

Case Study

AI-Powered Airplane Reservation Chatbot

(with Email + Calendar Integration)

Goal:

Design a conversational travel assistant that helps users **plan, book, and manage flights**, using AI plus access to **email + calendar** to make the experience smarter and easier.

Key Users

- Frequent business travelers
- Busy casual travelers

What Candidate Should Deliver

- Problem framing & assumptions
- 2–3 key user flows
- Wireframes / mid-fi screens of:
 - onboarding & permissions
 - booking via chat
 - conflict handling
 - adding imported trips
- Example chatbot conversations
- Edge cases + trust/privacy thinking

Constraints

- Web app chatbot (mobile + desktop)
- Email read-only
- Calendar read/write (with clear confirmation)
- AI can make mistakes → design recovery UX

Evaluation Focus

- Clear UX thinking
- Realistic AI usage
- Trust & control
- Structured, simple experience
- Figma best practices