

Seat Map: Thru Functions

FINAL WIREFRAMES

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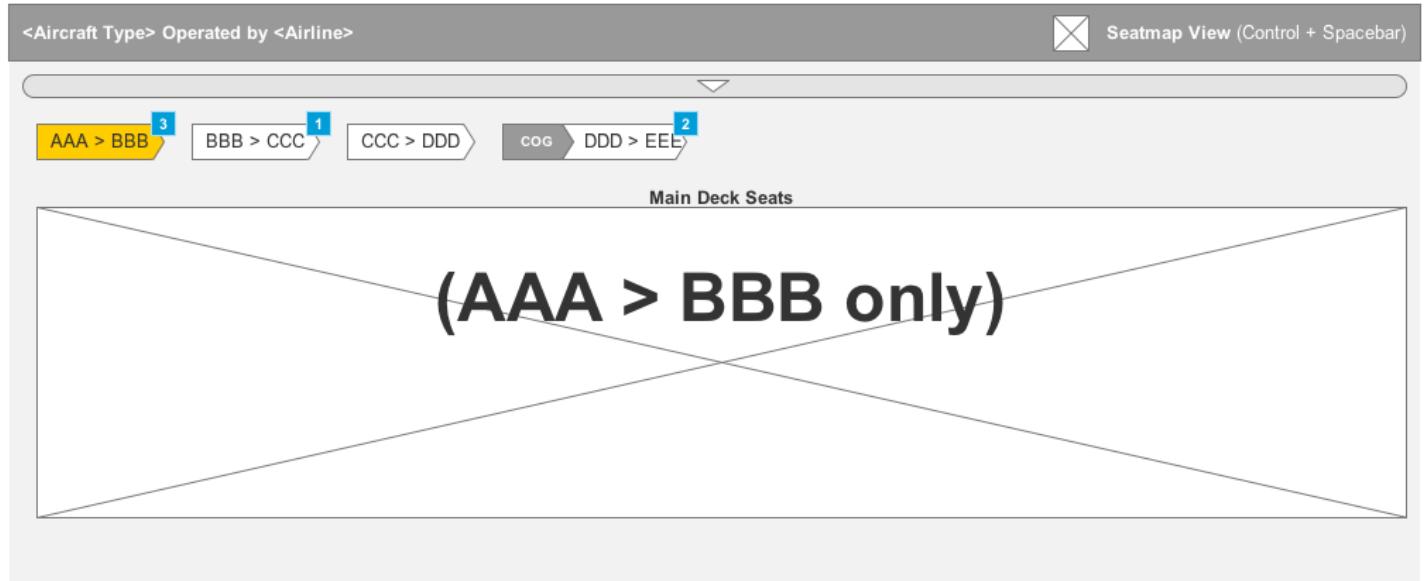
Seat Map Navigation

1.1. User Interface

Seat Map Navigation

2. Seat Map Navigation 1

2.1. User Interface

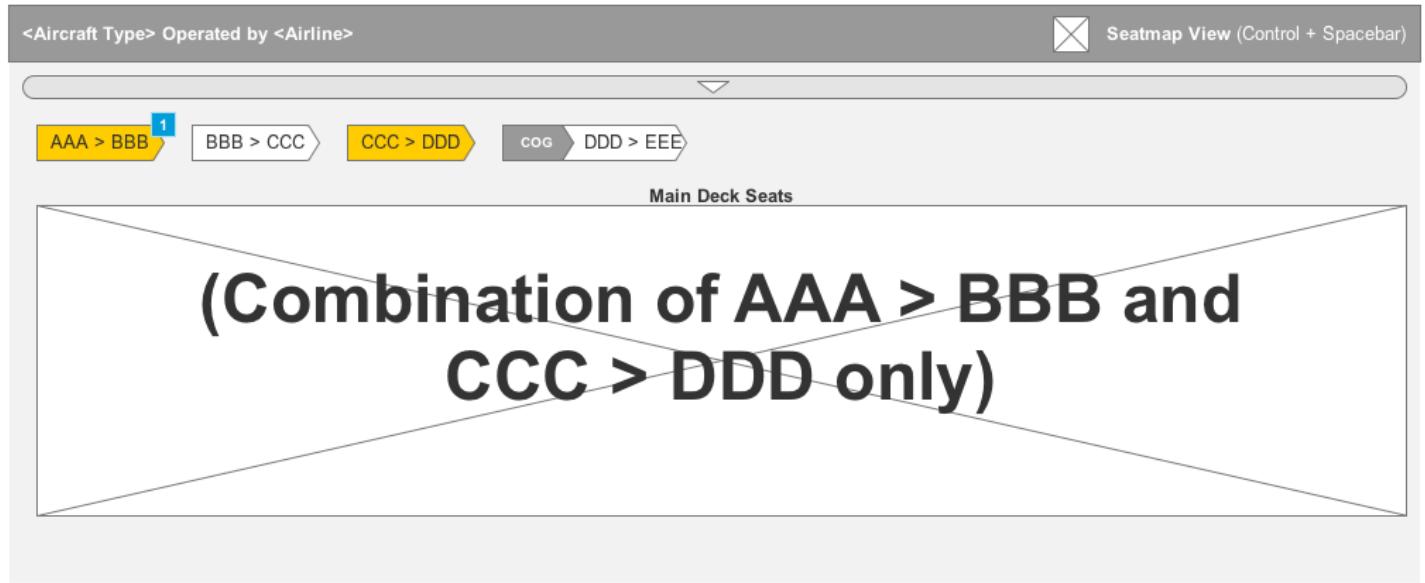


2.2. Widget Table

Footnote	Label	Description
1	Thru Segment	On click of a Thru segment would add this to the combined seat map below.
2	COG Segment	If not yet selected, on click would select the COG segment and de-select any other segments.
3	Current Segment	A seat map must always be shown. By default, the current segment is highlighted. If no other segments are selected, clicking this segment does nothing.

3. Seat Map Navigation 2

3.1. User Interface

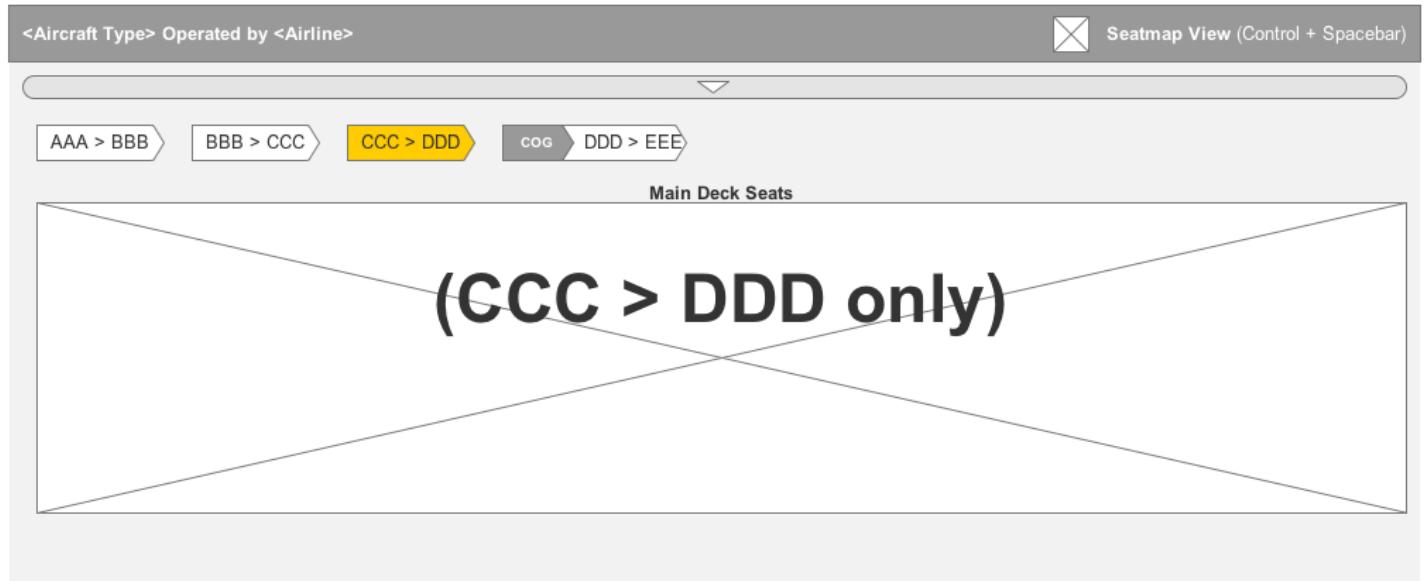


3.2. Widget Table

Footnote	Label	Description
1	Current segment	If another portion of the Thru flight is selected, On Click of the current segment would de-select it and only show the selected seat map (whether it is a combined or not). This is shown in 1c on this page.

