



# Pilot CCS - Foundational Design Updates & Sprint 01 Deliverables

Employee User Experience (EUX)

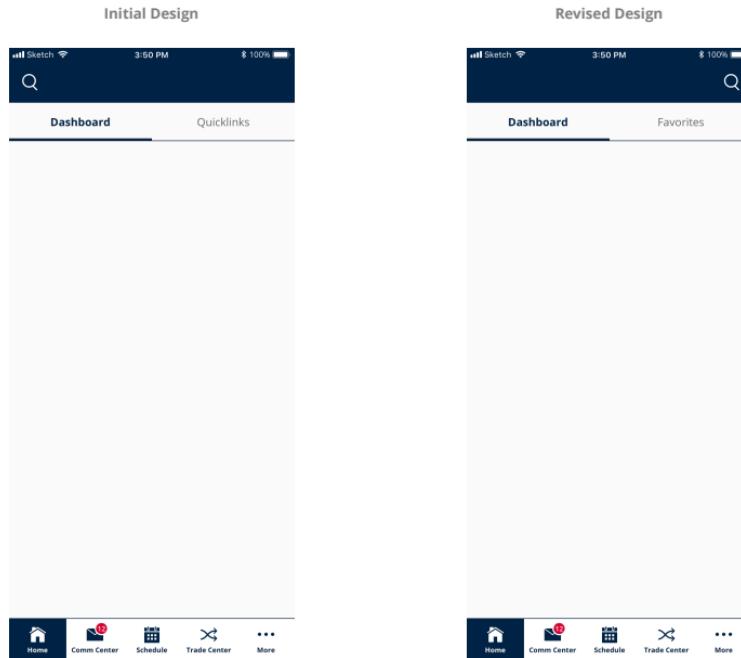
Nov 2022

# Foundational Design Updates

# SEARCH ICON

As noted in our UT findings, there were minor foundational design revisions that would improve the experience for users.

For example, users did not notice the search icon in the upper left corner on native mobile. Moving the search icon to the upper right corner would align closer with responsive web and allow for slightly better visibility.

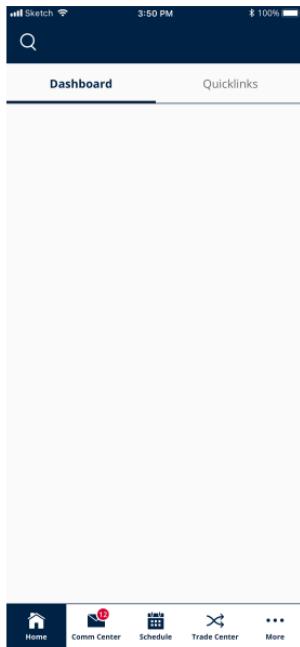


# QUICKLINKS TO FAVORITES

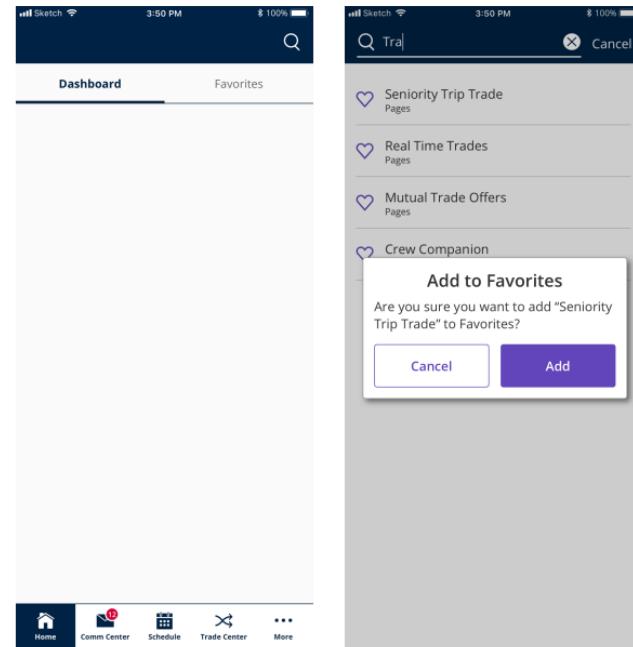
Most users assumed tapping the heart icon in search results would add to their "favorites".

Recommended revision is to replace Quicklinks with Favorites as this resonated most with users.

Initial Design



Revised Design



# FAVORITES ICON - Responsive mobile, tablet, desktop

Heart icon replaced @ symbol on Favorites navigation tab

The image displays two side-by-side screenshots of a dashboard interface, illustrating a responsive design transition from a mobile/tablet view on the left to a desktop view on the right.

