

WeSAHMI Use Cases

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Abstract

This document shortly introduces the use cases, which will be implemented in WeSAHMI project during years 2006 - 2007. The document contains description of each use case and also wireframe models of the key screens of the use cases.

1 Check-in

Two hours before departure a traveler receives a message to his/her mobile phone, which requests to confirm the check-in for the flight (cf. Figure 1). Traveler has an advanced seat reservation that has been made when traveler purchased the flight. Traveler can still change the seat by retrieving the seat map and choosing another seat before confirming the check-in. The seat map can be accessed on check-in, in pursuance of selecting number of luggages the traveler has with him/her (cf. Figure 2).

When traveler has confirmed the check-in he/she receives an electronic boarding pass. The boarding pass includes information on the flight, such as the seat, the gate, and the boarding time (cf. Figure 3). Part of the information is also available as a machine readable 2D bar code. The bar code is for the logistics at the airport like identifying the traveler at the baggage drop, at the security check, and at the gate. His mobile phone is now an electronic boarding pass as well. He will also receive a link to information on how to proceed to baggage drop.

2 Status changes at the airport

The electronic boarding pass in the mobile phone will be updated for any significant changes of the flight. The gate and the departure time may occasionally change for the flights. Traveler's electronic boarding pass alarms the traveler to notify the new gate number (cf. Figure 4). Very soon the airline has defined

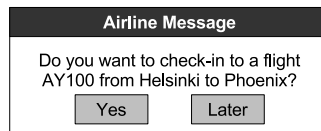


Figure 1: Check-in start-up.

Check-in

Passenger: Mr Lorem Ipsum

Your seat is: 8C

Select number of luggages: ▼

Check-in

Passenger: Mr Lorem Ipsum

Select seat:

5A	5B	5C	5D	5E
6A	6B	6C	6D	6E
7A	7B	7C	7D	7E
8A	8B	8C	8D	8E

Figure 2: Check-in.

Boarding Pass

Helsinki – Phoenix 19:10

Passenger: Mr Lorem Ipsum

Seat: 7C

Gate: 23

Boarding: 18:40

[Take your baggages to baggage-drop](#)
[Check-in code](#)

2D bar code

Figure 3: Boarding pass.

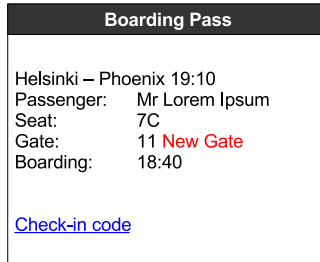


Figure 4: Boarding pass informs about new gate.

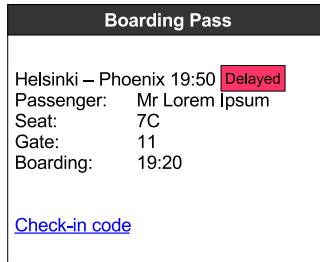


Figure 5: The boarding pass informs about delayed flight.

a new departure time. Now the electronic boarding pass alarms the traveler to notify the delay and the new departure time (cf. Figure 5). Finally, the traveler is notified that boarding has started and that he/she should now proceed to the gate (cf. Figure 6).

3 Upgrade by points

Frequent flyers can be offered to buy an upgrade to business class using frequent flyer points, when there are room available. Airlines like to keep the seats for sale until the last moment and then offer upgrades to those who are most eligible for an upgrade.

Before a departure of the flight a traveler receives a message to his/her mobile phone offering an upgrade with frequent traveler points. The traveler receives information on both the total points he has gained and the required

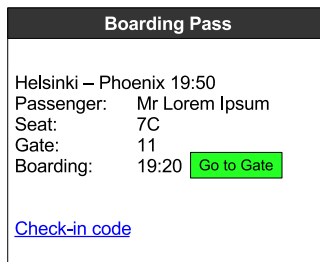


Figure 6: Boarding has started.

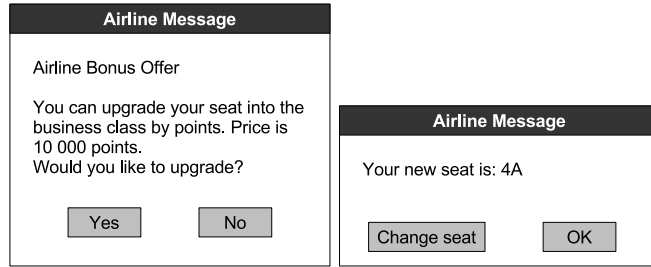


Figure 7: (a) Offer message to a passenger, and (b) confirmation of the upgrade.



Figure 8: Marketing communications sample.

number of points for upgrade (cf. Figure 7 (a)). When he accepts the offer he will receive a confirmation screen with a new seat and ability to go to the seat map to change the seat (cf. Figure 7 (b)).

4 Marketing communications

A shop at the airport wants to give a sample of their product to the airline passengers. However, they cannot or don't want to give it all of the passengers at the airport but rather to the selected passengers, who could potentially purchase the product.

The shop buys a campaign from an airline. By defining the target group, the airline sends an advertisement to the selected travelers' mobile phones (cf. Figure 8). The ad includes short introduction about the product. In addition, it provides a map of the airport in order that the passengers can easily find the shop.

5 Change to the travel plan

A departing flight is having a technical problem and the traveler is about to miss his connection flight to the final destination. The airline disruption management center is looking for an alternative routing for the traveler.

The new routing proposal is sent to the traveler's mobile phone (cf. figure 9). When the traveler accepts the routing he will receive a confirmation about the traveling arrangements including flight numbers and departure and arrival times (cf. Figure 9). The airline will automatically reissue an e-ticket and the traveler will receive the e-ticket number. If the alternative flight is same airline

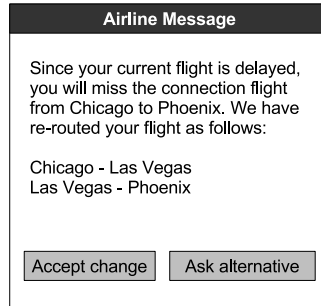


Figure 9: A proposal for a new route.

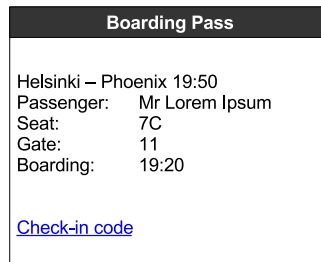


Figure 10: The passenger receives a confirmation about the new traveling arrangements.

then the airline will automatically do check-in for the traveler and instruct him about the departure gate and the time. Otherwise, the traveler will receive instructions how to proceed with the check-in.