

# High Level Experience Flows

Solace - Guest Portal

## 1.A - Experience Flow: Two families planning a holiday together

The Johnsons (Val, Ben, Tom and Will) and the Smiths (Barb, Steve, Max and Amity) decide to plan a holiday together. The Johnsons and Smiths holiday together every year and choose different locations each time. Their kids are the same ages and because they all get along so well love sharing a house together.

1

The Johnsons and Smiths are having a BBQ together & discuss it's time to do another trip.

This time they want a Summer holiday to the Sunshine Coast.

Everyone decides Barb can do the planning as she loves organising and always comes up with the perfect trip.

2

Barb sits down with a coffee and her iPad to search for ideas and options.

She knows the starting point is finding a holiday house that suits the two families.

Dates aren't set in concrete yet so she has a little flexibility exact dates.

3

Barb finds the Queensland Tourism website has a great site with a really cool holiday planner – it looks perfect for planning everything.

She can define the number of people on the trip as well as the type of trip she wants with sliding filters – e.g. family holiday

She can also assign different activities to each family member or apply to all members coming on the trip.

4

Barb saves the itinerary by simply adding her email address (this creates an account for her) and uses the 'invite a friend' button to send a copy to Val.

All she needs to do is provide Vals email address

5

Val receives the email on her mobile and clicks the link to look at the itinerary Barb has put together.

6

That evening Val and Barb both show their Hubby's the planned trip and agree it looks good.

They know they have to book as soon as possible the itinerary is only on hold for 24 hours. It's not secured until it becomes a booking.

7

Val and Barb private message each other on Facebook to confirm everyone agrees to go ahead.

8

The next morning Barb opens her email and clicks the link to her saved itinerary and clicks the 'Book this Quote' button.

She sees she can split her bill for payment so she allocates ½ the bill to Val by simply selecting her profile already activated by the invite a friend button yesterday.

9

Val receives her email asking for her ½ of the deposit.

She clicks through the link in the email to the payment screen and pays her share of the deposit.

## 1.B - Experience Flow: Two families planning a holiday – Booking Confirmation

Before they close the Guest Portal view, Val and Barb have paid their deposits and read on the screen a message that says “Thank you for your booking, we’re going to send you confirmation. How would you like to receive it?” ☐ SMS ☐ EMAIL ☐ BOTH

1

Barb likes SMS as she’s always busy always has her mobile with her. She chooses SMS

2

Val chooses BOTH as she never knows where she’ll be – this covers both the SMS and EMAIL which can arrive on here Mobile, iPad or Email on Desktop

3

2 months pass: Deposits were paid but the balance of the package is due 30 days prior to the trip.

A notification is sent to both Barb and Val.

4

Val receives both a SMS and EMAIL with a links to her guest portal where she can manage payment.

5

She’s logs in and decides to add beach horse riding for the kids.

She sees a message that “Full payment is required at the time of booking”

6

Val sees her balance adjusts to the new total so she pays the final adjusted amount with her credit card.

7

Barb receives notification via SMS and EMAIL and logs in pays her final balance as well.

8

Both Barb and Val receive notification by their chosen preferences with a link to their booking confirmation.

In the Guest portal they can access links to everything they need;

- Itinerary
- QR Codes
- Tickets
- Instructions
- Terms & Conditions
- Check in Times

9

Both Val and Barb can come back to their trip at any time to access their trip information.

## 1.C - Experience Flow: Two families planning a holiday together – Arriving on Holiday

The big day has arrived and the Johnsons and Smiths have safely arrived in the Sunshine Coast Airport. Before they left they received all the flight information reminders and made the flight. While in the baggage claim hall collecting bags Barb and Val both receive a SMS message.

1

Barb looks at her phone and reads;

“ Welcome to the Sunshine Coast! Login to your itinerary to see what’s happening today!”

2

Barb has organised a ‘people mover’ van for the 10 days to get everyone around.

When Barb clicks the link to her account she sees a new message;

“Your car is ready to collect – download your QR Code”

3

When Barb links to her Guest Portal she can also see some instructions on how to get to the car hire kiosk located at the Airport.

4

Barb, Steve and Ben all go to the car hire counter as they will be the drivers for the week.