**Left Screenshot (Responsive Tablet View):**

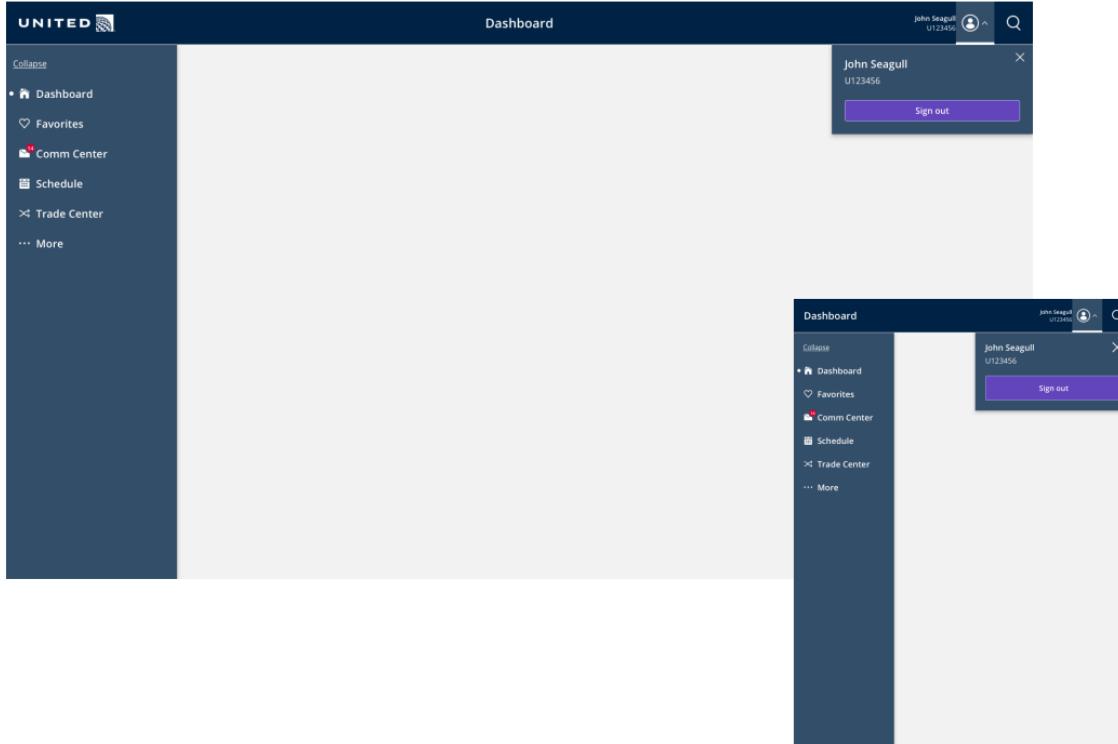
- Header:** Dashboard, Last refreshed: 11/04/2022 10:30 AM, Refresh, Customize.
- Left Sidebar:** Collapsible sidebar with icons for Dashboard, Favorites (represented by a heart), Comm Center, Schedule, Trade Center, and More.
- Main Content:** Summary of Recent Schedule Changes, Announcements, and Key Dates section. The Key Dates section includes:
  - 5 hours left until 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens
  - 14 days left until 11/18/22 12:00 CT 2023 Benefit Annual Enrollment ends
  - 17 days left until 11/21/22 10:00 - 11/26/22 10:00 CT Base Trade window opens

**Right Screenshot (Desktop View):**

- Header:** Dashboard, Last refreshed: 11/04/2022 10:30 AM, Refresh, Customize.
- Left Sidebar:** Collapsible sidebar with icons for Dashboard, Favorites (represented by an '@' symbol), Comm Center, Schedule, Trade Center, and More.
- Main Content:** Summary of Recent Schedule Changes, Announcements, and Key Dates section. The Key Dates section includes:
  - 5 hours left until 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens
  - 14 days left until 11/18/22 12:00 CT 2023 Benefit Annual Enrollment ends
  - 17 days left until 11/21/22 10:00 - 11/26/22 10:00 CT Base Trade window opens

Responsive tablet used as example

# SIGN OUT PANEL - Responsive tablet and desktop



For responsive tablet and desktop, Sign out can be found in the profile drop down in the header

This panel could potentially also house

- Dark mode toggle
- Profile
- Settings

We will update this section as we get to all those designs

# **Sprint 01 Deliverables**

# ANNOUNCEMENTS/KEY DATES - Native Mobile

Summary of Recent Schedule Changes and Announcements are **always** first on dashboard.

