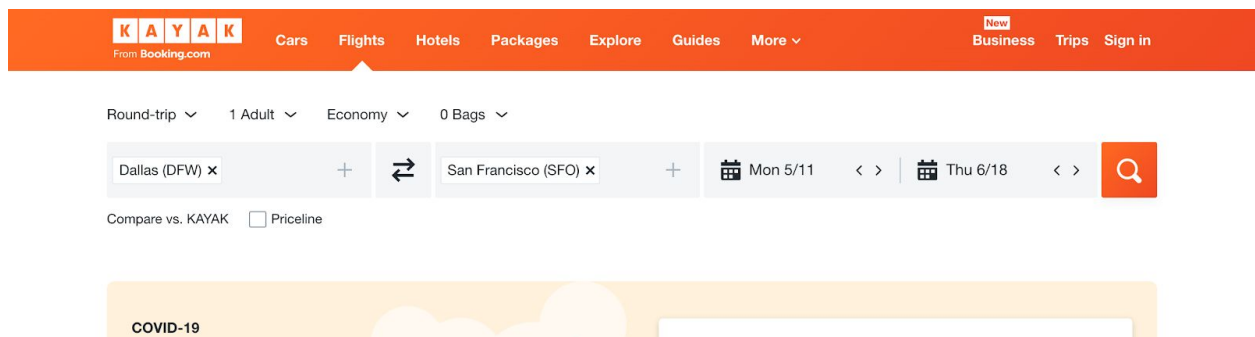# Kayak (https://www.kayak.com/)

1. Flexibility

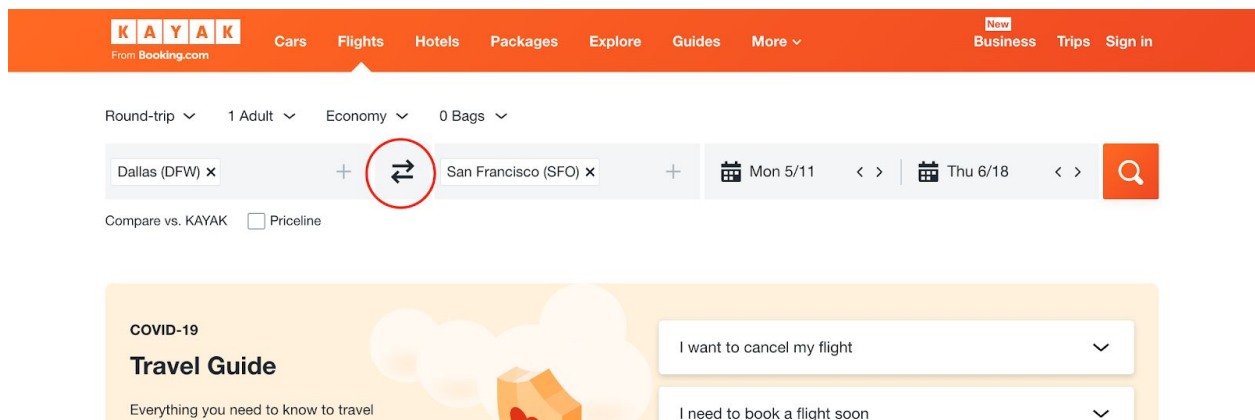**Severity rating : 2 - minor usability problem**

User cannot search for a Preferred Airlines or other advanced search which are available at time of filtering

2. Recognition over Recall

Severity rating : 3 - major usability problem; important to fix

The button to swap the source and destination does not have a label or any instructional text that the button performs an action.

3. Prevent Error

Severity rating : 2 - minor usability problem

The website does not show the duration of the layover when selecting the flight, which might result in the user selecting the flight which he/she did not intend to, and can avoid error if shown along with the layover airport.

4. Recognition over Recall

Severity rating : 3 - major usability problem; important to fix

The Information about Seat selection, boarding, luggage and further information was presented on click on the cabin text which does not appear to be a button, further there is no instructional text to see further information by clicking on Main Cabin which leads to users confused where they can find that information.

5. Flexibility

Severity rating : 2 - minor usability problem

The Best results seems to be rather questionable since the search returned 2 results with same price, no layovers, same duration and carrier type and yet one was marked as best and the other was not. The Users might be more used to a sort of duration rather than a combination of multiple sortings and the inability to sort by duration.