

Pilot CCS - Sprint 03 - Handoff

Employee User Experience (EUX)

Jan 2023

Summary of Sprint 3 Delivery - Trip Details Display

Story	Feature	Delivery Status
228113	General trip formatting	End of Sprint 4
224842	Trip header functionalities	End of Sprint 4
223982	Header information for trips	End of Sprint 4
229515	Duty period details	End of Sprint 4
226585	Flight segment details	End of Sprint 4
228116	Enhanced flight segment details	End of Sprint 4

Story	Feature	Delivery Status
226587	Layover details	End of Sprint 4
237315	Trip summary section	End of Sprint 4
263675	Trip comments section	End of Sprint 4
266630	Trip legality section	End of Sprint 4
172667	Show day room layover information	End of Sprint 4
172648	Provide day room request option	End of Sprint 4

Summary of Sprint 3 Delivery - Other Items

Story	Feature	Delivery Status	Updates from usability testing
236751	Qualifications Indicator on Dashboard	End of Sprint 3, pending approvals	We recommend continuing with this approach because it's clean and fits pilot priorities for CCS, but it will take some learning/change mgmt to be effective
223983	Customizing dashboard	End of Sprint 3, pending approvals	Translate mobile customizations to wrap left to right on desktop Explore dev feasibility for customizing desktop and mobile separately
225265	Customizing favorites	End of Sprint 3, pending approvals	Removed approach to organizing favorites into groups Adjusted design to maintain consistency with placement of 6 dots between dashboard and favorites customization Updated the pattern for removing a favorite
232091	Current/next RSV assignment	End of Sprint 3, pending approvals	Made COSMOS code visually less prominent and removed 'your current/next RSV assignment' text
231691	Current/next flight information	End of Sprint 4, dependent on how Trip Details display is condensed	NORMAL Consider removing starting date from pairing range Continue to use 'duty' for accuracy/clarity Pull up door codes for both stations in this view LAYOVER Recommend that we don't switch to the next flight card until AFTER the pickup (*Note - will need a plan B in case backend parsing is not possible) Consider adding expandable section with directions to hotel shuttle

228113 General Trip Formatting

224842 Trip Header functionalities

223982 Header Information for Trips

229515 Duty Period Details

226585 Flight Segment Details

228116 Enhanced Flight Segment Details

226587 Layover Details

237315 Trip Summary Section

263675 Trip Comments Section

266630 Trip Legality Section

172667 Show Day Room Layover Information

172648 Provide Day Room Request Option

Trip Details

Trip Details

- Since Trip Details is a large section (19+ stories), it will be a two-sprint effort
- The entire section will be sent out for approval and delivered at the end of **Sprint 04**
- Screens are work in progress, as we iterate and refine details based on feedback heard in UT

236751

Qualifications Indicator on Dashboard

Qualifications

In response to Sprint 02 feedback, we explored moving the qualifications indicator to the top navigation bar (near the profile icon) versus directly on the dashboard.

Sprint 02 Version - Qual on dash

The screenshot shows a mobile dashboard with a dark header bar at the top containing icons for signal strength, Sketch, and battery level. Below the header is a search bar with a magnifying glass icon. The main content area has tabs for "Dashboard" and "Favorites". A message at the top states "Last refreshed: 11/30/2022 10:30 AM CT". Below this are two buttons: "Refresh" and "Customize". A "Qualifications" section displays a yellow exclamation mark icon. The "Announcements" section lists several items with purple chevron icons: 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, there is a "See less" link and a "Key Dates" section.

Sprint 03 Revision - Qual in nav ★

The screenshot shows a mobile dashboard with a dark header bar at the top containing icons for signal strength, Sketch, and battery level. Below the header is a search bar with a magnifying glass icon. The main content area has tabs for "Dashboard" and "Favorites". A message at the top states "Last refreshed: 11/30/2022 10:30 AM CT". Below this are two buttons: "Refresh" and "Customize". A "Qualifications" section now displays a yellow star icon. The "Announcements" section lists several items with purple chevron icons: 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, there is a "See less" link and a "Key Dates" section.

Qualifications

The pilot would click on the profile icon to open a profile page or a contextual menu, which will have a link to the qualification page.

Note: Profile/Settings pages are requirements are still being finalized, so will be included in a future design sprint.



Sprint 03 Revision - Qual in nav ★

Dashboard Favorites

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

Refresh Customize

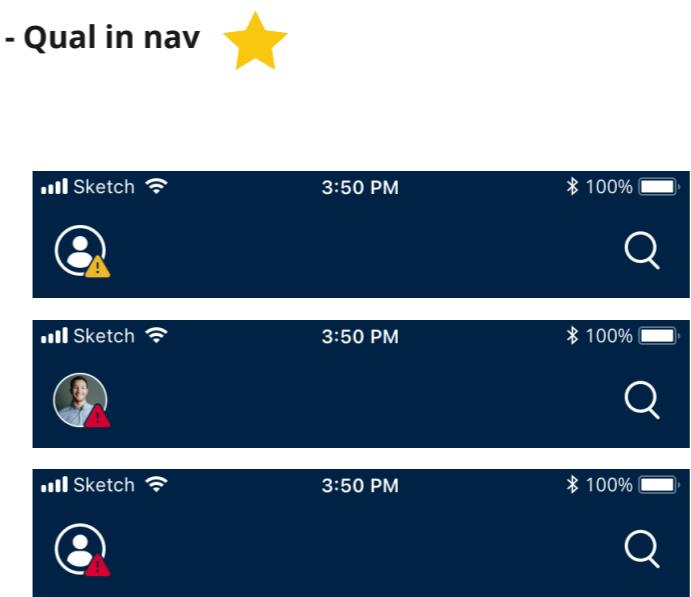
Announcements

- 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



Native Tablet

Qualifications

This screenshot shows a native tablet dashboard with the following layout:

- Top Bar:** Shows signal strength, Sketch, WiFi, 3:50 PM, battery level at 100%, and a search icon.
- User Profile:** Displays a profile picture and a red warning icon.
- Header:** "Dashboard" and "Favorites".
- Announcements:** A list of items with right-pointing arrows:
 - COVID-19 latest information
 - Take the Org Pulse survey:
 - COVID-19 latest information
 - PS Travel for Florida markets:
 - CQDL-A
- See less:** A link to collapse the list.
- Key Dates:** A list of events with their respective times and descriptions:
 - 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)
- Bottom Navigation:** Icons for Home, Comm Center (with a red notification badge), Schedule, Trade Center, and More.

This screenshot shows a second native tablet dashboard layout, similar to the first but with some differences:

- Top Bar:** Shows signal strength, Sketch, WiFi, 3:50 PM, battery level at 100%, and a search icon.
- User Profile:** Displays a profile picture and a red warning icon.
- Header:** "Dashboard" and "Favorites".
- Announcements:** A list of items with right-pointing arrows:
 - COVID-19 latest information
 - Take the Org Pulse survey:
 - COVID-19 latest information
 - PS Travel for Florida markets:
 - CQDL-A
- Key Dates:** A list of events with their respective times and descriptions:
 - 12/06/22 23:59 CT: Base Trade window opens
- Bottom Navigation:** Icons for Home, Comm Center (with a red notification badge), Schedule, Trade Center, and More.

Responsive Mobile & Tablet

Qualifications

Mobile

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

Refresh Customize

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

Tablet

John Seagull U123456

Dashboard

- Collapse
- Dashboard
- Favorites
- Comm Center (14)
- Schedule
- Trade Center
- More

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
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

Calendar Sharing Tutorial

John Seagull U123456

Dashboard

- Collapse
- Dashboard
- Favorites
- Comm Center (14)
- Schedule
- Trade Center
- More

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

Calendar Sharing Tutorial

03:22

Hide | View All

Qualifications

The screenshot shows a desktop application window with a dark blue header and sidebar, and a light gray main content area.

Header:

- Logo:** UNITED with a globe icon.
- Title:** Dashboard
- User Information:** John Seagull, U123456, profile icon.
- Search:** A magnifying glass icon.

Sidebar (Left):

- [Collapse](#)
- [• Dashboard](#)
- [♡ Favorites](#)
- [✉¹⁴ Comm Center](#)
- [📅 Schedule](#)
- [⇄ Trade Center](#)
- [... More](#)

Main Content Area (Right):

This area is currently empty, showing a light gray background.