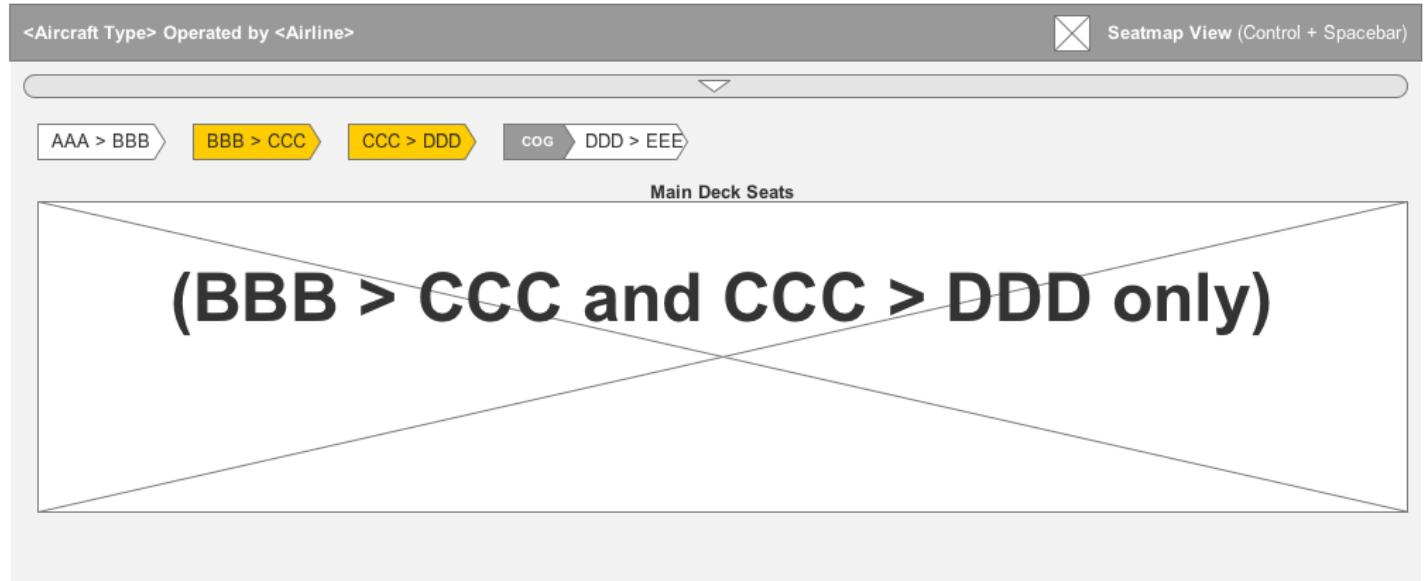
4. Seat Map Navigation 3

4.1. User Interface



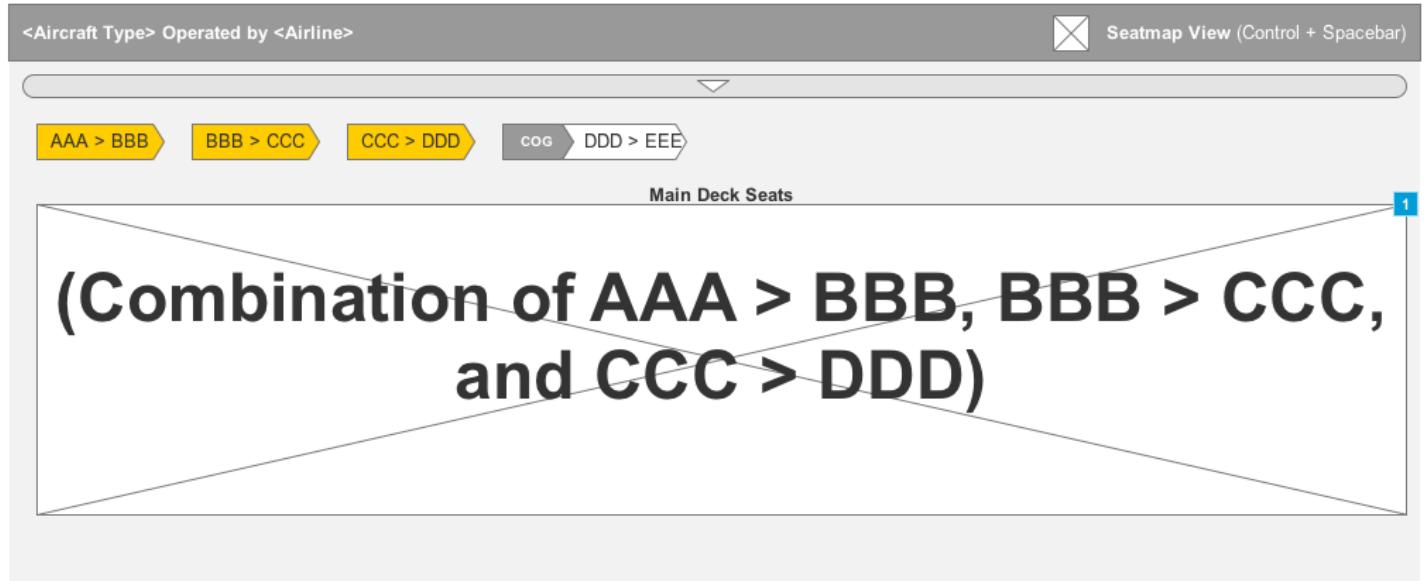
5. Seat Map Navigation 4

5.1. User Interface



6. Seat Map Navigation 5

6.1. User Interface

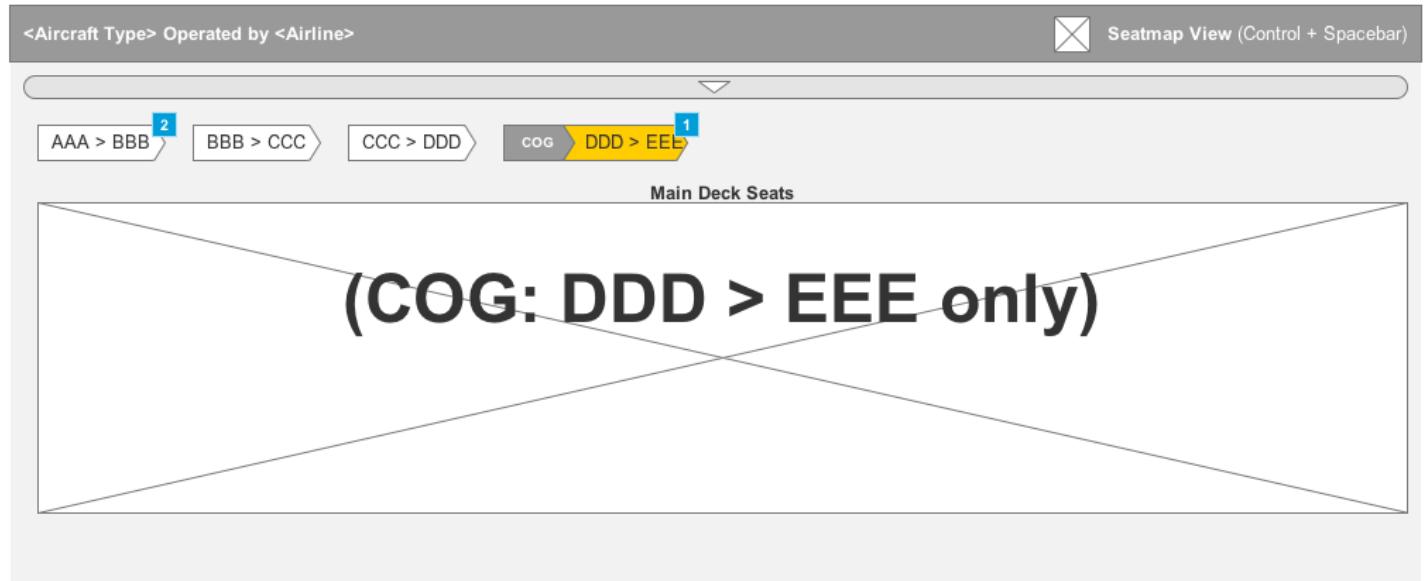


6.2. Widget Table

Footnote	Label	Description
1	Combined Seat Map	This seat map would show all of the consolidated seat information for the entire Thru flight.

7. Seat Map Navigation 6

7.1. User Interface



7.2. Widget Table

Footnote	Label	Description
1	COG Segment: Selected	When a COG segment is selected, all Thru segments get deselected to show the COG by itself.
2	Thru Segment	If a COG is active and the user clicks a Thru segment, the COG is deselected to show the other segment by itself.

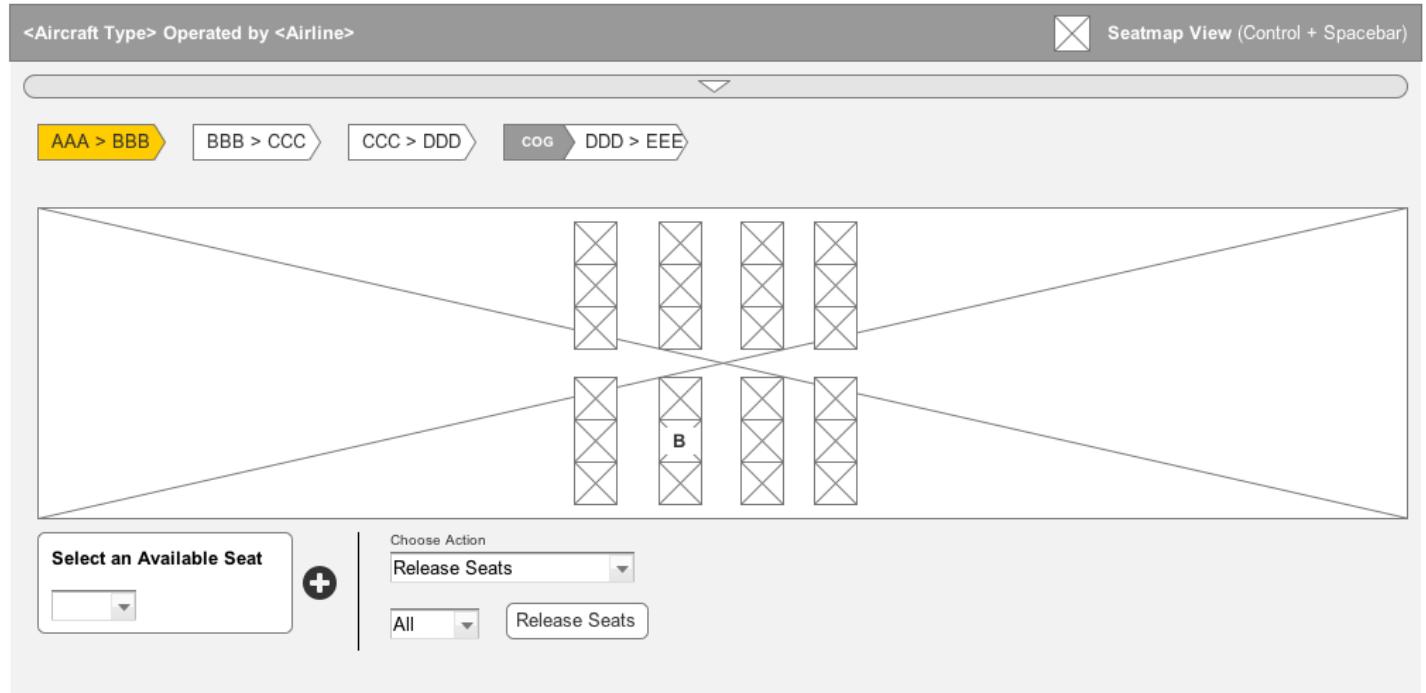
8. Select Available Seat (Seat Level)

8.1. User Interface

Select Unoccupied Seat (Seat Level)

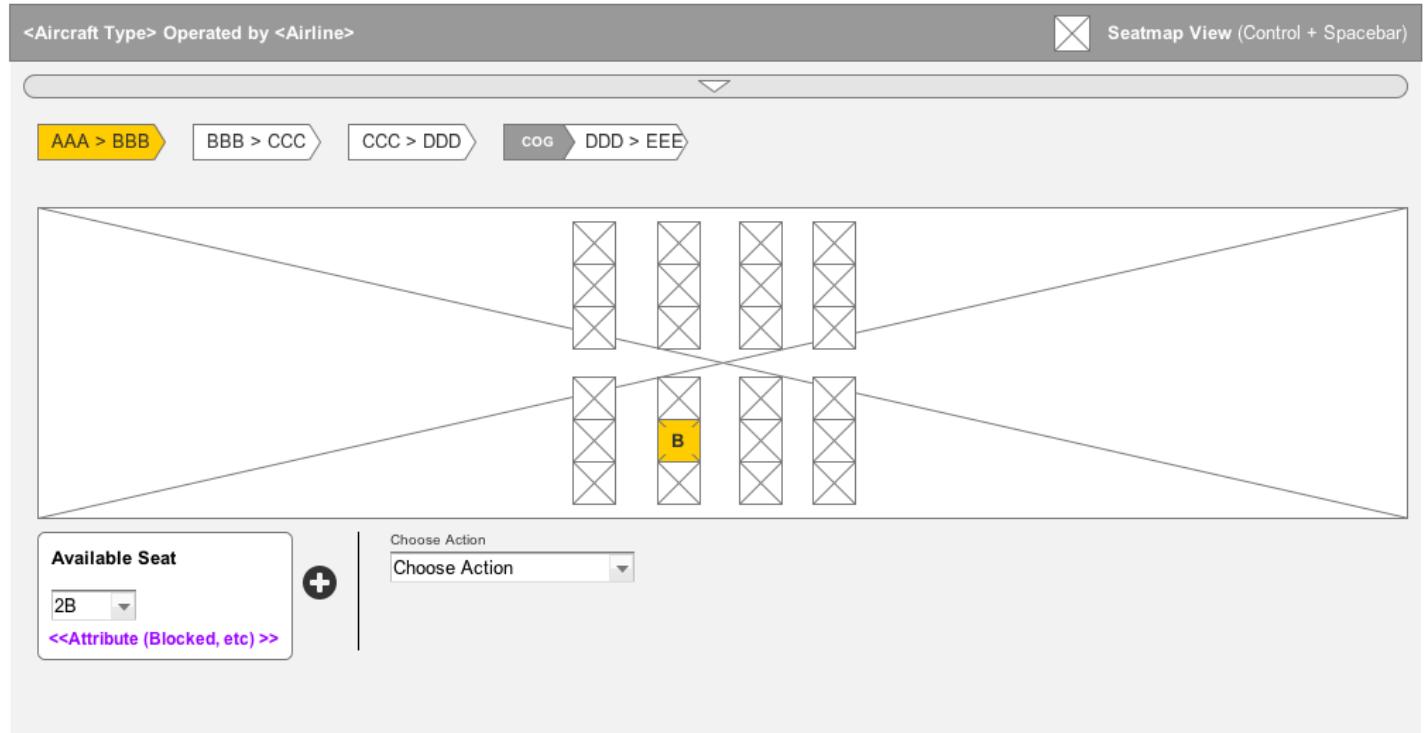
9. Pre-Selection

9.1. User Interface



10. Select a Seat

10.1. User Interface



11. Change Seat - Current State

11.1. User Interface

Change Seat - Current State

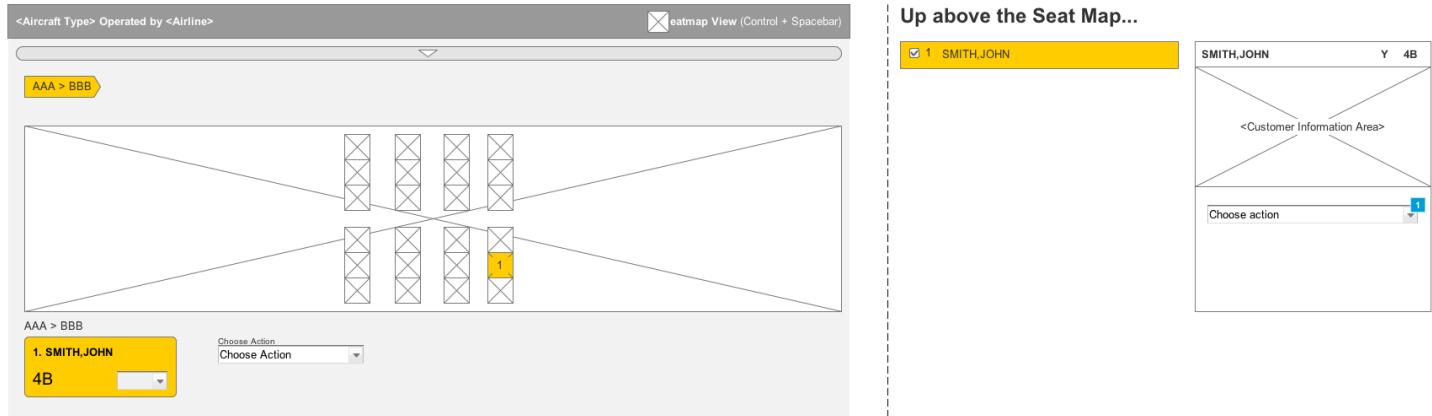
12. Pre-Selection

12.1. User Interface

The screenshot displays the 'Seatmap View' interface. At the top, there is a header bar with the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a navigation bar with a yellow arrow pointing from 'AAA > BBB'. The main area shows a seat map with two rows of four seats each, indicated by small icons. On the left side, there is a panel titled 'Select an Available Seat' containing a dropdown menu and a '+' button. To the right of the seat map, there is a 'Choose Action' dropdown set to 'Release Seats', along with 'All' and 'Release Seats' buttons. To the right of the seat map, a vertical dashed line separates the interface from a sidebar. The sidebar has a title 'Up above the Seat Map...' and contains a list box with '1 SMITH.JOHN' and a 'FLIGHT ACTIONS' section with a 'Choose action' dropdown.

