



SMART CHECK IN

INTERACTIVE KIOSK



PRODUCT OVERVIEW

Interactive kiosk with app/web extension to check in flights, reducing queuing time at the airport.

The kiosk takes into consideration several aspects including ease of use for all range of travellers to create a better experience for everyone who uses airports, and removes saturation at the departure desks.

UNIVERSAL

We aim to create a device that, located in any airport of the world, can be used by all sorts of users and travellers, flying with any company and taking into account all the situations they might face.

EFFECTIVE

Get the users through the navigation breadcrumbs/stages as seamlessly as possible, reaching their goal, which to get the check-in done without the need of doing another queue

EASY TO USE

Having a significant array of users we have to consider an adequate physical design and GUI in which all of our users could operate easily without any complications.

USERS



EVA

45, mother of two

SALESPERSON PUBLISHING
COMPANY

CONCERNS AND OBJECTIVES

- Reduce queuing time
- Save time by using mobile app
- Doesn't want to be hold up because of technical malfunctions
- Hand luggage onboard

SPEED

EASE OF USE

AMOUNT OF BAGGAGE

LIKELY TO USE MOBILE APP

LIKELY TO NEED ASSISTANCE

USING THE KIOSK:

- Eva can check-in with a wifi/3G/4G internet connection whilst at home or on the move
- Eva can make a new special request, preference for seating, upgrading class.
- Desktop/mobile app will reduce queuing time

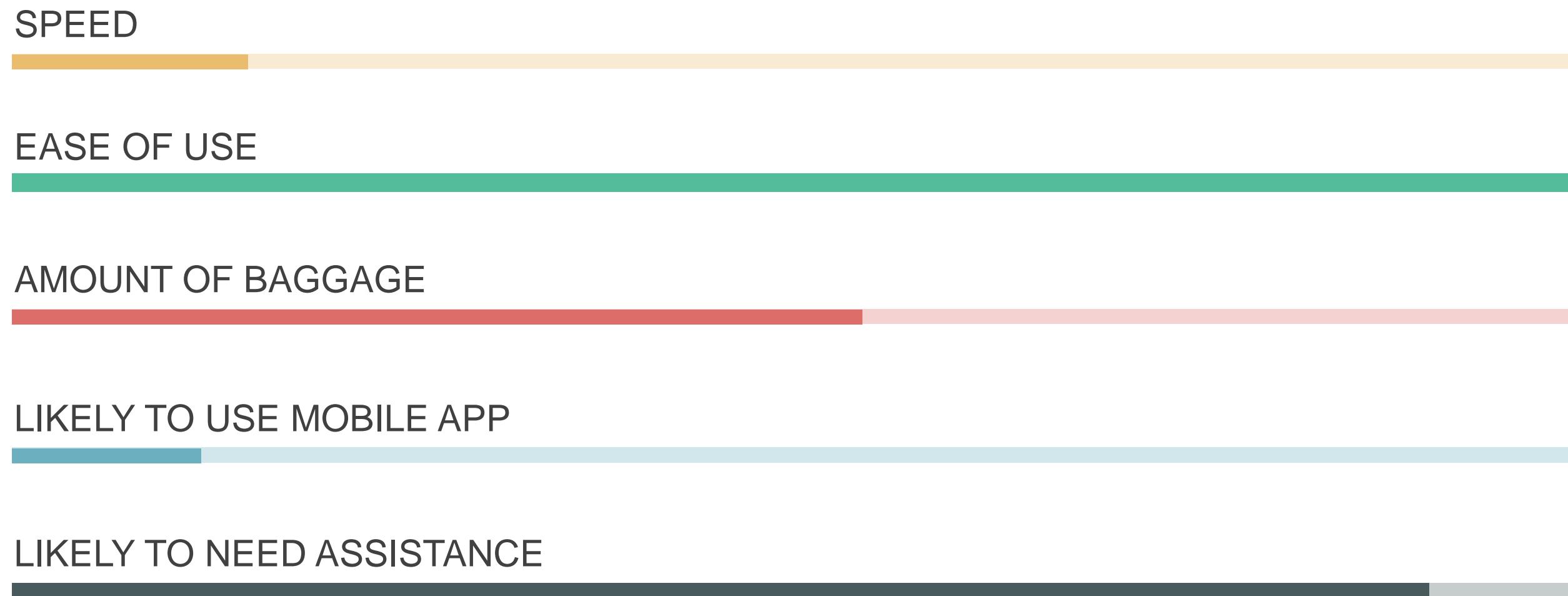
USERS



JOHN

66

RETIRED



CONCERNS AND OBJECTIVES

- Booking done through travel agent.
- He is worried about not doing the check in alright
- Weak in technical expertise. He would prefer assistant help.
- He is worried about his colour blindness and hearing problem

USING THE KIOSK:

- Take into consideration the difficulties he may face and find accessible solutions
- Easy to follow touch screen interface, with clear written instructions, and voice guidance
- Call out assistance by pressing an assistance button.

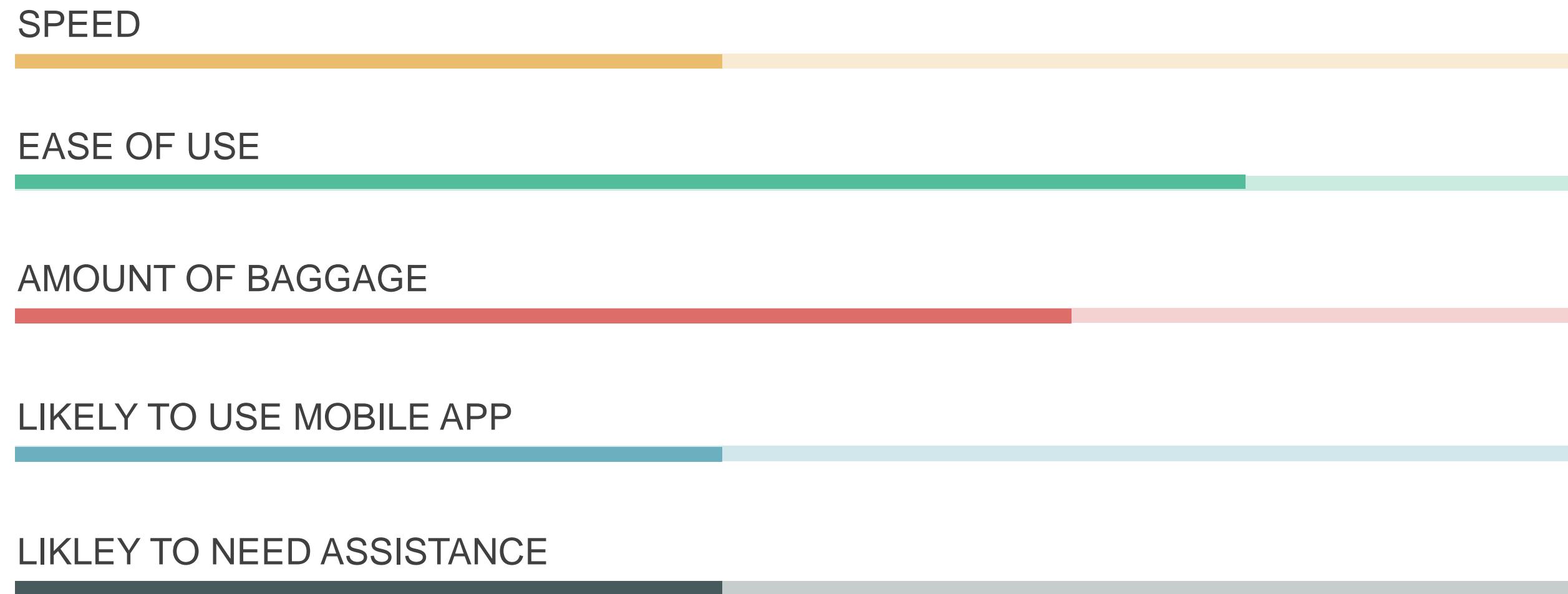
USERS



HANNAH & JACK

23 and 24

TEACHERS



CONCERNS AND OBJECTIVES

- They have loyalty points: possibility to apply them ot upgrade class
- They are worried about makin it right. Back button to amend mistakes
- Weigh baggage, attach labels and send off to cargo
- One check in for both of them, or two check in?