Barb presents the QR Code on her mobile and all her booking information is confirmed with the Reservation Agent. Easy!

Meanwhile Val and the kids wait in a lounge area close by with the bags.

5

After inspecting the car and signing the paperwork, everyone loads into the van and off they go!

6

Barb uses her mobile, opens the portal to get the address of the holiday house. There’s also a link to Google Maps which shows the directions to the house.

Barb clicks the guided directions in Google Maps and they make their way.

7

They all arrive safely at the house – let the holiday begin!

## 1.D - Experience Flow: Two families planning a holiday – Post Holiday Follow up

Sadly the holiday has come to an end, the Johnsons and the Smiths caught their flight home after a fabulous 10 days holiday.

1

Back to routine – Barb receives an SMS and EMAIL inviting her to rate and review her holiday experience.

2

Barb logs in to her account and the guest portal opens up with the survey.

There's a message that lets her know if she completes the review she goes in the draw to win \$200.00 off her next trip.

3

Some time later – Barb and Val are at a social gathering chatting with a friend Jan. They are relaying what a wonderful holiday they had and the reason for the gorgeous sun tans!

Jan is planning a holiday for her family and Barb suggests she can share her Itinerary with her.

4

Barb has a mobile with her – so she logs in and sends Jan the itinerary using the 'share itinerary' button.

5

Jan doesn't have her mobile with her but later receives the email.

*The itinerary does not show any personal information and has removed all legacy pricing.*

*Any products show dynamic new pricing or pricing ranges – but no firm pricing for accommodation until date ranges are set.*

6

When Jan opens the email she has an option to save the itinerary as her own.

She clicks the 'Copy this itinerary' button and selects to save to a new account.

She follows the simple steps to set up her own personal account and the copy shows up in her account.

7

Jan starts to set her dates and preferences and new rates are shown as the settings are updated.

Jan's holiday is in the making.

## 2.A - Experience Flow: A family holiday – Planning & Booking

The Walkers – Sue & Roger with their 3 children Tim, Jess and Amy are planning a trip to the Snow. They live in Brisbane and it would be wonderful to let the kids experience the snow. Sue and Roger met on the ski slopes in Switzerland so it's been a dream to take the kids and teach them skiing.

1

Roger is really busy working so they agree Sue can do all the planning for the trip.

2

Once the kids are at school and Amy napping, Sue hops online.

She starts her search with Google – searching for Ski Holiday destinations.

In her search she finds the Snowy Mountain Holiday Centre [www.smhc.com.au](http://www.smhc.com.au) website and finds it has a lot of package ideas.

3

She finds not only do they have suggested packages but she can build her own holiday itinerary with itinerary builder tool.

In the package she add all parts of their trip;

- Accommodation
- Lift Passes & Ski Hire
- Activities
- Transport – Flights, Transfers, Car Hire
- Insurances
- Special Deals

4

The itinerary builder has lots of filters that make the trip suit the Walkers needs and matches their budget.

She can save multiple itinerary samples with the simple Save my Itinerary button. All it needed was an email.

When she saves she is shown a message that lets her know her quote is held for 24 hours, but is not confirmed until paid for.

5

Once Sue has 3 x itinerary quotes she is able to choose to email a copy or save as a PDF and print.

Sue prints of the 3 x itineraries to show Roger tonight.

6

Roger and Sue sit down with a nice wine after the kids are in bed and go through the 3 x itineraries Sue put together.

They narrow it down to 1. Sue has a couple of questions on activities for the kids.

7

The next morning once the kids are at school and Sue has a minute to herself she decides to call the Snowy Mountain Holiday Centre to check the activities she chose for the kids.

They offer a babysitting service and Sue has a couple of questions for Amy.

8

Nicole at the Snowy Mountain Holiday Centre reservation desk is able to open up the same view of the itinerary.

Sue and Nicole discuss the kids activities.

Sue is very happy with the plan and Nicole made a few good suggestions on other things to do with the kids.

9

Sue is happy to proceed and is able to pay her deposit with Nicole over the phone.

Within a few minutes an email confirming the holiday booking arrives.

There's a link back to the Guest Portal and her itinerary and Nicole has explained she can update and add to this at any time.