13. Selected Customer

13.1. User Interface



13.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>

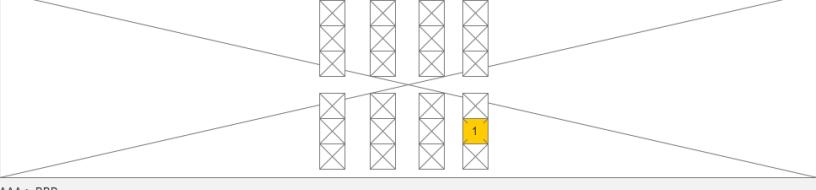
14. Selected Action

14.1. User Interface

<Aircraft Type> Operated by <Airline>

Seatmap View (Control + Spacebar)

AAA > BBB



AAA > BBB

1. SMITH,JOHN
4B

Choose Action
Change Seat ▾ Change Seat

Up above the Seat Map...

1 SMITH,JOHN

SMITH,JOHN	Y 4B
<Customer Information Area>	
Change Seat ▾	
From Seat 4B	New Seat ▾
Change Seat	

15. Selected New Seat

15.1. User Interface

The screenshot displays a seat map interface for an aircraft. At the top, a header bar reads "<Aircraft Type> Operated by <Airline>" and "Seatmap View (Control + Spacebar)". Below the header is a navigation bar with "AAA > BBB". The main area shows a 2D seat map with rows and columns of seats. A yellow box highlights seat 4B, which is currently selected. In the bottom left corner, passenger information is displayed: "1. SMITH,JOHN" and "4B". Below this, a dropdown menu shows "3B" and a "Change Seat" button. In the bottom right corner, there is a "Choose Action" dropdown set to "Change Seat".

Up above the Seat Map...

1 SMITH,JOHN

SMITH,JOHN Y 4B

<Customer Information Area>

Change Seat

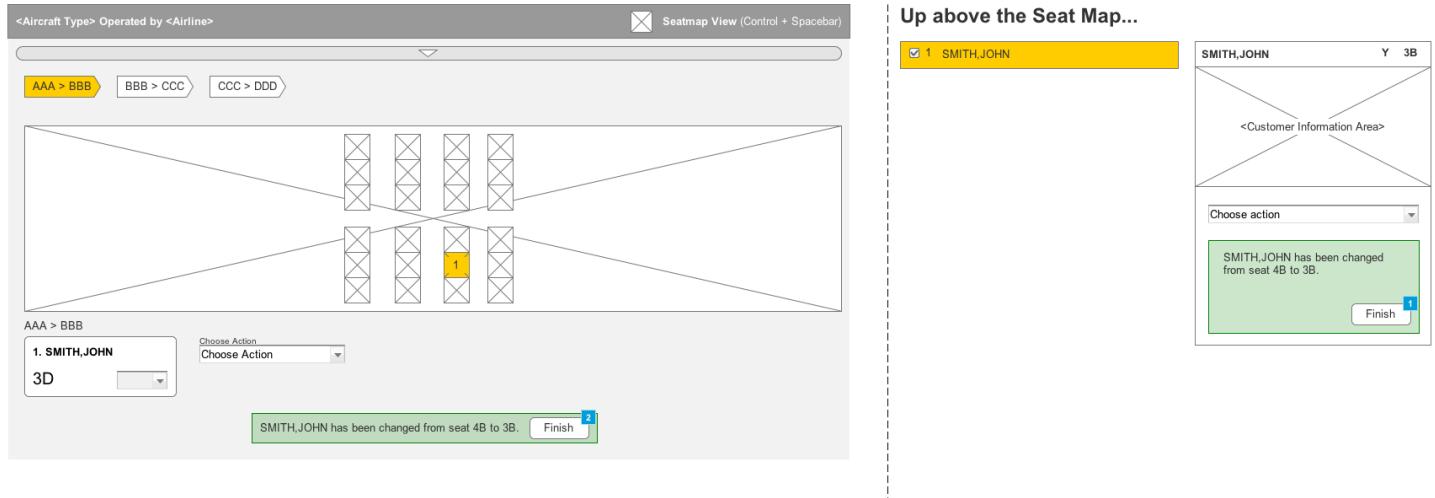
From Seat: 4B

New Seat: 3B

Change Seat

16. Submit Changes

16.1. User Interface



16.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list, resets the CIA, and resets the Seat Map actions to "Select an Available Seat" as well as Seat Map Level Actions.
2	Finish	On click clears selected names from the list, resets the CIA, and resets the Seat Map actions to "Select an Available Seat" as well as Seat Map Level Actions.

17. Change Seat - Entire Thru Segment

17.1. User Interface

Change Seat - Entire Thru Segment

18. Pre-Selection

18.1. User Interface

The screenshot displays a flight pre-selection interface. At the top, a header bar includes the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a navigation bar with three items: 'AAA > BBB' (highlighted in yellow), 'BBB > CCC' (grey), and 'CCC > DDD' (grey). The main area features a seat map with two rows of four seats each, indicated by small square icons with internal cross-hatching. Below the seat map are two sets of controls. The left set is labeled 'Select an Available Seat' and contains a dropdown menu with a downward arrow and a '+' button. The right set is labeled 'Choose Action' and includes a dropdown menu set to 'Release Seats', a 'All' dropdown menu, and a 'Release Seats' button.

Up above the Seat Map...

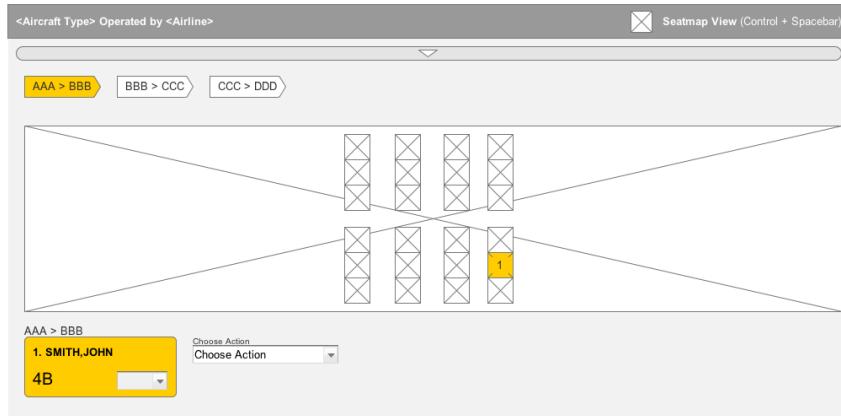
1 SMITH.JOHN

FLIGHT ACTIONS

Choose action

19. Selected Customer

19.1. User Interface



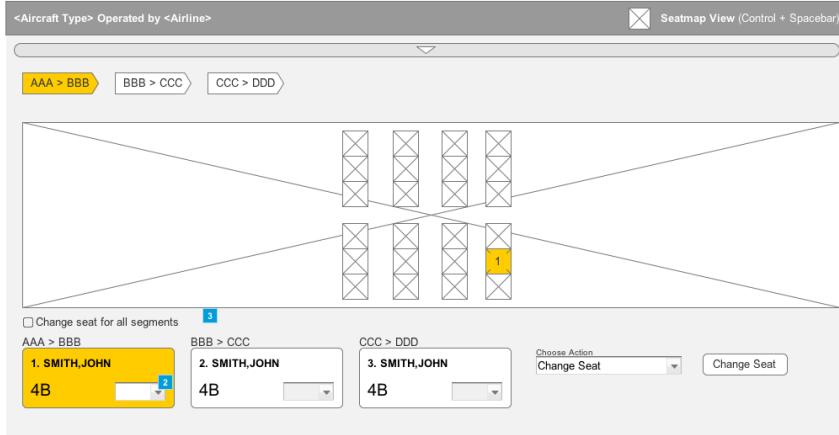
The screenshot shows a user interface for managing a selected customer. At the top, there's a header bar with '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header, a navigation bar has three items: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. The main area features a seat map with rows of seats. A specific seat in the middle row is highlighted with a yellow box containing the number '1'. In the bottom left corner, there's a yellow box labeled '1. SMITH,JOHN' with '4B' below it, and a dropdown menu labeled 'Choose Action'. On the right side, a dashed vertical line separates the UI from a callout box titled 'Up above the Seat Map...'. This callout contains a yellow header bar with a checked checkbox and the name 'SMITH,JOHN'. To the right of the header is a seat label 'Y 4B'. Below the header, there's a section labeled '<Customer Information Area>' with a 'Choose action' dropdown menu.

19.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>

20. Selected Action

20.1. User Interface



Up above the Seat Map...

SMITH,JOHN Y 4B

<Customer Information Area>

Change Seat

Change seat for all segments

AAA > BBB
1. SMITH,JOHN 4B

BBB > CCC
2. SMITH,JOHN 4B

CCC > DDD
3. SMITH,JOHN 4B

Choose Action: Change Seat

Segment: AAA > BBB
Seat: 4B
New Seat: 1

Segment: BBB > CCC
Seat: 4B

Segment: CCC > DDD
Seat: 4B

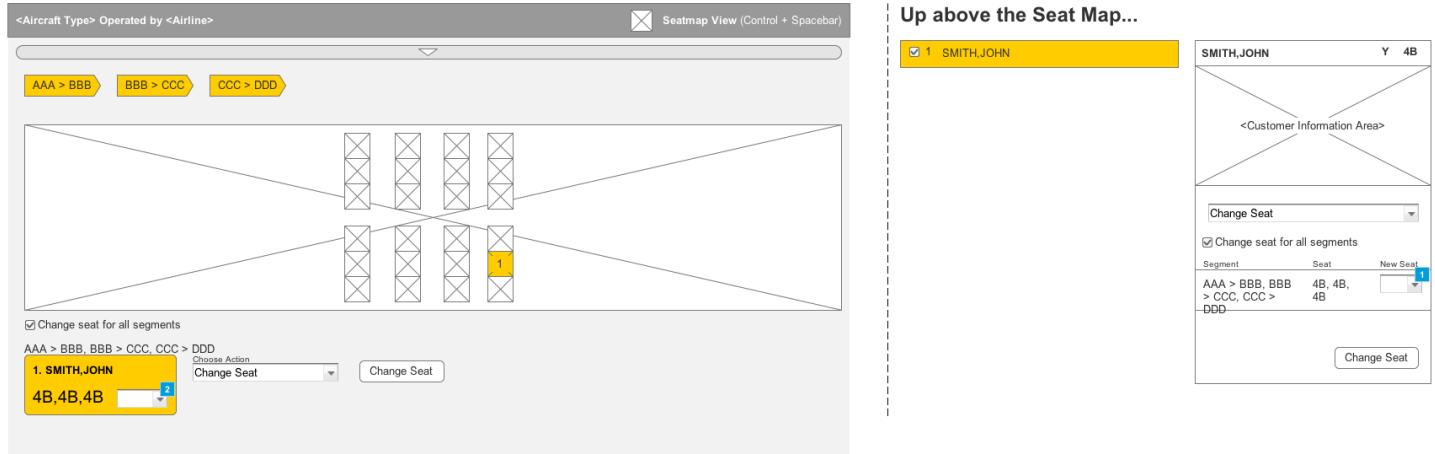
Change Seat

20.2. Widget Table

Footnote	Label	Description
1	Choose Seat	The Choose Seat list populates only with available seats. No seat is pre-populated in the drop down view.
2	Seat Dropdown	Once an action is selected, the drop down is populated with relevant seat choices. No seat is selected by default.
3	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate. The entire flight path that we see illustrated in front of us will change and be replaced with one Seat Card / one section in the CIA that will give the user one consolidated drop down list of available seats for the entire duration.