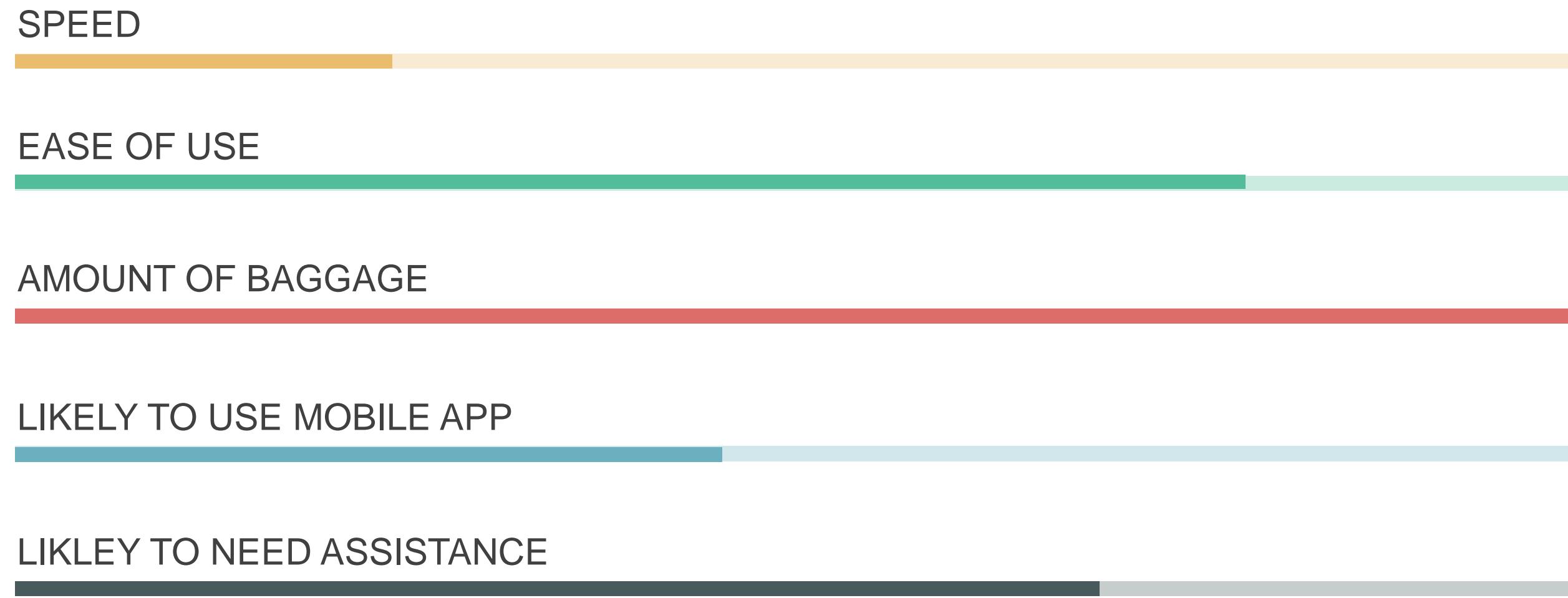
USING THE KIOSK:

- They can make the check in for both of them at the same time
- They can make a new special request, preference for seating, upgrading class.
- The system asses their luggage, attach labels and send off their luggage to cargo without assistance

USERS



CRYSTAL PALACE FC
FOOTBALL TEAM



CONCERNS AND OBJECTIVES

- The check in for each individual member would take a lot of time
- They would like to book an entire section in the aircraft for the team.

USING THE KIOSK:

- The kiosk will ensure that a maximum of 9 people can check in at a time. They are 27, so it must be completed in 3 iterations
- Book-in phase from the app, the seats can practically be chosen and booked.
- They would only need the kiosk for the luggage.

USERS



SMITH FAMILY

FAMILY OF FIVE MEMBERS

SPEED

EASE OF USE

AMOUNT OF BAGGAGE

LIKELY TO USE MOBILE APP

LIKLEY TO NEED ASSISTANCE

CONCERNS AND OBJECTIVES

- Sam, the father, is concerned about their children check in
- They would expect assistance
- They have to stop at Amsterdam before going to Cairo. Will the kiosk provide a solution to do it all in one go?

USING THE KIOSK:

- The kiosk will ensure that a maximum of 9 people can check in at a time. They are 5, so it must be completed in one go.
- The kiosk caters to the needs of connecting-flights passengers.
- The kiosk provides and easy way to call for assistance.

EXISTING PRODUCTS



SUPERMARKETS

VIRGIN ATLANTIC

RYANAIR

HOUSTON AIRPORT

SWISSPORT

EXISTING PRODUCTS



TESCO
SELF CHECKOUT



- Designed to minimize queues.
- Colour scheme consistent with Tesco's branding.
- Interface easy to follow, with touch display, voice guidance and clear instructions.



- Too many error messages, requires assistance.
- Dimension presents difficulties for wheelchair users.

EXISTING PRODUCTS



VIRGIN ATLANTIC
CHECK-IN



- Curved design, chrome body color and small screen.
- Compact design allows multiple kiosks side by side.
- Good height for accessibility, but not enough for wheelchair users.



- Absence of a scale and no access to the terminal's conveyor belt.
- Users are forced to go and queue at the desk.

EXISTING PRODUCTS



RYANAIR
CHECK-IN



- Placed near the conveyor belts.
- Integration with Ryanair app.
- Physical design is compact and refined.
- Accessible for wheelchair users .
- Colour scheme consistent with Ryanair's branding.
- Large bold writing and images are present on screen to dictate instructions, accompanied by voice guidance.



- Users are forced to go and queue at the desk to check in luggage.

EXISTING PRODUCTS



HOUSTON AIRPORT
CHECK-IN



- Sleek curved design and beveled tray for users to hold documentation.
- Voice guidance and camera for remote assistance.



- The kiosk appears to be too tall for shorter and wheelchair users.
- Written instructions are not given on the devices along the kiosk body.
- Buttons as alternative to touch screen.