## User has one Announcement

Announcement opens up in a modal

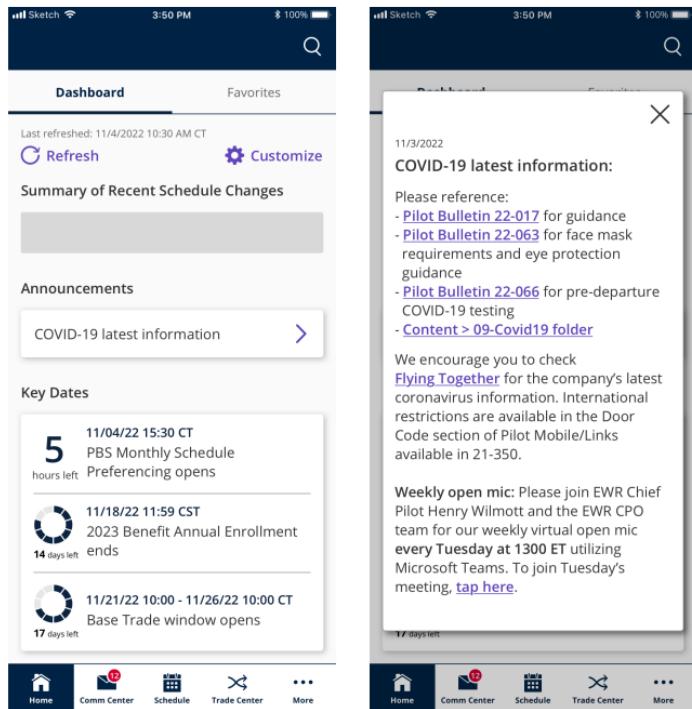
## Key Dates

Date, time and time zone and item description

Two Date/Time types:

- [date time timezone]
- [date time timezone] to [date time timezone]

*See 'Key Dates' slide for additional details.*



Note: above example is if the user customized the dash to have Key Dates below Announcements. Typically 'Current Event Preview' would follow Announcements.

# ANNOUNCEMENTS/KEY DATES - Native Mobile

## User has multiple Announcements

User can click on each one, or navigate multiple announcements using back and next link at the bottom

The mobile application interface displays a series of announcement cards. Each card includes a date, a title, a detailed description, and a call-to-action. Navigation arrows at the bottom of each card allow users to move between announcements.

- Card 1:** 11/03/2022, COVID-19 latest information. Description: Please reference: Pilot Bulletin 22-017 for guidance, Pilot Bulletin 22-063 for face mask requirements and eye protection guidance, Pilot Bulletin 22-066 for pre-departure COVID-19 testing, Content > 09-Covid19 folder. Call-to-action: We encourage you to check Flying Together for the company's latest coronavirus information. International restrictions are available in the Door Code section of Pilot Mobile/Links available in 21-350.
- Card 2:** 10/12/2022, Take the Org Pulse survey. Description: Our latest Organizations Pulse survey is now open through October 17, 2022. Access the survey online [here](#). As always, your participation is entirely voluntary and all responses are confidential. Call-to-action: Thank you for making your voices heard!
- Card 3:** 08/01/2022, Flight Ops Town Hall with SVP Bryan Quigley. Description: Please join us for the next Flight Ops Town Hall on Thursday, Aug. 4 at 1800 CT. To join, tap [here](#) at the meeting start time. Submit your questions ahead of time [here](#).

**Key Dates**

- Card 1:** 11/04/22 15:30 CT, PBS Monthly Schedule Preferencing opens. Details: 5 hours left. Call-to-action: See less.
- Card 2:** 11/18/22 12:00 CT, CQDL-A. Call-to-action: See less.

**Bottom Navigation Bar:** Home, Comm Center, Schedule, Trade Center, More

# ANNOUNCEMENTS/KEY DATES - Native Mobile

## User has multiple Announcements - continued

For a longer announcement, user can scroll within the modal

The image displays two side-by-side screenshots of a mobile application interface, likely from an iPhone. Both screenshots show a modal window with a white background and black text, overlaid on a dark blue navigation bar at the bottom.

**Screenshot 1 (Left):**

- Header: "Sketch" with signal, battery, and time (3:50 PM).
- Date: "10/12/2022".
- Text:

TIA – Training Instructor/Evaluator Add pay (TIA) is now in effect for 787 I/Es who pick up Captain positions on trips picked up from Open Time whose first Flying Flight Segment originates October 31 through November 5.