223983

Customize the Dashboard

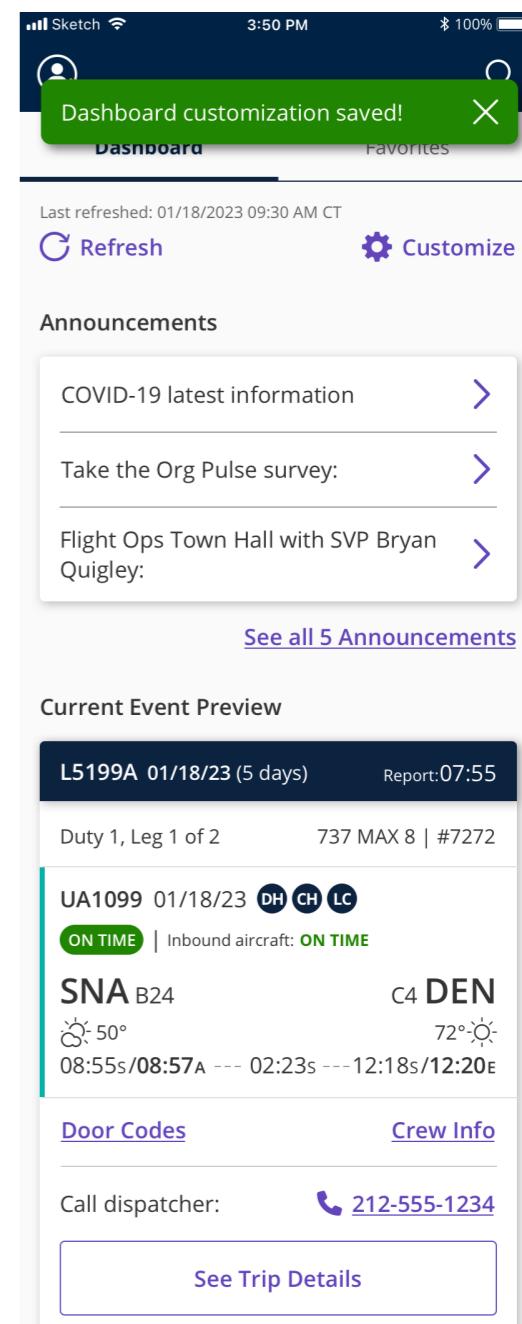
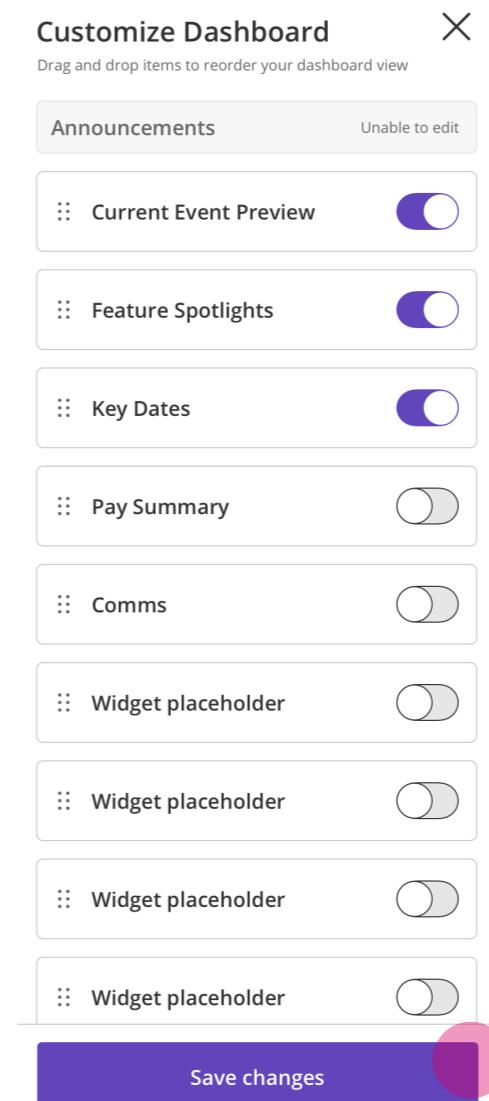
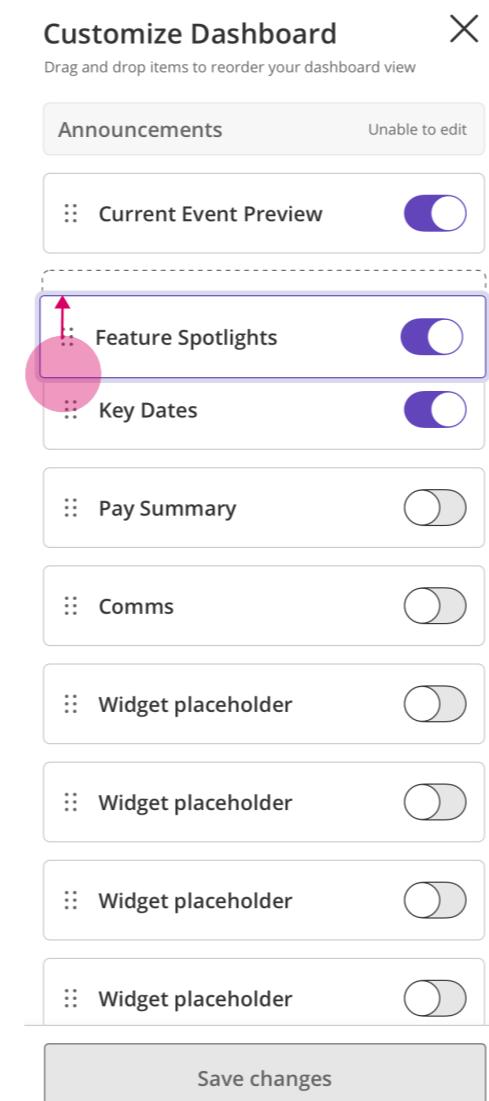
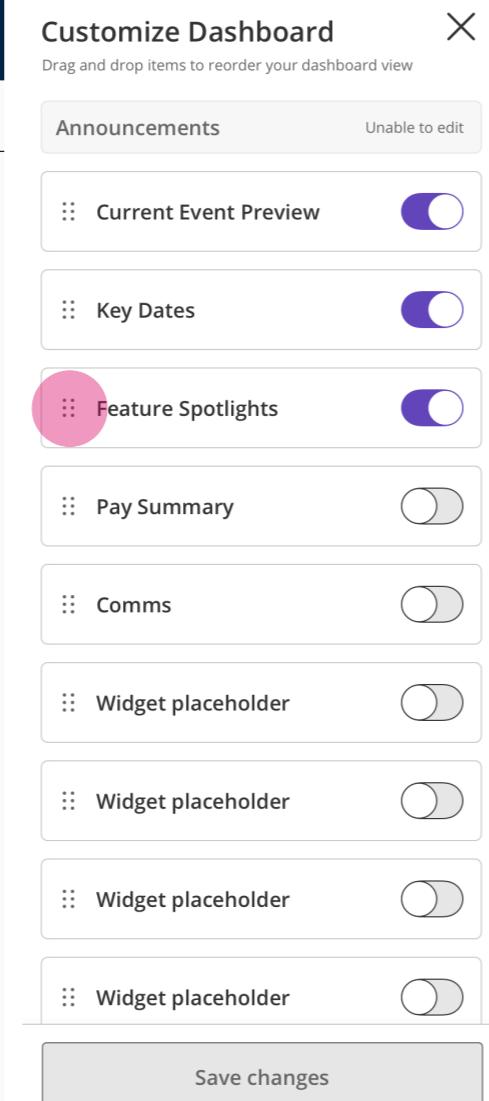
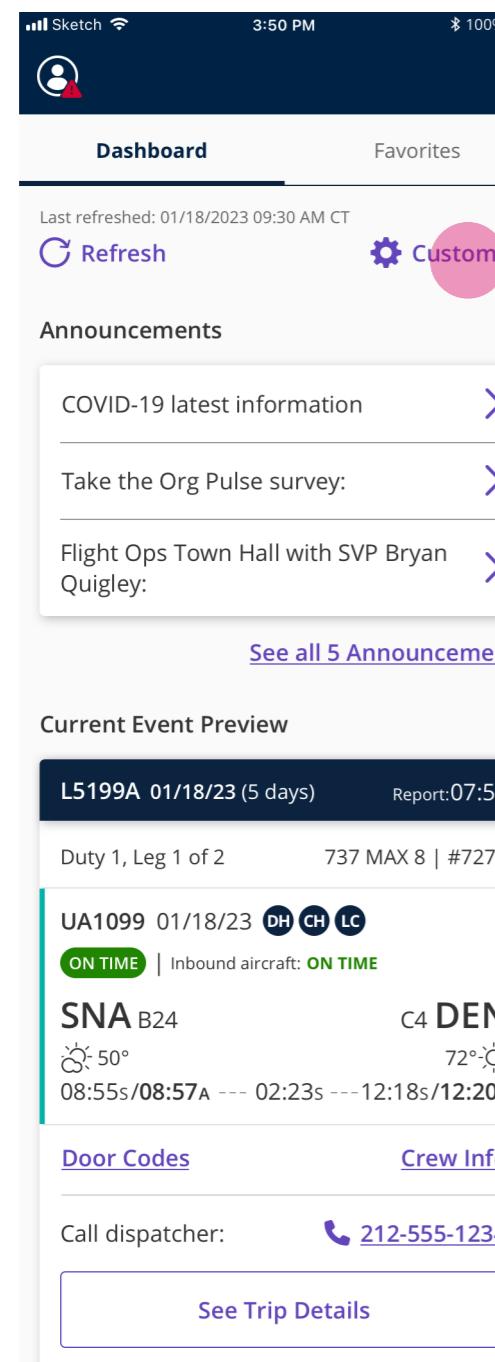
Native Mobile

Dashboard Customization

A pilot selects the 'Customize' button on the dash and a full-page modal will display.

Pilot can reorder, hide, or add widgets.

Reorder dash item



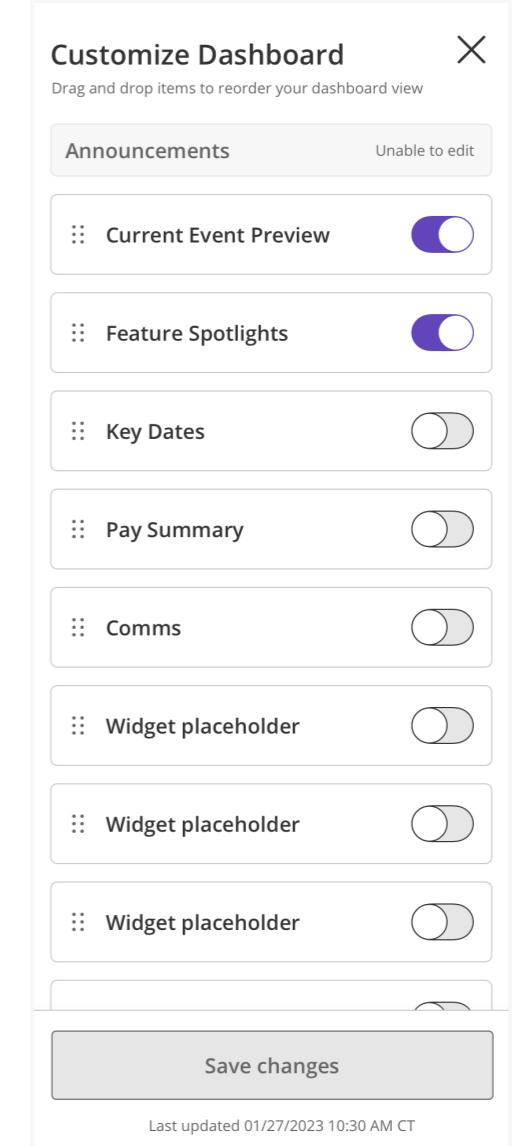
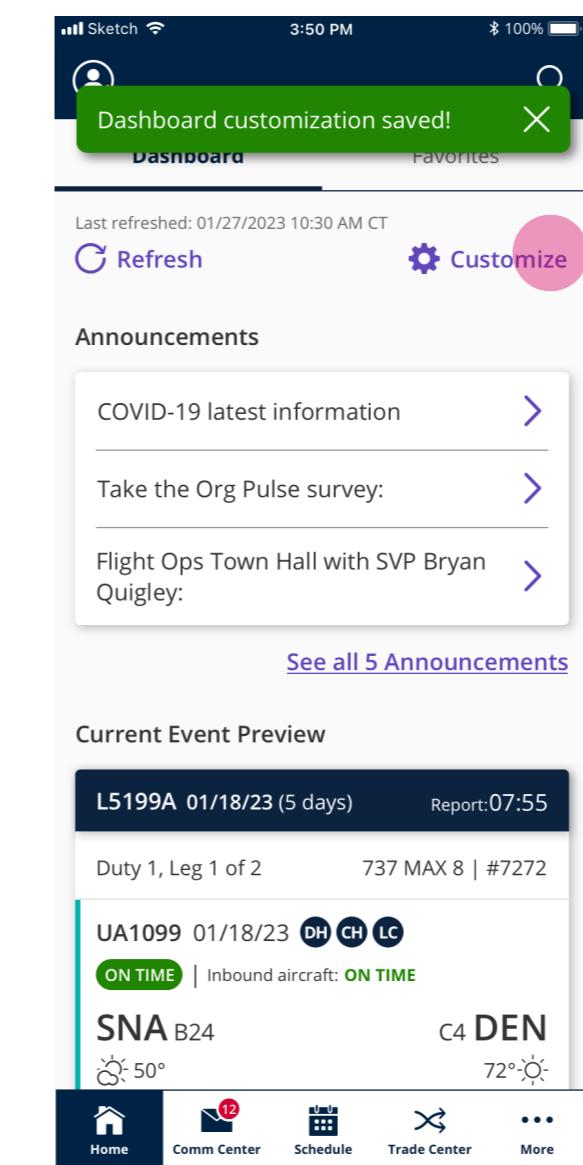
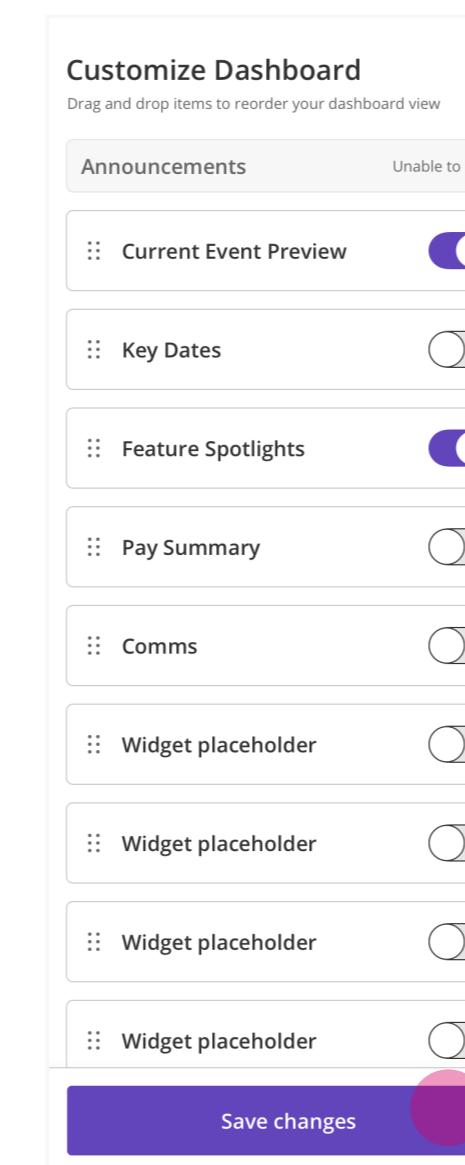
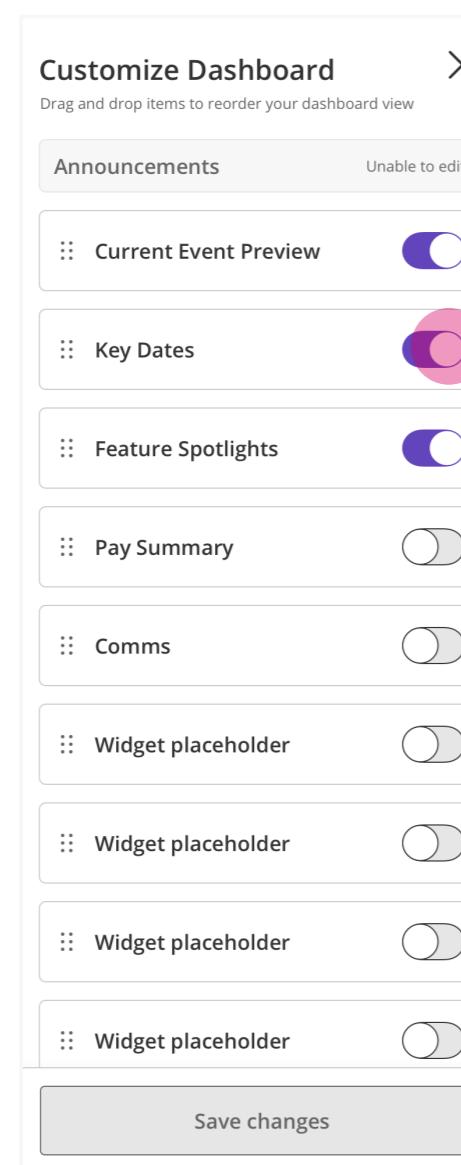
Note: these images are a scrolled view and do not depict actual screen size. Page header and save button will stay anchored on scroll.

