

1. Use Case Specifications

TravelClick OneScreen

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1 Use-Case: Booking a Room

1.1 Brief Description

The OneScreen web-booking engine, which uses flash technology is a “an Internet-based, state-of-the-art central reservations system”. “This single screen reservation process sets the industry standard and allows consumers to navigate effortlessly through room types, photographs, descriptions and rates in a truly interactive fashion that generates better conversion rates than traditional HTML booking engines and encourages up sell.”

2 Actors

Any visitor to the Naples Grande website, logged in or not logged in.

3 Preconditions

User is not logged in, does not have any saved profile information.

4 Flow of Events for Booking a Room

4.1 Basic Flow: User selects Accommodations, creates a profile, books a room

1. User chooses to view accommodations through selecting via the global navigation or a “featured room” link.
2. User is presented with
 - 1) Directions to help get started
 - 2) A calendar and form fields for dates that interact with the physical representation of the calendar,
 - 3) A list of the types of rooms with short descriptions, picture(s) and average price,
 - 4) A legend for the calendar states,
 - 5) A way to compare 3 rooms side by side,
 - 6) Breadcrumbs that show the user where she is in the process of booking a room,
 - 7) Contextual help links.
3. User selects check in and check out dates using the interactive calendar.
4. User enters the number of guests (adults and children)

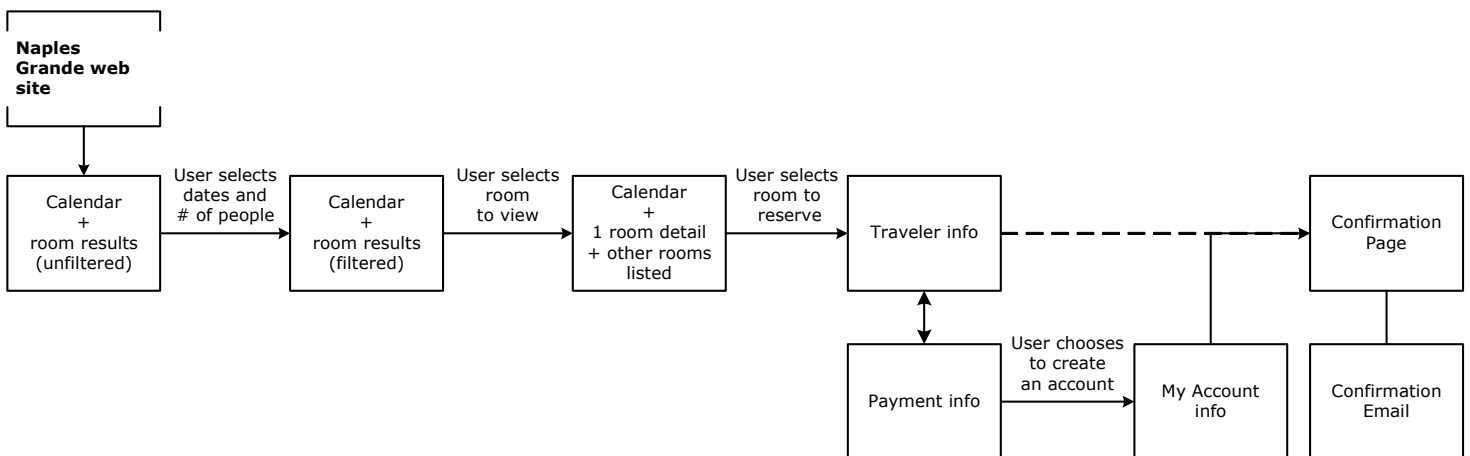
5. User is presented with an updated list of rooms, each with short descriptions, pictures and "price per day" for each day if the user's visit. User also sees the "price per day" on the calendar's days.
6. User chooses to view room details.
7. User is presented with an expanded view of the room, with the other rooms' descriptions now in a compressed format.
8. User views photos of the room's interior, view from the room, and other features.
9. User chooses to reserve this room
10. User is presented with
 - 1) recap of the room reserved: type of room, check in and check out dates, number of people, name and address of property, pictures, and total cost
 - 2) Contextual help and FAQs links