EXISTING PRODUCTS



TESCO
SELF CHECKOUT

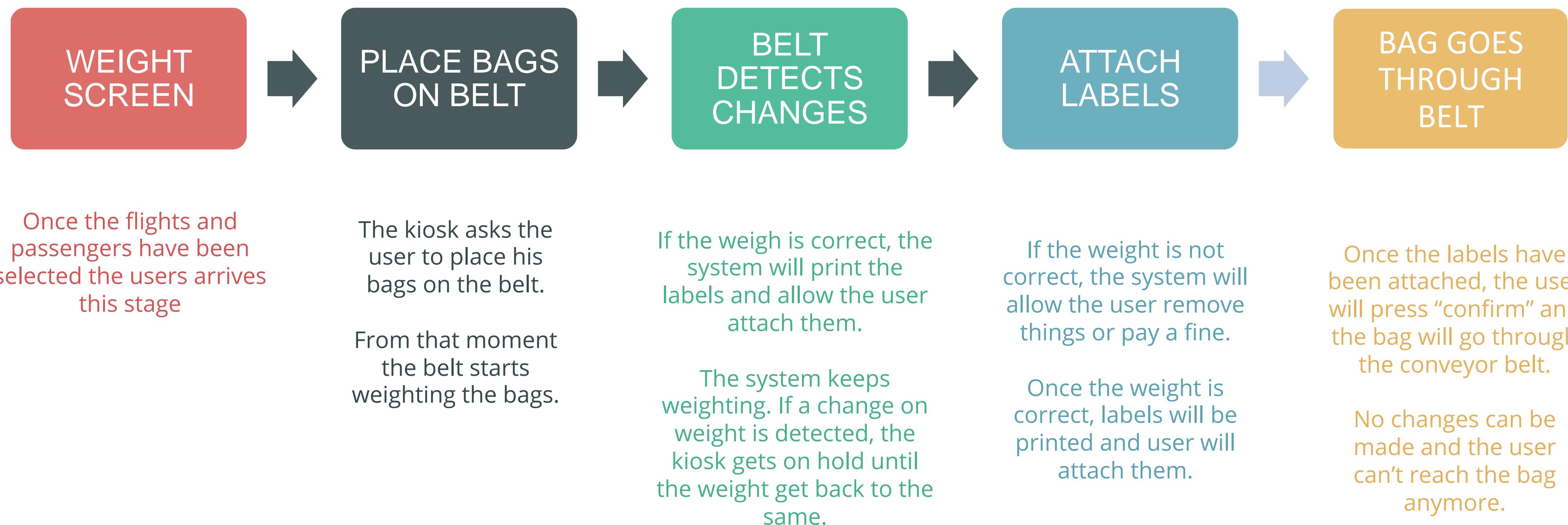


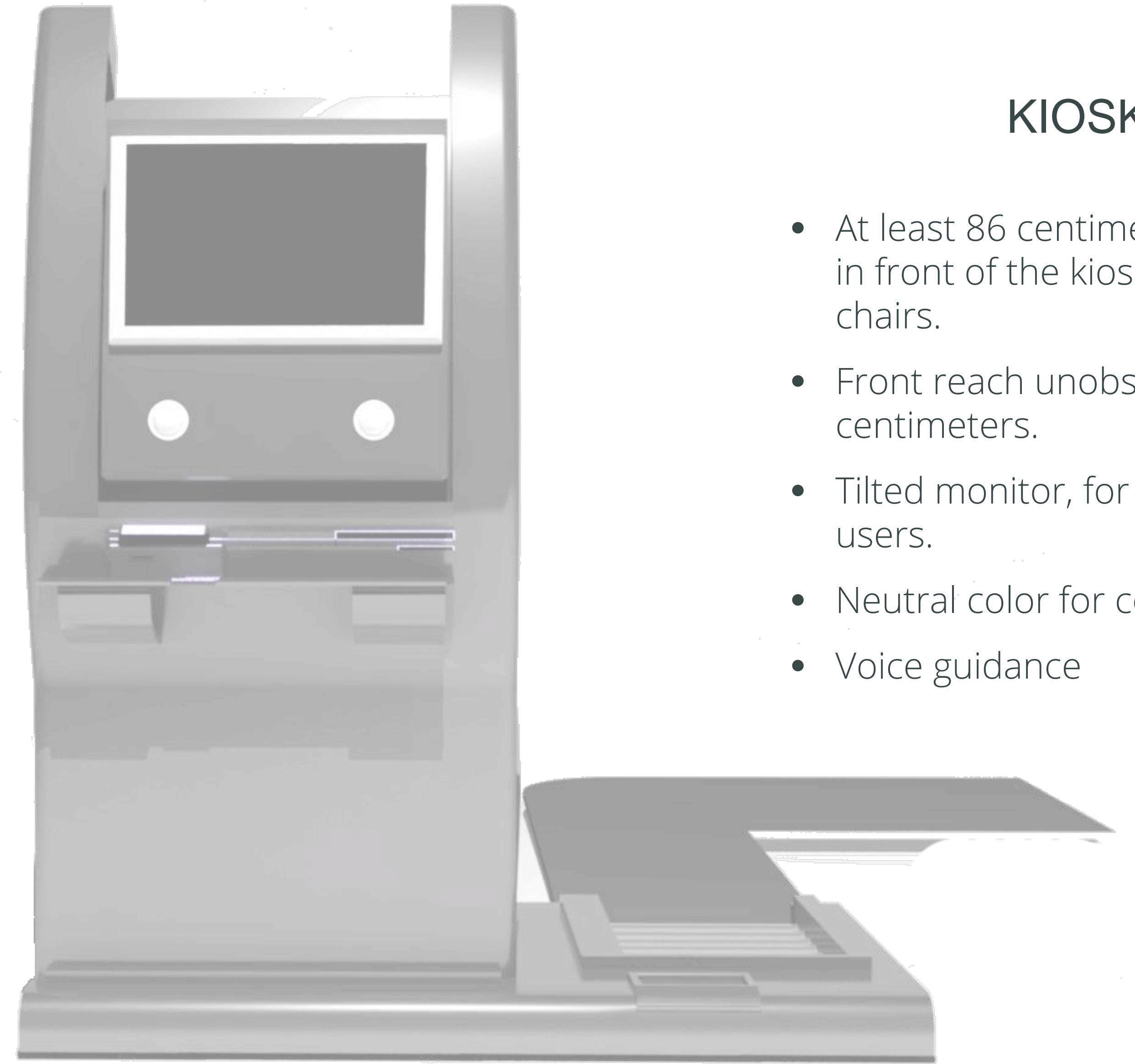
- Voice guidance, on screen instructions with images, and a language option link is present on screen, though not prominently.



- Body too bulky and dated, despite keeping inline with brand identification and simplicity.
- No written labels, aside from two card insertion drawings, which make it difficult for a user to establish what each port is for.

