MYFAREBOX

PRODUCT REVIEW

Problem Statement

As a Product Manager, I liked the idea of the MyFareBox product, it provide global airfare aggregation, consolidation and fulfillment travel technology platform offering bookable and ticket-able airfare content from 750+ airlines across 80+ point of sale countries on a single platform

From product point of view I would recommended the contextual help on form level. Over all design is very clear and readable.
But with few usability tweaks , it increase the user productivity and overall ROI . Some are the common issues are available throughout the application. So fixing issue in data grid fix all data grid issues across the application.

Some form with detail view contain large set of information. Grouping and classifying of information under appropriate head improves the data Information Architecture for better data presentation for user.

Through Heuristic evaluation, I found the five points for the scope of improvement. The issues are prioritized based on user interaction with the system and overall experience.
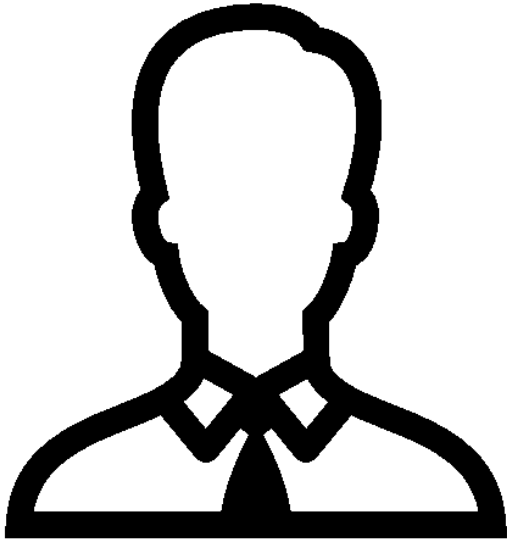
Problem Statement

1. Landing /Dashboard

2. Product Menu

3. Flight Search – screen

4. Invoice List View

5. Booking Queue

Admin Persona

Admin Persona

Portal Admin - John

Background:
- Portal Admin
- Works at large Air ticket booking Agency

Demographic:
- Male
- Age- 30-45
- Married with Children
- Suburban

Goals:
- Increase Productivity
- Reduced support calls
- Support corporate Initiative of cutting down IT Costs
- Works at large Air ticket booking Agency

Challenge:
- Finding the best solution at the right cost

How we help:
- Provide a large team to support roll out initiatives
- Provides system admin and end users trainings
- Provide Premium 24/7 customer services to justify value of price
- Provide business and ROI case studies to justify price

How we help:
- Worried end user won't able to probably use new software
- Nervous on how to deploy and implement new software across the Travel agency
- Too expensive

1

Landing /Dashboard

GMT +5.5
Timezone

N/A
Balance

Reports

Help

Welcome
Mystilfy Candidates Bangalore ❤

MYFAREBOX
Brought to you by Mystifly

Flights   Accounts   Queue   Administrator   Developer Portal

Dashboard

Welcome Admin, Thank you for using MyFareBox. Mystifly's anywhere to anywhere engine. You now have access to the world's best fares for travel originating anywhere in the world to anywhere in the world

News and Announcements   + Add News

There are currently no news or announcements for MyFareBox.

Usability Issues:

•Admin Dashboard is very crucial for monitoring the business KPI'S .

•Dashboard don't show data on load.

•Clicking on Report icon on top right load the form, where user has to input data in Client input field supports auto complete load the data on user input. User go clueless, as no search button is available for submit request. No available help or instruction ,how to see the data in dashboard .

Recommendation for Improvement:

•Move the Report feature/button to main content area

•Show KPI with No's#

•Add Data & Chart view option. Data view show drill down data for selected information.

•Toggling Between Ticketing & Booking information .

•Add search button in client input form

GMT +5.5
Timezone

N/A
Balance

Help

Welcome
Mystilfy Candidates Bangalore ⌄

MYFAREBOX
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Flights   Accounts   Queue   Administrator   Report   Developer Portal

Dashboard

Client Name

Ticketing

30	1500	1240
Today	Current Month	Previous Month

Booking

3	8	20
No. of Booking	Booking Expiring Soon	Ticket In Progress

Booking Summery

Data | Chart

Bar chart — X-axis categories: No. of Booking, Booking Expiring Soon, Ticket In Progress. Y-axis labeled "Values" from 0 to 25.

