

# Pilot CCS - Sprint 02 - Handoff

Employee User Experience (EUX)

Dec 2022

232453

**Display Feature Spotlights on Dashboard**

# Display feature spotlights on dash - Opted out

If a pilot has opted out of the feature spotlights and one exists, no feature spotlight section will display on the dashboard.

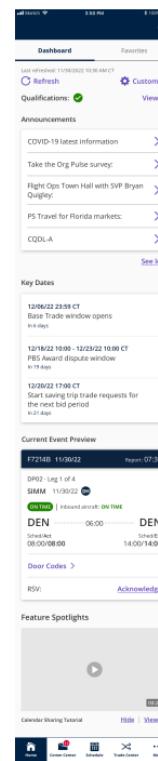
The screenshot shows a mobile application dashboard. At the top, there is a status bar with signal strength, time (3:50 PM), battery level (100%), and a search icon. Below the status bar, the word "Dashboard" is centered above a horizontal line, with "Favorites" to its right. A message "Last refreshed: 11/30/2022 10:30 AM CT" is displayed. Below this, there are two buttons: "Refresh" with a circular arrow icon and "Customize" with a gear icon. To the right of these buttons is a section titled "Qualifications:" with a green checkmark icon and a "View >" link. Underneath this is a section titled "Announcements" which contains five items with right-pointing arrows: "COVID-19 latest information", "Take the Org Pulse survey:", "Flight Ops Town Hall with SVP Bryan Quigley:", "PS Travel for Florida markets:", and "CQDL-A". At the bottom of this section is a "See less" link. Below this is a section titled "Key Dates" with a single item: "12/06/22 23:59 CT Base Trade window opens In 6 days". On the right side of the screen, there is a vertical sidebar with three sections: "Current Event Preview" (containing flight details for F7214B on 11/30/22, report at 07:30, DP02 Leg 1 of 4, SIMM 11/30/22, and a "ON TIME" status), "Door Codes >" (with a link to acknowledge), and "RSV:" followed by an "Acknowledge" button. At the very bottom, there is a navigation bar with icons for Home, Comm Center (with a red notification badge), Schedule, Trade Center, and More.

Note: Screen provided is just an example dashboard with placeholders. Order of widgets will depend on pilots' dashboard customizations.

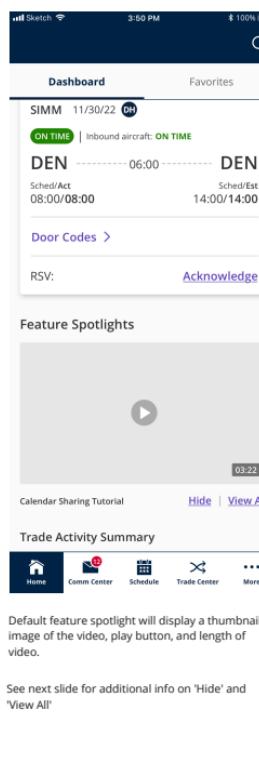
# Display feature spotlights on dash - Opted in

If a pilot has opted to see feature spotlights and one exists, the feature spotlights video will be embedded on the dashboard. Only one feature spotlight will exist on the dashboard at a time.

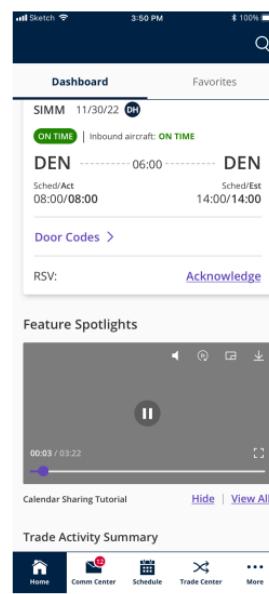
Dash with feature spotlight



Dash with feature spotlights - default view



Dash with feature spotlights - addtl settings



Once the user starts playing the feature spotlight, tapping the video again will display additional features/settings - pause, full screen, volume, playback speed, picture-in-picture, download, progress bar, Scrim (#000000, 50%) used over video to make settings more visible.