21. Selected All Segments

21.1. User Interface



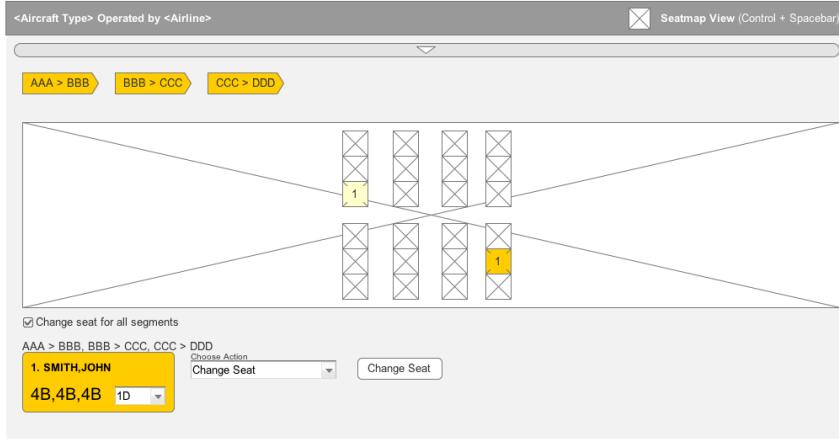
The screenshot shows a seat selection interface for an aircraft. At the top, it displays the aircraft type and airline information. Below this is a seat map showing rows of seats. A specific seat in the middle row is highlighted with a yellow box and the number '1'. To the left of the seat map, there are buttons for navigating between segments: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. Below the seat map, there is a checkbox for 'Change seat for all segments' and a dropdown menu showing 'AAA > BBB, BBB > CCC, CCC > DDD' with '1. SMITH,JOHN' selected. A 'Choose Action' dropdown is set to 'Change Seat', and a 'Change Seat' button is visible. To the right, a detailed view of the selected seat is shown, labeled 'Up above the Seat Map...'. This view includes a yellow header bar with '1 SMITH,JOHN', the passenger's name 'SMITH,JOHN', and the seat location 'Y 4B'. Below this is a 'Customer Information Area' with a crosshair icon. Further down, there is a 'Change Seat' section with a dropdown menu set to 'Change seat for all segments', a table for selecting segments and seats, and a 'Change Seat' button.

21.2. Widget Table

Footnote	Label	Description
1	All Segments Dropdown	<p>This drop down will have to be a list of all eligible seats, whether it is for Change Seat or Seat Swap.</p> <p>This drop down is now active for ALL segments. it is a list of eligible seats. Criteria for "eligible seats" differs depending on if we are doing a Change or a Swap.</p>
2	All segments	<p>This drop down will have to be a list of all eligible seats, whether it is for Change Seat or Seat Swap.</p> <p>This drop down is now active for ALL segments. it is a list of eligible seats. Criteria for "eligible seats" differs depending on if we are doing a Change or a Swap.</p>

22. Selected New Seat

22.1. User Interface



<Aircraft Type> Operated by <Airline>

Seatmap View (Control + Spacebar)

AAA > BBB BBB > CCC CCC > DDD

1. SMITH,JOHN

4B,4B,4B 1D

Change seat for all segments

Change Action **Change Seat**

Up above the Seat Map...

1 SMITH,JOHN	Y 4B	
<Customer Information Area>		
Change Seat		
<input checked="" type="checkbox"/> Change seat for all segments		
Segment	Seat	New Seat
AAA > BBB, BBB > CCC, CCC > DDD	4B, 4B, 4B	1D

Change Seat

23. Submit Changes

23.1. User Interface

The screenshot shows the 'Seatmap View (Control + Spacebar)' window. At the top, there are navigation buttons: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. Below the buttons is a large seat map with several rows of seats. A specific seat, labeled '1', is highlighted with a yellow box. To the left of the seat map, a list of passengers is shown:

- 1. SMITH,JOHN New seat: 1D

Below this list is a dropdown menu labeled 'Choose Action'. A message at the bottom states: 'SMITH,JOHN has been changed from seat 4B to 1D on segments AAA > BBB, BBB > CCC, and CCC > DDD.' There is a 'Finish' button with a '2' icon next to it.

Up above the Seat Map...

A vertical dashed line separates the main interface from a sidebar titled 'Up above the Seat Map...'. The sidebar contains the following information:

- A list item: '1 SMITH,JOHN'
- A section labeled 'Customer Information Area' with a diagram showing a seat map and a highlighted seat '1'.
- A dropdown menu labeled 'Choose action'.
- A message box stating: 'SMITH,JOHN has been changed from seat 4B to 1D on segments AAA > BBB, BBB > CCC, and CCC > DDD.'
- A 'Finish' button with a '1' icon.

23.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list and resets the CIA.
2	Finish	On click clears selected names from the list and resets the CIA.

24. Change Seat - Entire Thru Unavailable

24.1. User Interface

Change Seat - Entire Thru Unavailable

25. Pre-Selection

25.1. User Interface

The screenshot displays a seat selection interface. At the top, a header bar includes the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a navigation bar with buttons for 'AAA > BBB' and 'BBB > CCC'. The main area features a seat map with several rows of seats, some marked with crosses. A dashed vertical line labeled 'Up above the Seat Map...' is positioned to the right of the seat map. On the left side of the interface, there is a section titled 'Select an Available Seat' with a dropdown menu and a '+' button. To the right of this, a 'Choose Action' dropdown is set to 'Release Seats', with options 'All' and 'Release Seats' below it.

Up above the Seat Map...

1 SMITH.JOHN

FLIGHT ACTIONS

Choose action

Select an Available Seat

Choose Action

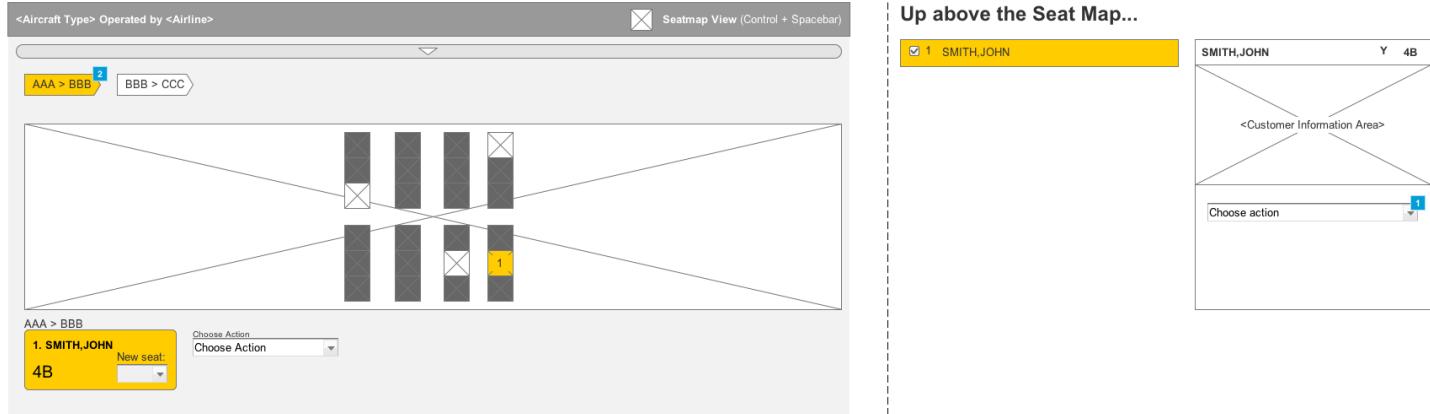
Release Seats

All

Release Seats

26. Selected Customer

26.1. User Interface

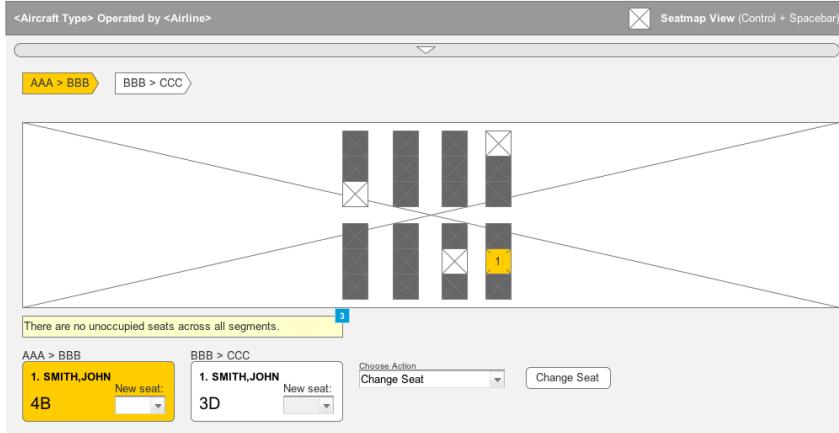


26.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>
2	Active Segment	Since we are working this segment at the active station, a customer selection defaults to this segment being selected.

27. Selected Action

27.1. User Interface



The screenshot shows a seat selection interface. At the top, it says '<Aircraft Type> Operated by <Airline>' and has a 'Seatmap View (Control + Spacebar)' button. Below this are two buttons: 'AAA > BBB' and 'BBB > CCC'. The main area is a seat map with several seats marked with crosses. A yellow box highlights seat '1' in segment CCC. A message at the bottom left says 'There are no unoccupied seats across all segments.' A number '3' is in a blue box. On the right, there's a vertical dashed line labeled 'Up above the Seat Map...'. To the right of the line is a 'Customer Information Area' for 'SMITH,JOHN' with a seat map showing 'Y 4B'. It includes a 'Change Seat' dropdown, a message about unoccupied seats, and a table for selecting segments and seats. The table has rows for 'AAA > BBB' (selected) and 'BBB > CCC'.

27.2. Widget Table

Footnote	Label	Description
1	Choose Seat	The Choose Seat list populates only with available seats. No seat is pre-populated in the drop down view.
2	Notification message	There are no available seats that span both segments. Because of this, our check box option cannot be used. In its place, we will give messaging to the user explaining this.
3	Notification message	There are no available seats that span both segments. Because of this, our check box option cannot be used. In its place, we will give messaging to the user explaining this.

28. Select Seat Segment AAA > BBB

28.1. User Interface

The screenshot shows a seat selection interface. At the top, it says '<Aircraft Type> Operated by <Airline>' and has a 'Seatmap View (Control + Spacebar)' button. Below this are two buttons: 'AAA > BBB' and 'BBB > CCC'. The main area is a seat map with several seats. Two seats are highlighted in yellow: one in the first row (4B) and one in the second row (3D). A message at the bottom left says 'There are no unoccupied seats across all segments.' A number '3' is highlighted in blue next to this message. At the bottom, there are two dropdown menus: 'AAA > BBB' (selected) and 'BBB > CCC', both showing '1. SMITH,JOHN' and 'New seat: 1D'. There is also a 'Choose Action' dropdown set to 'Change Seat' and a 'Change Seat' button.

Up above the Seat Map...

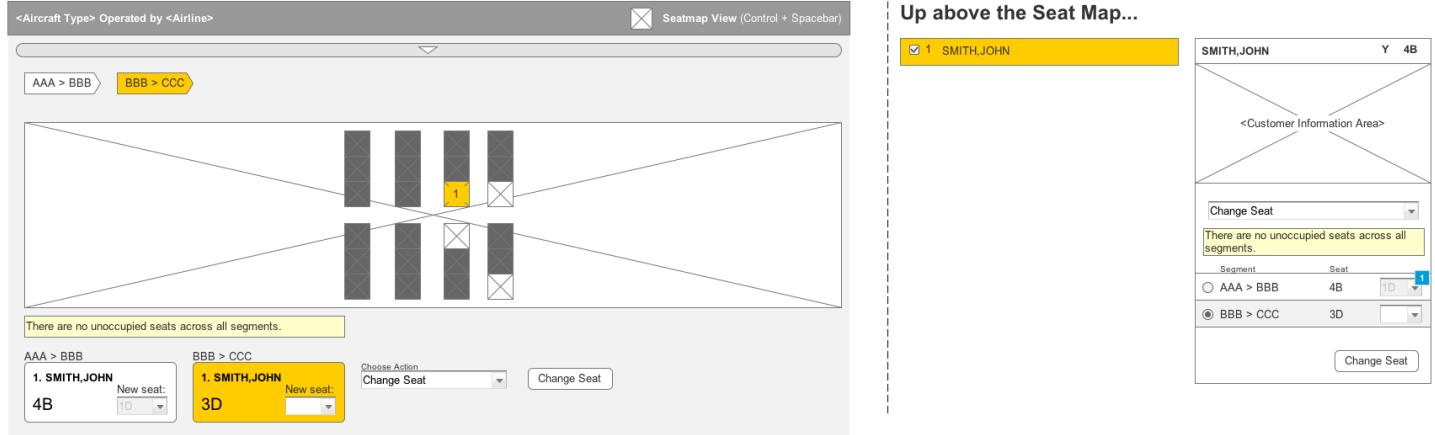
SMITH,JOHN Y 4B
 <Customer Information Area>
 Change Seat
 There are no unoccupied seats across all segments.
 Segment Seat New Seat
 AAA > BBB 4B 1D
 BBB > CCC 3D
 Change Seat

28.2. Widget Table

Footnote	Label	Description
1	Choose Seat	The Choose Seat list populates only with available seats. No seat is pre-populated in the drop down view.
2	Notification message	There are no available seats that span both segments. Because of this, our check box option cannot be used. In its place, we will give messaging to the user explaining this.
3	Notification message	There are no available seats that span both segments. Because of this, our check box option cannot be used. In its place, we will give messaging to the user explaining this.

