

Expedia (<https://www.expedia.com/>)

1. Clean & Functional Design

Severity rating : 4 - usability catastrophe; imperative to fix

The Close button is usually placed on the top along with other actions, The Users are used to clicking in other places in application to close date pickers, which makes the close unnecessary. There is also a bug, the Close does not really close the date range picker rendering the functionality of design questionable.

Roundtrip

One way

Multi-City

Flying from

Dallas, TX (DFW-Dallas-Fort Worth Intl.)

Destination

San Francisco, CA (SFO-San Francisco Intl.)

Departing

05/11/2020

Returning

06/18/2020

Travelers

1 Adult

Prices are round trip per person in USD.

May 2020

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
		\$365	\$366	\$278	\$366	\$366
17	18	19	20	21	22	23
\$265	\$258	\$240	\$231	\$217	\$235	\$256
24	25	26	27	28	29	30
\$233	\$245	\$231	\$221	\$248	\$221	\$211
31						
\$217						

Jun 2020

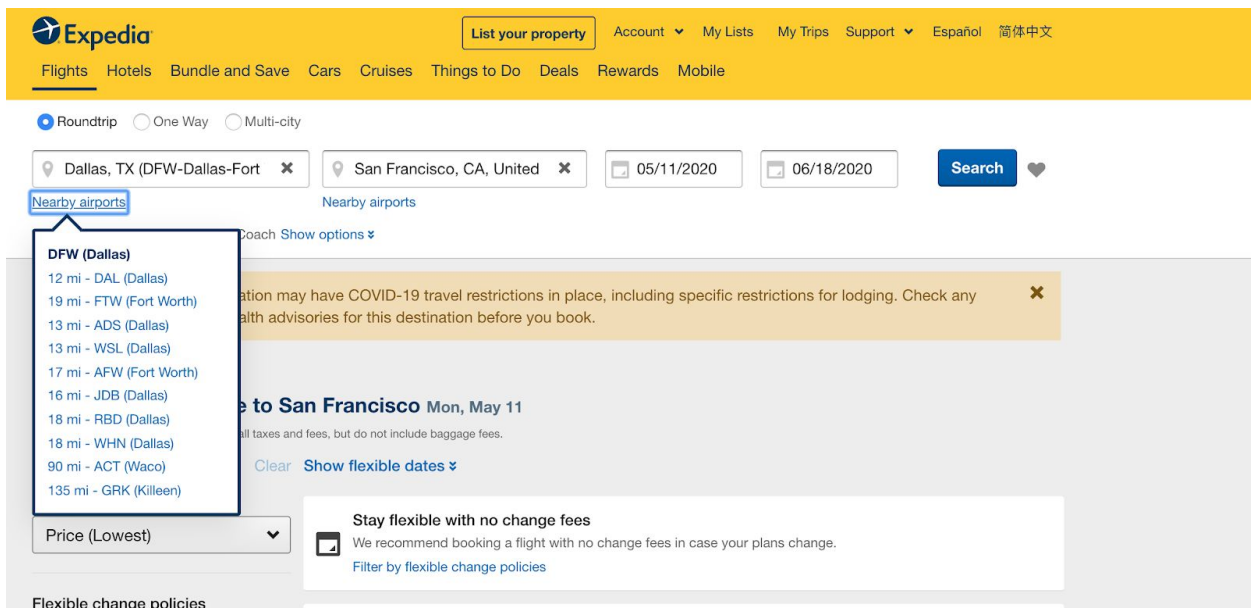
S	M	T	W	T	F	S
	1	2	3	4	5	6
	\$217	\$211	\$199	\$211	\$211	\$211
7	8	9	10	11	12	13
\$211	\$211	\$211	\$211	\$217	\$215	\$202
14	15	16	17	18	19	20
\$211	\$211	\$202	\$216	\$202	\$215	\$211
21	22	23	24	25	26	27
\$217	\$217	\$207	\$207	\$207	\$207	\$207
28	29	30				
\$202	\$202	\$202				

Close

2. Flexibility

Severity rating : 2 - minor usability problem

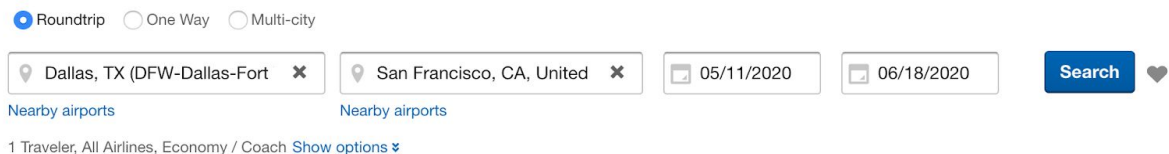
The User is not provided with flexibility to view results of searched airports along with nearby airports, to achieve that the user has to search for the nearby airport separately and compare results.



3. Recognition over Recall

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

The heart button right next to the search does not have any label or tooltips or instructional text to indicate the functionality and forces the user to assume it would add the search to a Favorite list.



4. Provide Help

Severity rating : 2 - minor usability problem

When the user reaches to the end of the results, they might've not found their desired flight hence they would want to change filters or search with a different itinerary, The Website could've Helped the user get to a result rather than asking for a feedback since the user might not have been done searching.

No change fees

2:26pm - 8:45pm

United

Poor Flight (4.9/10)

[Details & baggage fees](#)

Rules and restrictions apply

8h 19m (1 stop)

DFW - 1h in ORD - SFO
United 5601 operated by Skywest DBA United Ex...

\$365
roundtrip

Select

No change fees

3:00pm - 10:07pm

Delta

Poor Flight (4.4/10)

[Details & baggage fees](#)

Rules and restrictions apply

9h 7m (1 stop)

DAL - 1h 53m in ATL - SFO

\$365
roundtrip

Select

No change fees

11:40am - 6:58pm

Alaska Airlines

Poor Flight (4.2/10)

[Details & baggage fees](#)

9h 18m (1 stop)

DAL - 2h 33m in SEA - SFO
Alaska Airlines 2411 operated by Horizon Air As Al...

\$365
roundtrip

Select

Give your feedback to help us make improvements.

Add your property to Expedia

5. Flexibility

Severity rating : 2 - minor usability problem

The User cannot book different cabins for departure and return flights, the website only allows a single type of cabin for both flights. The User is forced to book 2 one-way flights to have 2 different types of cabin.

Select your fare

Fare includes both departure and return flights for all travelers.

☒

Main Cabin
Cabin: Economy/Coach

\$

Checked Bags

✓

Seat Choice

✓

Carry On Bag

✗

Cancellation

✓

Changes

✓

Personal Item

Show more ▾

☐

Main Cabin Flexible
Cabin: Economy/Coach

\$

Checked Bags

✓

Seat Choice

✓

Carry On Bag

✓

Cancellation

✓

Changes

✓

Personal Item

Show more ▾