TIA will be paid in accordance with Section 23-K-6 of the UPA. You will be paid at 100% of your I/E hourly rate multiplied by the pay value of the Trip flown. TIA pay is in addition to your I/E monthly salary.

In order to pick-up a trip for TIA, you must call Crew Scheduling to execute the pick-up so that proper FAR rest can be reflected on your CMS Master Schedule.

The Pay Desk is informed of this information. They will apply premium pay during the pay close process at the end of the bid period. You will not see the premium pay until this time. Do not file a pay claim or contact the pay desk until this process is complete. If you then have any questions or concerns, file a pay claim and an analyst will investigate.
- Buttons: "< Back" and "Next >".
- Page number: "4 of 5".
- Bottom navigation bar: Home, Comm Center, Schedule, Trade Center, More.

**Screenshot 2 (Right):**

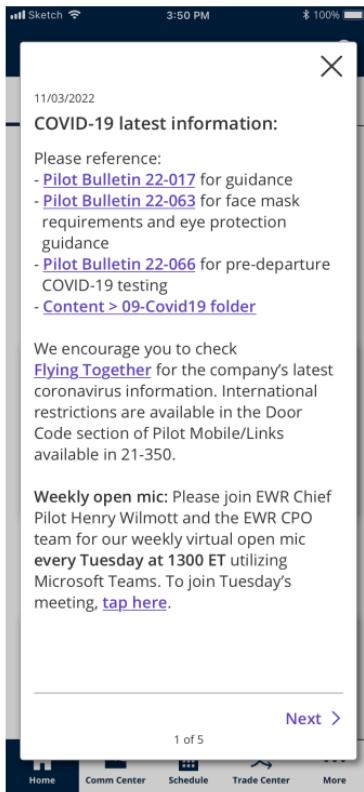
- Header: "Sketch" with signal, battery, and time (3:56 PM).
- Date: "10/12/2022".
- Text:

TIA will be paid in accordance with Section 23-K-6 of the UPA. You will be paid at 100% of your I/E hourly rate multiplied by the pay value of the Trip flown. TIA pay is in addition to your I/E monthly salary.

In order to pick-up a trip for TIA, you must call Crew Scheduling to execute the pick-up so that proper FAR rest can be reflected on your CMS Master Schedule.

The Pay Desk is informed of this information. They will apply premium pay during the pay close process at the end of the bid period. You will not see the premium pay until this time. Do not file a pay claim or contact the pay desk until this process is complete. If you then have any questions or concerns, file a pay claim and an analyst will investigate.
- Buttons: "< Back" and "Next >".
- Page number: "4 of 5".
- Bottom navigation bar: Home, Comm Center, Schedule, Trade Center, More.

# ANNOUNCEMENTS - Branding and accessibility note



**Ideally everything in the new Pilot CCS app, including announcements, would align with Orion - for consistency and accessibility considerations**

## **At a minimum we need:**

- Trainings, guidelines, policies for admins so that they are using legible and consistent font colors, sizes, and link treatments, and no text within images.

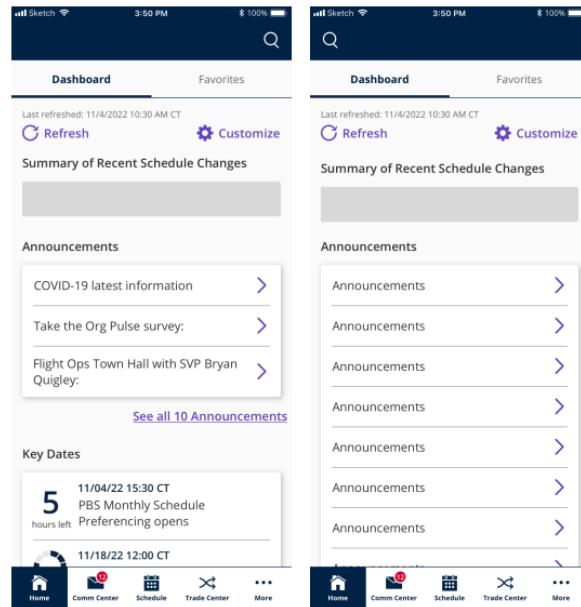
## **If we find out that it's feasible to do the following, we highly recommend:**

- The admin's editor to be restricted to the approved font sizes, font colors, bg colors, etc.  
or
- a stylesheet that overrides some of what admins produce to ensure consistency.

