

App				WEB					APP			
Page/section	Trip header view	Trip Overview	Hotel details	Manage reservation	Change room	Picks a new room	Review new room	Confirms the changes	Hotel itinerary on app		App hotel details	Success!
Scenario story	Frank has just finished booking a trip and is checking his details on the Expedia app.	Frank sees his hotel in addition to the round trip flight he had booked for the trip previously. He taps into his hotel.	Frank sees his hotel information organized and clearly laid out, but realizes he has booked a deluxe room with 2 Queen beds while he wanted to book a room with 1 King bed.	Frank selects the Manage Reservation module and is provided with change and/or cancellation option as applicable on the hotel booking.	Frank selects change and sees the option to change the reservation details or his personal information. He selects change room and is presented with other rooms and the additional charges applicable.	Frank selects the room with King bed, and is indicated that there is \$5 additional cost for that.	Frank is suggested to review his new selection and pay the small difference.	Frank gets a confirmation screen that his new room is reserved. There is a CTA to take him to his trip view.	On the app, Frank sees that his itinerary has been updated to reflect the new dates.	FAST FORWARD TO A FEW HOURS BEFORE CHECK-IN	Frank is at the airport and wants to reconfirm the check-in time and the hotel location before he gets in a taxi. He opens his itinerary looks at the check-in information and also finds the map with the directions to the hotel.	Frank gets to the hotel and is provided the room he had booked!
Interface/interaction	List view of upcoming travel (products intelligently grouped)	List view with RT flight and hotel cards	Hotel itinerary	Modal/ui	Existing room and list of other rooms with details.	Room selection	UDP/Checkout for room change.	Confirmation of change	App hotel itinerary		Map	
Frank says	I just booked a hotel and now I need to confirm that the details are correct.	Oh look, Expedia noticed my hotel booking in the same time frame and grouped my trips together so that I can see them as a whole.	It's easy for me to be confident about my booked trip because I can clearly see the important hotel details without having to dig around for them. Oh no! I booked a room with two beds! Will I be able to change it?	It seems like a room change is possible and that I can do it from this page.	This is what I had to book. I can change my booking to this.	It's easy to understand my new room options. I can easily distinguish the room that works best for me. I understand the pricing, and the amenities.	Here are my new room details that I can review before paying the difference between my old room and this new one. Since I'm a frequent customer of Expedia, all my details are pre-filled and I can purchase in one step after reviewing details.	I have confidence that my changes are complete and that I can review them on my updated itinerary.	It's easy for me to be confident about my changes on my booked trip because I can clearly see the important hotel details without having to dig around for them. Other things that are important to me, like the price I paid, my loyalty points, are also closely available.		It's good that I don't have to search for the directions.	
Expedia's response	Thank you for booking on Expedia! Here's all the trips you have coming up.	We like to group your travel together (using date, destination and traveler logic) to help you plan.	Here are the important details of your flight reservation. Make sure you check your dates, times and destinations. We can help you make changes if something isn't quite right.	Here are the manage options available to you for your hotel. If you can't accomplish what you came here for, here are a few reasons why, as well as a few ways to contact our customer support.	You have two options. You can either select from the other rooms available, or keep this existing one.	Here are your room options. Here is the pricing delta between your original room and these options.	Here are the details of your new room. Make sure to confirm the overview of your reservation before you purchase. We've pre-inserted your traveler and payment information so you can easily purchase.	Your changes are complete and we've updated your itinerary to reflect this.	Here are the important details of your hotel reservation. Make sure you check your dates, times and destinations. We can help you make changes if something isn't quite right.		You can get directions to your hotel also you can contact the hotel in case of any concern.	
Job of the page	Show list of all upcoming travel; at a glance view; distinguishable from one another. User should know the products included in each trip.	Provide an all-up view of a grouped trip with helpful planning tools (including cross sell). Trip level view. all the things you can do with your trip and add to your trip.	Clear hierarchy, discoverability of all information, findability of available self-service options.	Communicate self-service options available for this hotel and provide support tools (support content/contact options) for frequently used options that may not be available.	Communicate change options and provide criteria to search for new options or keep the existing one.	List out room change options with clear pricing and important information like room type, bed, amenities etc.	Playback of new selected room with price breakdown. Checkout page with input fields filled out with known traveler/customer info.	Instilling confidence in completed change. Providing Frank with easy way back to itinerary to review changes.	Clear hierarchy, discoverability of all information, findability of available self-service options.		Provide traveller all the relevant information and contact details for check-in.	