

# Walk-through

- I took pages of notes throughout the booking and refined these into a detailed walk-through filled with feedback and suggestions.
- Writing is an important part of my process because it helps organise my thoughts and clearly define the issues at hand before I get into sketching out ideas and solutions.

# Key Areas of Improvement

- Show relevant information at relevant times.
  - I broke the experience down into nine stages and listed out the most relevant information at that given stage.
- Integrate the app experience better into the overall experience.
  - The user inevitably leaves the app, so make these gaps more integrated – recognise where they've left off and provide quick access to the external apps and functions they may be leaving for.