Feature Spotlights

Dashboard Customization

If a pilot disables a dashboard widget, that widget will maintain its location in the list but toggle will update to off. When a pilot saves and revisits the dash customization modal, the recently enable dash item will be in its default disabled location.

Hide dashboard item

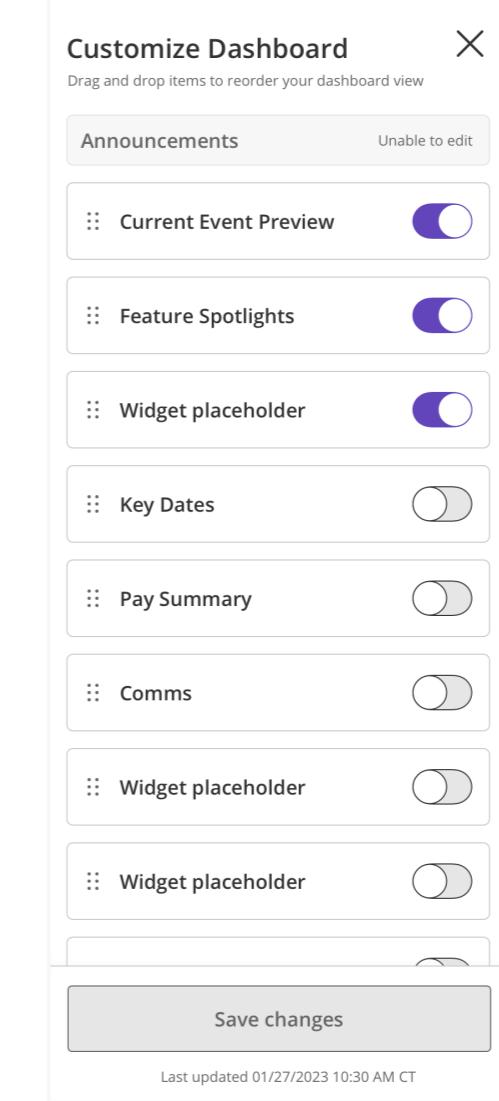
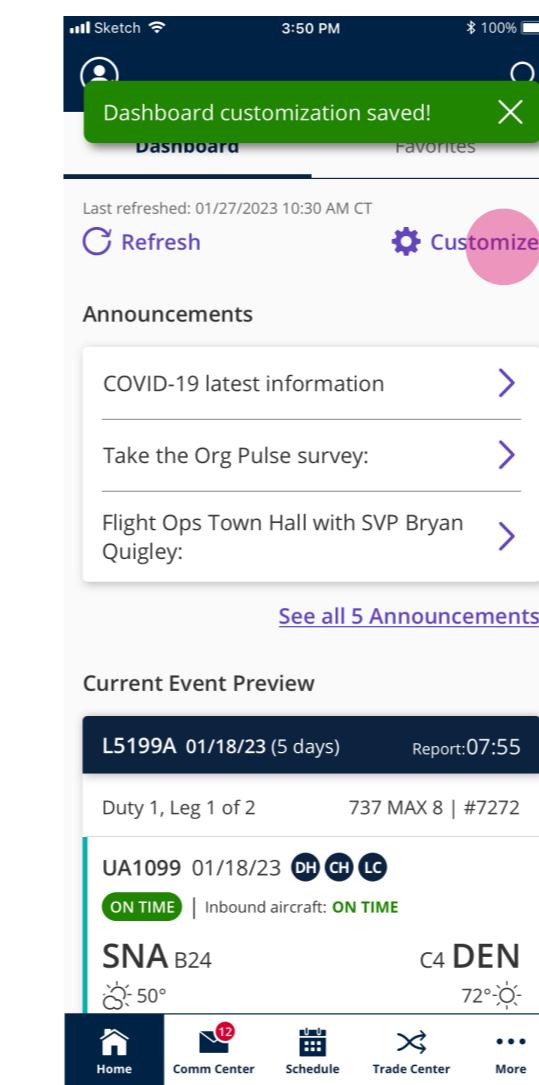
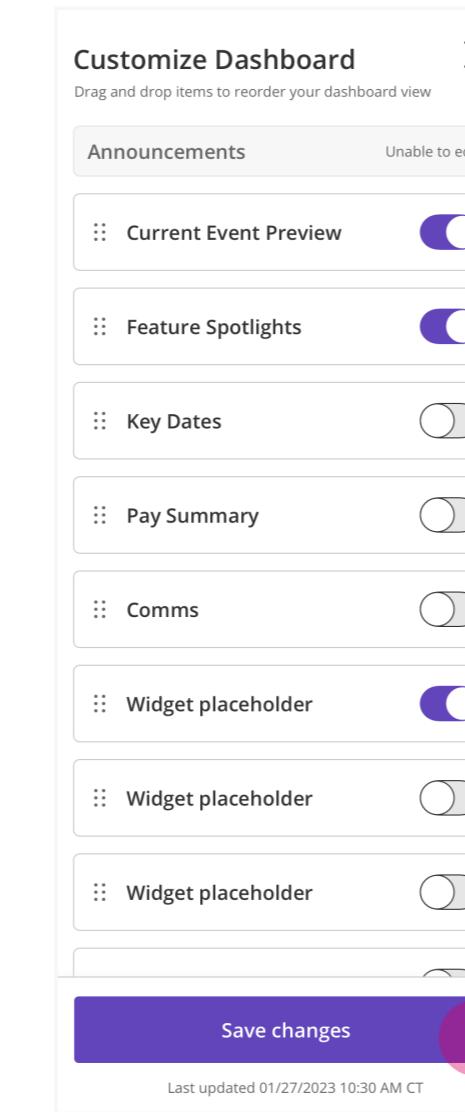
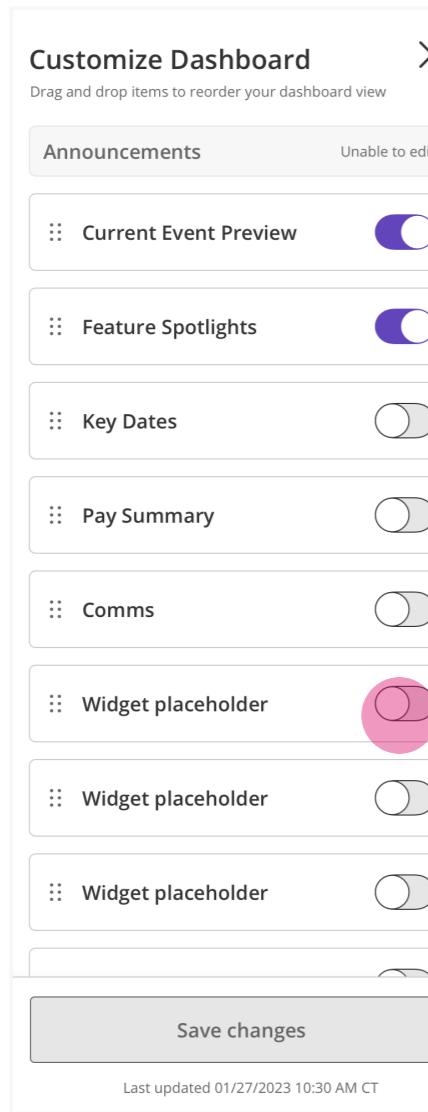


Once a pilot saves a change, a time stamp will display indicating when the last update was made to the dashboard.

Dashboard Customization

If a pilot enables a dashboard widget, that widget will maintain its location in the list but toggle will update to on. When a pilot saves and revisits the dash customization modal, the recently enabled dash item will be in its enabled location.

Display dashboard item



Native Mobile

Dashboard Customization

Pilots have an option to add or remove widgets for Comms and Pay Summary to their dashboard; they can move once added to the list.

Customize Dashboard

Drag and drop items to reorder your dashboard view

- Announcements Unable to edit
- ⋮ Current Event Preview
- ⋮ Feature Spotlights
- ⋮ Key Dates
- ⋮ Comms
- ⋮ Priority Messages
- ⋮ Crew Messages
- ⋮ Trade Messages & Notif.
- ⋮ Pilot Bulletins
- ⋮ General Messages
- ⋮ Pay Summary

When opting into the Comms widget, the pilot can select which types of messages to preview for the widget. The types may include Priority Messages, Crew Messages, Trade Messages & Notifications, Pilot Bulletins, General Messages.

Note: Comms are still being finalized and may be subject to change.

Exit without saving changes

Customize Dashboard

Drag and drop items to reorder your dashboard view

Announcements Unable to edit

⋮ Current Event Preview

⋮ Key Dates

⋮ Feature Spotlights

⋮ Pay Summary

⋮ Comms

⋮ Widget placeholder

⋮ Widget placeholder

⋮ Widget placeholder

⋮ Widget placeholder

[Save changes](#)

The screenshot shows the 'Customize Dashboard' screen with the following interface elements:

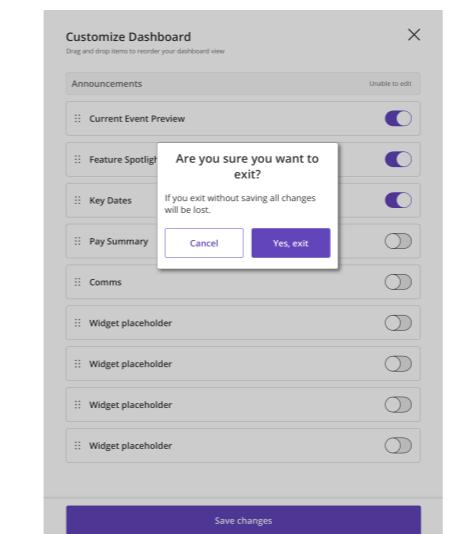
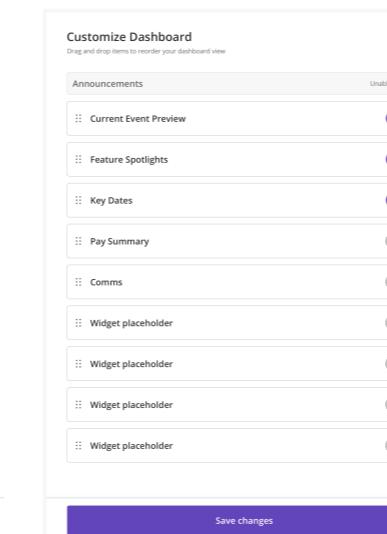
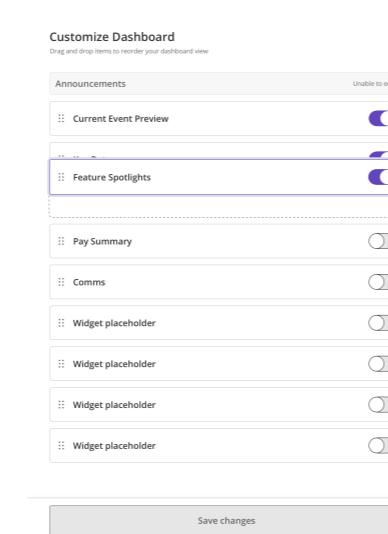
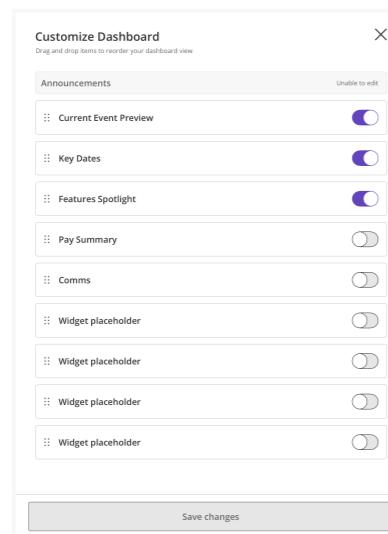
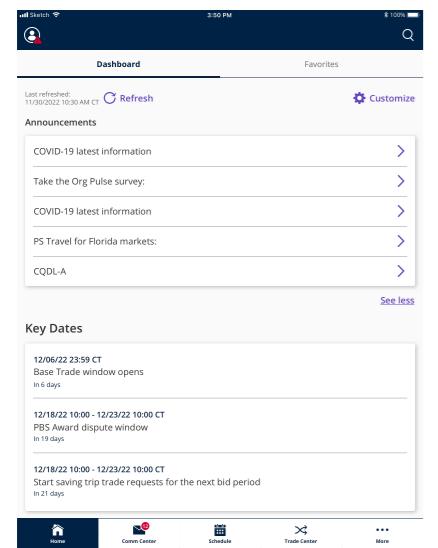
- Header:** 'Customize Dashboard' and a close button (X).
- Text:** 'Drag and drop items to reorder your dashboard view'.
- Section 1:** 'Announcements' with a status 'Unable to edit'.
- Section 2:** 'Current Event Preview' with a toggle switch set to 'On'.
- Alert Box:** A modal box with the title 'Are you sure you want to exit?' and a message 'If you exit without saving all changes will be lost.' It contains two buttons: 'Cancel' (white background) and 'Yes, exit' (purple background).
- Section 3:** 'Comms' with a toggle switch set to 'Off'.
- Section 4:** 'Widget placeholder' with a toggle switch set to 'On'.
- Section 5:** 'Widget placeholder' with a toggle switch set to 'On'.
- Section 6:** 'Widget placeholder' with a toggle switch set to 'On'.
- Section 7:** 'Widget placeholder' with a toggle switch set to 'On'.
- Bottom Button:** 'Save changes' (purple background).