User enters the following traveler information:

- 3) First name *
- 4) Middle name
- 5) Last name *
- 6) Address *
- 7) City *
- 8) State *
- 9) Zip *
- 10) Country*
- 11) Phone #1*
 1. Cellular
 2. Office
 3. fax
 4. other
- 12) Phone #2
 1. Cellular
 2. Office
 3. fax
 4. other
- 13) Room requests
 1. King size bed
 2. Connecting suites
 3. Extra pillows
 4. Early check in
 5. Late check out
 6. Double beds
 7. Non smoking
 8. Close to elevator
 9. Rollaway bed

11. User enters the following payment information:

- 1) Name on Card
 1. Indicate if same as traveler information
 - 2) Type of card
 1. Visa, MC, Amex, Diners, JCB
 2. Expiration date
 3. CVN #
12. User adds a special request for bottled water
13. User chooses to "create a log in and password, and save my information"
- 1) User enters account information:
 1. Create a member ID
 2. Remember my member ID
 3. Create a password
 4. Verify password
 5. Security question
 6. Security answer
 7. Name this profile (ie, business, family)
 8. User chooses to subscribe to the email newsletter from Naples Grande for exclusive offers
14. User agrees to "I have read the terms and conditions and agree with it all" and submits information.
15. User is presented with confirmation information and thank you.
16. User chooses to save the itinerary information to Outlook.
- 17.**User is presented with
- 1) 2 opportunities to add services to the itinerary for a special price
 - 2) The ability to make a new reservation



4.2 Alternative Flow: User selects Reservations to book a room

1. User chooses to view Reservations through selecting via the global navigation.
2. User begins Basic Flow at step 4.1.2.

4.3 Alternative Flow: User chooses a room, then chooses dates

1. User begins Basic Flow.
2. At step 4.1.3, User chooses to view Room Details of a room.
3. User continues Basic Flow at step 4.1.3
4. At step 4.1.5, user sees this room is available, and chooses to book this room.
5. User resumes Basic Flow at step 4.1.9

4.4 Alternative Flow: User uses the Quick Search widget on the home page to book a room

1. User selects check in and check out dates, and # of travelers.
2. User enters the Basic Flow at step 4.1.5.

4.5 Alternative Flow: User chooses to Compare 3 rooms

1. User selects check in and check out dates, and # of travelers.
2. User enters the Basic Flow at step 4.1.5.

4.6 Alternative Flow: User chooses to read the Best Rate Guarantee

1. User begins Basic Flow.
2. At step 4.1.5, user chooses to read the Best Rate Guarantee
3. User is presented with a small pop up.
4. User reads through it and closes the window.
5. User resumes the Basic Flow at step 4.1.5.

4.7 Alternative Flow: User chooses to view the Photo Gallery

1. User begins Basic Flow.
2. At step 4.1.7, user chooses to view the Photo Gallery

3. User is presented with pictures to view of the room, the view from the room, amenities, etc. in a new browser window.
4. User views pictures, and closes the window.
5. User resumes the Basic Flow at step 4.1.7.

4.8 Alternative Flow: User chooses to view activities

1. User begins Basic Flow.
2. At step 4.1.9, user chooses to view Activities.
3. User is presented with a message that explains that this action will take the user into a new browser window, and warn them of their session time limits for booking the room.
4. User views activities in originating browser window.
5. User returns to the browser window within the time session limit, to book a room
- 6.** User resumes Basic Flow at step 4.1.9.

4.9 Alternative Flow: User chooses a room to reserve without viewing details

1. User begins Basic Flow.
2. At step 4.1.5, User chooses to reserve a room.
- 3.** User resumes Basic Flow at step 4.1.10.

4.10 Alternative Flow: User chooses to view details of the legend

1. User begins Basic Flow.
2. User selects an icon in the legend.
3. User is presented with a small popup window with the message.
4. User closes the window and resumes the basic flow.

4.11 Alternative Flow: User uses the breadcrumb to view all rooms

1. User begins Basic Flow.
2. At step 4.1.8, user chooses to view room availability through the breadcrumb.
3. User is presented with the list of available rooms for the dates selected previously.

