

ECR Phase 2 – CR 19 – User Story for Desktop and Mobile

Business priority (1 low - 100 high)
100
Customer satisfaction (High, Medium, Low)

As an:	Loyalty Proposition Project Manager
I want:	To be able to Upgrade using Avios and vouchers To be able to change from peak to peak and off-peak To be able to look at pertinent Change booking rules relevant to my flight and carrier To be able to view the latest off-peak label To have a consistent experience for all segments within a redemption journey
So that:	Customers can upgrade online using Avios and vouchers Customers have a consistent experience Customers can understand Change booking rules better with relation to their flight and carrier

Acceptance Criteria:

On Ba.com, AEBA, BOD (Mobile Web also)

At the end of Phase 1 of the ECR Project, Upgrade using Avios and Vouchers has been turned off and the customer is asked to go offline.

The customer is also presented with peak and off-peak labels for all commercial segments within change booking.

On the price quote page the customer is presented with a generic “Making Changes” pod that may not be pertinent to his selection.

For Phase 2 of the ECR Project the business would like to:

- i. Allow the user to upgrade using Avios and Vouchers
- ii. Have a consistent redemption experience for all commercial segments appearing within redemption
- iii. Provide pertinent flight level change rules for customers on the Price quote page
- iv. Have the new off-peak label replacing the old throughout change booking

Details of these all requirements are outlined in the below user story:

Select Changes

- v. Book n Upgrade where part of the journey is upgraded using Avios while the rest remains commercial. For the commercial segment of the journey;
 - a. Are the drop down date selection controls been removed from the commercial segment?
 - b. Are date drop downs removed from all commercial segments appearing within redemption flow only and retains date drop downs for all standards commercial change booking.
 - c. Is the customer allowed to select a date using the new “select travel date” button in consistence with redemption segments?
 - d. Clicking on the “select travel date” button, is the user presented with a standard date picker?
 - e. Does the standard date picker allows the user to select a date and navigate 365 days?
 - f. Is the date picker devoid of all off-peak identities?
 - g. Does the date picker have a consistent look n feel as the BA and Iberia date pickers without any off-peak identity?
 - h. Is the date picker passing selected dates back to the “Select Changes” page?

Off-peak labels

- vi. Is the user presented with the new salmon pink off-peak labels replacing the old blue off-peak labels from Phase 1, throughout the change booking process.

Price Quote (Desktop)

The Price Quote page is to undergo a small change for Phase 2. The “Making Flight changes” accordion is to be replaced by a new “Making Changes” pod. This new accordion is required to have dynamic content able to detail each bound of a Journey specifying city names. It will also be required to identify if the dates of travel are Off Peak or not as well as outline the conditions around being able to changes these details.

- a. Does the display of price quote data now follows the new VSG standards, with functionality as outlined below
- i. Has the section named “Making flight changes been removed”
 - ii. Has this section been replaced with a new pod called “Making Changes” and can this section be expanded / compressed as before?
 - iii. Can the “Making Changes” data be dynamically populated with
 - 1. Inbound and Outbound data to include Airport names based upon the customers journey
 - a. Is it able to support all types of journey, simple and complex (from Ba single and return to multi leg journeys involving partners)
 - 2. Can the bounds of the journey be identified as Peak or Off Peak using the UX supplied wording
 - 3. Can the correct text be derived to explain what a customer can do with their journey bounds, dependent upon if they are booking Peak or Off Peak days here
 - iv. Is the user informed of peak or off-peak nature of individual segments and the carriers flying that segment
 - v. If both Outbound and Inbound are flown by BA or Iberia is the customer presented with peak and off-peak rules along with standard change rules combine into one section.
 - vi. If an entire journey is flown by a partner carrier(s) then is the user presented with just one occurrence of generic ticket conditions without off-peak rules.
 - vii. For partner airlines is the user presented with generic ticket conditions
 - viii. Where a journey (stopover, connection, direct) includes BA or Iberia and a Partner, is the customer presented with a separate section presenting a set of standard rules covering all flights/carriers.
 - ix. Where a journey includes a commercial segment, is the user informed that standard rules are applicable to this segment?
 - x. For stopovers, are users informed of standard and off-peak rules based on individual journeys?
 - xi. Is the user presented with labelling informing where and when the stopover is applicable?
 - xii. Is the set of standard rules presented in a section placed below the “Making Changes” pod as presented in Protoshare.
 - xiii. For Upgrade using Avios, has the information modal, from Phase 1, been removed for the user?

Price Quote (Mobile)

The Price Quote page is to undergo a small change for Phase 2. The “Making Flight changes” accordion is to be replaced by a new “Making Changes” pod. This new accordion is required to have dynamic content able to detail each bound of a Journey specifying city names. It will also be required to identify if the dates of travel are Off Peak or not as well as outline the conditions

around being able to changes these details.

- vii. Is the user presented with flight and carrier specific change rules?
 - viii. When presenting from and to destinations, is the user presented with an airplane icon to denote “to” as presented in Protoshare?
 - ix. Is the user presented with a separate section defining bounds and flights?
 - x. Where all flights are BA/IB or partner, is the user presented with a combined pod highlighting all specific rules?
 - xi. When presenting a combined pod, is the user presented with a combined section displaying both outbound and inbound destinations?
 - xii. When presenting flights with connections is the user presented with relevant connection icon as presented in Prortoshare?
 - xiii. When presenting stopovers, is the user presented with stopover information within the flight information section?
 - xiv. Are all links presented within the rules going to their respective pages?
 - xv. Where a journey (stopover, connection, direct) includes BA or Iberia and a Partner, is the customer presented with a separate section presenting a set of standard rules covering all flights/carriers.
 - xvi. Where a journey includes a commercial segment, is the user informed that standard rules are applicable to this segment?
1. Have all the changes outlined in this User Story been fully translated to enable all this content to be delivered across Ba’s language supported .com’s
 2. Have all the Wiki Pages been updated with the content and logic changed here

Preconditions: (e.g. data required to complete user story)

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Queries:

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Notes: