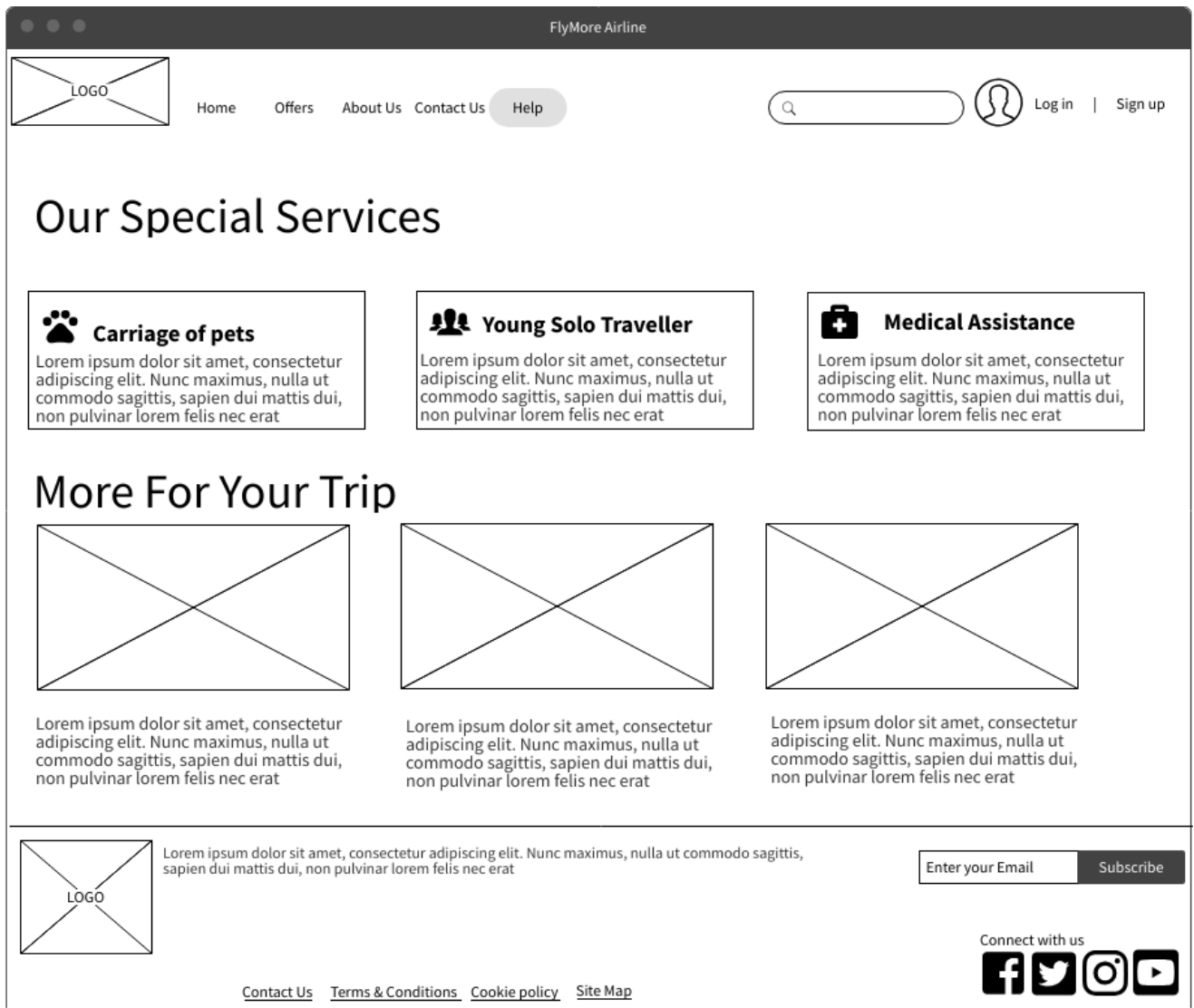
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[Contact us](#)
[Terms & Conditions](#)
[Cookie policy](#)
[Site map](#)