# Display feature spotlights on dash - Opted in, cont'd

A pilot has the ability to 'Hide' or 'View All' feature spotlights.

## Hide

Selecting 'Hide' will remove the feature spotlight from the dash and hint text will display to inform pilots where feature spotlights can be referenced outside of the dashboard.

The first screenshot shows a Feature Spotlight for 'Calendar Sharing Tutorial' with a play button icon and a duration of 03:22. A pink circle highlights the 'Hide' button at the bottom right. The second screenshot shows the same area after hiding, with the play button and duration removed, and a pink circle highlights the 'View All' button. The third screenshot shows the dashboard after hiding all spotlights, with the 'Feature Spotlights' section completely removed.

The initial time a pilot dismisses a spotlight, an instruction popover will display to advise where feature spotlights can be referenced outside of the dashboard.

*Note: 'More' tab is still being explored.*

## View All

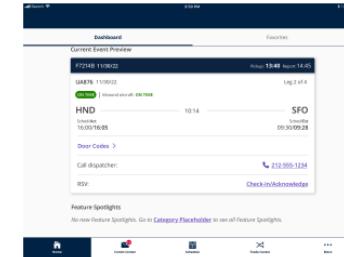
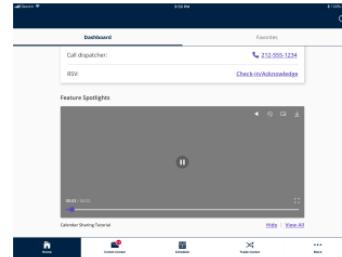
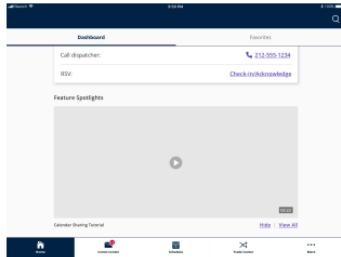
Selecting 'View All' navigates the pilot to the 'More' tab where all feature spotlights and additional video resources can be referenced.

The first screenshot shows a Feature Spotlight for 'Placeholder Video Title' with a play button icon and a duration of 01:23. A pink circle highlights the 'Hide' button at the bottom right. The second screenshot shows the same area after viewing all, with the play button and duration removed, and a pink circle highlights the 'View All' button. The right side of the screen shows the 'Placeholder Section' and 'Placeholder' tabs in the 'More' tab interface.

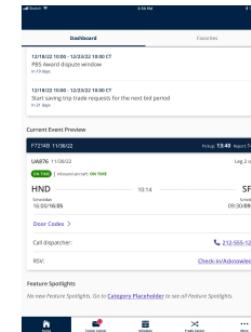
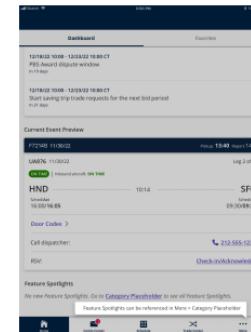
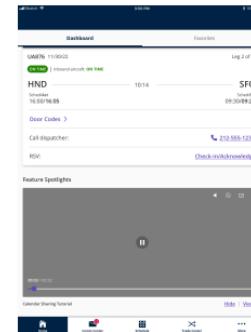
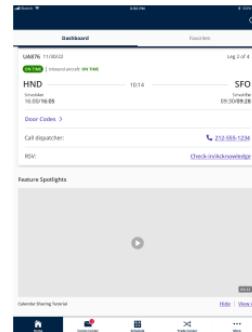
*Note: 'More' tab is still being explored.*