Additional devices

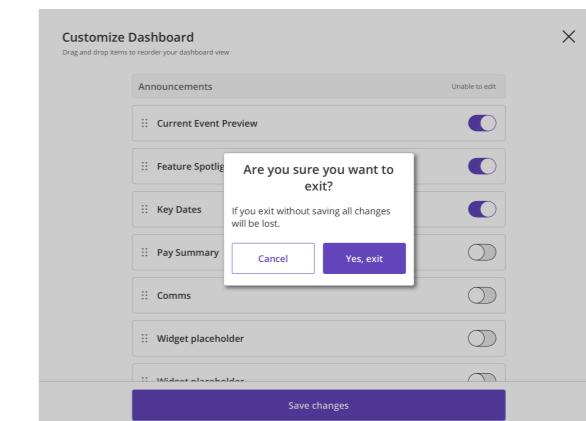
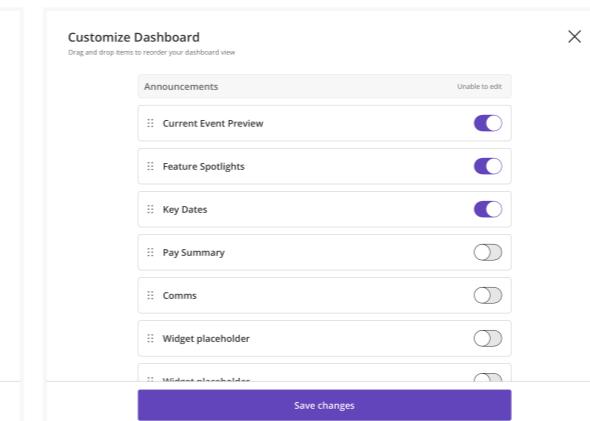
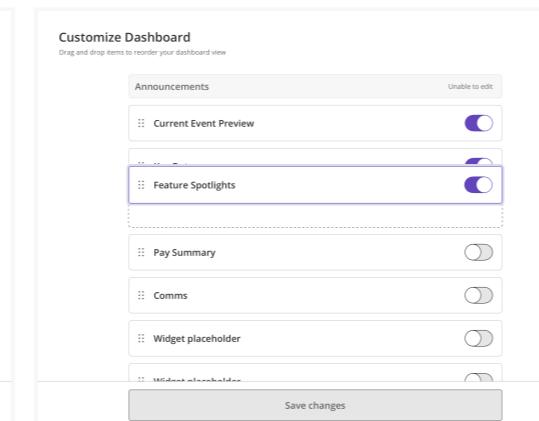
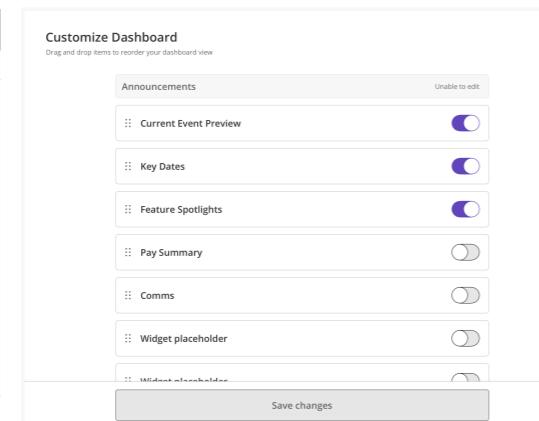
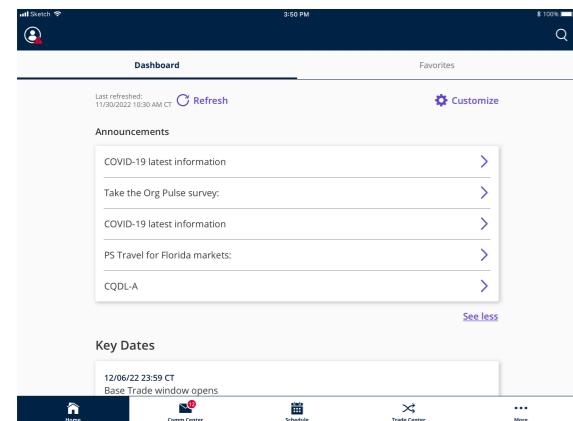
Dashboard Customization

Customization flows and functionality will be the same across native mobile, native tablet, responsive mobile, and responsive tablet. Just different scaling. Please reach out to UX team if additional screens are needed.

Native Tablet



Native Landscape

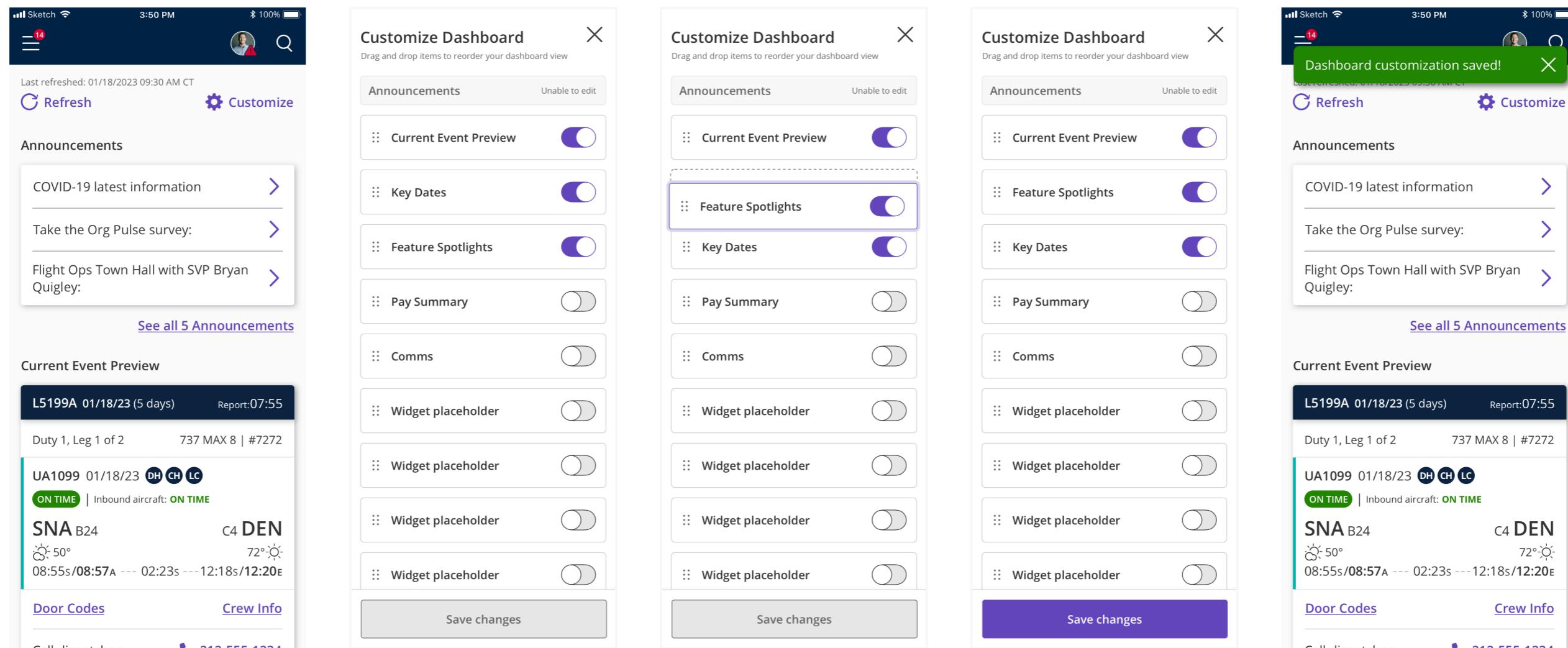


Additional devices

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Responsive Mobile



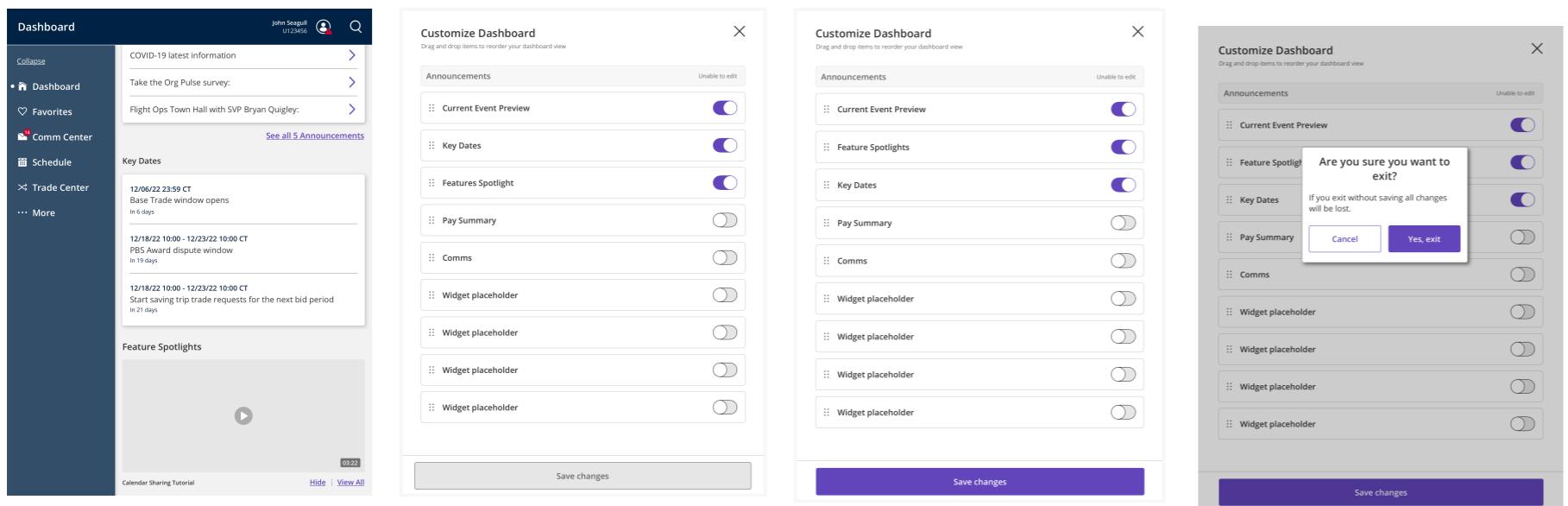
Note: this is a scrolled view and does not depict actual screen size. Page header and save button will stay anchored on scroll.