- Terms & conditions page

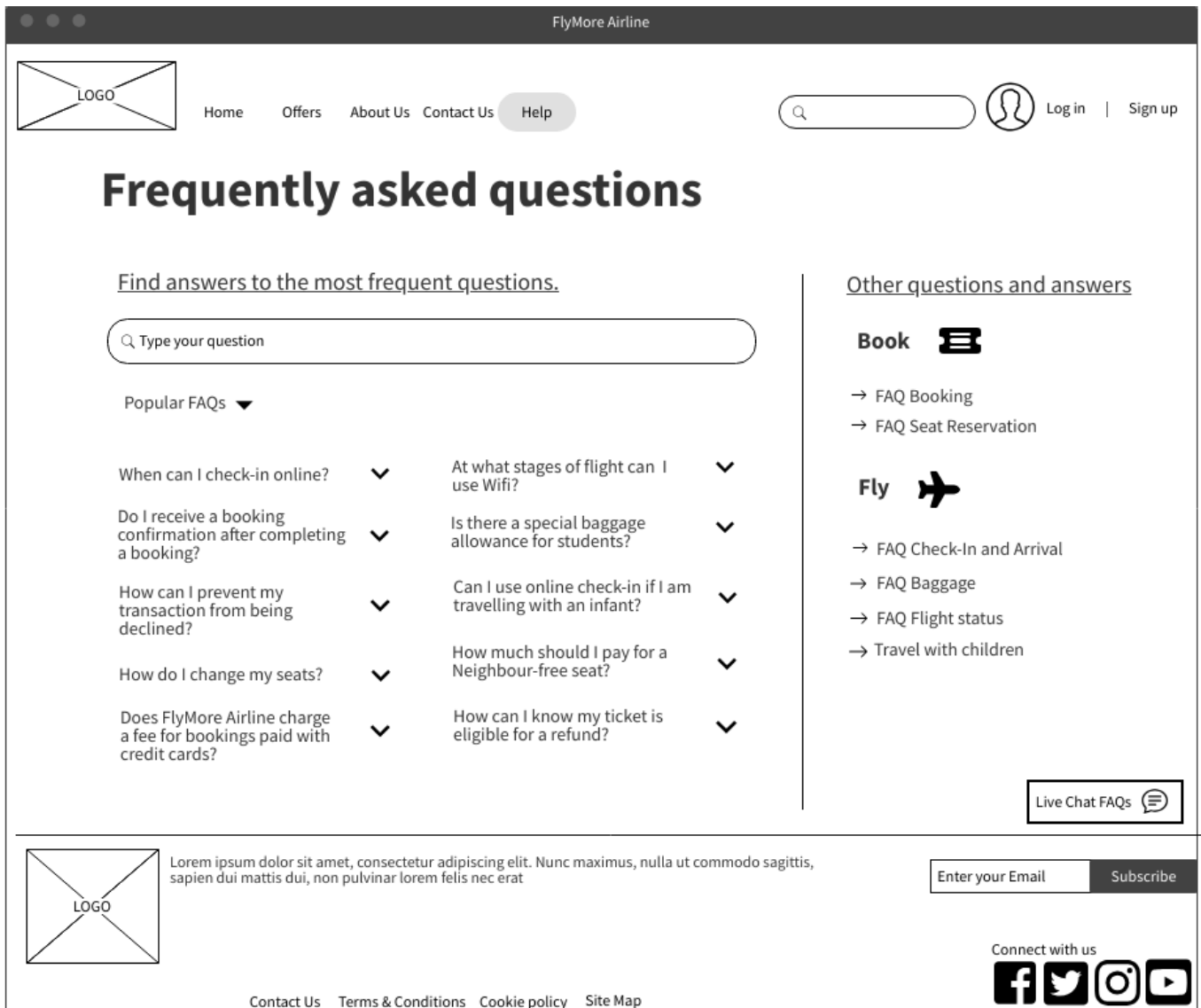


- Special services page.





- [FAQ page](#).



- [illegible]



- Feedback page 2.

FlyMore Airline

LOGO

[Home](#)
[Offers](#)
[About Us](#)
[Contact Us](#)
[Help](#)

[Log in](#) | [Sign up](#)

Feedback

Share Your feedback

1

2

3

what is your feedback about ?

Give inflight services feedback ▾

Choose one ▾

what topic or feature ?

Choose one ▾

Tell us little more ....

