Engage

In the core moments in the process, what happens?

Exit

What do people typically experience as the process finishes?

Extend

What happens after the experience is over?

	Login for existing users	See the Application's tour	Search flights by route/number	Select their flight	Click to estimate the delay	Get the predicted time of delay	Get the accuracy of the predicted delay	Rate the application	Give feedback for the predicted delay	Logout of the application	User's history will be updated	Get personalized recommendations	Mail notification for flight cancellation	Mail prompt for flight landing
	After signing up the user/customer will login to proceed further	Customer would like to know how the application completely before using it	A customer can enter the flight number and the route to know the delay	The customer can choose their flight from a list of flights shown satisfying the selection criteria	The user can proceed after entering the details to know the delay prediction	The customer can get to know the predicted time of delay	The customer will get to know how acurate the predicted time delay is	The customer would rate us based on their personl experience with our app	The customer would give us positive and negative feedback which will bw very useful for the devoloper	The customer would logout of the application after their use.	User's history will be stored for keeping track and other future purposes	The user's feedback information can be used to provide personalized recommendations	The user will get notified about the flight status through email	The customer typically receives a mail prompt from the application if the delayed flight landed
	Login section of the application	Application dashboard and features	Search section of the application	Flight details section of the application	Flight details section of the application	Flight details section of the application	Flight details sections of the application	Feedback section of the application	Feedback section of the application	Navigation bar of the application	User Profile section of the application	Homepage of the application	User's Email	User;s Email
	To access the application	Know the application's features and options	To select the flight	To choose their flight from the list of flights	To get to know the time of delay	Planning prior to avoid unexpected scenarios	To calculate the efficiency and reliability of the application	To help the developers improve the application	Customer satisfaction and to help developers		Help me see my past travels	Help me see where else I can travel	Help me avoid unnecessary waiting time	Help me know when the flight lands
												Help me know the estimated average delays of various airlines	Help me plan alternate modes of travel or accommodation	
	can access more features of the pplication feeling helpful	Helpful as it acts like an user's visual guide	Selecting by route option is handy, as I don't always have access to the flight number			Reassuring and excited to find the delay and plan beforehand	Helps to make difficult decisions as to depend on the application	Contented to express the opinion	Contented to express the opinion		Useful to have a track of my travels and the predicted delays	Useful and insightful to find more options	Insightful as it helps me plan alternate options	Lets me know when the flight lands if i am otherwise engaged
												Helpful to find better airlines		
	me consuming to o it every single time	Time consuming, unnecessary and redundant	Time consuming to enter all details, sometimes redundant, difficult to remember flight numbers			Confused about the reliability of the application	Frustrated and feels the app is useless when it shows low accuracy	Time consuming and bored to give opinions	Time consuming and bored to give opinions		Takes up a lot of space	Privacy violation and overload of unnecessary information	Sometimes useless and irrelevant to know flight cancellations	Sometimes useless and irrelevant
	how options like		Make the process			Improve the	Collect more	Can use the	Feedbacks can be		Use it for	Minimal	Attaching the mail	Attaching the mail