Additional devices

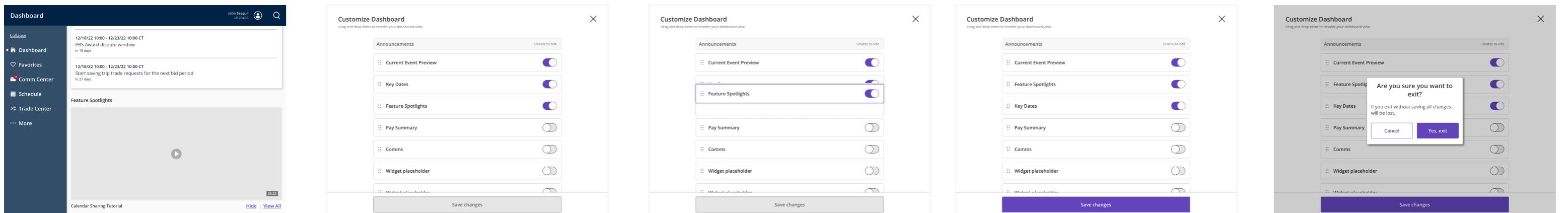
Dashboard Customization

Customization flows and functionality will be the same across native mobile, native tablet, responsive mobile, and responsive tablet. Just different scaling. Please reach out to UX team if additional screens are needed.

Responsive Tablet - Portrait



Responsive Tablet - Landscape



Responsive Desktop

Dashboard Customization

Confirming dev feasibility. Exploring customization within a modal as opposed to on the dashboard itself. This would align closer with mobile / tablet experiences. UX provided Mike with mockup. Mike is testing locally and will confirm whether the modal addresses the float attributes that causes the issues since the modal is a container.

Also exploring feasibility to have a different customization view in desktop vs mobile/tablet.

W.I.P.

The screenshot shows the United Dashboard interface. On the left is a dark sidebar with navigation links: Dashboard, Favorites, Comm Center (highlighted with a red dot), Schedule, Trade Center, and More. The main content area has several widgets: Announcements (COVID-19 latest information, Take the Org Pulse survey, Flight Ops Town Hall with SVP Bryan Quigley), Current Event Preview (L5199A 01/18/23 (5 days) report 07:55, UA1099 01/18/23 report 07:55, SNA B24 to C4 DEN, 50°/72°, 08:55s/08:57a to 02:23s to 12:18s/12:20e, Door Codes, Crew Info, Call dispatcher: 212-555-1234, See Trip Details), Key Dates (01/18/23 10:00 - 01/23/22 10:00 CT, PBS Award dispute window, <1 hour; 01/20/22 17:00 CT, Start saving trip trade requests for the next bid period, in 2 days; 02/06/23 23:59 CT, Base Trade window opens, in 18 days), Feature Spotlights (Placeholder), and Placeholder (Placeholder). A pink circle highlights the "Customize" button in the top right corner.

The screenshot shows the same United Dashboard interface, but with a large modal window open over the content. The modal is titled "Customize Dashboard" and contains the text "Drag and drop items to reorder your dashboard view". It lists various dashboard components with toggle switches: Announcements (disabled), Current Event Preview (enabled), Key Dates (disabled, highlighted with a pink circle), Features Spotlight (enabled), Pay Summary (disabled), Comms (disabled), Widget placeholder (multiple instances, all disabled). At the bottom of the modal are "Cancel" and "Save" buttons. The background dashboard content is partially visible through the modal's semi-transparent overlay.

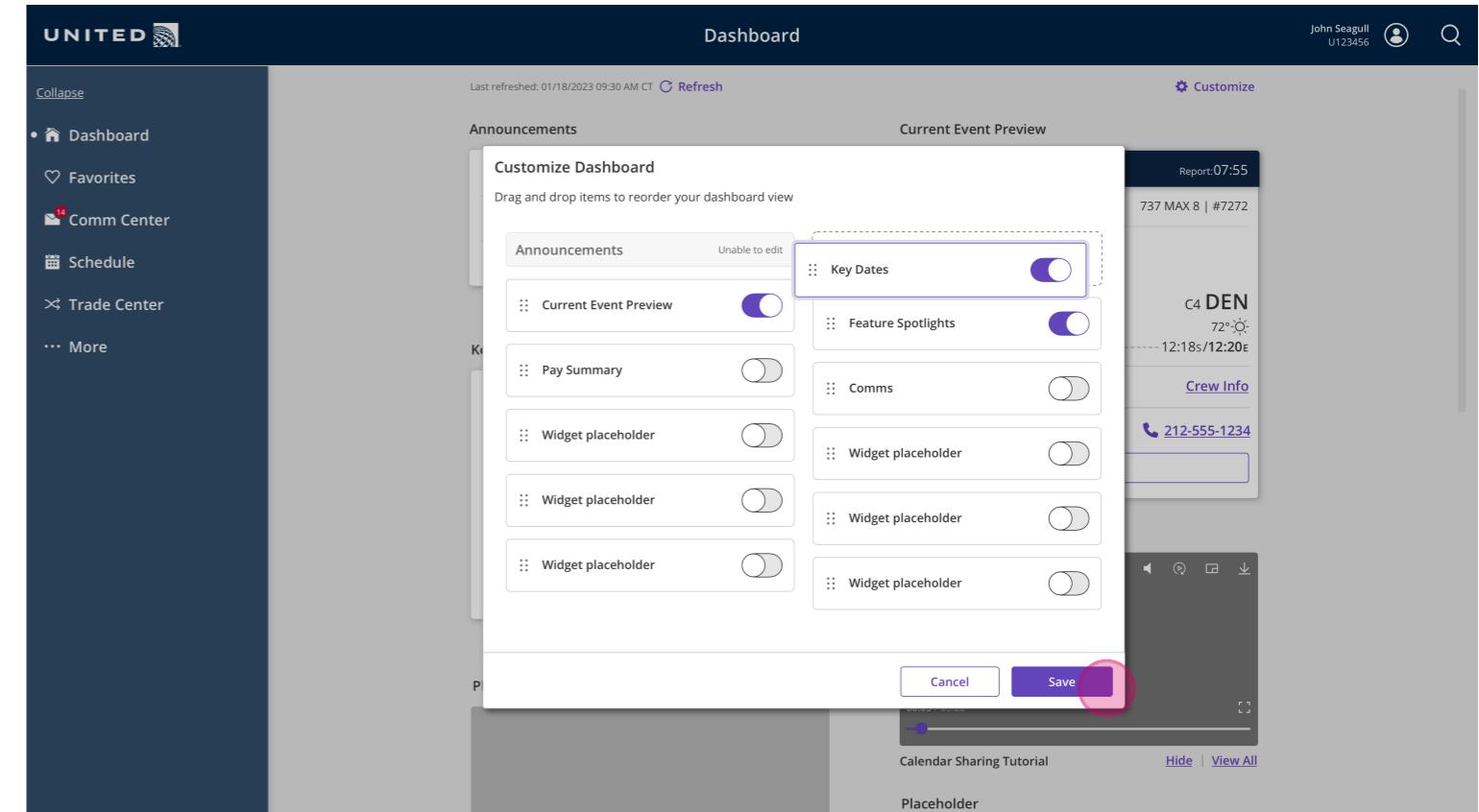
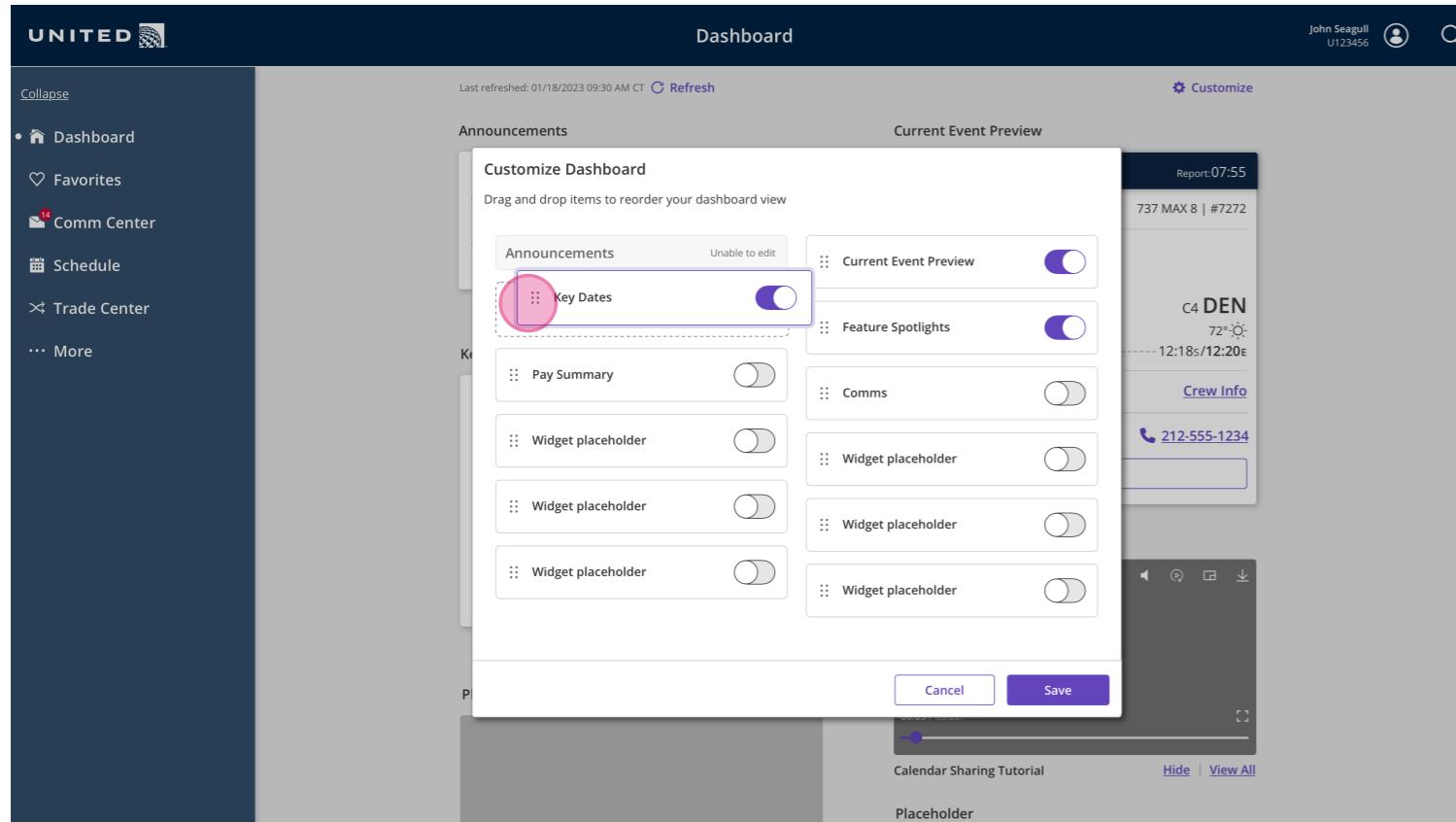
Additional devices

W.I.P.

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Also exploring feasibility to have a different customization view in desktop vs mobile/tablet.



Additional devices

W.I.P.

Dashboard Customization

Confirming dev feasibility. Exploring customization within a modal as opposed to on the dashboard itself. This would align closer with mobile / tablet experiences. UX provided Mike with mockup. Mike is testing locally and will confirm whether the modal addresses the float attributes that causes the issues since the modal is a container.

Also exploring feasibility to have a different customization view in desktop vs mobile/tablet.

The screenshot shows the United Dashboard interface. A green notification bar at the top right says "Dashboard customization saved!" with a close button. On the right side, there's a "Customize" button with a pink circular icon. The main content area includes sections for Announcements, Key Dates, Current Event Preview, Feature Spotlights, and Placeholder. The "Current Event Preview" section displays flight details for L5199A 01/18/23 (5 days) and UA1099 01/18/23. The "Key Dates" section lists events like "PBS Award dispute window" and "Start saving trip trade requests for the next bid period". The "Placeholder" section is a large empty gray box.

This screenshot shows a larger "Customize Dashboard" modal overlaid on the dashboard. The modal has a title "Customize Dashboard" and a sub-instruction "Drag and drop items to reorder your dashboard view". It contains a grid of items with toggle switches: "Announcements" (disabled), "Key Dates" (enabled), "Current Event Preview" (enabled), "Feature Spotlights" (enabled), "Pay Summary" (disabled), "Comms" (disabled), "Widget placeholder" (disabled), "Widget placeholder" (disabled), "Widget placeholder" (disabled), "Widget placeholder" (disabled), and "Widget placeholder" (disabled). At the bottom of the modal are "Cancel" and "Save" buttons. The background dashboard shows flight details for 737 MAX 8 #7272 from SNA to C4 DEN, and a call dispatcher entry for 212-555-1234.