WEIGHT PROBLEM



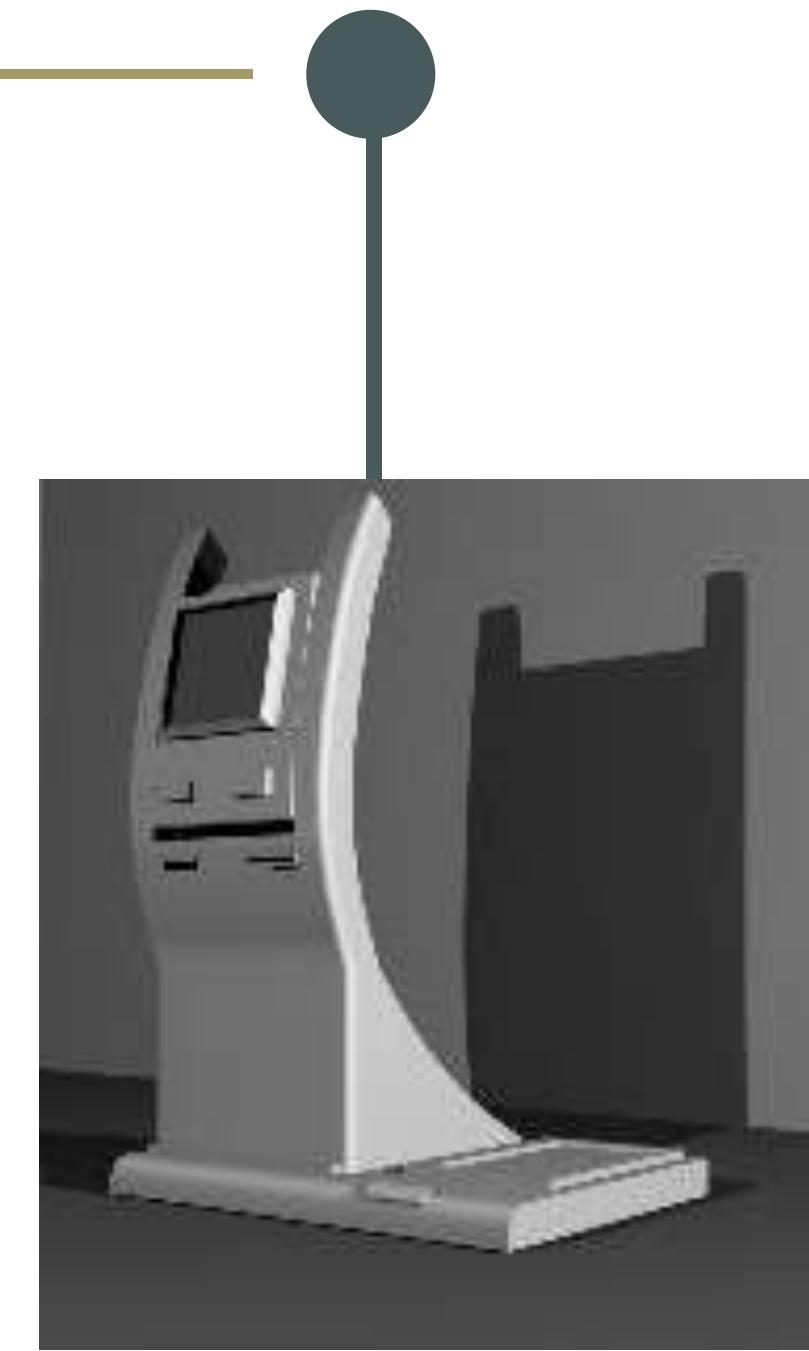
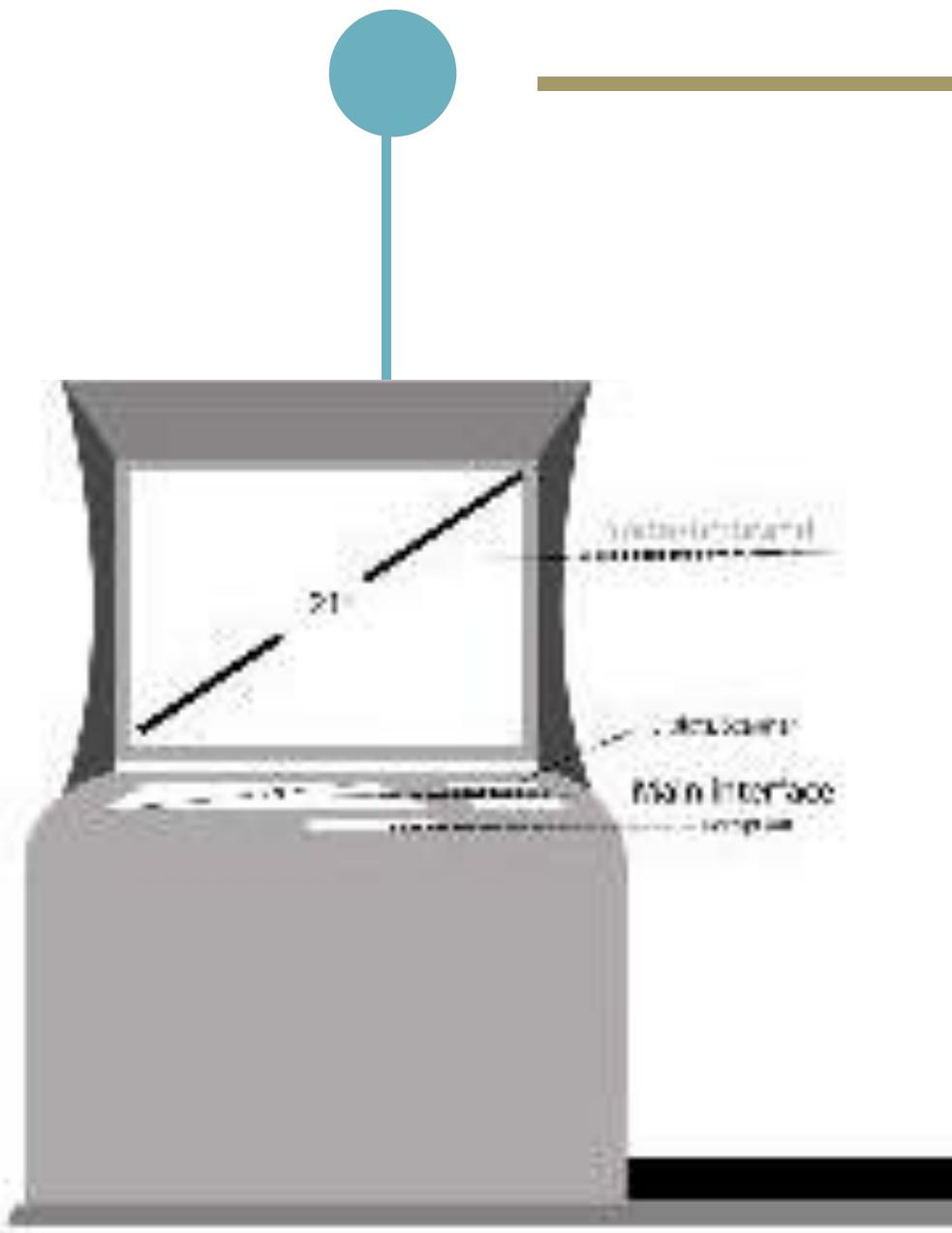
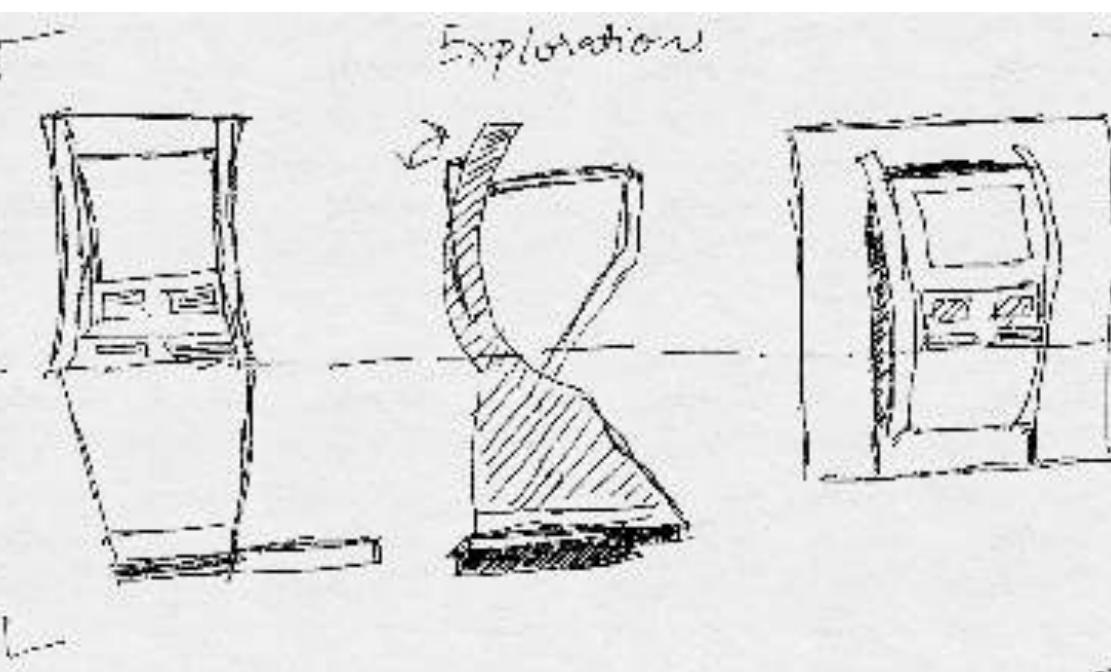