# Display feature spotlights on dash

Landscape



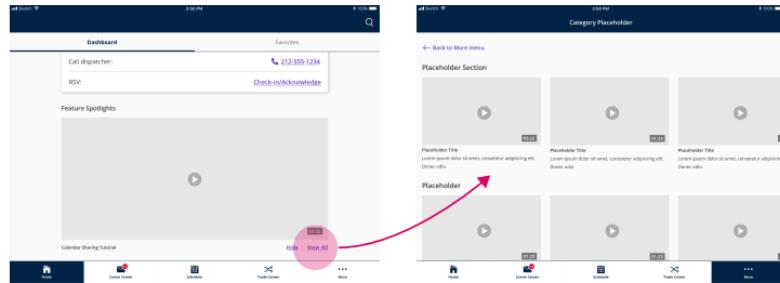
Portrait



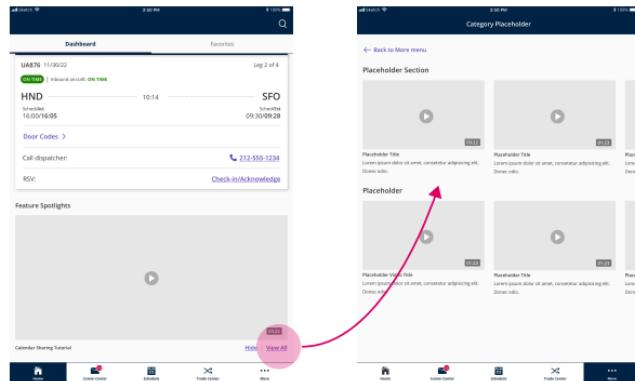
## Display feature spotlights on dash

Selecting 'View All' navigates the pilot to the 'More' tab where all feature spotlights and additional video resources can be referenced.

Landscape



Portrait



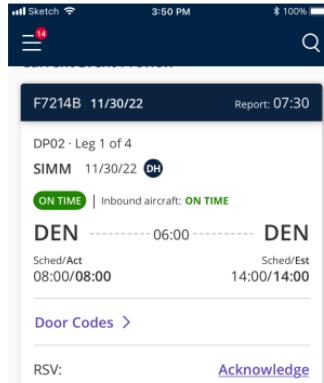
Responsive Mobile

# Display feature spotlights on dash

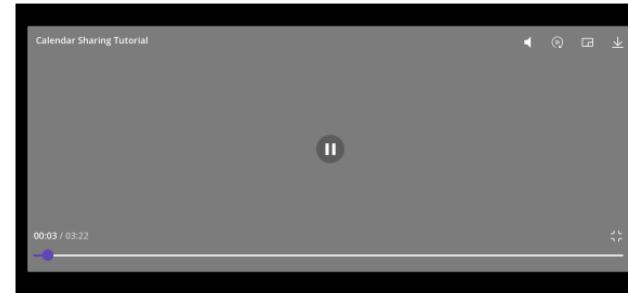


## Display feature spotlights on dash - cont'd

Portrait



Landscape



# Display feature spotlights on dash

Landscape

The dashboard features a sidebar with navigation items: Dashboard, Favorites, Comm Center, Schedule, Trade Center, and More. The main area displays a 'Feature Spotlights' section with a large gray placeholder and a 'Calendar Sharing Tutorial' video player.

- Top Left:** Shows a 'Colleage' card with a 'PS Award dispute window' message and a 'Start saving trip trade requests for the next bid period in 21 days' message.
- Top Middle:** Shows a 'Colleage' card with a 'PS Award dispute window' message and a 'Start saving trip trade requests for the next bid period in 21 days' message.
- Top Right:** Shows a 'Colleage' card with a 'PS Travel for Florida markets' message and a 'CQDL-A' message. A tooltip for 'Feature Spotlights' is shown, stating 'Feature Spotlights can be referenced in More > Category Placeholder'.
- Bottom Right:** Shows a 'Colleage' card with a 'PS Travel for Florida markets' message and a 'CQDL-A' message. A tooltip for 'Key Dates' is shown, stating 'Key Dates can be referenced in More > Category Placeholder'.