29. Selected Segment BBB > CCC

29.1. User Interface



The screenshot shows a seat selection interface for an aircraft. At the top, it says '<Aircraft Type> Operated by <Airline>' and has a 'Seatmap View (Control + Spacebar)' button. Below this is a seat map showing rows of seats. A specific seat in the middle row is highlighted with a yellow box and the number '1'. To the right, there is a detailed view of this seat with the passenger information 'SMITH,JOHN' and seat details 'Y 4B'. The view includes a 'Customer Information Area' and a 'Change Seat' button. At the bottom left, there are two dropdown menus for 'New seat:' (one for segment AAA > BBB showing '4B' and one for BBB > CCC showing '3D') and a 'Choose Action' dropdown set to 'Change Seat'. A message at the bottom left states 'There are no unoccupied seats across all segments.'

29.2. Widget Table

Footnote	Label	Description
1	Queue'd Change Seat	<p>We can make a change to each segment individually and have them queue'd up.</p> <p>When the user clicks the final "Change Seat" button, then all commands will be sent at once. This functionality will also be used for Seat Swap.</p>

30. Selected Seat Segment BBB > CCC

30.1. User Interface

<Aircraft Type> Operated by <Airline>

Seatmap View (Control + Spacebar)

AAA > BBB BBB > CCC

There are no unoccupied seats across all segments.

AAA > BBB
1. SMITH,JOHN New seat: 4B 1D

BBB > CCC
1. SMITH,JOHN New seat: 3D 4A

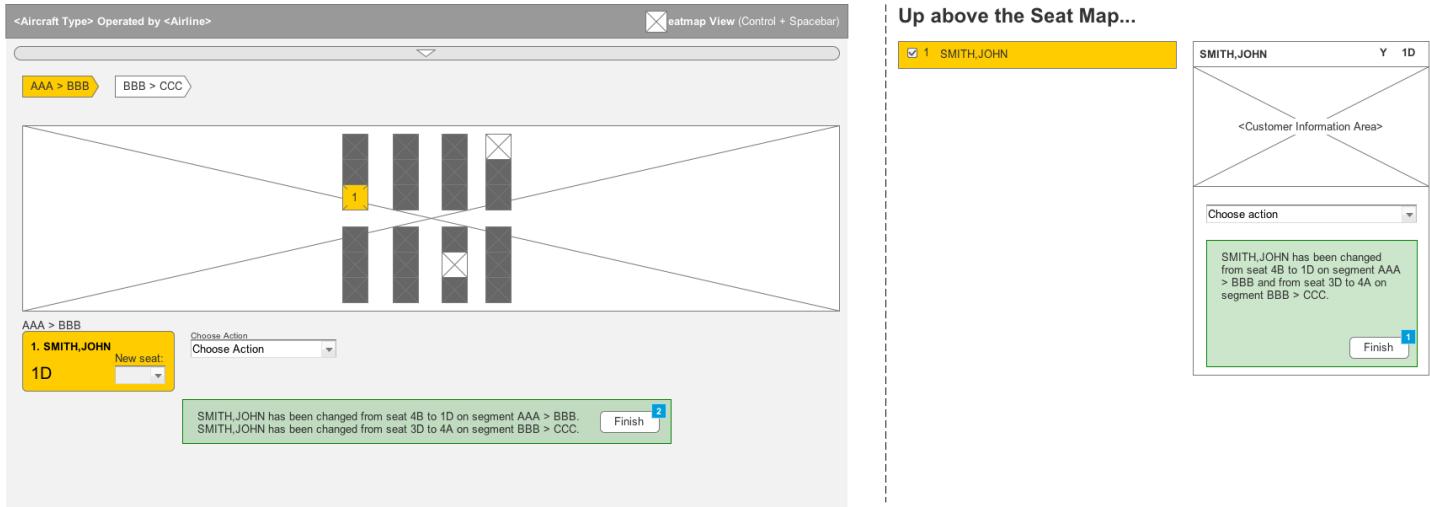
Choose Action: Change Seat

Up above the Seat Map...

<input checked="" type="checkbox"/> 1 SMITH,JOHN	Y 4B
<Customer Information Area>	
Change Seat	
There are no unoccupied seats across all segments.	
Segment	Seat
<input type="radio"/> AAA > BBB	4B 1D
<input checked="" type="radio"/> BBB > CCC	3D 4A
<input type="button" value="Change Seat"/>	

31. Submit Changes

31.1. User Interface



31.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list and resets the CIA.
2	Finish	On click clears selected names from the list and resets the CIA.

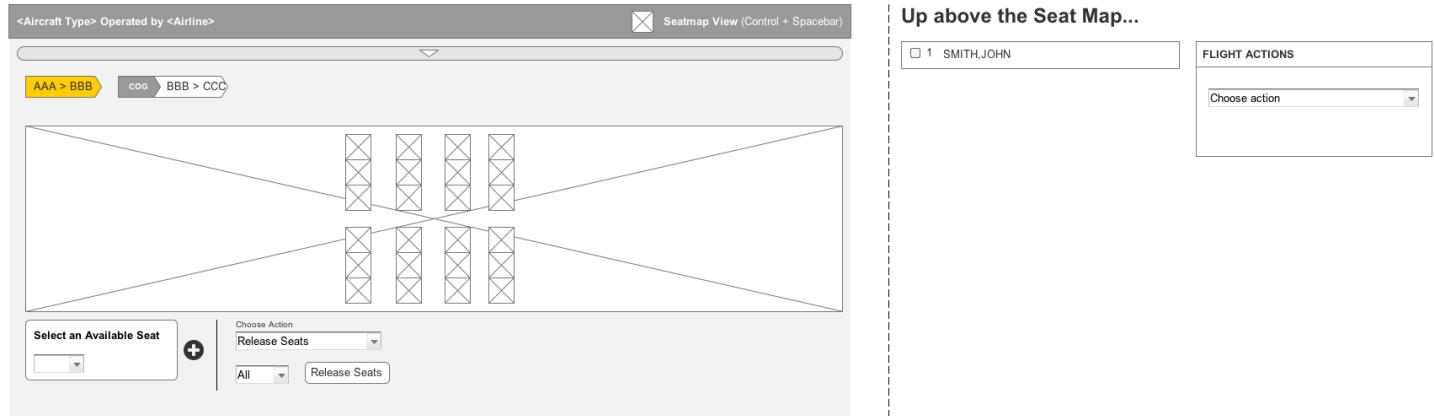
32. Change Seat - COG

32.1. User Interface

Change Seat - COG

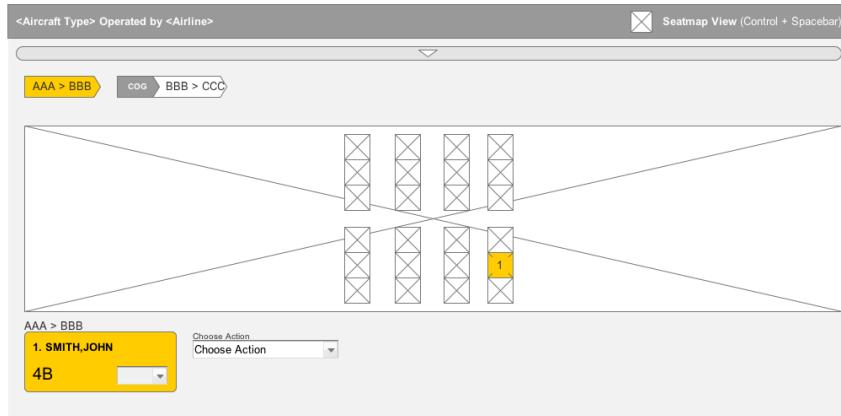
33. Pre-Selection

33.1. User Interface



34. Selected Customer

34.1. User Interface



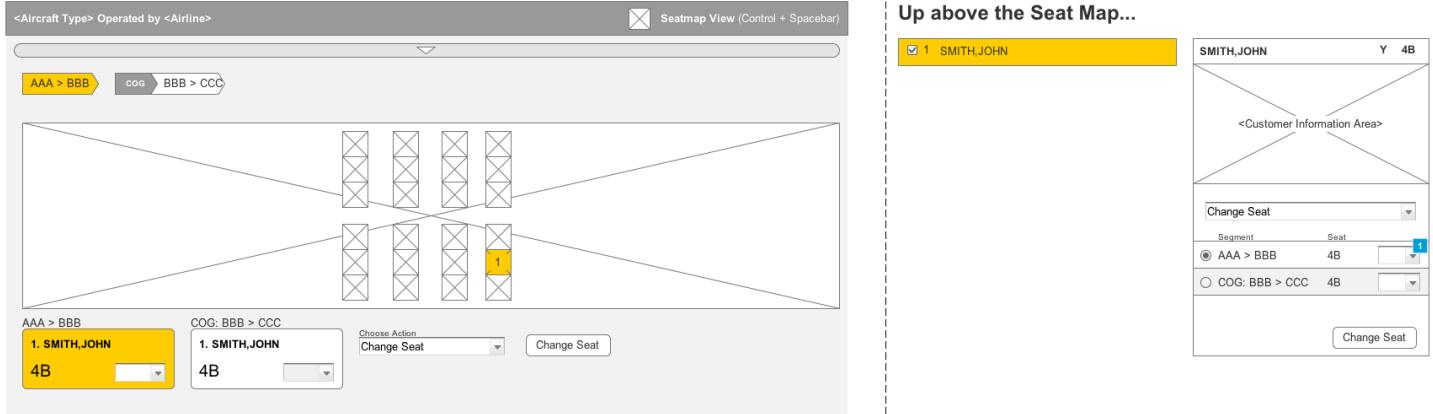
The screenshot shows a user interface for managing a selected customer. At the top, there's a header bar with the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a navigation bar with arrows pointing from 'AAA > BBB' to 'COG' to 'BBB > CCC'. The main area features a seat map with rows of seats. A specific seat in the middle row is highlighted with a yellow box containing the number '1'. To the left of the seat map, there's a yellow box labeled '1. SMITH.JOHN' and '4B'. Below the seat map, there's a dropdown menu labeled 'Choose Action'. To the right of the seat map, there's a dashed vertical line followed by a callout box titled 'Up above the Seat Map...'. This callout contains a yellow box with the text '1 SMITH.JOHN' and a larger box labeled 'SMITH.JOHN' with '4B' at the top right. Inside this larger box is a section titled '<Customer Information Area>' with a 'Choose action' dropdown.

34.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>

35. Selected Action

35.1. User Interface



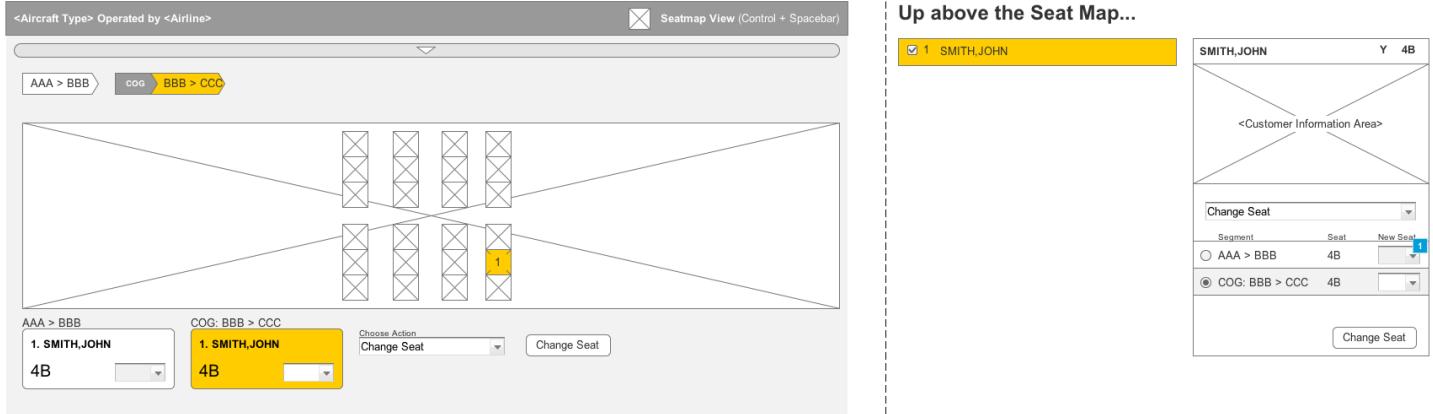
The screenshot shows a seat selection interface. At the top, there's a header bar with '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a seat map showing rows of seats. A specific seat in the middle row is highlighted with a yellow box and the number '1'. To the left of the seat map, there are two dropdown menus: 'AAA > BBB' and 'COG: BBB > CCC', both showing '1. SMITH,JOHN' and '4B'. Below these menus are buttons for 'Choose Action' (set to 'Change Seat') and 'Change Seat'. On the right side, a vertical dashed line separates the seat map from a detailed view titled 'Up above the Seat Map...'. This view includes a yellow header bar with '1 SMITH,JOHN'. Below it is a 'Customer Information Area' containing 'SMITH,JOHN' and 'Y 4B'. Further down are sections for 'Change Seat' (with a dropdown menu showing 'Segment: AAA > BBB' and 'Seat: 4B'), and another dropdown menu for 'COG: BBB > CCC' (also showing '4B'). A 'Change Seat' button is at the bottom.