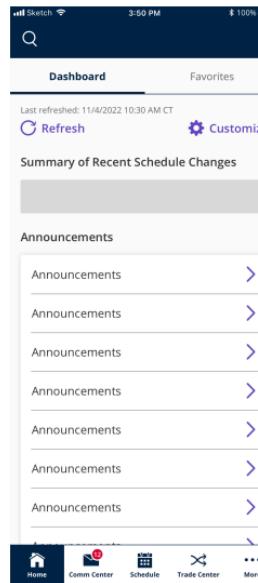
# ANNOUNCEMENTS - Native Mobile

## Recommended Design

If 3 announcements are displayed (on default) with the ability to expand/collapse, users can view more widgets at once and minimize scrolling.



If all announcements are displayed (on default) and the user has many announcements, this hides the ability to expand/collapse and requires additional scrolling to access other dashboard information.



# KEY DATES

## 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. Pending feasibility from dev.

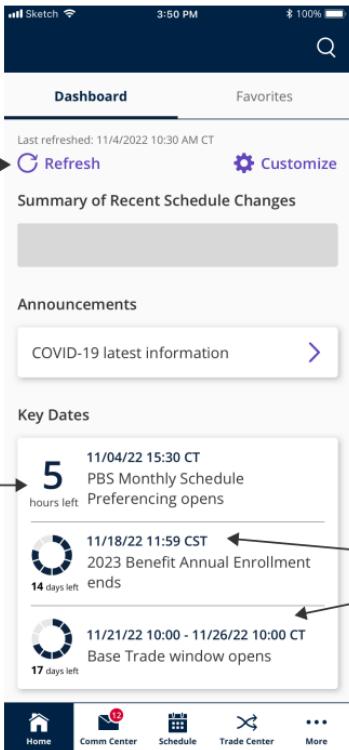
## Countdown

Hours and days progress indicators help users quickly glance at key dates countdowns.

Hours left: <24 hours (i.e. 23:59), hour displays as a number (no progress icon)

Days left: >24 hours, days displayed as a number and progress indicator. Blue = % of days left, gray = % of days passed.

Business and IT to confirm all types of key dates



## Key Dates format

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

Two date/time types:

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

# ANNOUNCEMENTS/KEY DATES - Native Tablet

## User has one Announcement

Announcement opens up in a modal

The image displays two side-by-side screenshots of a tablet application interface. Both screenshots show a dark blue header bar with a search icon on the right. Below the header is a navigation bar with tabs: 'Dashboard' (selected), 'Favorites', and 'More'. A top status bar shows signal strength, battery level (100%), and the time (3:50 PM).

**Left Screenshot (Dashboard View):**

- Announcements:** A box titled "COVID-19 latest information" contains a purple arrow pointing right.
- Key Dates:** A list of events:
  - 5 hours left: 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens
  - 14 days left: 11/18/22 12:00 CT 2023 Benefit Annual Enrollment ends
  - 17 days left: 11/21/22 10:00 - 11/26/22 10:00 CT Base Trade window opens
- Current Event Preview:** A box containing placeholder text: "Information about your upcoming flights, RSV assignments, etc".

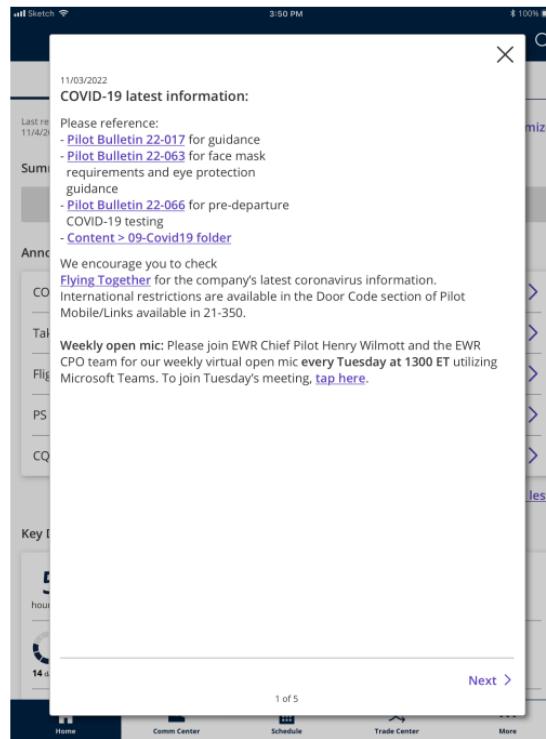
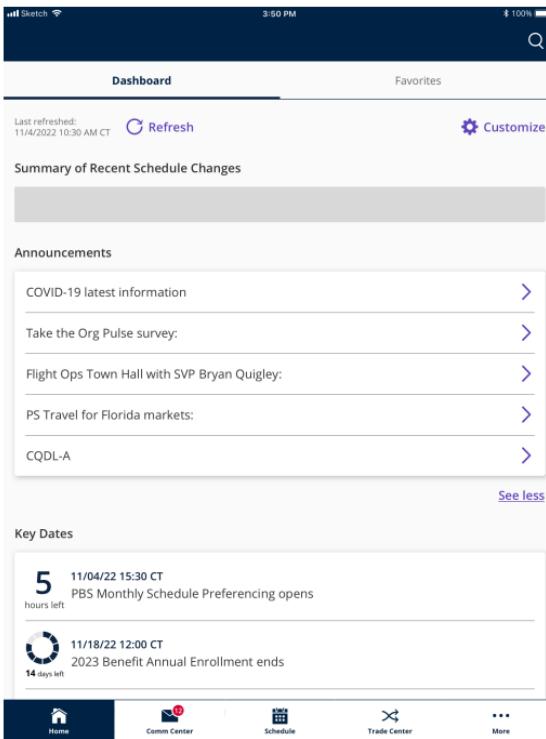
**Right Screenshot (Announcement Modal):**