Portrait

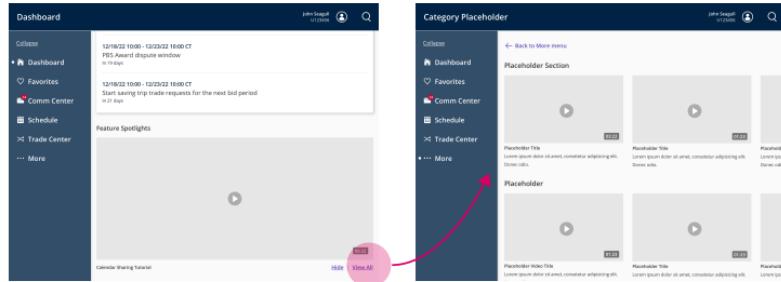
The dashboard features a sidebar with navigation items: Dashboard, Favorites, Comm Center, Schedule, Trade Center, and More. The main area displays a 'Feature Spotlights' section with a large gray placeholder and a 'Calendar Sharing Tutorial' video player.

- Top Left:** Shows a 'Colleage' card with a 'COVID-19 latest information' message, a 'Take the Org Pulse survey' message, and a 'Right Ops Town Hall with SVP Bryan Ongley' message. A 'See all 3 Announcements' link is present.
- Top Middle:** Shows a 'Colleage' card with a 'COVID-19 latest information' message, a 'Take the Org Pulse survey' message, and a 'Right Ops Town Hall with SVP Bryan Ongley' message. A 'See all 3 Announcements' link is present.
- Bottom Left:** Shows a 'Colleage' card with a 'COVID-19 latest information' message, a 'Take the Org Pulse survey' message, and a 'Right Ops Town Hall with SVP Bryan Ongley' message. A 'See all 3 Announcements' link is present.
- Bottom Right:** Shows a 'Colleage' card with a 'COVID-19 latest information' message, a 'Take the Org Pulse survey' message, and a 'Right Ops Town Hall with SVP Bryan Ongley' message. A 'See all 3 Announcements' link is present.

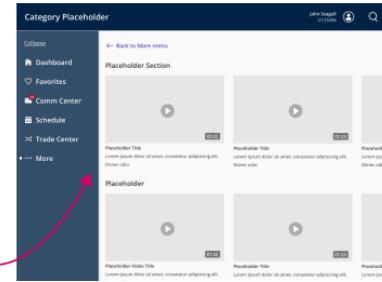
# Display feature spotlights on dash

Selecting 'View All' navigates the pilot to the 'More' tab where all feature spotlights and additional video resources can be referenced.

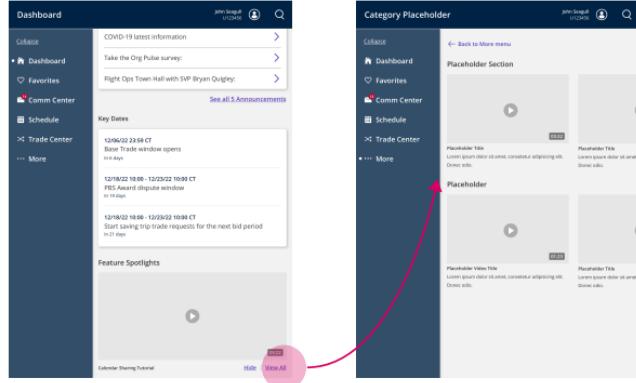
Landscape



...



Portrait



## Responsive Desktop

# Display feature spotlights on dash

Dashboard

Last refreshed: 11/19/2022 10:36 AM CT Refresh

Qualifications: ✓ View > Customize

Announcements

- COVID-19 latest information
- Take the Org Pulse survey:
- Flight Ops Town Hall with SVP Bryan Quigley:

See all 5 Announcements

Current Event Preview

F7214B 11/19/22 Page: 13:40 Report: 14:05

UA876 11/19/22 ON TIME Inbound aircraft: ON TIME

HND 10:14 SFO

Schedule 16:00/16:05 Schedule 09:30/09:28

Door Codes

Call dispatcher: 212-555-1234

RSV: Check-in/Acknowledge

Key Dates

- 12/06/22 23:59 CT Base Trade window opens in 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT PBS Award dispute window in 19 days
- 12/03/22 17:00 CT Start saving trip trade requests for the next bid period in 21 days