KIOSK FEATURES

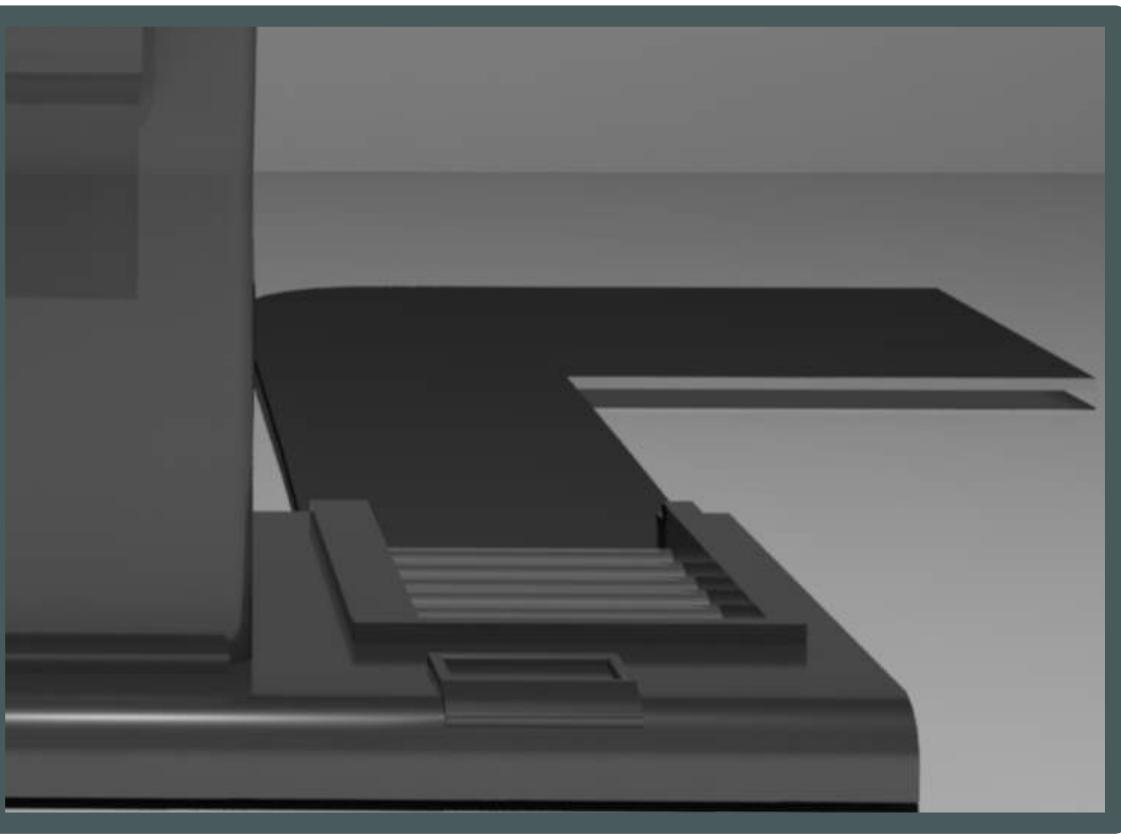
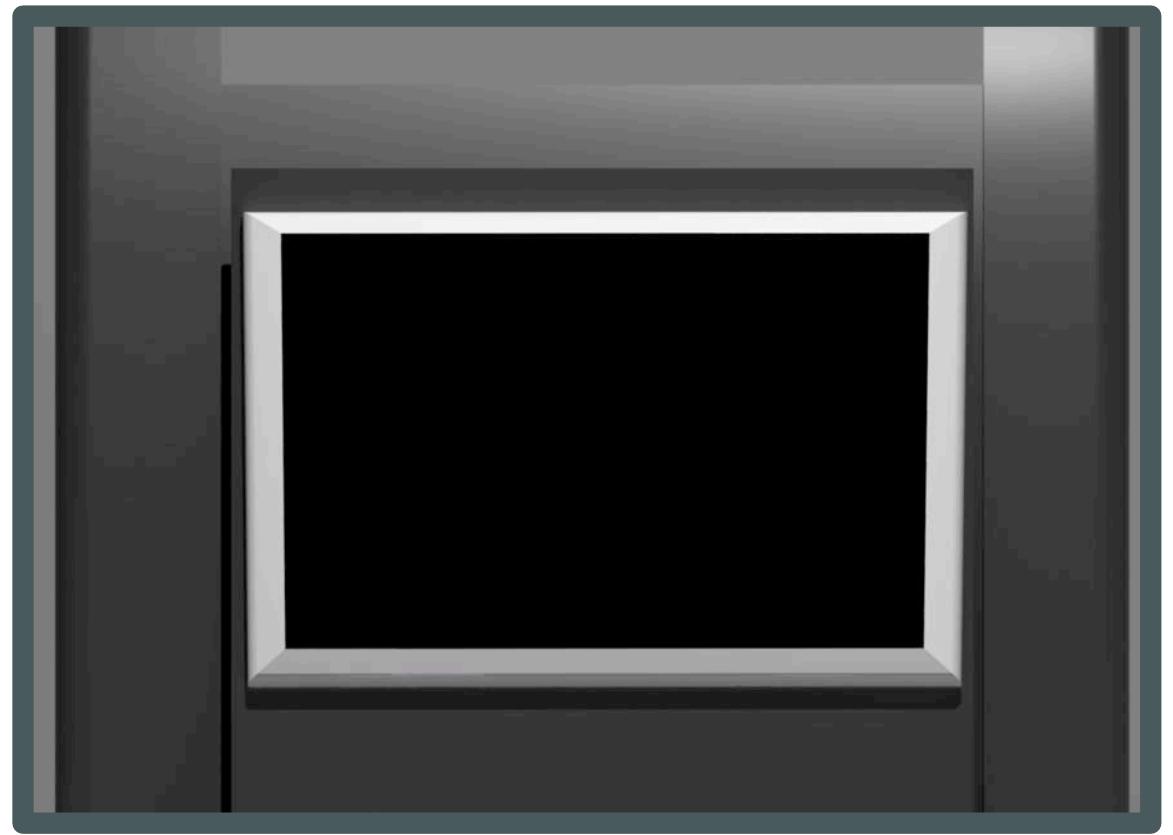
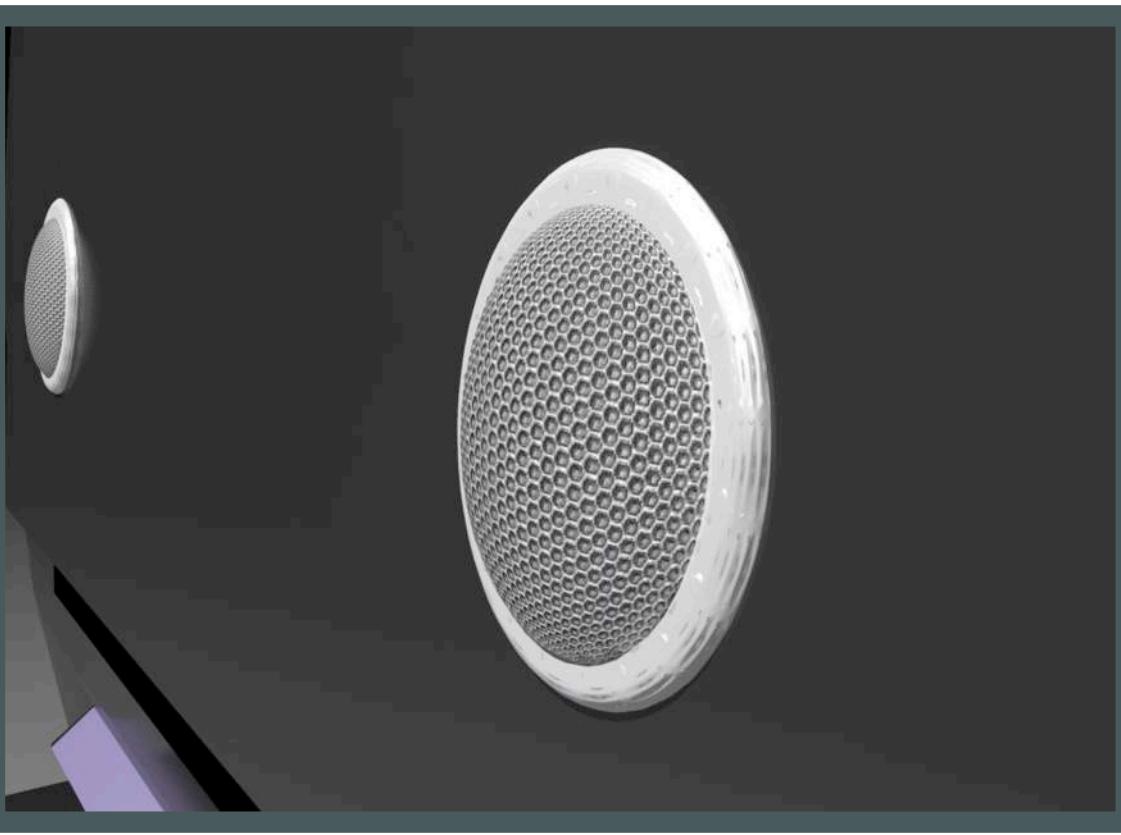
- At least 86 centimeters of clear space directly in front of the kiosk for persons in wheelchairs.
- Front reach unobstructed access, at 130 centimeters.
- Tilted monitor, for better reach for wheelchair users.
- Neutral color for colour blind users.
- Voice guidance