A modal window is open, displaying an announcement from 11/03/2022. The title is "COVID-19 latest information". It includes a reference section with links to Pilot Bulletins and Content, and a message encouraging users to check Flying Together for the company's latest coronavirus information. It also mentions a weekly open mic on Tuesdays at 1300 ET.

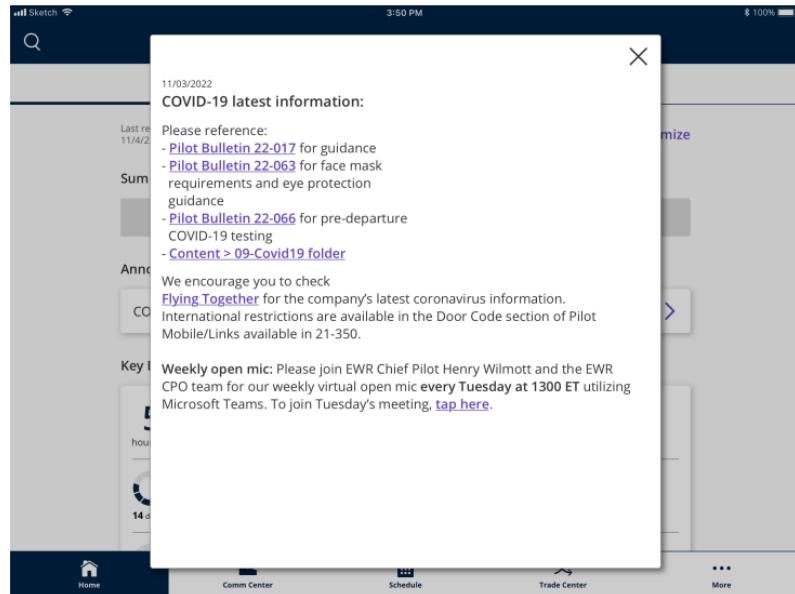
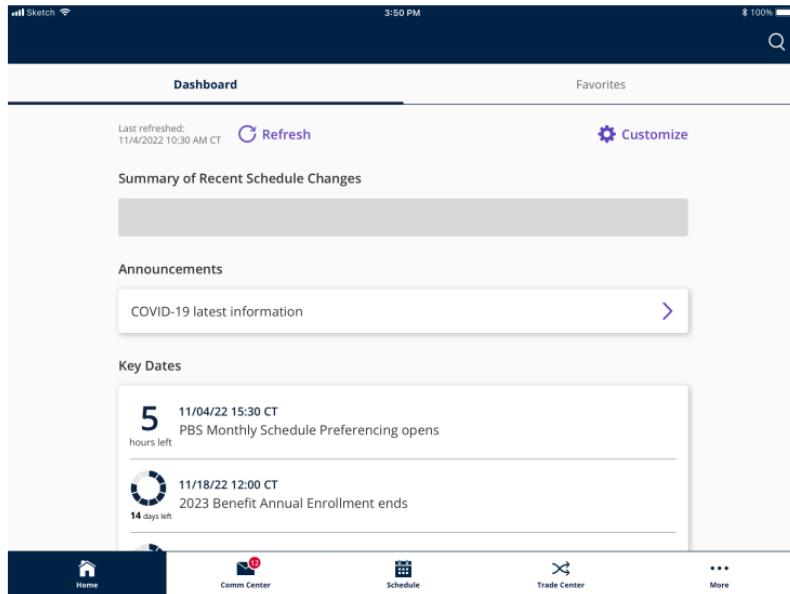
# ANNOUNCEMENTS/KEY DATES - Native Tablet