Feature Spotlights

Calendar Sharing Tutorial

Hide | View All

Dashboard

Last refreshed: 11/19/2022 10:36 AM CT Refresh

Qualifications: ✓ View > Customize

Announcements

- COVID-19 latest information
- Take the Org Pulse survey:
- Flight Ops Town Hall with SVP Bryan Quigley:

See all 5 Announcements

Current Event Preview

F7214B 11/19/22 Page: 13:40 Report: 14:05

UA876 11/19/22 ON TIME Inbound aircraft: ON TIME

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Door Codes

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Key Dates

- 12/06/22 23:59 CT Base Trade window opens in 6 days
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- 12/03/22 17:00 CT Start saving trip trade requests for the next bid period in 21 days

Feature Spotlights

Calendar Sharing Tutorial

Hide | View All

# Display feature spotlights on dash

Selecting 'Hide' will remove the feature spotlight from the dash and hint text will display to inform pilots where feature spotlights can be referenced outside of the dashboard.

**Dashboard**

Last refreshed: 11/09/2022 10:30 AM CT [Refresh](#)

[John Seagull U123456](#) [Logout](#) [Search](#)

**Colleague**

- [Dashboard](#)
- [Favorites](#)
- [Comm Center](#)
- [Schedule](#)
- [Trade Center](#)
- [More](#)

**Qualifications** [View >](#)

**Announcements**

- [COVID-19 latest information](#)
- [Take the Org Pulse survey:](#)
- [Flight Ops Town Hall with SVP Bryan Quigley](#)

[See all 5 Announcements](#)

**Key Dates**

- 12/09/22 23:59 CT  
Basic Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
PBS Award dispute window  
In 19 days
- 12/20/22 17:00 CT  
Start saving trip trade requests for the next bid period  
In 21 days

**Feature Spotlights**

Calendar Sharing Tutorial

[Hide](#) [View All](#)

**Current Event Preview**

F77214B 11/09/22 [Flight 13:40 Report 16:45](#)

UA876 11/09/22 [Leg 2 of 4](#)

**ON TIME** | inbound aircraft: **ON TIME**

**HND** 10:14 **SFO** 09:30/09:28

Schedule 16:00/16:05 Schedule 09:30/09:28

**Door Codes** [Call dispatcher: 212-555-1234](#)

**RSV:** [Check-in/Acknowledge](#)

**Dashboard**

Last refreshed: 11/09/2022 10:30 AM CT [Refresh](#)

[John Seagull U123456](#) [Logout](#) [Search](#)

**Colleague**

- [Dashboard](#)
- [Favorites](#)
- [Comm Center](#)
- [Schedule](#)
- [Trade Center](#)
- [More](#)

**Qualifications** [View >](#)

**Announcements**

- [COVID-19 latest information](#)
- [Take the Org Pulse survey:](#)
- [Flight Ops Town Hall with SVP Bryan Quigley](#)

[See all 5 Announcements](#)

**Key Dates**

- 12/09/22 23:59 CT  
Basic Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
PBS Award dispute window  
In 19 days
- 12/20/22 17:00 CT  
Start saving trip trade requests for the next bid period  
In 21 days

**Feature Spotlights**

No new Feature Spotlights. Go to [Category Placeholder](#) to see all Feature Spotlights.

**Current Event Preview**

F77214B 11/09/22 [Flight 13:40 Report 16:45](#)

UA876 11/09/22 [Leg 2 of 4](#)

**ON TIME** | inbound aircraft: **ON TIME**

**HND** 10:14 **SFO** 09:30/09:28

Schedule 16:00/16:05 Schedule 09:30/09:28

**Door Codes** [Call dispatcher: 212-555-1234](#)

**RSV:** [Check-in/Acknowledge](#)

# Display feature spotlights on dash

Selecting 'View All' navigates the pilot to the 'More' tab where all feature spotlights and additional video resources can be referenced.

