

# USER FLOW:

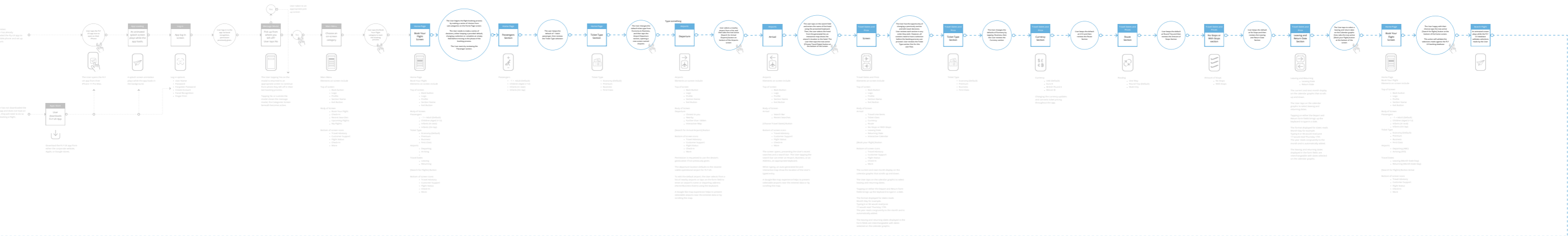
Booking a flight using the FLY LUX mobile app

**User's Narrative:**  
Samantha, a Senior Executive Administrator, is tasked with booking a flight for Greg Jones, VP of Global Marketing. Greg prefers to fly in business class with no stopovers and must review his travel plans before purchase. He has a current passport and Global Entry/TPA PreCheck. Greg is fully vaccinated for Covid-19 and has a verified visa card.

**User's Task:**  
Book a return flight with no stopovers for one business passenger leaving Friday, June 25th from the Bay Area and returning from Barcelona on Friday, July 2nd.

## DOWNLOAD APP TO CATEGORIES

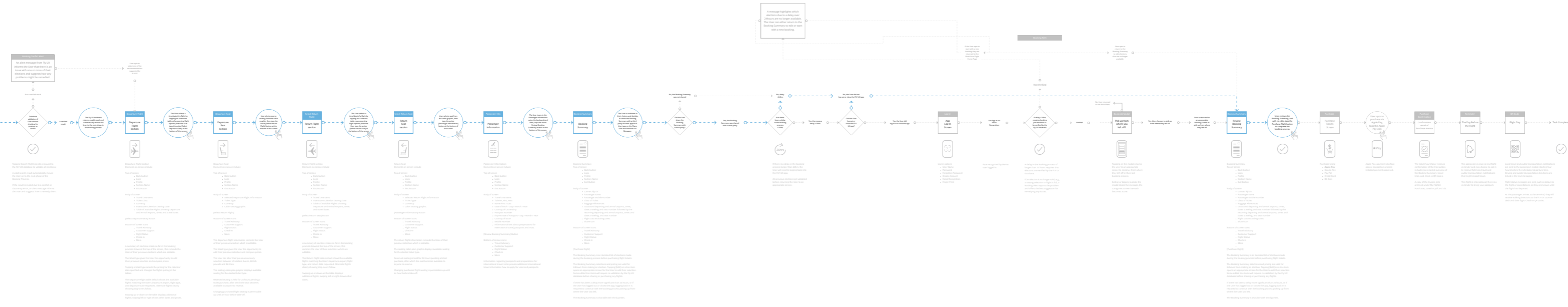
**User Flow:**  
Download the app from the App Store or Google Play Store.



## USER FLOW TO BOOK A FLIGHT

## USER FLOW TO BOOK A FLIGHT

## PURCHASE TICKET TO FLIGHT DAY



Helping to address users pain points:

- Step 1: Download the app**  
Pain point: User doesn't know where to download the app.  
Solution: Provide clear instructions on where to download the app from the App Store or Google Play Store.
- Step 2: Tap on the app icon**  
Pain point: App icon is not visible or user doesn't know where to tap.  
Solution: Provide clear instructions on where to tap the app icon.
- Step 3: Tap on the download button**  
Pain point: Download button is not visible or user doesn't know where to tap.  
Solution: Provide clear instructions on where to tap the download button.
- Step 4: Tap on the app icon to open the app**  
Pain point: App icon is not visible or user doesn't know where to tap.  
Solution: Provide clear instructions on where to tap the app icon.
- Step 5: Tap on the login button**  
Pain point: Login button is not visible or user doesn't know where to tap.  
Solution: Provide clear instructions on where to tap the login button.
- Step 6: Tap on the flight search button**  
Pain point: Flight search button is not visible or user doesn't know where to tap.  
Solution: Provide clear instructions on where to tap the flight search button.
- Step 7: Select the departure and arrival cities**  
Pain point: User doesn't know how to select the departure and arrival cities.  
Solution: Provide clear instructions on how to select the departure and arrival cities.
- Step 8: Select the travel dates**  
Pain point: User doesn't know how to select the travel dates.  
Solution: Provide clear instructions on how to select the travel dates.
- Step 9: Select the number of passengers**  
Pain point: User doesn't know how to select the number of passengers.  
Solution: Provide clear instructions on how to select the number of passengers.
- Step 10: Select the cabin class**  
Pain point: User doesn't know how to select the cabin class.  
Solution: Provide clear instructions on how to select the cabin class.
- Step 11: Select the flight**  
Pain point: User doesn't know how to select the flight.  
Solution: Provide clear instructions on how to select the flight.
- Step 12: Tap on the flight details**  
Pain point: User doesn't know how to tap on the flight details.  
Solution: Provide clear instructions on how to tap on the flight details.
- Step 13: Tap on the booking button**  
Pain point: User doesn't know how to tap on the booking button.  
Solution: Provide clear instructions on how to tap on the booking button.
- Step 14: Tap on the payment button**  
Pain point: User doesn't know how to tap on the payment button.  
Solution: Provide clear instructions on how to tap on the payment button.
- Step 15: Tap on the confirmation button**  
Pain point: User doesn't know how to tap on the confirmation button.  
Solution: Provide clear instructions on how to tap on the confirmation button.
- Step 16: Tap on the check-in button**  
Pain point: User doesn't know how to tap on the check-in button.  
Solution: Provide clear instructions on how to tap on the check-in button.
- Step 17: Tap on the boarding pass button**  
Pain point: User doesn't know how to tap on the boarding pass button.  
Solution: Provide clear instructions on how to tap on the boarding pass button.

