Assignment 5
Cognitive Walkthrough

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Website Name: Ryanair
Website URL: https://www.ryanair.com

The task is to find and book a cheap flight for the trip on the Ryanair website considering following parameters –

Parameters:

1. Flight from Dublin to Paphos, Cyprus for 1 adult person and a 10-year-old child.
2. The departure date is March 31st and the return date is April 2nd.
3. Goal is to book a least expensive trip with extra legroom seat.
4. Select priority security and boarding to save on time if it is available.
5. It must include one small bag (less than 10kg) and one large bag (less than 20kg).
6. It should include two tickets for the Paphos Aphrodite Waterpark.

Questions for the tasks:

A. Will the user know the next step?
B. Will the user see the control?
C. Will the user understand the control?
D. If the correct action is performed, will the user see that progress is being made toward the solution of the task?

Steps for the tasks:

Step 1: First need to click destination field in the Ryanair website.

A. Yes, after clicking the destination field there is a dropdown with three tabs – Destination or country, Regions, Popular attractions. By default, Destination or country tab is selected from where user can select the country. Also, there is an option of pick an airport.
B. Yes, user can see the control.
C. Yes, user can understand the control by provided hints.
D. Yes, once the action is performed user can see the drop down.

Step 2: Select the country

A. Yes, user know the next step to select the destination country.
B. Yes, user can see the control of dropdown from where he can select the destination.
C. Yes, user can understand the control with the provided hint of Pick a destination country.
D. Yes, once user selects the Cyprus (destination) country the name of the country text changed from black to white and background changes to blue color.

Step 3: Select the Airport

A. Yes, user know the next step to pick an airport.
B. Yes, user can see the control of Pick an airport section.
C. Yes, user can understand the control by the provided text of Pick an airport.
D. Yes, Once the Paphos airport is picked it highlighted as blue color and text color changes from black to white and To text field (destination text field) filled with "Paphos".

Step 4: Choose depart date from the calendar.

A. No, user know the next step of choosing the departure date for the trip, however, required depart date is not available so requirement is not satisfied, and we proceeded with different departure date.
B. Yes, user can see the dates in the calendar.
C. Yes, user can understand the control of calendar.
D. Yes, once user select the depart date, it is highlighted with yellow color and drop-down arrow points to Return field, however, required destination date is not available.

Step 5: Choose Return date from the calendar.

A. No, user know the next step of choosing the return date for the trip, however, required return date is not available, so requirement is not satisfied, and we proceeded with different return date.
B. Yes, user can see the calendar.
C. Yes, user can understand the calendar.
D. Yes, once user select the return date, it is highlighted with yellow color and control moves to field of passengers, however, required return date is not available.

Step 6: Select the passengers

A. Yes, user know the step and can select the number of passengers travelling, he can select passengers considering age.
B. Yes, user can see the dropdown of types of passengers.
C. Yes, user can understand the control which is provided as '+' and '-' button.
D. Yes, once user clicks on '+' button in Children items then it's number increased from 0 to 1 and in the passengers field "1 Child" text appears and passenger field text becomes 1 Adult, 1 Child and then user clicks on Done button.

Step 7: User needs to check the Term of use box and click search button.

A. Yes, user can see the flight details, date-time, and price.
B. Yes, user can see the controls of select button.
C. Yes, user can understand the control. Also, "Choose a flight to continue" hint is provided.
D. Yes, once user hit the search button the page with flight details appears with the option of select button with each flight.

Step 8: Click select button in Dublin (source) to Paphos (destination) flight.

A. Yes, user know the next step to select fare.
B. Yes, user can see the control of select.
C. Yes, user can understand the control. There is a hint of Choose a flight to continue.
D. Yes, Once the user clicks on select button it disappeared, and section is changed with green tick marks.

Step 9: Click select button for the Paphos (destination) to Dublin (source) flight.

A. Yes, user know the next step to select fare.
B. Yes, user can see the control of select.
C. Yes, user can understand the control. There is a hint of Choose a flight to continue.
D. Yes, Once the user clicks on select button it disappeared, and section is changed with green tick marks.

Step 10: User selects the fare from the different options for the journey.

A. Yes, user know the next to select fare options based on the requirement.
B. Yes, user can see the different types of fare options radio buttons.
C. Yes, user can easily understand the control of radio buttons.
D. Yes, after selection of the option, he can see the fare in Your selected fare section. As per the requirement of priority security, boarding, extra leg room, one small bag and one large bag, Family Plus fair options best suits.

Step 11: Choose any one Sign up, Login or Log in later options.

A. Yes, user know the next step of each options.
B. Yes, user can see three control buttons.
C. Yes, user is familiar with this type of control.
D. Yes, Sign up or Log in pop up appears after clicking Sign up or Log in buttons. After clicking Log in later button it goes to Passengers section. In all the three cases Log in to myRyanair section minimizes.

Step 12: Sign up using email and password and verify with 8 digit verification code sent over the mention email.

A. Yes, user know the step of sign up using email and password.
B. Yes, user can see the control where he needs to provide the details.
C. Yes, user can understand this type of control.
D. Yes, after entering email address and password and clicking signup button, pop up disappeared and user can see their email address in right side near user icon.

Step 13: Log in to myRyanair to proceed with booking.

A. Yes, user know the next step login using credentials which appears in dialog box.
B. Yes, user can see the control where he needs to provide the login credentials.
C. Yes, user can understand the control of login.
D. Yes, after entering email address and password and clicking Log in button, pop up disappeared and user can see their email address in right side near user icon.

Step 14: Enter Passengers details such as Title, First name, Last name and check the Save to myRyanair checkbox for future re-use.