4. User resumes Basic Flow at step 4.1.5.

4.12 Alternative Flow: User chooses to read the “terms and conditions”

1. User begins Basic Flow.
2. AT step 4.1.15, user chooses to read the terms and conditions.
3. User is presented with this information in a new window.
4. User chooses to “print this page” for future reference.
5. User resumes basic flow at step 4.1.15.

4.13 Alternative Flow: User chooses to email this itinerary

1. User begins Basic Flow.
2. AT step 4.1.16, user chooses to email this itinerary.
3. User is presented with the interface to email this itinerary.
4. User resumes Basic flow at step 4.1.17.

4.14 Alternative Flow: User chooses to create a log in and password after booking a room.

1. User begins Basic Flow.
2. At step 4.1.13, user chooses not to create a login and password.
3. User resumes Basic flow at step 4.1.15.
4. At step 4.1.16, user chooses to create a login and password.
 - 1) User enters account information:
 1. Create a member ID
 2. Remember my member ID
 3. Create a password
 4. Verify password
 5. Security question
 6. Security answer
 7. Name this profile (ie, business, family)
 8. User chooses to subscribe to the email newsletter from Naples Grande for exclusive offers

- 2) User submits information
- 3) User is presented with confirmation of account creation.

5 Exceptional Flows

5.1 User selects date, selects room, changes date, views new room availability

1. User begins Basic Flow.
2. At Step 4.1.8, user selects different dates for check in/check out.
3. User is presented with a message stating that the room is not available for those dates: "Some dates are not clickable. Either these dates are in the past, or we do not have enough of those rooms available. Try another room type if your desired dates are not clickable."
4. User chooses to view rooms available for the new dates.
5. User resumes Basic Flow at step 4.1.5.

5.2 User selects date, selects room, changes date, selects date for check out only

1. User begins Basic Flow.
2. At Step 4.1.8, user selects different dates for check in/check out.
3. User is presented with a message stating that the room is not available for those dates: "These dates can only be selected if they are your check-out date. They can only appear at the end of a selected date range."
4. User chooses to other dates.
5. User resumes Basic Flow at step 4.1.5.

5.3 User cannot find a room, chooses to close the browser window

1. User begins Basic Flow.
2. User chooses to leave the web site.
3. User is presented with a message offering help via phone, email, or a suggestion to check out the Edgewater.