The dashboard features a 'Feature Spotlights' section with a large play button icon. Below it, there's a placeholder for 'Calendar Sharing Material'. A red circle highlights the 'View All' link at the bottom right of the spotlight area.

This screenshot shows the 'Category Placeholder' page. It includes a sidebar with navigation links like Dashboard, Favorites, Comm Center, Schedule, Trade Center, and More. The main content area displays five video placeholders, each with a play button icon and a timestamp (01:22, 01:23, 01:23, 01:23, 01:23). Red arrows point from the 'View All' link in the first screenshot to the 'Placeholder Section' and the 'Placeholder' heading in this screenshot.

The dashboard features a 'Feature Spotlights' section with a large play button icon. Below it, there's a placeholder for 'New Feature Spotlights. Go to Category Placeholder...'. A red circle highlights the 'Category Placeholder...' link at the bottom right of the spotlight area.

**226508**

**Display Key Dates on the Dashboard**

# Key Dates

If a pilot has opted to see key dates on the dashboard, a dashboard card displays with the date/time, key date description, and countdown. This is to help remind pilots of important deadlines and dates for managing their schedules.

## Key Dates format

Date/time\*, time zone, item description, countdown

\*Two date/time types:

1. [date time timezone]
2. [date time timezone] to [date time timezone]

Key dates display in ascending date order.

## Refresh

To refresh key dates, the user will manually click 'Refresh' at the top of the screen. Key dates will not automatically refresh after initially landing on the dashboard.

UX recommendation is one refresh button at the top of the screen that refreshes all elements when pressed.

The mockup shows a mobile phone screen with a dark blue header bar. The top left corner shows signal strength, the top center shows the time '3:50 PM', and the top right shows battery level at 100%. Below the header is a search bar with a magnifying glass icon. Underneath the search bar are two buttons: 'Dashboard' (underlined) and 'Favorites'. A horizontal line separates this from the main content area. In the top right of the content area is a 'Refresh' button with a circular arrow icon and a 'Customize' button with a gear icon. Below these are sections for 'Qualifications' (with a green checkmark and a 'View >' link) and 'Announcements'. Each announcement has a title and a right-pointing arrow icon. The announcements listed are: 'COVID-19 latest information', 'Take the Org Pulse survey.', 'Flight Ops Town Hall with SVP Bryan Quigley.', 'PS Travel for Florida markets.', and 'CQDL-A'. At the bottom of the announcements section is a 'See less' link. Below the announcements is a section titled 'Key Dates' with a light gray background. It lists three items with a right-pointing arrow icon next to each: '12/06/22 23:59 CT Base Trade window opens In 6 days', '12/18/22 10:00 - 12/23/22 10:00 CT PBS Award dispute window In 19 days', and '12/20/22 17:00 CT Start saving trip trade requests for the next bid period In 21 days'. At the very bottom of the screen is a dark blue footer bar with white text. On the left is 'F7214B 11/30/22'. In the center is 'Report: 07:30'. On the right are three small circular icons: a blue one with 'DP02', a red one with 'Leg 1 of 4', and a green one with 'SIMM 11/30/22 DH'.

This format will replace the countdown progress wheel reviewed in initial design explorations, due to dev constraints and UT participants voiced date/time was more important than the countdown.

# Key Dates

Landscape

3:50 PM      \$ 100% Q

**Dashboard**      Favorites

[See less](#)

**Key Dates**

- 12/06/22 23:59 CT  
Base Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
PBS Award dispute window  
In 19 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
Start saving trip trade requests for the next bid period  
In 21 days

**Current Event Preview**

F7214B 11/30/22	Pickup: <b>13:40</b> Report: 14:45
-----------------	------------------------------------

Home Comm Center Schedule Trade Center More

Portrait

3:50 PM      \$ 100% Q

**Dashboard**      Favorites

[See less](#)

**Key Dates**

- 12/06/22 23:59 CT  
Base Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
PBS Award dispute window  
In 19 days
- 12/18/22 10:00 - 12/23/22 10:00 CT  
Start saving trip trade requests for the next bid period  
In 21 days