A. Yes, user know the step of enter passenger details.
B. Yes, user can see the label, text fields, check box.
C. Yes, user can easily understand the control. Also, label is provided for the text field.
D. Yes, after entering the passenger details, it appears in the text box and after clicking continue button Family seating pop up appears.

Step 15: Click "Okay, got it" button Family seating in pop up.

A. Yes, user know the next step.
B. Yes, user can see the control button.
C. Yes, user can understand the control.
D. Yes, after clicking the "Okay, got it" button dialog box disappears and got the option of seat choosing.

Step 16: Select seats for passengers from Choose your seat preference section.

A. No, requirement of extra legroom is not satisfied because Children must sit with an adult and children cannot seat at extra legroom seats. We proceeded with non-extra legroom seats.
B. Yes, user can see the seats with seat number and price on hovering mouse.
C. Yes, user can understand the control with the provided label and hovering the mouse.
D. Yes, after selecting the seat its color changes to green and in right side section of Passengers also seat changes from white to numbered green color seat.
   No, he cannot proceed further because unable to select extra legroom seat.

Step 17: Click Next flight button in right side of the page in Dublin (source) to Paphos
(destination) section.

A. Yes, user know the step of choose seats in next flight.
B. Yes, user can see the control.
C. Yes, user can understand the control.
D. Yes, after clicking Next flight button it moves to return flight seat selection option.

Step 18: Select seats for passengers for the return journey from Choose your seat preference
section.

A. No, requirement of extra legroom is not satisfied because Children must sit with an adult and
children cannot seat at extra legroom seats. We proceeded with non-extra legroom seats.
B. Yes, user can see the seats with seat number and price on hovering mouse.
C. Yes, user can understand the control with the provided label and hovering the mouse.
D. Yes, after selecting the seat its color changes to green and in right side section of Passengers
also seat changes from white to numbered green color seat.
No, he cannot proceed further because unable to select extra legroom seat.

Step 19: Click Continue button in Paphos (destination) to Dublin (source) section of the page
which redirects to Avoid the crowds and long queues.

A. Yes, user will know the step of Add Fast Track which appears in the dialog box.
B. Yes, user can see the control of buttons.
C. Yes, user can understand the control using provided text, buttons.
D. Yes, after clicking Add Fast Track, dialogue box disappears, and it redirects to baggage page.

Step 20: Select appropriate baggage option from Select types of bags you want to bring onboard.

A. Yes, user know the next step of choosing baggage.
B. Yes, user can see the different options of bags.
C. Yes, user can understand the control of radio buttons.
D. Yes, after selecting the radio button it turns out to blue color.

Step 21: Click the Continue button.

A. Yes, user know the next step.
B. Yes, user can see the control.
C. Yes, user can understand the control.
D. Yes, after clicking the continue button it navigates to the next page.

Step 22: Select the best deals such as fast track, insurance of your trip if needed. Click the
Continue button.

A. Yes, user will know about the fast track and insurance policy.
B. Yes, user can see the control.

C. Yes, user can understand the control.
D. Yes, once the continue button is clicked it goes to parking and transportation page.

Step 23: Select additional Parking, Bus and Train Service if needed. Click the Continue button which redirects to the overview page.

A. Yes, user will know the next step of Select additional Parking, Bus and Train Service.
B. Yes, user can see the control.
C. Yes, user can understand the control.
D. Yes, after clicking the continue button, button disappears and navigates to the overview page.

Step 24: Click Add Events & Activities which redirects to events & activities page available between two dates.

A. No, requirement is not satisfied since required event is not available between mentioned dates, however, user can understand the next step of Events & Activities page.
B. Yes, user can see the list of events and browse more events button.
C. Yes, user can understand the control such as Add Tickets, Browse more events.
D. No, needed event is not available and he cannot move ahead (requirement not satisfied). Yes, user can add any other event according to his preference.

Step 25: Click any other event for the details and book it.

A. Yes, user know the step of select event.
B. Yes, user can see the control.
C. Yes, user can understand the control.
D. Yes, after clicking the event it redirects to Events & Activities tab with the details of event.

Step 26: Add persons in Select tickets dropdown.

A. Yes, user know the step of add tickets.
B. Yes, user can see the dropdown with Adult and Child items with + and - buttons.
C. Yes, user can understand the of add, remove.
D. Yes, after adding Adult and Child it reflects in the select tickets and after clicking Check availability, it shows the ticket price where he clicks select.

Step 27: Select pick up location.

A. Yes, user know the step of choosing to pick up location.
B. Yes, user can see the dropdown.
C. Yes, user can understand the control of dropdown.
D. Yes, after selecting the pick up location it appears in drop down. Also, add tickets to trip appears in bottom of page, after clicking add tickets to trip it redirects to overview page.

Step 28: Click Go to checkout button which redirects to payment page.

A. Yes, user can see the price break down and know the next step of payment where he can add credit card details.
B. Yes, user can see the control of credit card details and PayPal.
C. Yes, user can understand the control the form.
D. Yes, after entering the details of credit card it appears in the text field.

Step 29: Click Pay now button for payment processing.

A. Yes, user know the next step of payment processing.
B. Yes, user can see the control.
C. Yes, user can understand the control.
D. Yes, after clicking the Pay now button, button disappears and moved to the payment processing page.

Summary:

- March 31st depart date and April 2nd return date is not available for the user.
- User can search the flight without checking checkbox also.
- Adult passenger with children cannot book extra legroom seat since condition of children must seat with an adult and children cannot seat at extra legroom seats cannot be satisfied simultaneously.
- Paphos Aphrodite Waterpark event is not available between mentioned dates.
- If the user have experience of using websites and applications then he can easily and quickly book the tickets otherwise he will take some time to book the ticket.