Guidelines according to DDA (UK Disability Discrimination Act)

INTERFACE EVOLUTION



FINAL DESIGN



FINAL DESIGN



- Curved compact design aesthetic combined with a fixed baggage weighing scale
- Card reader, boarding pass and luggage label printer devices below the screen
- 1.4metres in height, mid, to cater for the different height of users
- Tilting full colour touch display for both high and low angled usage
- Skin texture and colour undefined: Customization offered for different airline zones
- Dual built-in speakers directly beneath the monitor for audio guidance is present
- A digital scale indicator is present at the front of the scale which is angled upwards

REQUIREMENTS

Dark colours in light background for a light viewing situation.



This allows users of different cultural speaking backgrounds to understand the information and instructions displayed on screen.

Buttons, a navigation route, illustrations combined with simple text that guide the user throughout the process

A neutral colour scheme with colors considered high value to attract and sustain viewer attention.

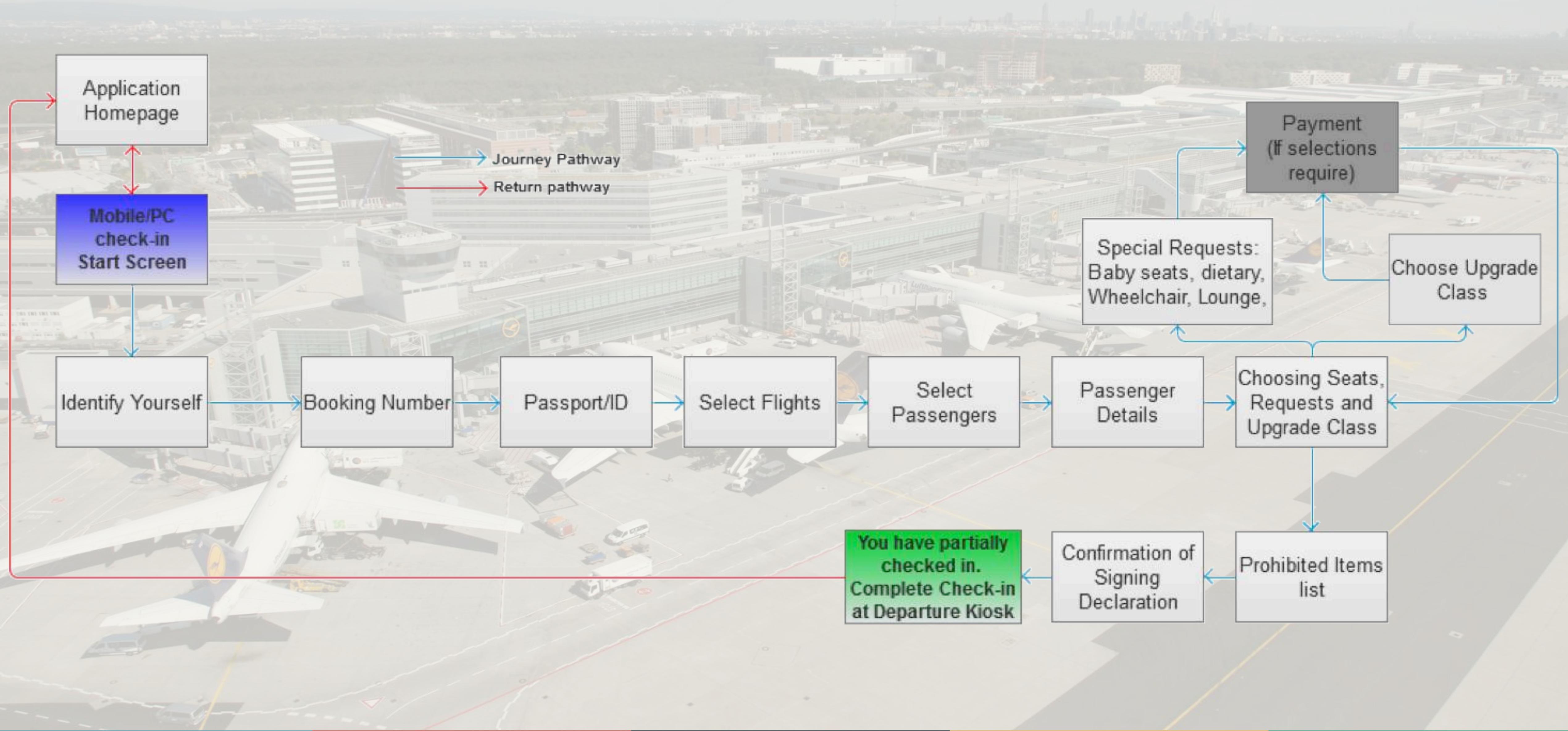
Use of foveal colours such as blue for large elements and areas.