## User has multiple Announcements

User can navigate multiple announcements using back and next at the bottom



# ANNOUNCEMENTS/KEY DATES - Native Tablet Landscape



# ANNOUNCEMENTS/KEY DATES - Responsive Mobile

The image displays two side-by-side mobile phone screens, both showing the same application interface. The top status bar indicates 'Sketch' as the device, with signal strength, time (3:50 PM), battery level (100%), and a red notification badge (14) visible.

**Left Screen (Main View):**

- Last refreshed: 11/4/2022 10:30 AM CT
- [Refresh](#) [Customize](#)
- Summary of Recent Schedule Changes**: A large, mostly blank grey area.
- Announcements**: A list of 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:
  - CQDL-A
- [See less](#)
- Key Dates**: A section with a large blue number '5' and text:
  - 11/04/22 15:30 CT
  - PBS Monthly Schedule
  - hours left Preferencing opens
- Below the key dates:
  - 11/18/22 12:00 CT

**Right Screen (Detail View):**

- 11/03/2022
- COVID-19 latest information:**
- Please reference:
  - [Pilot Bulletin 22-017](#) for guidance
  - [Pilot Bulletin 22-063](#) for face mask requirements and eye protection guidance
  - [Pilot Bulletin 22-066](#) for pre-departure COVID-19 testing
  - [Content > 09-Covid19 folder](#)
- We encourage you to check [Flying Together](#) for the company's latest coronavirus information. International restrictions are available in the Door Code section of Pilot Mobile/Links available in 21-350.
- Weekly open mic:** Please join EWR Chief Pilot Henry Wilmott and the EWR CPO team for our weekly virtual open mic **every Tuesday at 1300 ET** utilizing Microsoft Teams. To join Tuesday's meeting, [tap here](#).
- [Next >](#)
- 1 of 5
- 11/18/22 12:00 CT

# ANNOUNCEMENTS/KEY DATES - Responsive Tablet

## Dashboard

Last refreshed:  
11/04/2022 10:30 AM

Refresh Customize

**Summary of Recent Schedule Changes**

**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**

- 5 hours left 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens
- 14 days left 11/18/22 12:00 CT 2023 Benefit Annual Enrollment ends
- 17 days left 11/21/22 10:00 - 11/26/22 10:00 CT Base Trade window opens

## Dashboard

Last refreshed:  
11/04/2022 10:30 AM

Refresh Customize

**Summary of Recent Schedule Changes**

**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**

- 5 hours left 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens

# ANNOUNCEMENTS/KEY DATES - Responsive Tablet

## Dashboard

Last refreshed:  
11/04/2022 10:30 AM

John Seagull  
U123456

Refresh Customize

Expand

- Summary of Recent Schedule Changes

### 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

- 5** 11/04/22 15:30 CT  
PBS Monthly Schedule Preferencing opens  
hours left
-  11/18/22 12:00 CT  
2023 Benefit Annual Enrollment ends  
14 days left
-  11/21/22 10:00 - 11/26/22 10:00 CT  
Base Trade window opens  
17 days left

## Dashboard

Last refreshed:  
11/04/2022 10:30 AM

John Seagull  
U123456

Refresh Customize

- Summary of Recent Schedule Changes

### 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

- 5** 11/04/22 15:30 CT  
PBS Monthly Schedule Preferencing opens  
hours left

# ANNOUNCEMENTS MODAL - Responsive Tablet

**Dashboard** John Seagull X Q

11/03/2022

**COVID-19 latest information:**

Please reference:

- [Pilot Bulletin 22-017](#) for guidance
- [Pilot Bulletin 22-063](#) for face mask requirements and eye protection guidance
- [Pilot Bulletin 22-066](#) for pre-departure COVID-19 testing
- [Content > 09-Covid19 folder](#)

We encourage you to check [Flying Together](#) for the company's latest coronavirus information. International restrictions are available in the Door Code section of Pilot Mobile/Links available in 21-350.

**Weekly open mic:** Please join EWR Chief Pilot Henry Wilmott and the EWR CPO team for our weekly virtual open mic **every Tuesday at 1300 ET** utilizing Microsoft Teams. To join Tuesday's meeting, [tap here](#).

