

### Questions to ask Users:

- Based on the homepage what do you think the site does?
- Can you book a one way ticket from Copenhagen to New York City next week?
  - How would you improve this page?
- From the available flights, select the cheapest flight to book
  - What do you think of this page?
  - How would you improve it.
- Take note of your booking reference.
- How would you view your recently booked flight?
  - How difficult was this task?
  - Did you come across any errors? If so, what errors did you find?
- Can you now book a round trip ticket from New York to Copenhagen for next month.
  - Were you able to complete the task?
  - How difficult was this task.
  - How would you improve this task?

**User 1:**

- Based on the homepage what do you think the site does?
  - It is for booking a flight
- Can you book a one way ticket from Copenhagen to New York City next week?
  - In From put copenhagen
  - In To put new York
  - Do not check the return box
  - Enter Dates
  - Then Click Search
- How would you improve this page?
  - Color Scheme
- From the available flights, select the cheapest flight to book
  - What do you think of this page?
    - It looks like momondo
  - How would you improve it.
    - Well momondo is already good
    - If this is an economy ticket it would be nice to know how much I am saving
    - It would be nice to know if there is a flight close to the selected days that is cheaper
  - Is there enough information displayed?
    - % Savings selecting economy
    - If there was a flight cheaper on days
- Take note of your booking reference.
- How would you view your recently booked flight?
  - I would input booking reference into the booking reference field
  - Then I would click enter key, not the search button
- How difficult was this task?
  - It was easy
- Did you come across any errors? If so, what errors did you find?
  - No
- Can you now book a round trip ticket from New York to Copenhagen for next month.
  - Input Copenhagen in the from field
  - Input New York in the To field
  - Check the return flight box
  - Enter a date
- Were you able to complete the task?
  - Yes
- How difficult was this task.
  - Slightly confusing because I just booked a 1-way ticket

- But it was easy
- How would you improve this task?
  - I wouldn't, its good. Minimalism is good.
  - Maybe make the Return Flight a Toggle, and bigger, with contrasting colors.
  - Add more space between the From and the Dates to make toggle more pronounced
  - Also do not show Return date field on one-way tickets

## User 2:

- Based on the homepage what do you think the site does?
  - You can book a flight or view a passed booking
- Can you book a one way ticket from Copenhagen to New York City next week?
  - Input Copenhagen in the from field
  - Input New York in the To field
  - Do not check the return box
  - Enter Departure Date
  - Click Search
  - How would you improve this page?
    - Make background colour lighter
    - Toggle return with return date (Initially return date must be hidden)
- From the available flights, select the cheapest flight to book
  - What do you think of this page?
    - It's simple and minimalistic. Good.
  - How would you improve it.
    - Have a sorting tab depending on flight prices
  - Is there enough information displayed?
    - Yes, there is enough information displayed for me to make a booking.
- Take note of your booking reference.
- How would you view your recently booked flight?
  - Go to the home page
  - Insert booking number
  - Click search
  - How difficult was this task?
    - Very easy
  - Did you come across any errors? If so, what errors did you find?
    - No
- Can you now book a round trip ticket from New York to Copenhagen for next month.
  - Input Copenhagen in the from field
  - Input New York in the To field
  - Check the return flight box

- Enter Departure Date
  - Enter Return Date
  - Click Search
- Were you able to complete the task?
  - Yes
- How difficult was this task.
  - Very easy
- How would you improve this task?
  - Add toggle option for return flight

### User 3:

- Based on the homepage what do you think the site does?
  - I believe it is a website built for booking flight tickets
- Can you book a one way ticket from Copenhagen to New York City next week?
  - Yes, from the homepage I can select the date I want and not check Return Flight
  - How would you improve this page?
- From the available flights, select the cheapest flight to book
  - What do you think of this page?
    - I believe it looks very much like momondo.com, but it is very easy to understand what you can/have to do
  - How would you improve it.
    - Maybe make the selection menu at the top a bit larger and closer to the list of flights, otherwise it looks great
- Take note of your booking reference.
- How would you view your recently booked flight?
  - I would use my booking reference to look it up in the View Booking field, or look it up from the homepage, also in the View Booking section
  - How difficult was this task?
    - Not at all
  - Did you come across any errors? If so, what errors did you find?
- Can you now book a round trip ticket from New York to Copenhagen for next month.
  - Were you able to complete the task?
    - Yes, with utmost ease
  - How difficult was this task.

- Not at all, it is literally the same as selecting a single trip, but just adding a Return Date
- How would you improve this task?
  - Literally no way I could think of.

## Results

Based on the homepage what do you think the site does?

- U1: It is for booking a flight
- U2: You can book a flight or view a passed booking
- U3: I believe it is a website built for booking flight tickets

Can you book a one way ticket from Copenhagen to New York City next week?

- User 1
  - In From put copenhagen
  - In To put new York
  - Do not check the return box
  - Enter Dates
  - Then Click Search
- User 2
  - Input Copenhagen in the from field
  - Input New York in the To field
  - Do not check the return box
  - Enter Departure Date
  - Click Search
- User 3
  - Yes, from the homepage I can select the date I want and not check Return Flight
- How would you improve this page?
  - U1: Color Scheme
  - U2: Make background colour lighter
  - U2: Toggle return with return date (Initially return date must be hidden)
  -

From the available flights, select the cheapest flight to book

- User 1:
  - What do you think of this page?
    - It looks like momondo
  - How would you improve it.
    - Well momondo is already good
    - If this is an economy ticket it would be nice to know how much I am saving
    - It would be nice to know if there is a flight close to the selected days that is cheaper
  - Is there enough information displayed?
    - % Savings selecting economy

- If there was a flight cheaper on days
- User 2:
  - What do you think of this page?
    - It's simple and minimalistic. Good.
  - How would you improve it.
    - Have a sorting tab depending on flight prices
  - Is there enough information displayed?
    - Yes, there is enough information displayed for me to make a booking.
- User 3

What shall we test?

- Our Airline booking application

Where will we test?

- In an open environment, either at home, or the office.

With whom will we test?

- Co-workers, friends, office mates,
- Younger people who want to travel

How will we test?

- Using a paper prototype