**Current Event Preview**

F7214B 11/30/22	Pickup: <b>13:40</b> Report: 14:45	Leg 2 of 4
-----------------	------------------------------------	------------

UA876 11/30/22 ON TIME | Inbound aircraft: **ON TIME**

HND ----- 10:14 ----- SFO Sched/Est  
09:30/09:28

**Door Codes** >

Home Comm Center Schedule Trade Center More

# Key Dates

Mobile

Last refreshed: 11/30/2022 10:30 AM CT

[Refresh](#) [Customize](#)

Qualifications: ✓ [View >](#)

**Announcements**

- [COVID-19 latest information](#)
- [Take the Org Pulse survey:](#)
- [Flight Ops Town Hall with SVP Bryan Quigley:](#)
- [PS Travel for Florida markets:](#)
- [CQDL-A](#)

[See less](#)

**Key Dates**

- 12/06/22 23:59 CT**  
Base Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT**  
PBS Award dispute window  
In 19 days
- 12/20/22 17:00 CT**  
Start saving trip trade requests for the next bid period  
In 21 days

**Current Event Preview**

F7214B 11/30/22 Report: 07:30

DP02 - Leg 1 of 4

Tablet - Landscape

**Dashboard**

[Collapse](#)

- [Dashboard](#)
- [Favorites](#)
- [Comm Center](#)
- [Schedule](#)
- [Trade Center](#)
- [More](#)

**Key Dates**

- 12/06/22 23:59 CT**  
Base Trade window opens  
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- 12/18/22 10:00 - 12/23/22 10:00 CT**  
PBS Award dispute window  
In 19 days
- 12/18/22 10:00 - 12/23/22 10:00 CT**  
Start saving trip trade requests for the next bid period  
In 21 days

**Feature Spotlights**

Tablet - Portrait

**Dashboard**

[Collapse](#)

- [Dashboard](#)
- [Favorites](#)
- [Comm Center](#)
- [Schedule](#)
- [Trade Center](#)
- [More](#)

**Key Dates**

- 12/06/22 23:59 CT**  
Base Trade window opens  
In 6 days
- 12/18/22 10:00 - 12/23/22 10:00 CT**  
PBS Award dispute window  
In 19 days
- 12/18/22 10:00 - 12/23/22 10:00 CT**  
Start saving trip trade requests for the next bid period  
In 21 days

**Feature Spotlights**

COVID-19 latest information

Take the Org Pulse survey:

Flight Ops Town Hall with SVP Bryan Quigley:

[See all 5 Announcements](#)

Calendar Sharing Tutorial 0:22

[Hide](#) | [View All](#)

# Key Dates

**UNITED**

Last refreshed: 11/30/2022 10:30 AM CT [Refresh](#)

[Collapse](#)

- Dashboard
- Favorites
- Comm Center
- Schedule
- Trade Center
- More

**Qualifications:** ✓ [View >](#)

**Announcements**

- COVID-19 latest information [>](#)
- Take the Org Pulse survey: [>](#)
- Flight Ops Town Hall with SVP Bryan Quigley: [>](#)

[See all 5 Announcements](#)

**Key Dates**

- 12/06/22 23:59 CT  
Base Trade window opens  
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- 12/18/22 10:00 - 12/23/22 10:00 CT  
PBS Award dispute window  
In 19 days
- 12/20/22 17:00 CT  
Start saving trip trade requests for the next bid period  
In 21 days

**Current Event Preview**

F7214B 11/30/22 Pickup: 13:40 Report: 14:45 Leg 2 of 4

UA876 11/30/22 Inbound aircraft: **ON TIME**

**HND** ----- 10:14 **SFO**  
Scheduled 16:00/16:05 Departure 09:30/09:28

**Door Codes** [>](#)

Call dispatcher: [212-555-1234](#)

RSV: [Check-in/Acknowledge](#)

**Feature Spotlights**

Calendar Sharing Tutorial 03:22

[Hide](#) | [View All](#)