**Dashboard** John Seagull X Q

11/03/2022

**COVID-19 latest information:**

Please reference:

- [Pilot Bulletin 22-017](#) for guidance
- [Pilot Bulletin 22-063](#) for face mask requirements and eye protection guidance
- [Pilot Bulletin 22-066](#) for pre-departure COVID-19 testing
- [Content > 09-Covid19 folder](#)

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1 of 3

Next >

PBS Monthly Schedule Prefencing opens  
hours left

# ANNOUNCEMENTS/KEY DATES - Responsive Desktop

## Dashboard items in two columns

Summary of recent schedule changes and Announcements will always be the first items of the first column

The screenshot shows a desktop browser window with a dark blue header and sidebar. The header includes the United logo, a search bar, and user information for John Segall (ID 123456). The sidebar on the left contains links for Collapse, Dashboard, Favorites, Comm Center, Schedule, Trade Center, and More. The main content area is titled 'Dashboard' and features several cards:

- Summary of Recent Schedule Changes**: Last refreshed: 11/14/2022 10:30 AM CT. Includes a 'Refresh' button.
- Announcements**: A section with three items:
  - Covid-19 latest information
  - Take the Org Pulse survey!
  - Flight Ops Town Hall with SVP Bryan QuigleyA link 'See all 5 Announcements' is at the bottom.
- Key Dates**: A card showing three events:
  - 5 hours left: 11/04/22 15:30 CT PBS Monthly Schedule Preferencing opens
  - 11/18/22 12:00 CT 2023 Benefit Annual Enrollment ends
  - 11/21/22 10:00 - 11/26/22 10:00 CT Base Trade window opens
- Current Event Preview**: A large, mostly blank card.
- Trade Activity Summary**: A small, mostly blank card.
- Comm Center**: A small, mostly blank card.
- Route Map**: A small, mostly blank card.

Nav expanded

The screenshot shows the same desktop browser window with the navigation bar collapsed, appearing as a vertical sidebar on the left. The main content area is identical to the expanded view, featuring the same cards and layout.

Nav collapsed

Things to consider for Dashboard Customization:

- Should we offer a functionality where you can customize mobile and desktop separately? (Extra dev effort)
- How should ordering work when it shrinks down to one column?

# ANNOUNCEMENTS MODAL - Responsive Desktop

The screenshot shows a mobile application interface for United Airlines. On the left is a dark sidebar menu with the following items:

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

The main content area is titled "Dashboard". At the top right are "Last refreshed: 11/4/2022 10:30 AM CT", a "Refresh" button, a "Customize" button, and a user profile for "John Seagull U123456". Below this is a section titled "Summary of Recent Schedule Changes". A modal window is open over the schedule changes section, containing the following content:

10/12/2022  
COVID-19 latest information:  
Please reference:  
- [Pilot Bulletin 22-017](#) for guidance  
- [Pilot Bulletin 22-063](#) for face mask requirements and eye protection guidance  
- [Pilot Bulletin 22-066](#) for pre-departure COVID-19 testing  
- [Content > 09-Covid19 folder](#)  
We encourage you to check [Flying Together](#) for the company's latest coronavirus information. International restrictions are available in the Door Code section of Pilot Mobile/Links available in 21-350.

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At the bottom of the modal, there is a "Next >" button and a note: "Base Trade window opens 17 days left".

Below the modal, the "Route Map" section is visible.

# EMPTY STATE OF A SECTION

The screenshot shows a mobile application interface with a dark blue header bar at the top. The header includes icons for signal strength, battery level (100%), and a search icon. Below the header, there are two tabs: "Dashboard" and "Favorites". The "Dashboard" tab is selected.

Below the tabs, a message says "Last refreshed: 11/4/2022 10:30 AM CT". There are two buttons: "Refresh" with a circular arrow icon and "Customize" with a gear icon.

A section titled "Summary of Recent Schedule Changes" is present, but it is entirely empty, represented by a large gray rectangular box.

Below this, there is a section titled "Announcements" with the subtext "No announcements".

Finally, there is a section titled "Key Dates" containing three items:

- 5 hours left** 11/04/22 15:30 CT  
PBS Monthly Schedule Preferencing opens
- 14 days left** 11/18/22 12:00 CT  
2023 Benefit Annual Enrollment ends
- 17 days left** 11/21/22 10:00 - 11/26/22 10:00 CT  
Base Trade window opens

At the bottom, there is a section titled "Current Event Preview" with five icons: Home (selected), Comm Center, Schedule, Trade Center, and More.