Dashboard Customization

Example of different width of desktop browser

The screenshot shows a desktop browser displaying the United Dashboard. The interface includes a sidebar with links like Dashboard, Favorites, Comm Center (with 14 notifications), Schedule, Trade Center, and More. The main content area features:

- Announcements:** COVID-19 latest information, Take the Org Pulse survey, Flight Ops Town Hall with SVP Bryan Quigley. A link to See all 5 Announcements is provided.
- Key Dates:** 01/18/23 10:00 - 01/23/22 10:00 CT (PBS Award dispute window, < 1 hour), 01/20/22 17:00 CT (Start saving trip trade requests for the next bid period, In 2 days), 02/06/23 23:59 CT (Base Trade window opens, In 18 days). A link to See all 5 Key Dates is provided.
- Current Event Preview:** L5199A 01/18/23 (5 days) Report:07:55. Details: Duty 1, Leg 1 of 2, 737 MAX 8 | #7272. UA1099 01/18/23 DH CH LC ON TIME | Inbound aircraft: ON TIME. Flight SNA B24 to C4 DEN. Weather: 50° / 72°. Time: 08:55s/08:57A ----- 02:23s ----- 12:18s/12:20E. Links: Door Codes, Crew Info, Call dispatcher: 212-555-1234, See Trip Details.
- Feature Spotlights:** Includes navigation icons (back, forward, search, etc.).

225265

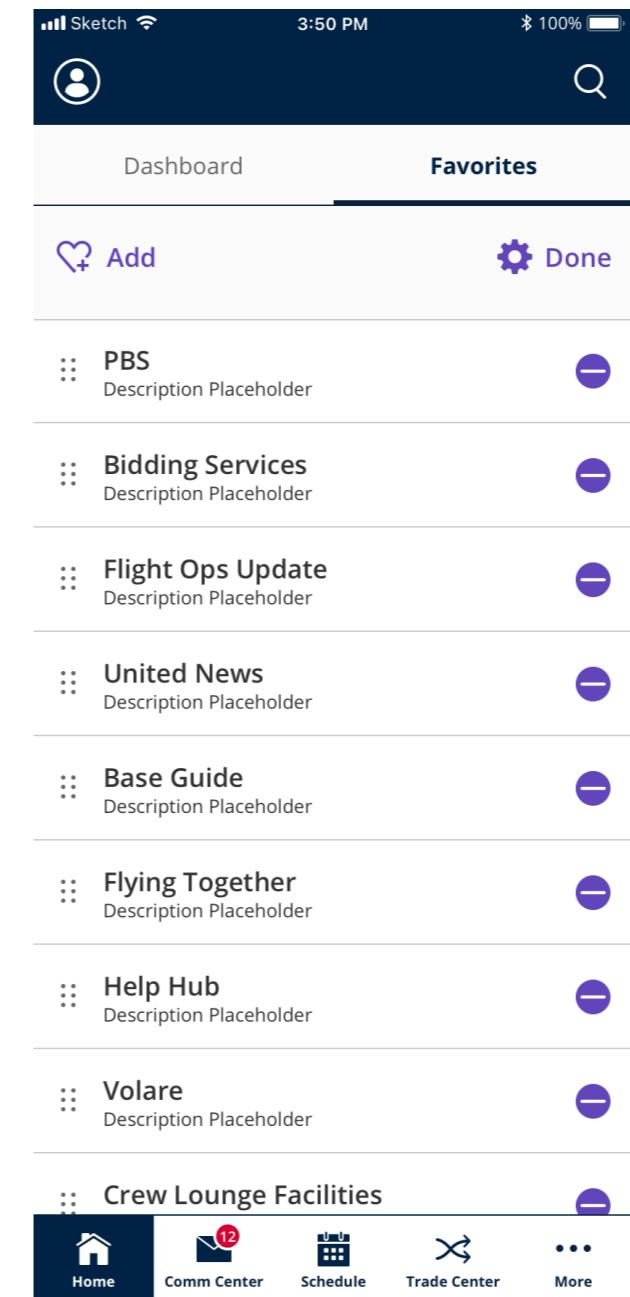
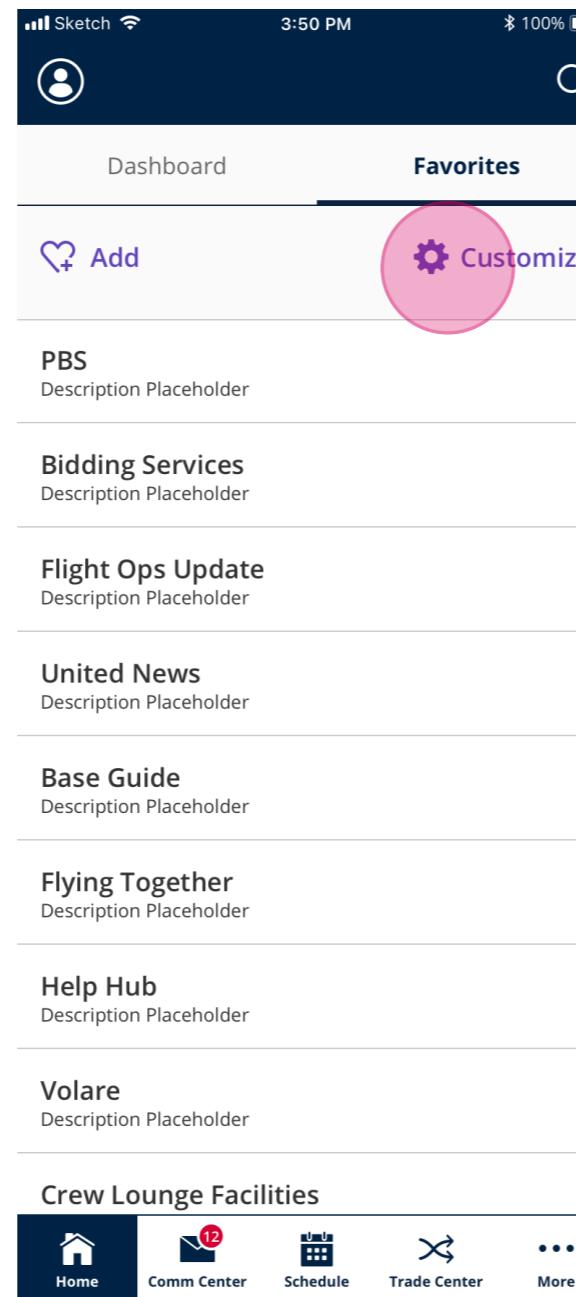
Customizing Favorites

Favorites Customization

A pilot selects the 'Customize' button on the dash and a full-page modal will display.

Pilot can reorder, hide, or add widgets.

Entering a customize mode

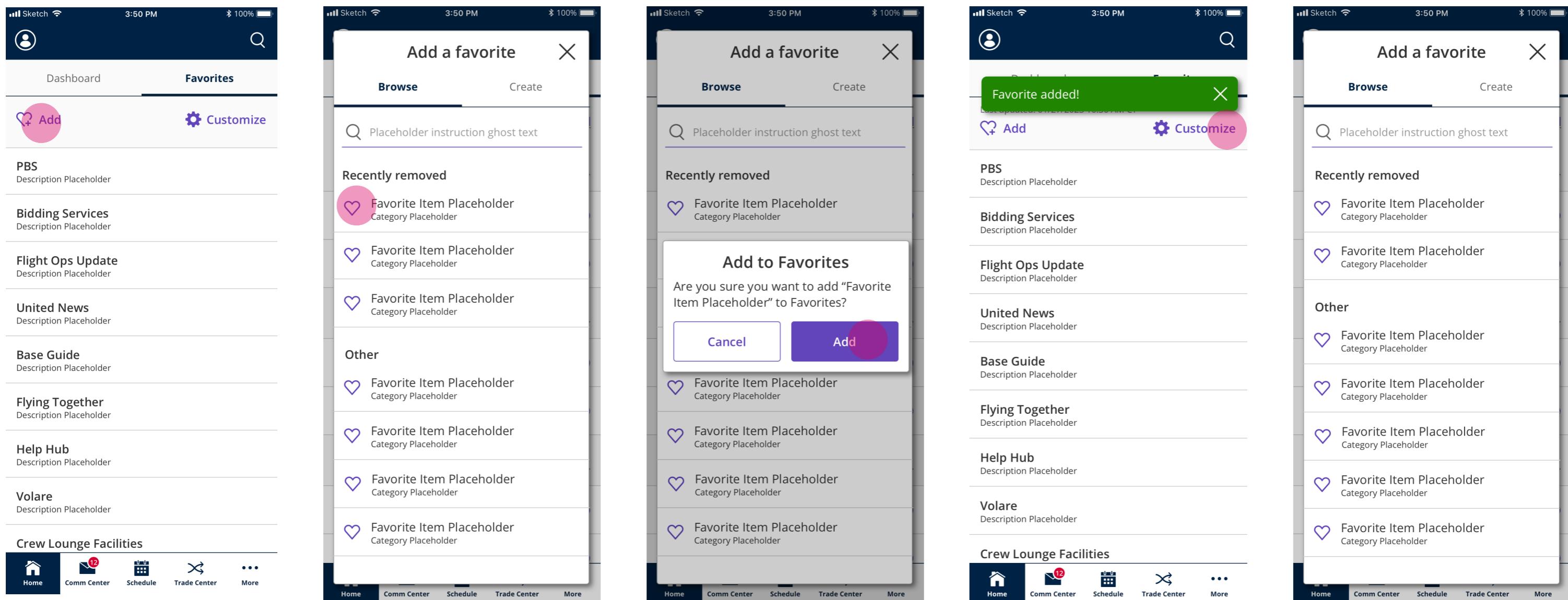


Native Mobile

Favorites Customization

A pilot can add a favorite to their favorites list by selecting the 'Add' button. A modal will display that allows the pilot to browse a list of favorites to add or create a favorite.

Adding a favorite - Browse

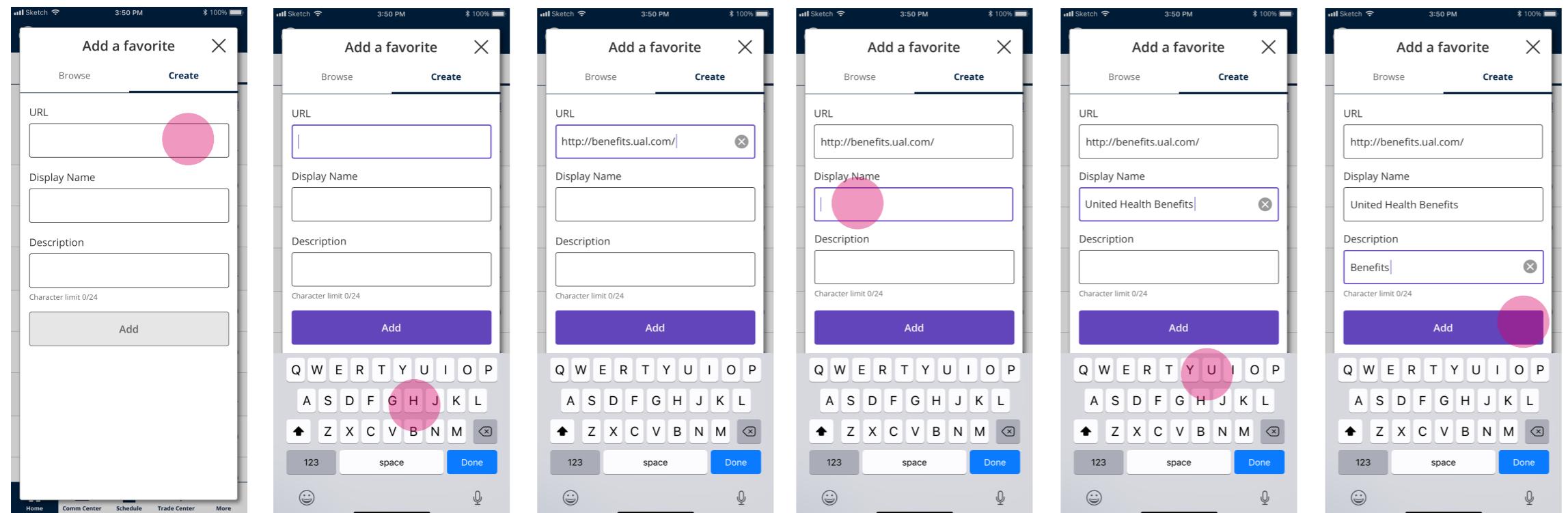


Native Mobile

Favorites Customization

A pilot can add a favorite to their favorites list by selecting the 'Add' button. A modal will display that allows the pilot to browse a list of favorites to add or create a favorite.

