

Overview:

App – Airline Assistant

User – Elderly people

The app is focused on elderly people of age 55 or more. This app would help elder people to guide and ease their journey. The purpose of this application is to have centralized system where one can track the status of flight, e-boarding pass irrespective of airline. The difficulty of downloading multiple apps may reduce. Some other features of the application are –

- You can actually have e-passport in your wallet. The stress of losing the physical copy may reduce.
- The app has the airport internal map which helps you to navigate throughout the airport like searching for nearby or near to boarding gate Restroom, track for internal buses or trains station to reach gate etc.
- You can order food from nearby restaurants. This could help you to avoid standing in long queue to order food until it gets ready.
- Another important feature of help where one can ask for electric car, medical assistance.

What Worked?

After completing the user testing the received good feedback. Some the positive points highlighted below-

- Big fonts and buttons would help elder people to navigate through the application.
- The extra feature of ordering food and map would be useful.
- Help option to get the medical assistance is plus point especially to elderly.
- The logo of app tone with the application.
- The option for sign-in as guest is helpful for elders in case they forget their password or if they are new user and want to avoid the registration process.

What NOT Worked?

There are certain enhancements to be made or areas of improvement in app –

- Initial navigation felt bit confusing due to the difficulty understanding the instruction.
- Missing portion of adding the passport to the app wallet.
- The boarding gate number present on the boarding pass can be shown in bigger font.
- Map should allocate your location at the airport.
- The color combination is bit traditional. It's good for elderly but when the user base will increase specially for the youngster's expectations of look and feel would be high.

Recommendation:

According to the comments received from the users, the changes I have implemented are –

- Steps to add the passport. Note – one can add the view the passport if he/she has registered to this app. If sign-in as guest, then this option will not be visible.
- On map, to highlight the current location of the user.
- The bigger font for Gate no.