Feedback Questionnaire Form

Airline Reservation System

B *I* U̲ 🔗 ✕̶

"Welcome to our feedback form for the Airline Reservation Management System! Your input is invaluable in helping us enhance our system to better meet your needs. Please take a moment to share your thoughts and experiences with us. Your feedback will directly contribute to improving the user experience and functionality of our platform. Thank you for your participation!"

Email

Short answer text

Name

Short answer text

Is the user interface visually appealing and easy to use?

○ Yes

○ No

Does the system allow for seamless booking of flights? *

○ Yes

○ No

Please describe any specific features or functionalities you appreciate about the airline reservation management system.

Long answer text

Is the seat selection process simple and efficient?

○ Yes

○ No

Are there any areas where you believe the system could be improved? Please provide details.

Long answer text

Are ticket cancellation and refund processes straightforward?

○ Yes

○ No

Are special requests and accommodations handled effectively by the system?

○ Yes

○ No

Feedback Responses

Email

7 responses

chamodthilinakumara9@gmail.com

malmichamodya12@gmail.com

eshani20016@gmail.com

Shavindaisuru@gmail.com

kariyawasambuddika@gmail.com

tharushisrishehara@gmail.com

kthilina005@gmail.com

Name

7 responses

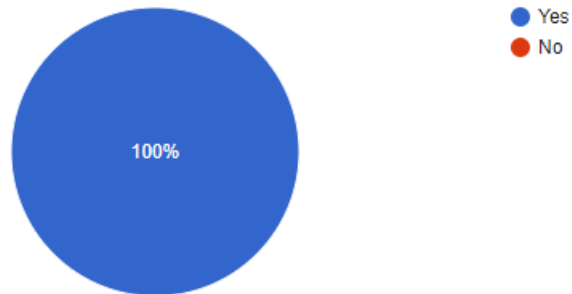Chamod

Malmi Chamodya

Eshani Kavindya

Isuru shavinda

Buddika

Tharushi Galappaththi

Dilina Nuwanga

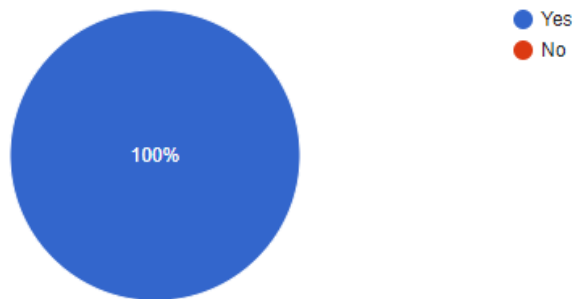## Is the user interface visually appealing and easy to use?

7 responses

Copy

- ● Yes
- ● No

100%

Does the system allow for seamless booking of flights?

7 responses

Copy

- ● Yes
- ● No

100%

Please describe any specific features or functionalities you appreciate about the airline reservation management system.

6 responses

"More options for flexible ticket changes would be appreciated."

"I appreciate the real-time flight status updates."

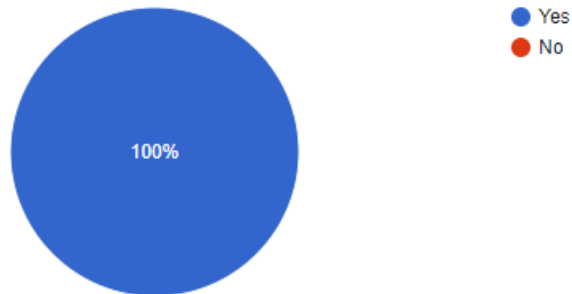Support for different languages, accessibility options, and special assistance requests.

One feature I appreciate about airline reservation management systems is their ability to efficiently handle booking changes, cancellations, and seat assignments, providing flexibility and convenience to both passengers and airlines.

"The system's responsiveness to customer support inquiries is impressive."

Is the seat selection process simple and efficient?

7 responses

Legend:
- Yes
- No

100%

Are there any areas where you believe the system could be improved? Please provide details.

5 responses

"I like how it handles special requests efficiently."

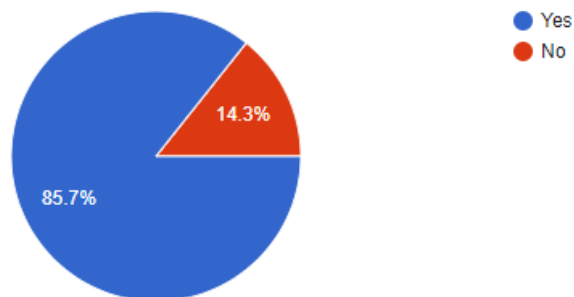"Adding more languages for international users."

One area for improvement in airline reservation management systems could be enhancing the user interface for easier navigation and a more intuitive booking process. Additionally, integrating advanced predictive analytics could help optimize pricing strategies and improve revenue management for airlines. Improvements in customer support features, such as chatbots or virtual assistants, could also enhance the overall user experience by providing quicker assistance and resolving issues more efficiently.

"Streamlining the process for managing frequent flyer miles."

Are ticket cancellation and refund processes straightforward?

7 responses

Legend:
- Yes
- No

14.3%
85.7%

Are special requests and accommodations handled effectively by the system?

7 responses

Legend:
- Yes
- No

85.7%
14.3%