Adding a favorite - Create



Field states

Label

Error value

⚠️ Inline feedback

Label

Enter text here

Label

Data entry

Lore ipsum dolor sit amet, consectetur adipiscing elit. Sed dui diam, lobortis at elit in, viverra tristique ipsum.

We have different states for each text field – error, focused, data entered, hint text, etc. We'd look to the requirements and user stories to identify rules around character limits, which fields are mandatory, and the remaining use cases.

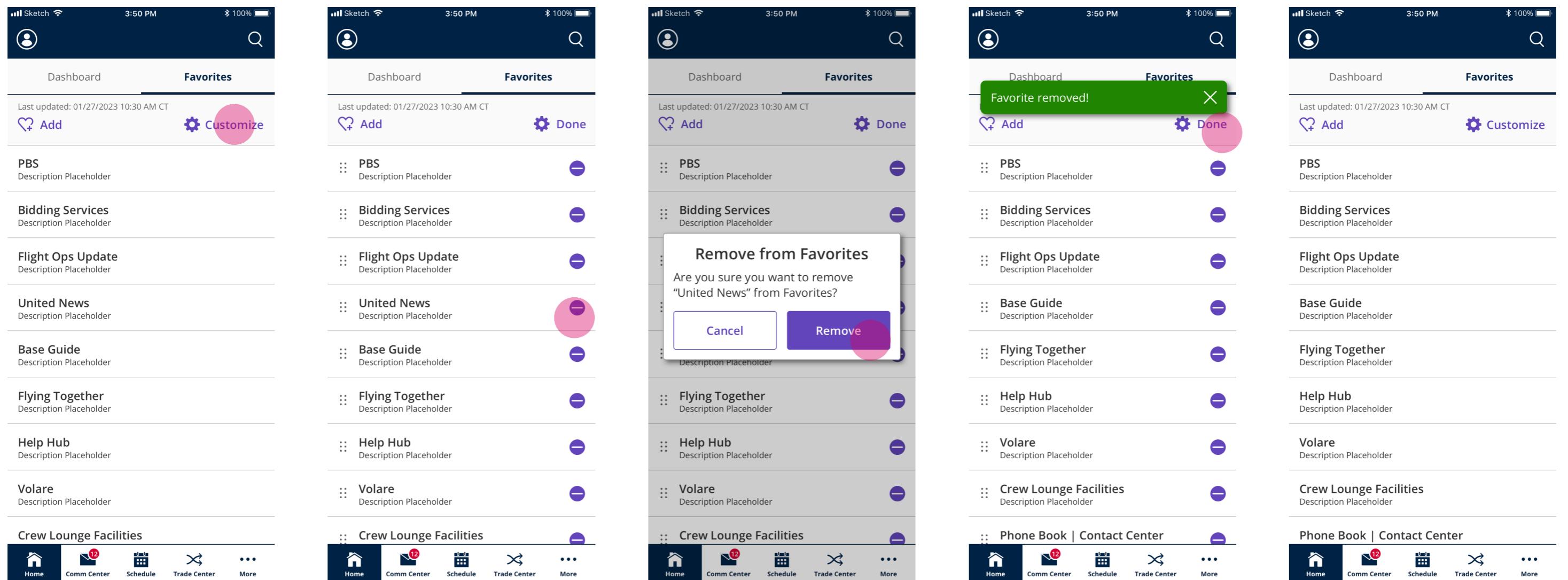
Field State	Description Placeholder	UI Element
Placeholder	PBS	Placeholder
Entered	Bidding Services	Placeholder
Focused	Flight Ops Update	Placeholder
Character limit	United News	Placeholder
Mandatory	Base Guide	Placeholder
Empty	Flying Together	Placeholder
Placeholder	Help Hub	Placeholder
Placeholder	Volare	Placeholder
Placeholder	Crew Lounge Facilities	Placeholder

Native Mobile

Favorites Customization

A pilot can remove a favorite by selecting 'Customize' and clicking on the minus icon.

Removing favorites

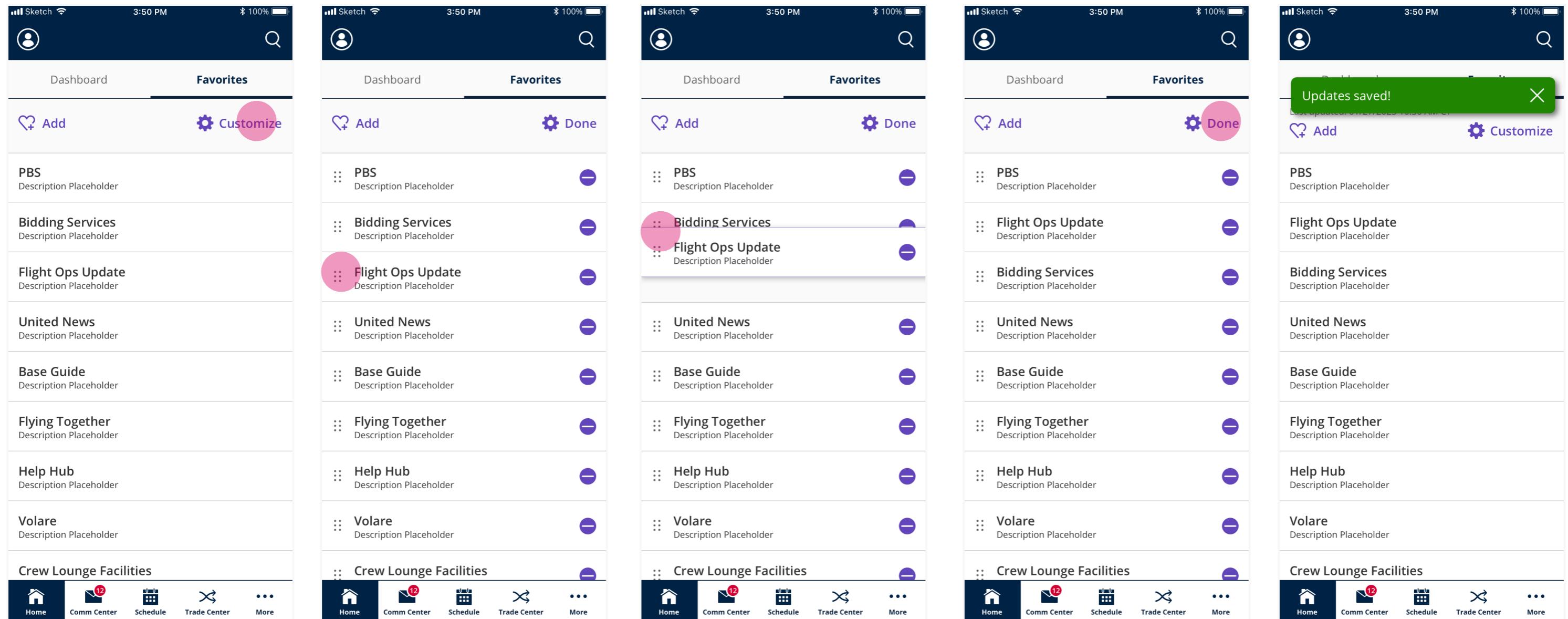


Native Mobile

Favorites Customization

A pilot can reorder their favorites by selecting 'Customize' and dragging and dropping favorites to their preferred order.

Reordering

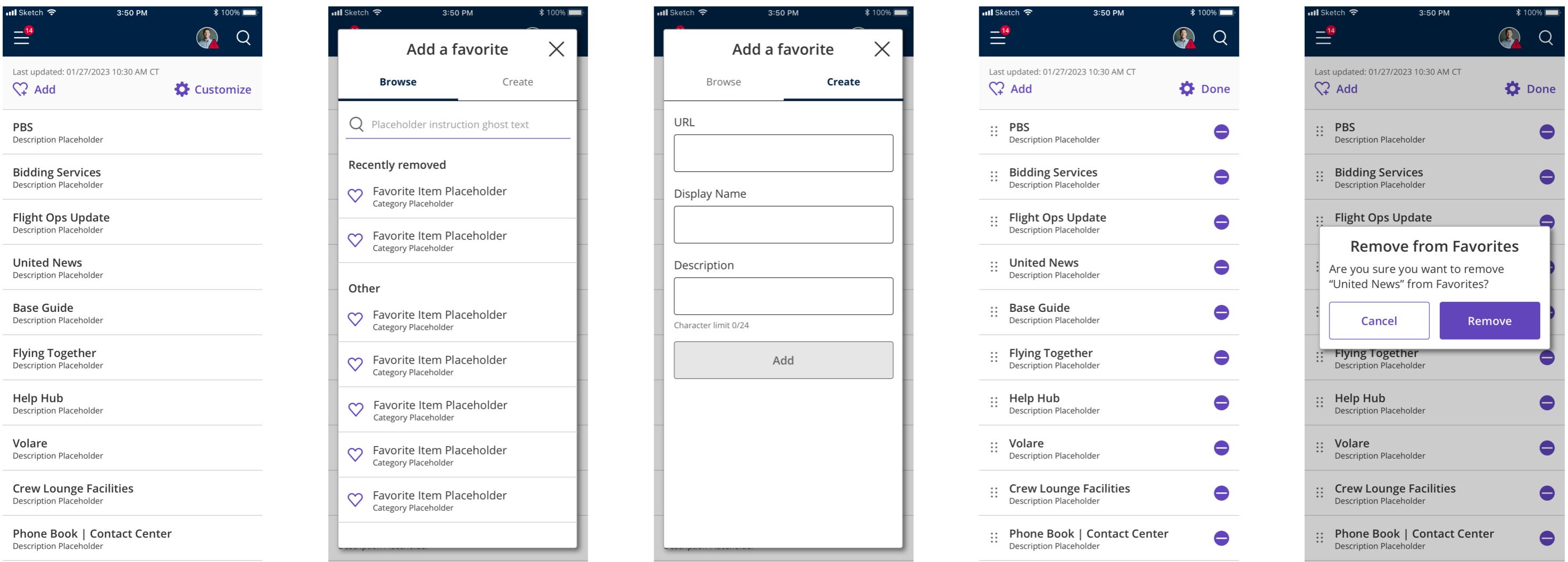


Additional devices

Favorites Customization

Customization flows and functionality will be the same across native mobile, native tablet, responsive mobile, and responsive tablet. Just different scaling. Please reach out to UX team if additional screens are needed.