35.2. Widget Table

Footnote	Label	Description
1	Choose Seat	The Choose Seat list populates only with available seats. No seat is pre-populated in the drop down view.

36. Change Segment

36.1. User Interface



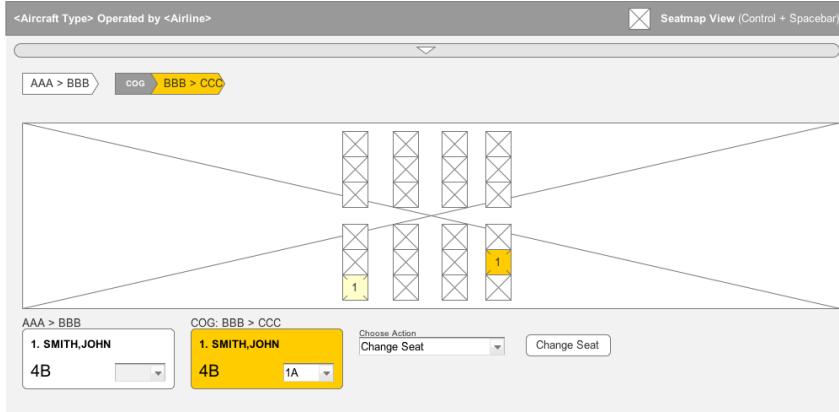
The screenshot shows a flight booking interface. At the top, it displays the aircraft type and airline. Below this is a seat map showing rows of seats. A specific seat in the middle row is highlighted with a yellow box containing the number '1'. To the left of the seat map, there are dropdown menus for 'Segment' (set to 'AAA > BBB') and 'Seat' (set to '4B'). Below these are two yellow-highlighted dropdown menus, both showing '1. SMITH,JOHN' and '4B'. At the bottom, there is a button labeled 'Change Seat'. To the right of the seat map, a dashed vertical line separates the main interface from a detailed view. This view includes a title 'Up above the Seat Map...', a list of passengers ('1 SMITH,JOHN'), a 'Customer Information Area' (with a placeholder 'SMITH,JOHN Y 4B'), and a 'Change Seat' section. In this section, the 'Segment' dropdown is set to 'COG: BBB > CCC' and the 'Seat' dropdown is set to '4B'. There is also a 'New Seat' dropdown with a value of '1' highlighted in blue.

36.2. Widget Table

Footnote	Label	Description
1	Disabled	When a different segment is selected, the other drop downs disable.

37. Select Seat

37.1. User Interface



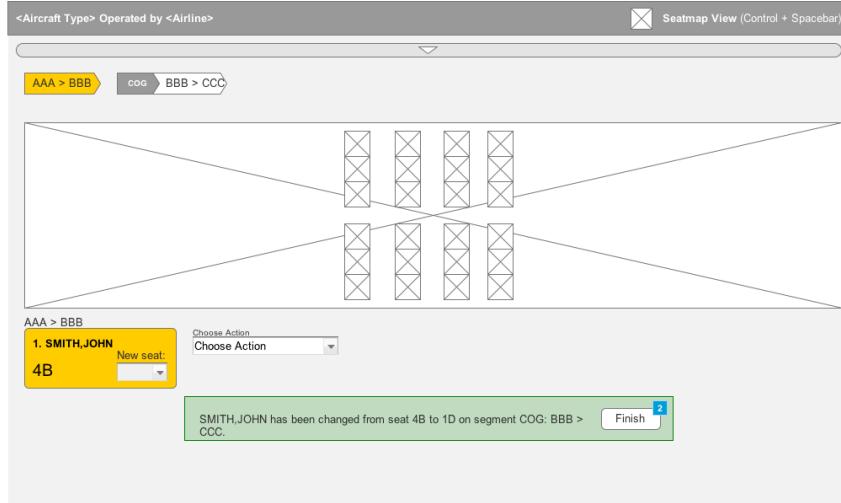
The screenshot shows a flight booking interface. At the top, it says '<Aircraft Type> Operated by <Airline>' and has a 'Seatmap View (Control + Spacebar)' button. Below this is a breadcrumb navigation: 'AAA > BBB' → 'COG' → 'BBB > CCC'. The main area is a seat map with rows of seats. Seats 1A and 1B in the bottom row are highlighted with yellow boxes. To the left of the seat map, there are two dropdown menus: one for 'Segment' (set to 'AAA > BBB') and one for 'Seat' (set to '4B'). Below these are two buttons: 'Change Action' (set to 'Change Seat') and 'Change Seat'. To the right of the seat map, there is a vertical dashed line labeled 'Up above the Seat Map...'. To the right of this line is a 'Customer Information Area' containing a table for passenger 'SMITH, JOHN'. The table includes fields for 'Segment' (set to 'COG: BBB > CCC'), 'Seat' (set to '4B'), and 'Seat' (set to '1A'). A 'Change Seat' button is located at the bottom of this panel.

37.2. Widget Table

Footnote	Label	Description
1	Disabled drop down	When a different segment is selected, the other drop downs disable.

38. Submit Changes

38.1. User Interface



The screenshot shows the 'Seatmap View' interface. At the top, it says '<Aircraft Type> Operated by <Airline>' and has a 'Seatmap View (Control + Spacebar)' button. Below this is a seat map diagram showing rows of seats. A yellow box highlights the path 'AAA > BBB' and 'COG > BBB > CCC'. In the bottom left, a yellow box shows '1. SMITH,JOHN' and a dropdown menu 'New seat: 4B'. A green message box at the bottom states 'SMITH,JOHN has been changed from seat 4B to 1D on segment COG: BBB > CCC.' On the right, a vertical dashed line separates the seat map from a sidebar titled 'Up above the Seat Map...'. The sidebar contains a yellow box with '1 SMITH,JOHN', a 'Choose action' dropdown, and a green message box stating 'SMITH,JOHN has been changed from seat 4B to 1D on segment COG: BBB > CCC.' It also features a 'Finish' button.

38.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list and resets the CIA.
2	Finish	On click clears selected names from the list and resets the CIA.

39. Swap Seats - Entire Thru Segment

39.1. User Interface

Swap Seats - Entire Thru Segment

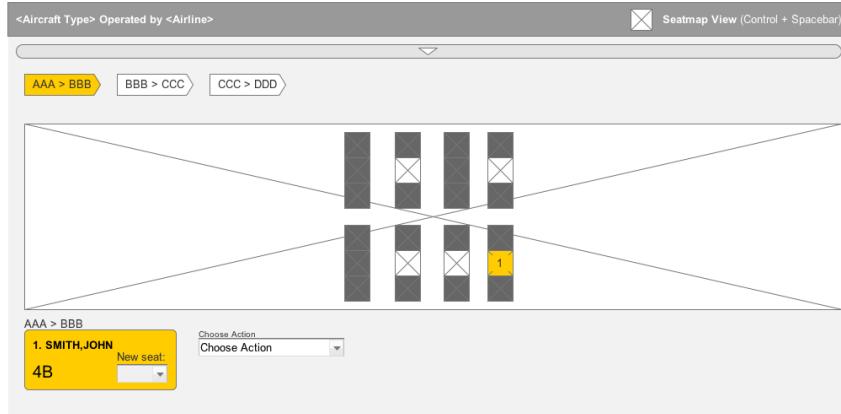
40. Pre-Selection

40.1. User Interface

The screenshot displays a flight pre-selection interface. At the top, a header bar includes the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header is a navigation bar with three items: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. The main area features a seat map with several seats highlighted in grey. On the left, there's a section titled 'Select an Available Seat' with a dropdown menu and a '+' button. On the right, a 'Choose Action' dropdown is set to 'Release Seats', with 'All' and 'Release Seats' buttons below it. To the right of the seat map, a vertical dashed line separates the main interface from a sidebar. The sidebar has a title 'Up above the Seat Map...' and contains a list of passengers: '1 SMITH,JOHN'. Underneath the passenger list is a 'FLIGHT ACTIONS' section with a dropdown menu labeled 'Choose action'.

41. Selected Customer

41.1. User Interface



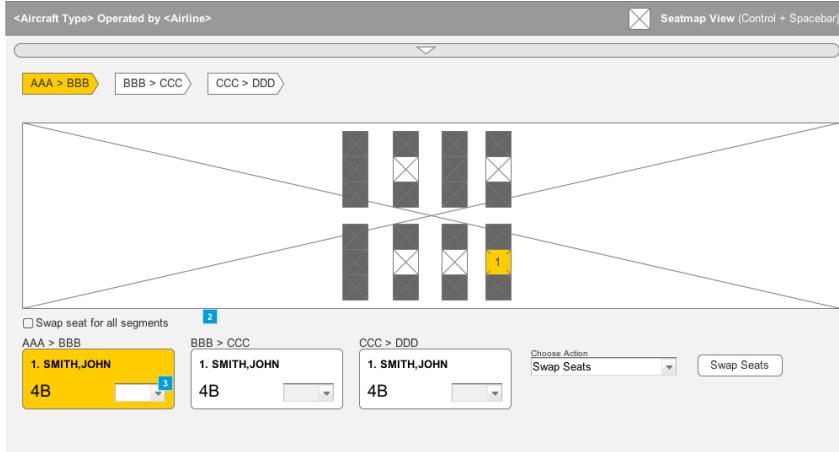
The screenshot shows a user interface for managing customer journeys. At the top, there's a header bar with '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header, a navigation bar has three items: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. The main area features a seat map with several seats, some marked with crosses and one highlighted with a yellow box labeled '1'. Below the seat map, a callout box highlights a seat at position '1' with the text '1. SMITH,JOHN New seat: 4B'. To the right of the seat map, a dashed line leads to a 'Customer Information Area' (CIA) window titled 'Up above the Seat Map...'. This window contains a list item '1 SMITH,JOHN' with a checked checkbox. The CIA window also includes a title 'SMITH,JOHN' and 'Y 4B', and a 'Choose action' dropdown menu.

41.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>

42. Selected Action

42.1. User Interface



The screenshot shows the Flight Manager's seat map view. At the top, there are three buttons: 'AAA > BBB' (highlighted in yellow), 'BBB > CCC', and 'CCC > DDD'. Below the buttons is a large seat map grid. A specific seat in the middle-right section is highlighted with a yellow box and the number '1'. To the left of the seat map, there are three dropdown menus, each showing '1. SMITH,JOHN' and '4B'. Below these menus are three radio buttons: 'AAA > BBB' (selected), 'BBB > CCC', and 'CCC > DDD'. A checkbox 'Swap seat for all segments' is also present. On the right side of the interface, a vertical dashed line separates the seat map from a 'Customer Information Area'. This area contains a yellow header bar with '1 SMITH,JOHN' and a 'Y 4B' label. Below this is a 'Swap Seat' dropdown menu with three options: 'Swap seat for all segments' (unchecked), 'AAA > BBB' (selected), 'BBB > CCC', and 'CCC > DDD'. Each option has a dropdown arrow and a 'New Seat' field. At the bottom right of the 'Customer Information Area' is a 'Swap Seat' button.

42.2. Widget Table

Footnote	Label	Description
1	Choose Seat	The Choose Seat list populates only with available seats. No seat is pre-populated in the drop down view.
2	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
3	Swap Seat	The drop down populates with occupied seats.
4	Current Segment	The segment that is open and being worked in the Flight Manager (AKA "Gates") will be defaulted to upon selection of the action.

43. Selected All Segments

43.1. User Interface

The screenshot shows a flight seat selection interface. At the top, it displays the aircraft type and airline information. Below this, there are three buttons for navigating between segments: "AAA > BBB", "BBB > CCC", and "CCC > DDD". The main area features a seat map with several rows of seats. A specific seat in the middle row is highlighted with a yellow box and labeled with the number "1". To the left of the seat map, there is a checkbox for "Swap seat for all segments" and a dropdown menu showing "1. SMITH,JOHN" and "4B,4B,4B". Below the seat map, there is a "Choose Action" dropdown set to "Swap Seats" and a "Swap Seats" button. On the right side, there is a detailed view titled "Up above the Seat Map..." showing a customer record for "SMITH,JOHN" in seat "Y 4B". This view includes a "Customer Information Area", a "Swap seat" dropdown, a checkbox for "Swap seat for all segments", and a table for selecting segments and seats. The table shows "AAA > BBB, BBB > CCC, CCC > DDD" and "4B, 4B, 4B" under "New Seat". A "Swap Seat" button is located at the bottom of this panel.

