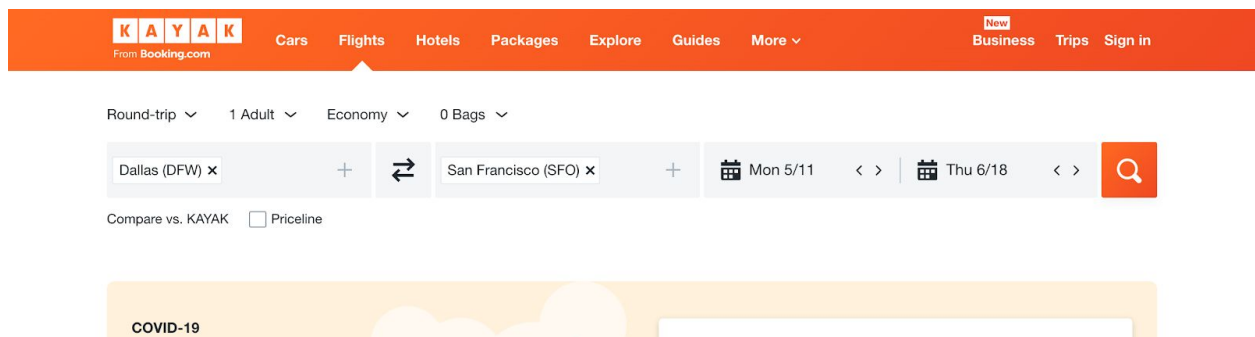


# Kayak (<https://www.kayak.com/>)

## 1. Flexibility

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

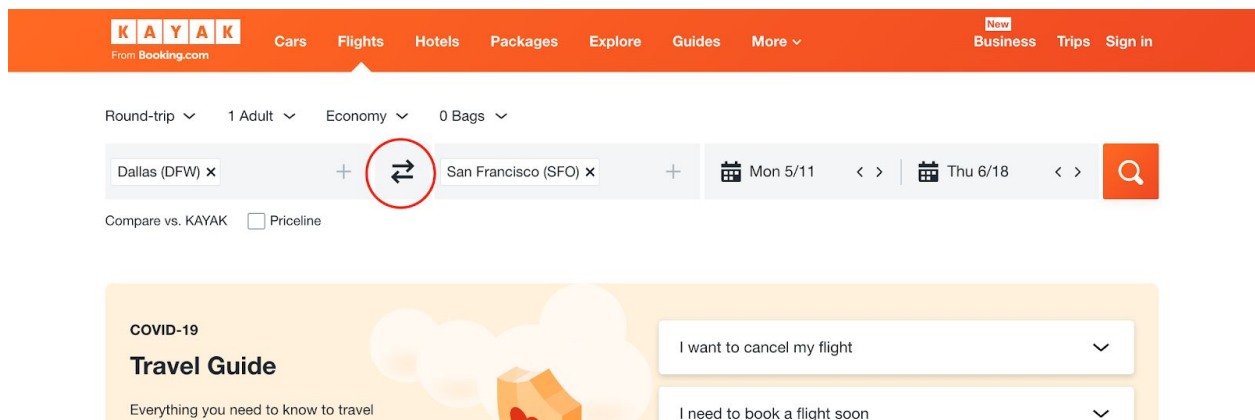
User cannot search for a Preferred Airlines or other advanced search which are available at time of filtering



## 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.

Flexible change & cancellation

Rating: 9

10

<input type="checkbox"/>		<b>10:40 am – 12:36 pm</b> American Airlines	<b>nonstop</b>	<b>3h 56m</b> DFW - SFO	<b>\$361</b> American Airlines Main Cabin <a href="#">View Deal</a>
<input type="checkbox"/>		<b>1:00 pm – 8:30 pm</b> American Airlines	<b>1 stop</b> LAX	<b>5h 30m</b> SFO - DFW	

Operated by Skywest Airlines AS American Eagle

### 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.



Heart icon

Share icon

Best

Cheapest

Flexible change & cancellation

<input type="checkbox"/>		<b>12:35 pm – 2:31 pm</b> American Airlines	<b>nonstop</b>	<div><b>Main Cabin</b><ul style="list-style-type: none"><li>✓ Seat selection</li><li>✓ Board by group</li><li>✓ Overhead bin</li><li>✓ Personal item + carry-on</li><li>\$ Upgrades</li><li>\$ Extra legroom</li></ul></div> <div><b>\$357</b> American Airlines Main Cabin <a href="#">View Deal</a></div>
<input type="checkbox"/>		<b>12:00 pm – 5:27 pm</b> American Airlines	<b>nonstop</b>	

Flexible change & cancellation

Rating: 10

10

## 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.

Confirm terms and policies on their site. [Learn more](#)



We think you'll like these flights based on their duration, price, number of stops and carrier type.

Cheapest	Best ⓘ	Quickest	Other Sort
\$357 • 3h 41m	\$357 • 3h 41m	\$357 • 3h 41m	

Best	Cheapest	Flexible change & cancellation	Rating: 10	
<input type="checkbox"/>		<b>12:35 pm – 2:31 pm</b> American Airlines	nonstop	3h 56m DFW - SFO
<input type="checkbox"/>		<b>12:00 pm – 5:27 pm</b> American Airlines	nonstop	3h 27m SFO - DFW
				<b>\$357</b> American Airlines Main Cabin <a href="#">View Deal</a>

Flexible change & cancellation	Rating: 10	
<input type="checkbox"/>		<b>10:40 am – 12:36 pm</b> American Airlines
<input type="checkbox"/>		<b>12:00 pm – 5:27 pm</b> American Airlines
		<b>\$357</b> American Airlines Main Cabin <a href="#">View Deal</a>