Responsive Mobile

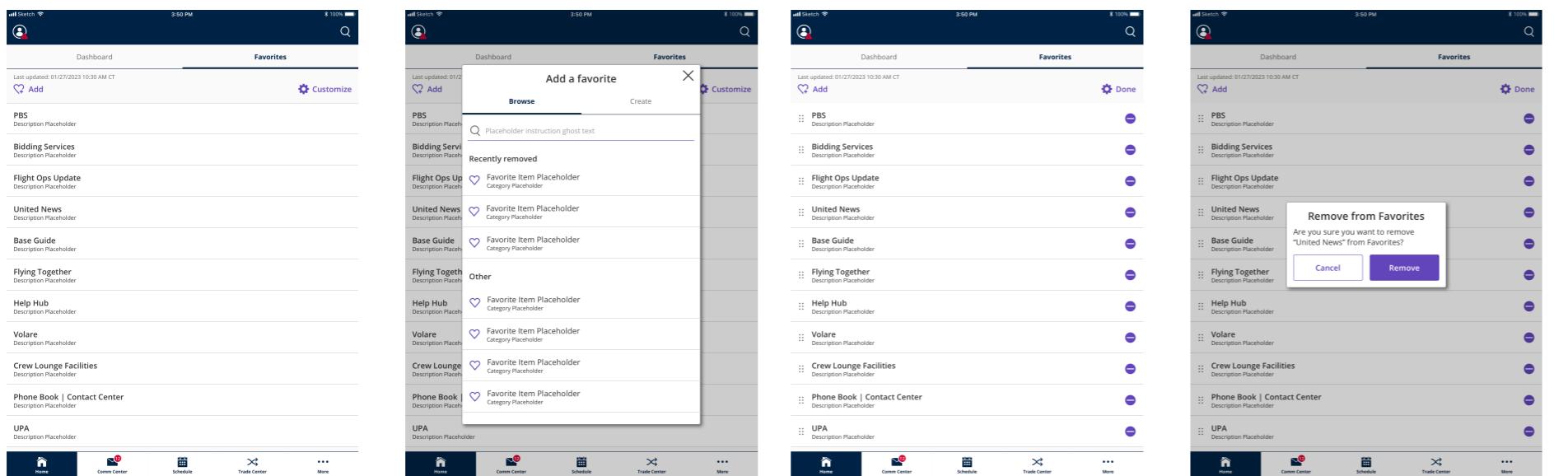


Additional devices

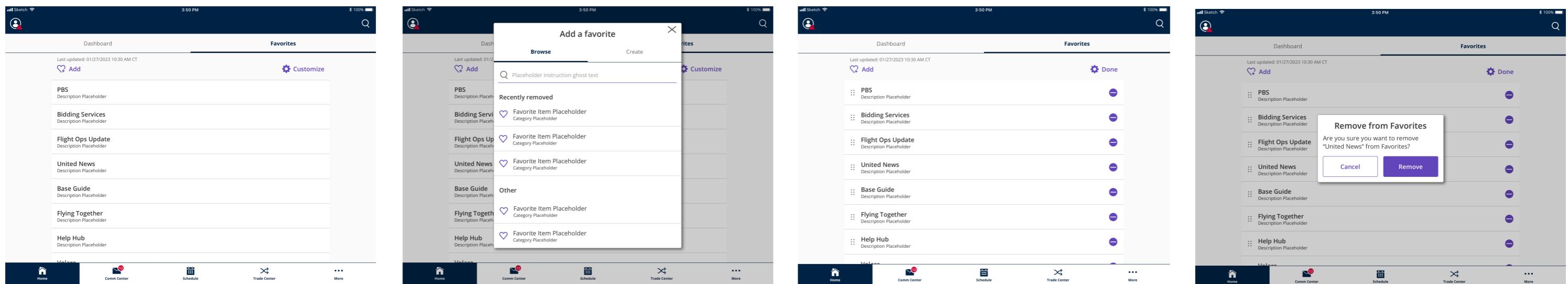
Favorites Customization

Customization flows and functionality will be the same across native mobile, native tablet, responsive mobile, and responsive tablet. Just different scaling. Please reach out to UX team if additional screens are needed.

Native Tablet - Portrait



Native Tablet - Landscape



Additional devices

Favorites Customization

Customization flows and functionality will be the same across native mobile, native tablet, responsive mobile, and responsive tablet. Just different scaling. Please reach out to UX team if additional screens are needed.

Responsive Tablet - Portrait

The screenshots show the following sequence of interactions:

- The first screenshot shows the main Favorites screen with a list of items like Dashboard, Favorites, Comm Center, etc.
- The second screenshot shows the "Add a favorite" modal open, with tabs for "Browse" and "Create".
- The third screenshot shows the modal with a search bar containing "Placeholder instruction ghost text".
- The fourth screenshot shows a confirmation dialog asking "Are you sure you want to remove 'United News' from Favorites?" with "Cancel" and "Remove" buttons.

Responsive Tablet - Landscape

The screenshots show the following sequence of interactions:

- The first screenshot shows the main Favorites screen in landscape mode.
- The second screenshot shows the "Add a favorite" modal open, similar to the portrait version.
- The third screenshot shows the modal with a search bar containing "Placeholder instruction ghost text".
- The fourth screenshot shows a confirmation dialog asking "Are you sure you want to remove 'United News' from Favorites?" with "Cancel" and "Remove" buttons.

Responsive Desktop

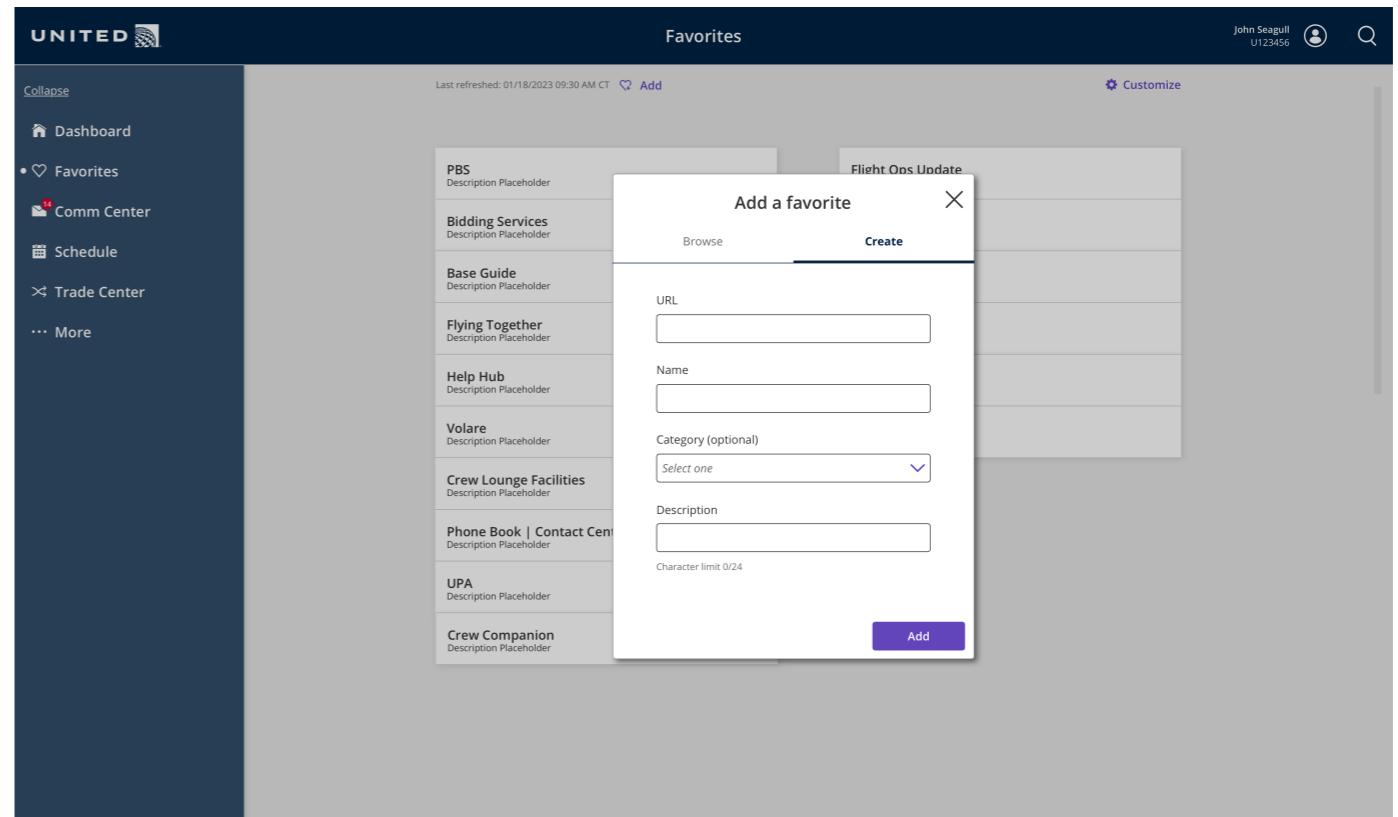
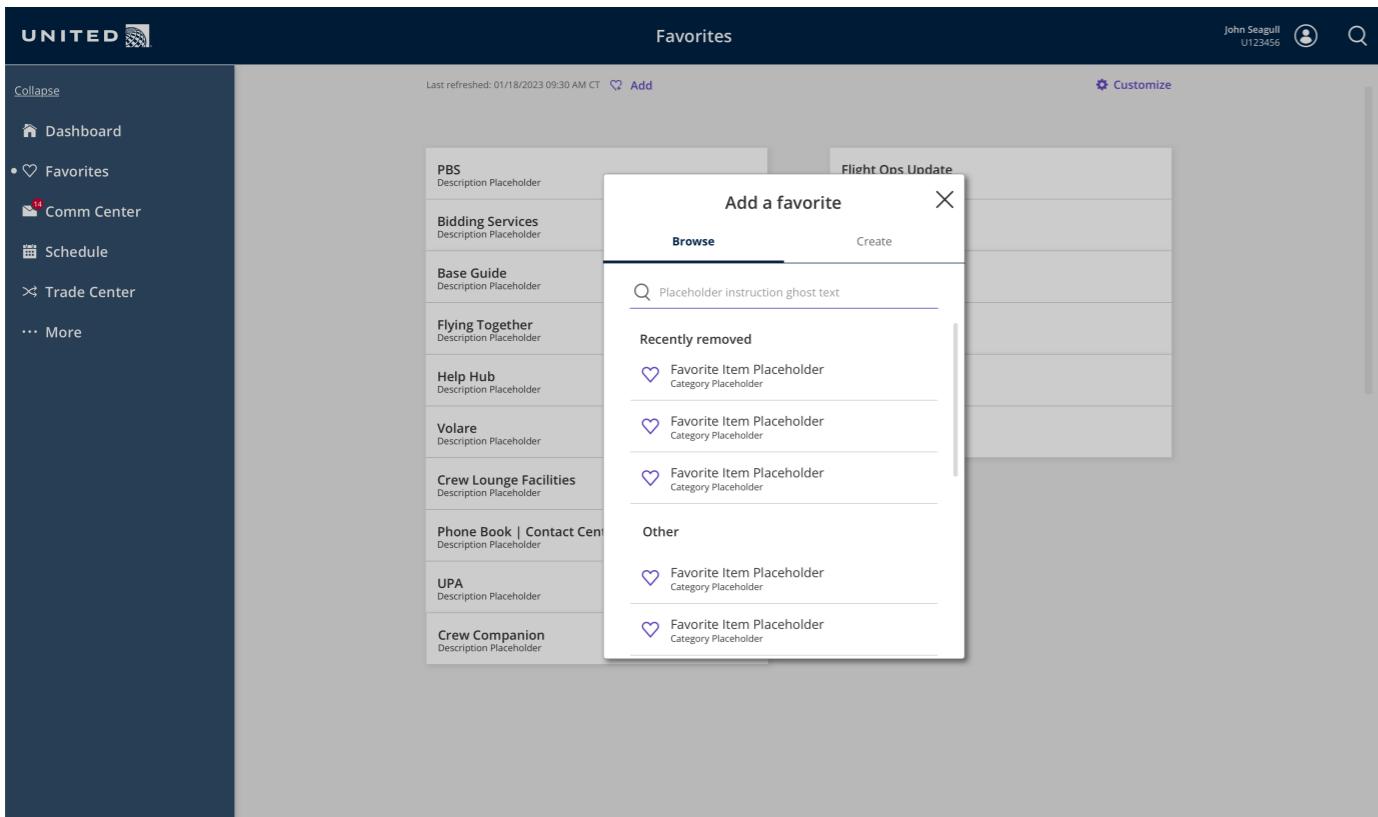
Favorites Customization

The screenshot shows the United Favorites page. On the left is a sidebar with navigation links: Dashboard, Favorites (selected), Comm Center, Schedule, Trade Center, and More. The main area is titled "Favorites" and shows a list of items. A pink circle highlights the "Customize" button in the top right corner of the list area. The list includes: PBS, Bidding Services, Base Guide, Flying Together, Help Hub, Volare, Crew Lounge Facilities, Phone Book | Contact Center, UPA, and Crew Companion. Each item has a placeholder description below it.

This screenshot shows the same United Favorites page after customization. The "Customize" button from the previous screen has been replaced by a "Done" button in the top right corner of the list area. The list of items remains the same: PBS, Bidding Services, Base Guide, Flying Together, Help Hub, Volare, Crew Lounge Facilities, Phone Book | Contact Center, UPA, and Crew Companion. Each item has a placeholder description below it.

Responsive Desktop

Favorites Customization



Responsive Desktop

Favorites Customization

The screenshot shows the United Airlines mobile application's Favorites screen. The top navigation bar includes the United logo, a search icon, and user information (John Seagull, U123456). The main content area is titled "Favorites" and shows a list of items:

- PBS (Description Placeholder)
- Bidding Services (Description Placeholder)
- Base Guide (Description Placeholder)
- Flying Together (Description Placeholder)
- Help Hub (Description Placeholder)
- Volare (Description Placeholder)
- Crew Lounge Facilities (Description Placeholder)
- Phone Book | Contact Center (Description Placeholder)
- UPA (Description Placeholder)
- Crew Companion (Description Placeholder)
- Flight Ops Update (Description Placeholder)
- United News (Description Placeholder)
- Crew Bus Location (Description Placeholder)

A modal dialog box is centered over the "United News" item, asking "Are you sure you want to remove "United News" from Favorites?". It contains two buttons: "Cancel" and "Remove".

232091

Current/next RSV assignment

Current/next flight information

COSMOS code less visually prominent