43.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Swap Seat	This drop down will have to be a list of all eligible seats, whether it is for Change Seat or Seat Swap. This drop down is now active for ALL segments. It is a list of eligible seats. Criteria for "eligible seats" differs depending on if we are doing a Change or a Swap. For this case, we will only have seats that are populated by the SAME customer for the entire segment selection.
3	Invalid Seat to Swap With	We need a style for a Seat that is not valid for a full-thru flight Swap. These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected. **CM recommends using
4	All Segments Dropdown	This drop down will have to be a list of all eligible seats, whether it is for Change Seat or Seat Swap. This drop down is now active for ALL segments. It is a list of eligible seats. Criteria for "eligible seats" differs depending on if we are doing a Change or a Swap.

44. Selected Seat

44.1. User Interface

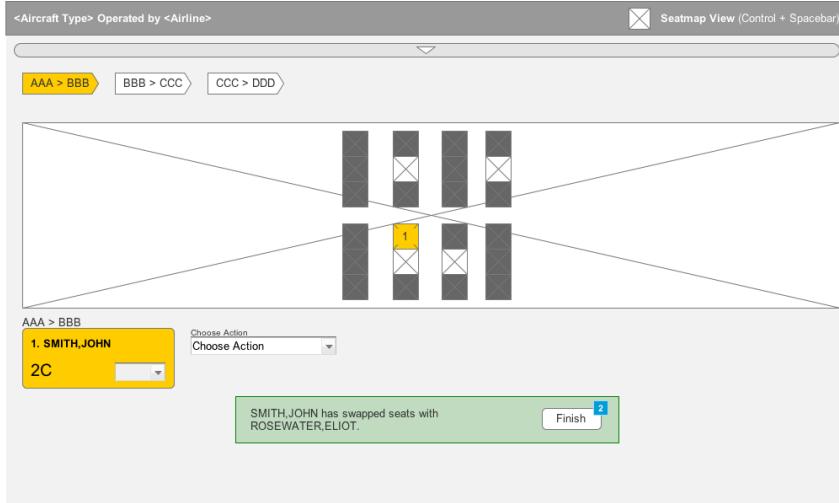
The screenshot shows a flight booking interface for an aircraft type operated by an airline. At the top, it displays segments: AAA > BBB, BBB > CCC, and CCC > DDD. Below the segments is a seat map showing rows of seats. A specific seat in the middle row is highlighted with a yellow box and the number '1'. To the left of the seat map, there's a note: "You are about to swap seats with ROSEWATER,ELIOT." Below the seat map are buttons for "Swap seat for all segments" and "Choose Action Swap Seat". On the right side, a modal window titled "Up above the Seat Map..." is open, showing a list of passengers: 1. SMITH,JOHN. It includes a "Swap Seat" button and a note: "You are about to swap seats with ROSEWATER,ELIOT." The modal also has dropdown menus for Segment (AAA > BBB, BBB > CCC, CCC > DDD) and New Seat (4B, 4B, 2C).

44.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.

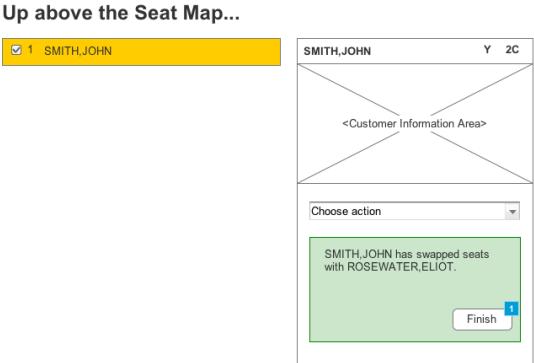
45. Submit Changes

45.1. User Interface



The screenshot shows the 'Seatmap View' interface. At the top, there are three buttons: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. A 'Seatmap View (Control + Spacebar)' button is also present. Below the buttons is a seat map diagram showing rows of seats. A yellow box highlights seat '1' in row 'Y' and seat '2C' in row 'ZC'. A message at the bottom states: 'SMITH,JOHN has swapped seats with ROSEWATER,ELIOT.' with a 'Finish' button.

Up above the Seat Map...



The screenshot shows the 'Customer Information Area' (CIA). It displays a list of passengers: '1 SMITH,JOHN'. Below the list is a 'Choose action' dropdown menu. A message box contains the text: 'SMITH,JOHN has swapped seats with ROSEWATER,ELIOT.' with a 'Finish' button.

45.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list and resets the CIA.
2	Finish	On click clears selected names from the list and resets the CIA.

46. Swap Seats - SSMF. One Customer.

46.1. User Interface

Swap Seats - SSMF. One customer swaps.

47. Pre-Selection

47.1. User Interface

The screenshot shows a software interface for managing flight seats. At the top, there's a header bar with the text "<Aircraft Type> Operated by <Airline>" and a "Seatmap View (Control + Spacebar)" button. Below the header is a navigation bar with three items: "AAA > BBB", "BBB > CCC", and "CCC > DDD". The main area features a seat map with several rows of seats. A specific row is highlighted with a dashed border. On the left side of the interface, there's a panel titled "Select an Available Seat" containing a dropdown menu and a "+" button. On the right side, there's a "FLIGHT ACTIONS" panel with a dropdown menu labeled "Choose action" and a list of three items:

<input type="checkbox"/> 1	SMITH,JOHN
<input type="checkbox"/> 2	>> SMITH,JANE
<input type="checkbox"/> 3	>> SMITH,JESSICA

Up above the Seat Map...

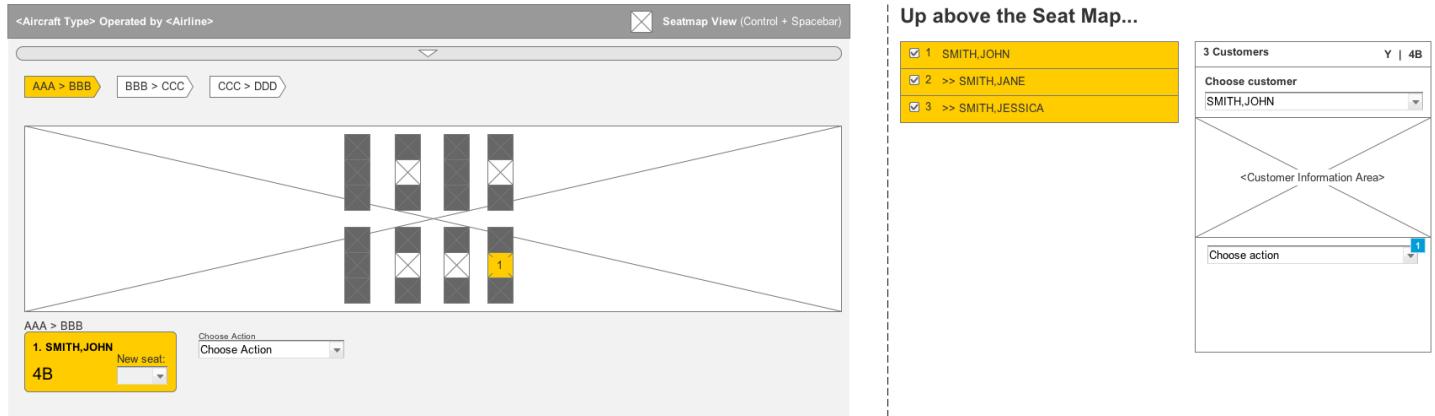
FLIGHT ACTIONS

Choose action

1 SMITH,JOHN
2 >> SMITH,JANE
3 >> SMITH,JESSICA

48. Selected Customer

48.1. User Interface



48.2. Widget Table

Footnote	Label	Description
1	Choose Action	<p>The user must select an option from the drop down list before all of the customer's journey information is shown in the CIA and under the Seat Map.</p> <p>What is shown is based upon what the user selects.</p>

49. Selected Action

49.1. User Interface

Up above the Seat Map...

<input checked="" type="checkbox"/> 1 SMITH,JOHN	Y 4B
<input checked="" type="checkbox"/> 2 >> SMITH,JANE	
<input checked="" type="checkbox"/> 3 >> SMITH,JESSICA	

Swap Seat

Swap seat for all segments

Segment	Seat	New Seat
<input checked="" type="radio"/> AAA > BBB	4B	<input type="button" value="1"/>
<input type="radio"/> SMITH,JOHN	4A	<input type="button" value="2"/>
<input type="radio"/> >>SMITH,JANE	4C	<input type="button" value="3"/>
<input type="radio"/> >>SMITH,JESSICA		
<input type="radio"/> BBB > CCC		
<input type="radio"/> CCC > DDD		

Choose Action: Swap Seats

49.2. Widget Table

Footnote	Label	Description
1	New Seat	No seat is pre-populated in the drop down view.
2	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
3	Swap Seat	The drop down populates with occupied seats.

50. Change Segment

50.1. User Interface

The screenshot shows the 'Seatmap View' interface. At the top, it displays the aircraft type and airline. Below this, there are three tabs for segments: 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. The 'CCC > DDD' tab is selected, indicated by a yellow background and the number '4'. The main area shows a seat map with rows and columns. Seats are represented by icons: grey for unoccupied, yellow for occupied, and blue for selected. A swap action is highlighted for customer 'SMITH.JOHN' from seat '4B' to '4A'. The bottom section shows a summary of the swap: '1. SMITH.JOHN 4B' and '2. >> SMITH.JANE 4A'. There is also a 'Swap Seats' button.

Up above the Seat Map...

1 SMITH.JOHN
2 >> SMITH.JANE
3 >> SMITH.JESSICA

3 Customers Y | 4B
Choose customer SMITH.JOHN

<Customer Information Area>

Swap Seat

Swap seat for all segments

Segment: AAA > BBB, BBB > CCC, CCC > DDD
Seat: New Seat
Customer: SMITH.JOHN, SMITH.JANE, SMITH.JESSICA

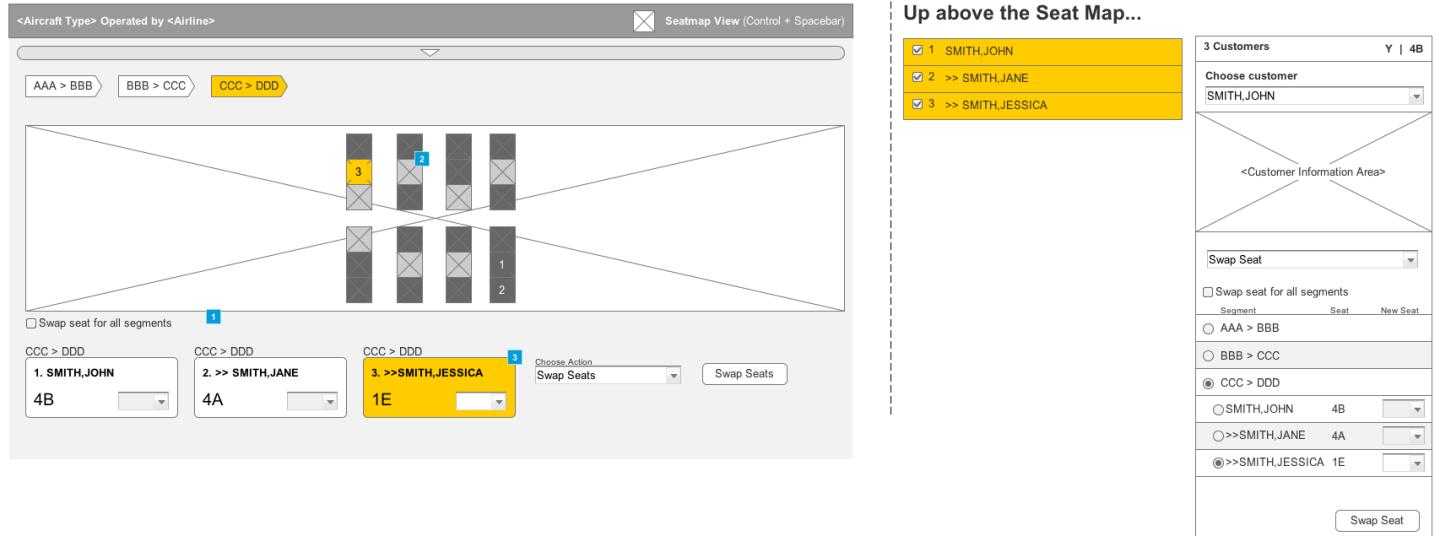
Swap Seat

50.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Invalid Seat to Swap With	We need a style for a Seat that is not valid for a full-thru flight Swap. These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected. **CM recommends using
3	Swap Seat	The drop down populates with occupied seats.
4	Change Segment	When we are working with SSMF, we will click on the Segment Tab here to change the viewable segment. This is true when we have just one customer as well. The only difference is you can change segments by clicking on the customer's Seat Card as well (NOT an option for SSMF customers).