Submit feedback

● ○ ○

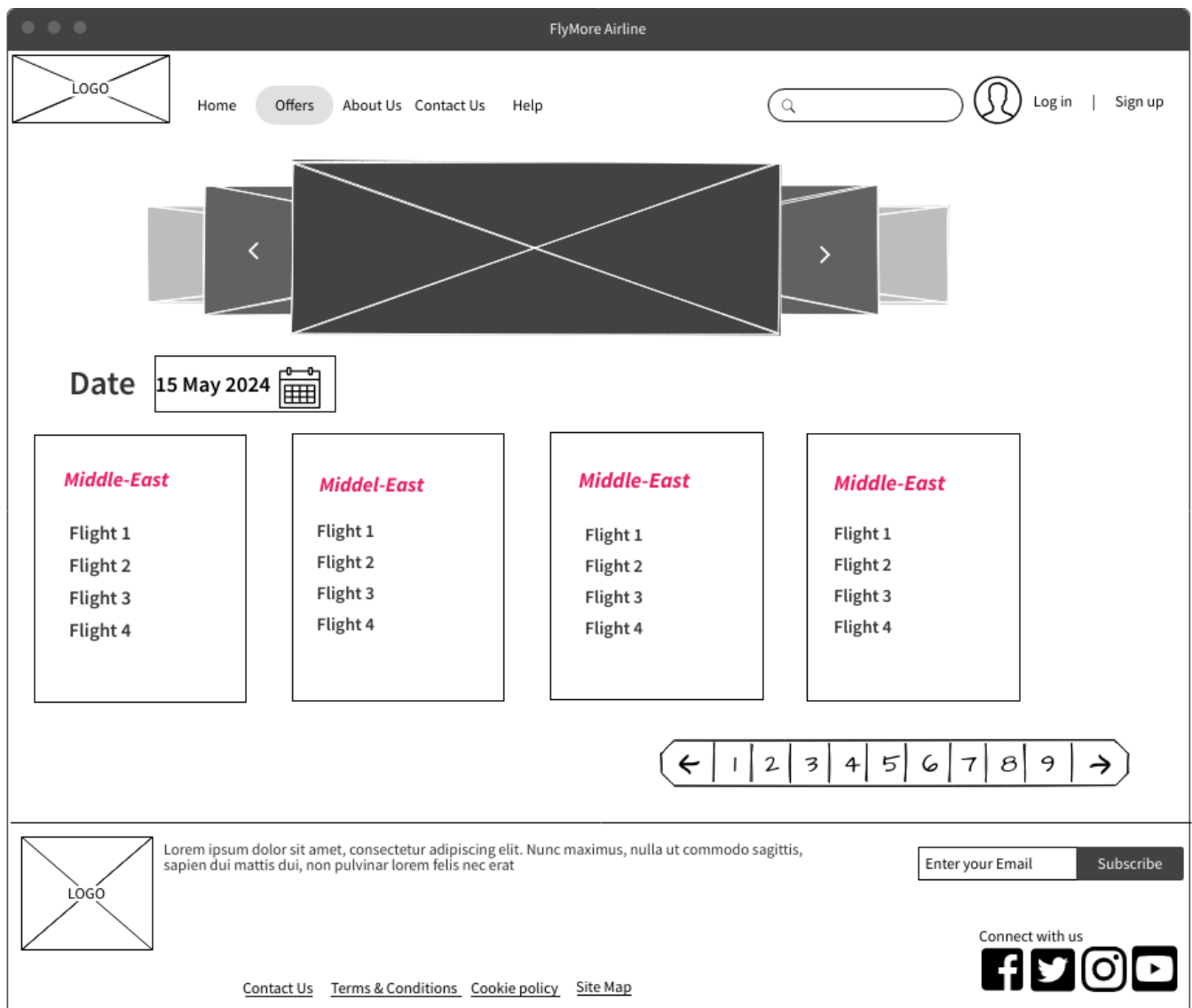
LOGO

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat

Connect with us

[Contact Us](#)
[Terms & Conditions](#)
[Cookie policy](#)
[Site Map](#)

- Flight schedule page.



## 5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT23272804	Kumari M.M.D. K	<ul style="list-style-type: none"> <li>• Persona: Customer requesting a refund</li> <li>• User Journey: Requesting a refund.</li> <li>• Wireframe: Home page, login page, registration page, Offers page.</li> </ul>
2	IT23281400	Weerasinghe J.V. S	<ul style="list-style-type: none"> <li>• Persona: Guest Registration and login.</li> <li>• User Journey: Booking a flight.</li> <li>• Wireframe: Contact us page, FAQ page.</li> </ul>
3	IT23284166	Kularathna S.L.Y. R	<ul style="list-style-type: none"> <li>• Persona: User giving feedback.</li> <li>• User Journey: Giving feedback.</li> <li>• Wireframe: User account page, Terms &amp; conditions page, Booking page.</li> </ul>
4	IT23270206	Kumara C.S.K.A.I. A	<ul style="list-style-type: none"> <li>• Persona: Customer contacting an agent.</li> <li>• User Journey: Contacting an agent.</li> <li>• Wireframe: About us page, Feedback page 1&amp;2.</li> </ul>
5	IT23270992	Nimesha A.W.P. T	<ul style="list-style-type: none"> <li>• Persona: User booking a flight.</li> <li>• User Journey: Registration and login.</li> <li>• Wireframe: Help page, Special services page, Flight schedule page.</li> </ul>