5.4 User chooses to view activities, then selects reservations or accommodations on the global navigation

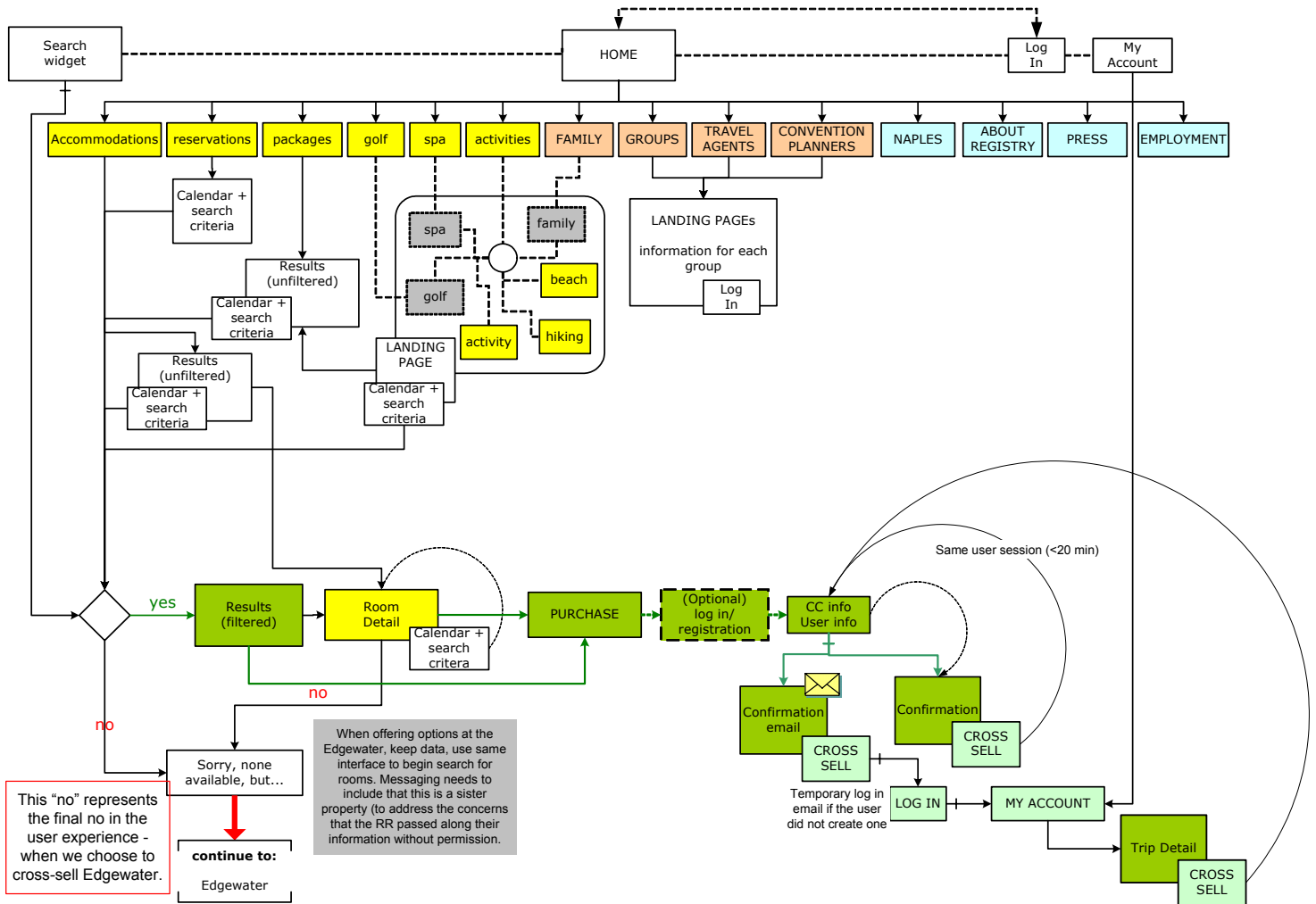
1. User begins Alternative Flow 4.8

2. At step 4.8.4, user chooses to book a reservation from the global navigation .
3. User is presented with a message that offers the user the ability to use the current window, with the current dates and criteria, or to start a new booking path.
4. User chooses to resume the original booking path.
5. User resumes Alternative Flow at step 4.8.5.

6 Post Condition

User has booked a room at the Naples Grande.

7 Functional Flow Diagram



8 Issues

1. OneScreen solution must open in a new browser window to avoid the 'back' button (browser) issue.

9 Notes

1. Whether the user enters through Accommodations or Reservations, the visual presentation is the same. Perhaps the navigational item should be **Accommodations/Reservations**.
2. Functionality for Alternative Flow 4.13 User chooses to email this itinerary must be created.
3. With each confirmation message (thanks for booking, thanks for creating a login), there should be a confirmation email that simultaneously is sent to the user.
4. Within every email should be a way to unsubscribe.
5. Whenever user chooses a link that takes the user out of the OneScreen interface (ie, packages, activities) and back into the hotel web site, the user should be warned of the effects (session time out, change in browser window), and taken back to the originating browser window. If the user were to select

10 Questions and Answers

1. When the user chooses to view all rooms, the recommendations (alternative flow 4.11) currently call to offer the user rooms that are available for the dates originally selected. What if the user wants to view all rooms and start over with dates?

Appendix A. Document Information

This section includes a list of documents that are associated with this project and a revision history for this document.

Related Documents

[Provide links to related documents in the following table.]

Document	Location
Usability Report	
Recommendations with Wire frames	

Revision History

Revision Number	Date	Owner	Reason
Draft	May 11, 2005	Lisa Mullinaux	TravelClick meeting