MOBILE APP

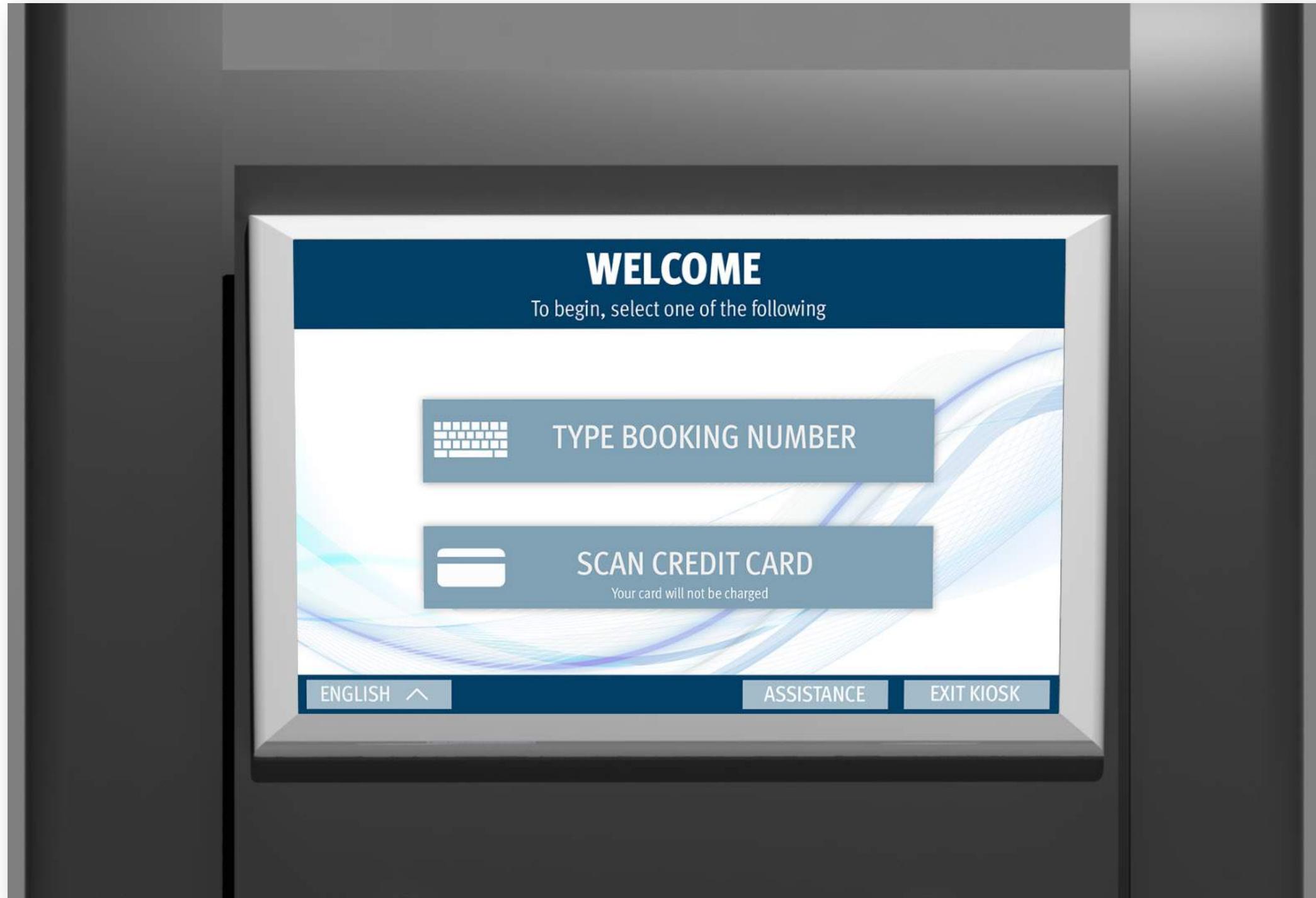


- Basic options for check-in
- Perfect to avoid long queues at the airport
- No need to go through the kiosk if only carrying hand luggage on board
- If luggage has to go to cargo, first steps can be made in app such as selecting flights and passengers, upgrading class or printing boarding pass from home

MOBILE/WEB APP STRUCTURE

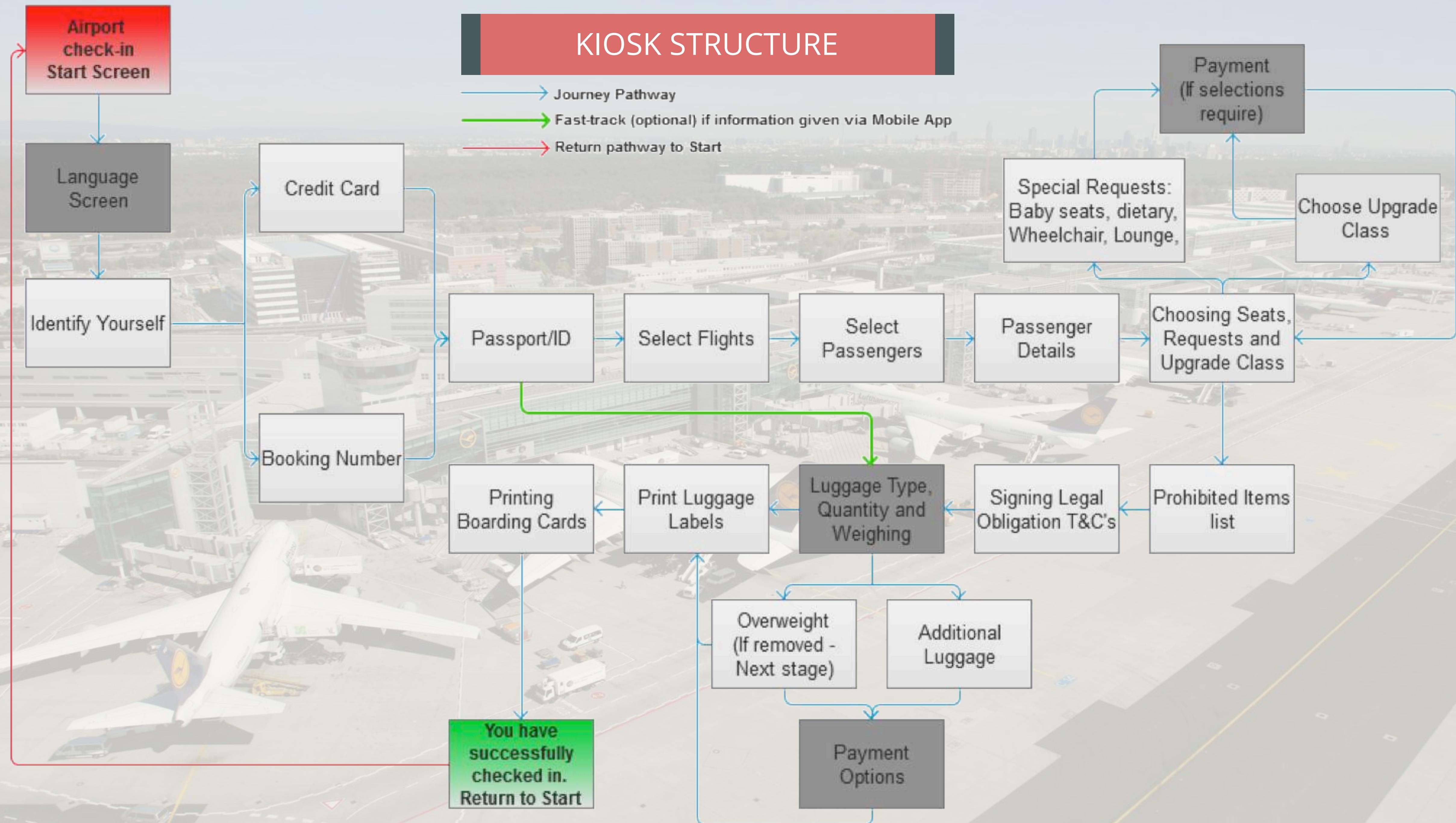


KIOSK



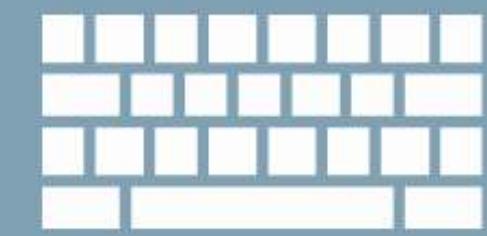
- Check in at the airport
- Perfect to avoid long queues at the departure desks
- Used to select passengers, flights, check in bags and print labels and boarding pass
- If luggage has to go to cargo, the conveyor belt takes care of taking the bags to the main one.
- Located near the conveyor belt and the departure desks.