51. Change SSMF Customer

51.1. User Interface



51.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Invalid Seat to Swap With	We need a style for a Seat that is not valid for a full-thru flight Swap. These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected. **CM recommends using
3	Change Customer	Clicking on the Seat Card will put that customer into focus. On an SSMF, clicking the Seat Card will only highlight the customer. If this were a single customer journey, clicking the Seat Card would also have the additional feature of changing the current segment being viewed / acted on.

52. Selected Seat

52.1. User Interface

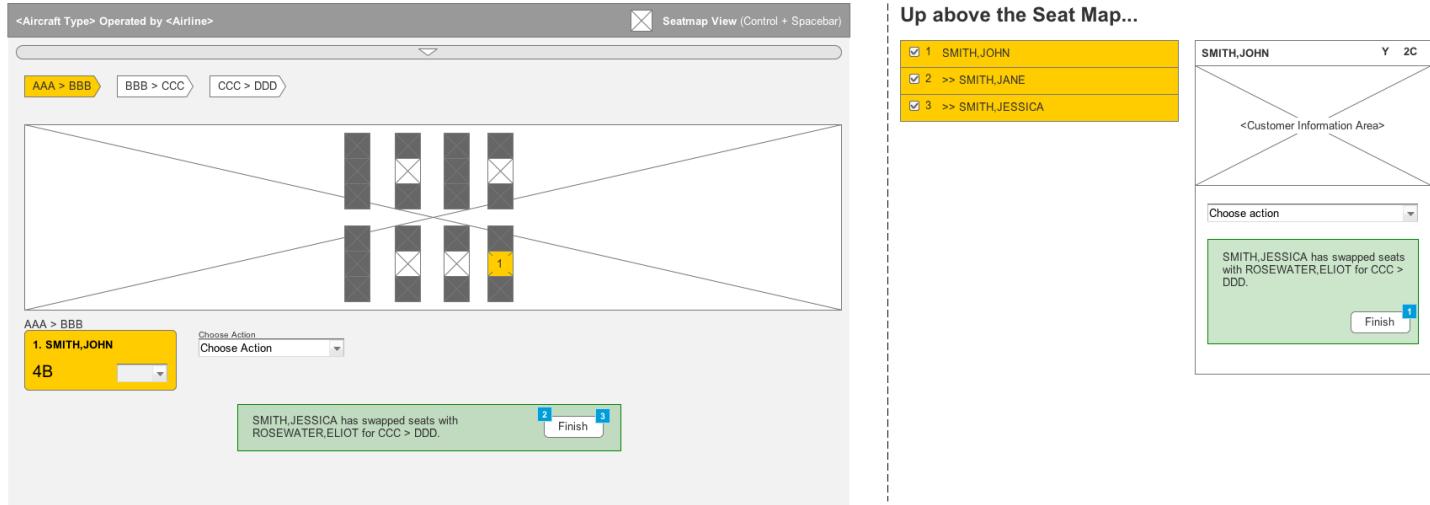
The screenshot shows the 'Seatmap View' interface. At the top, there are buttons for 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. A yellow box highlights the 'CCC > DDD' button. On the right, there's a 'Seatmap View (Control + Spacebar)' button. Below the buttons is a large seat map area. In the center of the map, three seats are highlighted: one in yellow labeled '3', one in grey labeled '2', and one in grey labeled '1'. A yellow box highlights the seat labeled '3'. Below the map, there are three segments listed: '1. SMITH,JOHN 4B', '2. >> SMITH,JANE 4A', and '3. >>SMITH,JESSICA 1E 4C'. The third segment has a yellow background. A tooltip below it says: 'SMITH,JESSICA is about to swap seats with ROSEWATER,ELIOT.' To the right of the segments is a 'Choose Action' dropdown set to 'Swap Seats' and a 'Swap Seats' button. At the bottom left, there's a checkbox for 'Swap seat for all segments' with a value of '1'. On the right side, there's a vertical panel titled 'Up above the Seat Map...' containing a list of '3 Customers': '1 SMITH,JOHN', '2 >> SMITH,JANE', and '3 >> SMITH,JESSICA'. Below this is a 'Customer Information Area' with a yellow background. Further down is a 'Swap Seat' section with a dropdown menu set to 'Swap seat for all segments'. It includes a table with columns 'Segment', 'Seat', and 'New Seat'. Under 'Segment', there are radio buttons for 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. Under 'Seat', there are dropdown menus for 'SMITH,JOHN 4B', 'O>>SMITH,JANE 4A', and 'O>>SMITH,JESSICA 1E 4C'. Under 'New Seat', there are dropdown menus for '4B', '4A', and '4C'. A note at the bottom says: 'SMITH,JESSICA is about to swap seats with ROSEWATER,ELIOT.' and a 'Swap Seat' button.

52.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Invalid Seat to Swap With	<p>We need a style for a Seat that is not valid for a full-thru flight Swap.</p> <p>These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected.</p> <p>**CM recommends using</p>

53. Submit Changes

53.1. User Interface



53.2. Widget Table

Footnote	Label	Description
1	Finish	On click clears selected names from the list and resets the CIA.
2	Enhanced Success Message	<p>Adjust the success message to give the user feedback on what customers were swapped on which segments.</p> <p>If multiple segments have been affected, we'd like to list them out, similarly to this:</p> <p>"SMITH,JESSICA has swapped seats with JENKINS,MARY for AAA > BBB. SMITH,JESSICA has swapped seats with ROSEWATER,ELIOT for CCC > DDD"</p> <p>After clicking the "Finish" button, we would like this message to appear in the Tracker until the next action is initiated.</p> <p>This would afford the agent the ability to maintain access to the information in the event that they inadvertently click the Finish button before noting both parties affected by the Swap.</p>
3	Finish	On click clears selected names from the list and resets the CIA.

54. Change / Swap all Segments

54.1. User Interface

<Aircraft Type> Operated by <Airline>

Seatmap View (Control + Spacebar)

AAA > BBB BBB > CCC CCC > DDD

Swap seat for all segments

1 CCC > DDD CCC > DDD CCC > DDD

1. SMITH,JOHN 4B	2. >> SMITH,JANE 4A	3. >>SMITH,JESSICA 1E
---------------------	------------------------	--------------------------

Choose Action: Swap Seats Swap Seats

(After clicking to consolidate the segments)

<Aircraft Type> Operated by <Airline>

Seatmap View (Control + Spacebar)

AAA > BBB BBB > CCC CCC > DDD

Swap seat for all segments

AAA>BBB,BBB>CCC,CCC>DDD AAA>BBB,BBB>CCC,CCC>DDD AAA>BBB,BBB>CCC,CCC>DDD

1. SMITH,JOHN 4B,4B,4B	2. >> SMITH,JANE 4A,4A,4A	3. >>SMITH,JESSICA 4C,4C,1E
---------------------------	------------------------------	--------------------------------

Choose Action: Swap Seats

SMITH,JESSICA is about to swap seats with ROSEWATER,ELIOT.

Up above the Seat Map...

<input checked="" type="checkbox"/> 1 SMITH,JOHN <input checked="" type="checkbox"/> 2 >>SMITH,JANE <input checked="" type="checkbox"/> 3 >>SMITH,JESSICA	<p>3 Customers Y 4B</p> <p>Choose customer</p> <p>SMITH,JOHN</p>  <p><Customer Information Area></p> <hr/> <p>Swap Seat</p> <p><input type="checkbox"/> Swap seat for all segments</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Segment</th> <th style="text-align: right;">Seat</th> <th style="text-align: right;">New Seat</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> AAA > BBB</td> <td style="text-align: right;"></td> <td style="text-align: right;"></td> </tr> <tr> <td><input type="radio"/> BBB > CCC</td> <td style="text-align: right;"></td> <td style="text-align: right;"></td> </tr> <tr> <td><input checked="" type="radio"/> CCC > DDD</td> <td style="text-align: right;"></td> <td style="text-align: right;"></td> </tr> <tr> <td><input type="radio"/> SMITH,JOHN</td> <td style="text-align: right;">4B</td> <td style="text-align: right;"><input type="button" value="▼"/></td> </tr> <tr> <td><input type="radio"/> >>SMITH,JANE</td> <td style="text-align: right;">4A</td> <td style="text-align: right;"><input type="button" value="▼"/></td> </tr> <tr> <td><input type="radio"/> >>SMITH,JESSICA</td> <td style="text-align: right;">1E</td> <td style="text-align: right;"><input type="button" value="▼"/></td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Swap Seat"/></p>	Segment	Seat	New Seat	<input type="radio"/> AAA > BBB			<input type="radio"/> BBB > CCC			<input checked="" type="radio"/> CCC > DDD			<input type="radio"/> SMITH,JOHN	4B	<input type="button" value="▼"/>	<input type="radio"/> >>SMITH,JANE	4A	<input type="button" value="▼"/>	<input type="radio"/> >>SMITH,JESSICA	1E	<input type="button" value="▼"/>
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54.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Invalid Seat to Swap With	<p>We need a style for a Seat that is not valid for a full-thru flight Swap.</p> <p>These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected.</p> <p>**CM recommends using</p>
3	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
4	Invalid Seat to Swap With	<p>We need a style for a Seat that is not valid for a full-thru flight Swap.</p> <p>These conditions could come about if a seat either does not have a customer in it for the duration OR does not have the SAME customer in the seat for the duration selected.</p> <p>**CM recommends using</p>

55. Seat Cards Pagination

55.1. User Interface

The screenshot shows a user interface for managing seat assignments across multiple flight segments. At the top, there's a header bar with the text '<Aircraft Type> Operated by <Airline>' and a 'Seatmap View (Control + Spacebar)' button. Below the header, a navigation bar includes buttons for 'AAA > BBB', 'BBB > CCC', and 'CCC > DDD'. The main area features a 'Seatmap View' showing a grid of seats with various status indicators (e.g., occupied, unoccupied, swapped). A legend at the bottom right of the seatmap indicates seat types: 1 (yellow), 2 (orange), 3 (green), and 4 (blue).

Below the seatmap, there's a section for 'Swap seat for all segments' with a checkbox. Underneath, two rows of four seat cards each are displayed, corresponding to the segments in the navigation bar. Each card shows a customer name and a dropdown menu. A 'Choose Action' dropdown is set to 'Swap Seats', and a 'Swap Seats' button is present.

To the right of the main interface, a vertical dashed line separates it from a sidebar titled 'Up above the Seat Map...'. This sidebar contains a list of 10 customers with their names and segment assignments. Above this list is a section for '3 Customers' with a dropdown menu set to 'SMITH,JOHN'. Below the list is a 'Customer Information Area' with a large yellow X icon. Further down is a 'Swap Seat' section with a dropdown menu set to 'Swap seat for all segments' and three buttons: 'Segment', 'Seat', and 'New Seat'. A 'TBD' placeholder is shown in the 'Seat' field. At the bottom of this sidebar is another 'Swap Seat' button.

55.2. Widget Table

Footnote	Label	Description
1	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
2	Swap Seat	The drop down populates with occupied seats.

56. CIA States

The Seat Map functionality for these scenarios will follow the same selection rules as the CIA.

The rules:

Each segment of the full-flight will be modified individually in order to keep that functionality intact. The segments selection will be controlled by radio buttons.

If there is a valid destination seat for Change Seat / Swap Seat, then that option will be represented with a check box. The user can select and deselect that option.

When that check box is selected, all of the segment information will be consolidated to show what flight path you will be modifying by selecting a new seat.

If, by chance, there are no valid destination seats, we would like to surface a message explaining that to the user so they know the option is simply not available due to the specific circumstances.

If the flight path has a COG involved, the "seats for all segments" check box would not appear.

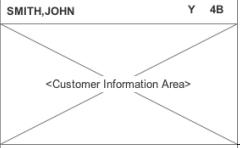
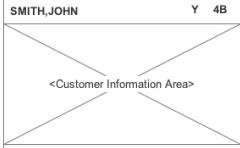
Summary

- Each segment is selectable as a Radio Button
- An "All Segments" check box is available (unless COG or No Available Seats)
 - If selected, all segments are replaced by a consolidated view with one "New Seat" drop down.
 - This "New Seat" drop down will contain:
 - For Change Seat: All available seats across the entire trip.
 - For Swap Seat: All occupied seats that have the same customer in them for the duration of the flight.

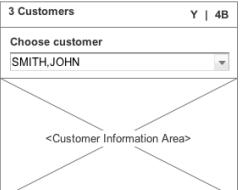
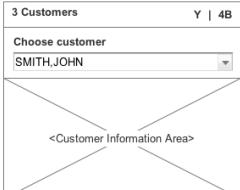
56.1. User Interface

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2	Swap / Change Seats for All Segments	When selected, the Segment chooser area will consolidate.
3	Change Seats for All Segments	When selected, all other segment and seat values will be disabled.
4	All Segments Dropdown	This drop down will have to be a list of all eligible seats, whether it is for Change Seat or Seat Swap.