KIOSK STRUCTURE



WELCOME

To begin, select one of the following



TYPE BOOKING NUMBER



SCAN CREDIT CARD

Your card will not be charged

BOOKING NUMBER

Please, type your booking number

| | | | | | | | | | | |
|-------|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | |
| Q | W | E | R | T | Y | U | I | O | P |  |
| A | S | D | F | G | H | J | K | L | | |
| Z | X | C | V | B | N | M | | | | |
| space | | | | | | | | | | |

CONFIRM

CREDIT CARD

Please, insert credit card

No charges will be applied for this action



PASSPORT

Please, scan passport



ENGLISH ⏪

ASSISTANCE

EXIT KIOSK

ASSISTANCE

Assistance coming, please wait



CANCEL

ENGLISH ^

EXIT KIOSK

FLIGHTS**PASSENGERS****BAGS****CHECK IN**

| SELECT | AIRLINE | FLIGHT | DATE | TIME | ORIGIN | DESTINATION |
|----------------------------------|---------|--------|-------------|-------|-------------------|-------------------|
| <input checked="" type="radio"/> | RYANAIR | FR9810 | 11 NOV 2015 | 8:15 | LONDON-STANSTED | BARCELONA-EL PRAT |
| <input type="radio"/> | RYANAIR | FR9815 | 14 NOV 2015 | 18:05 | BARCELONA-EL PRAT | LONDON-STANSTED |

CONFIRM

ENGLISH ^

ASSISTANCE

EXIT KIOSK

FLIGHTS

- PASSENGERS

- BAGS

- CHECK IN

| | Title | Name | Passport/ID Number | Seat |
|-----------------------|-------|----------------------|--------------------|------|
| <input type="radio"/> | Ms. | NÚRIA QUERO BELLOSTA | | |
| <input type="radio"/> | Mr. | OMAR QURESHI | | |
| <input type="radio"/> | MS. | HIRAK CHOUDHURY | | |

CONFIRM

ENGLISH ^

ASSISTANCE

EXIT KIOSK

FLIGHTS

PASSENGERS

BAGS

CHECK IN

NÚRIA

QUERO BELLOSTA

D.O.B

ID/Passport number

Expiration date

CONFIRM

ENGLISH ^

ASSISTANCE

EXIT KIOSK

FLIGHTS

PASSENGERS

BAGS

CHECK IN

NÚRIA

QUERO BELLOSTA

06/02/1992

12345678A

26/09/2019

CONFIRM

ENGLISH ^

ASSISTANCE

EXIT KIOSK

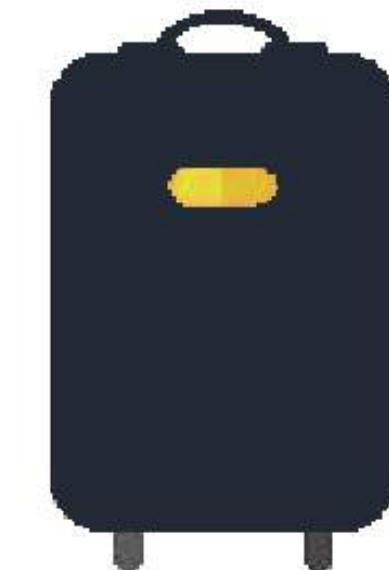
FLIGHTS

PASSENGERS

BAGS

CHECK IN

Please, place the bag in the belt



| Name | ID/Passport Number | No. of bags | Max. Weight |
|--------------------------|--------------------|-------------|-------------|
| Ms. NÚRIA QUERO BELLOSTA | 123456789C | 1 BAG | 20kg |

FLIGHTS

PASSENGERS

BAGS

CHECK IN

Bags successfully checked in
Attach labels to your bags



CONFIRM

ENGLISH ^

ASSISTANCE

EXIT KIOSK

FLIGHTS

PASSENGERS

BAGS

CHECK IN

BAGGAGE OVERWEIGHT

Please, choose one of the following



| Max. Weight | Current Weight | Fine |
|-------------|----------------|------|
| 20Kg | 25Kg | £50 |

REMOVE WEIGHT

and place in the scale again

PAY FINE

by swiping card

FLIGHTS

- PASSENGERS

- BAGS

- CHECK IN

Printing boarding passes

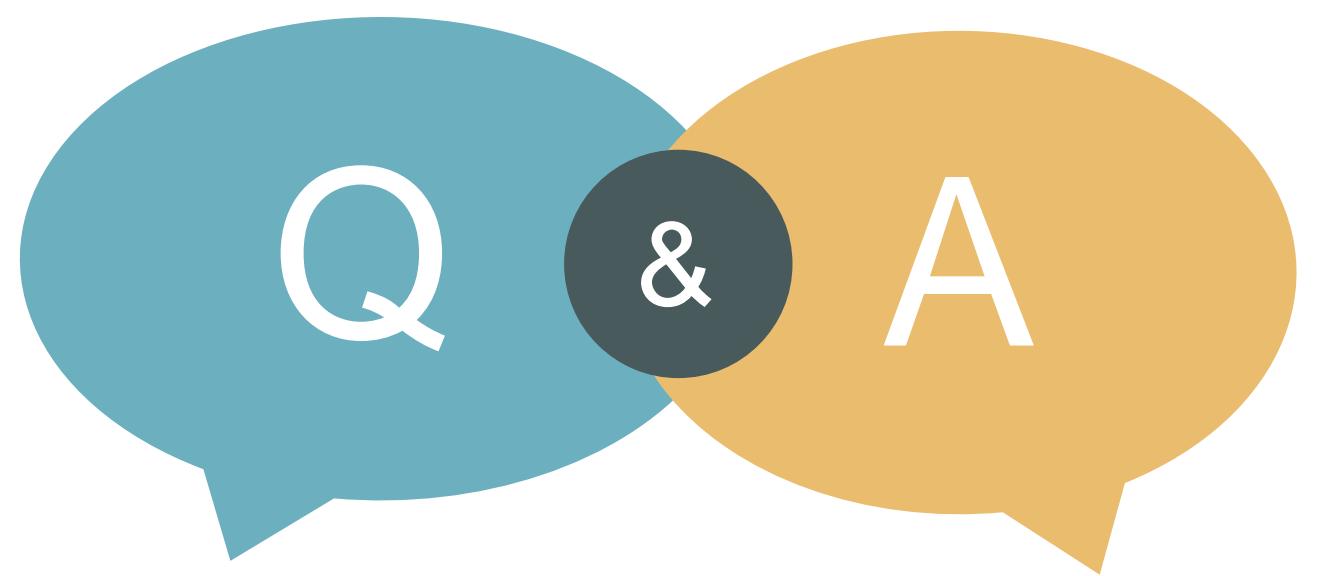
Please wait...



ENGLISH ^

ASSISTANCE

EXIT KIOSK



THANKS FOR LISTENING