2
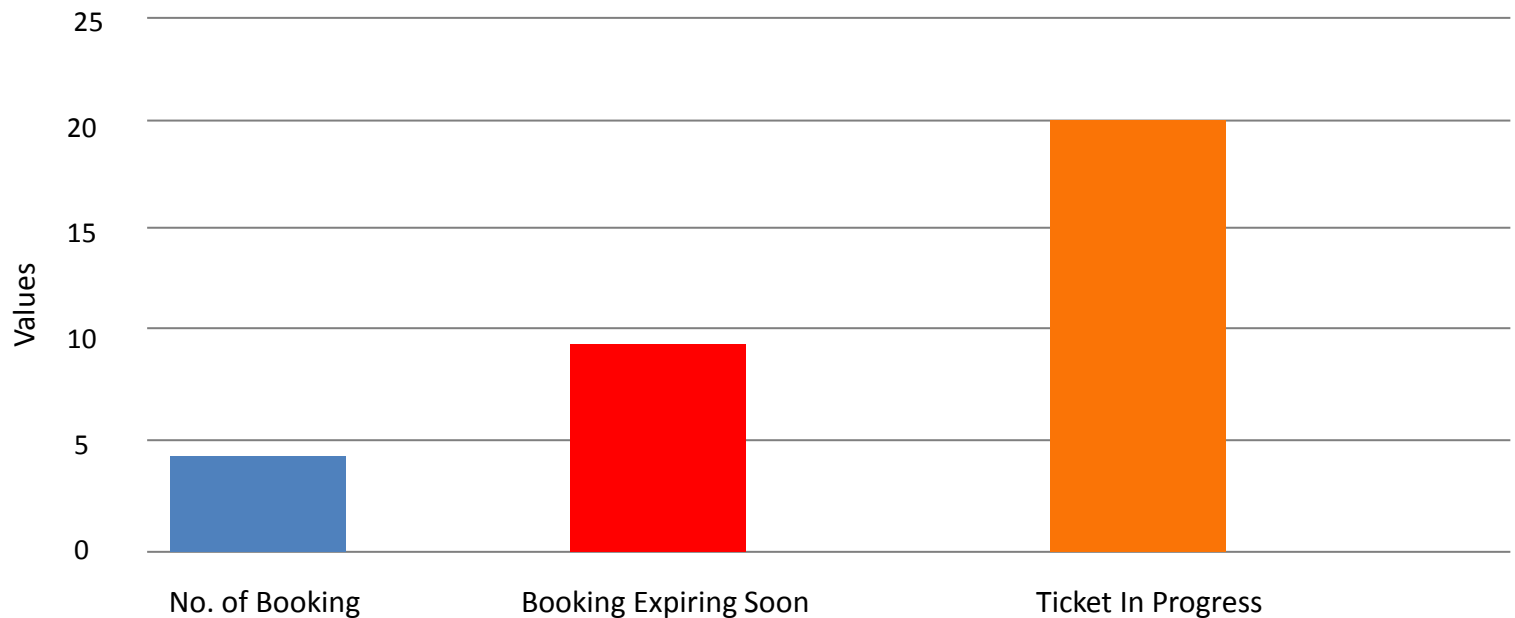
Product Menu – Information Architecture

MYFAREBOX
Brought to you by Mystifly

Flights | Accounts | Queue | Administrator | Developer Portal

Flight Search
Retrieve PNR

One Way

Client
Client Name

From
Origin

Depart
DD MMM YYYY

Time
Any Time ▾

Adult 1 ▾   Child 0 ▾   2-12 yrs

Search | Fare Quote Search | Advanced search

Administrator menu:

Manage Client	Manage Staff	Manage Branch
Manage GSSA	Flight Search History	Auto Ticketing
TF Suppliers	Configure GDS	Manage GEO
Search Book Details	Country Contact Details	Manage PCC
White Label Admin	Manage Roles	Manage Department
Team List	Manage ROE	Manage Vendor
Commission Slabs	Supplier Commission	Booking Configuration
Exception Report	Pending Invoice Queue	UATP Airline Configuration
Audit Report	Mandate Pax Info	Configure Card
Shop Category	Baggage Allowance Config	Airline Configuration
Supplier Commission Retain	Manage Card	IntelliRouteTable
IntelliRouteTableWithPOS		

Trending City Pairs (Select Country)
odia
Korea
am
nd
Kong
sia
Arabia
u
Philippines

Usability Issues :

The menu option under Administrator is very vast and not grouped. As it is very important from the view of user productivity, spend less time on finding the required menu option . In the same time information has to be group under each section, with appropriate heading.

Recommendation for Improvement:

The Menu items can be group under different section with heading for user to easy to understand and work fast. (e.g; Manage, Configuration, Reports etc.)

3

Flight Search – oneway screen

One Way	Round Trip	Multi Destination	RIP

Client

Client Name

From

Origin

To

Destination

Depart

DD MMM YYYY 📅

Time

Any Time ▾

Adult

1 ▾

Child

0 ▾

2-12 yrs

Infant

0 ▾

0-2 yrs
without seat

Class

Economy ▾

☐ Refundable flights only

Search **Fare Quote Search** Advanced search

Cambodia

Japan

South Korea

Vietnam

Thailand

Hong Kong

Malaysia

Saudi Arabia

Macau

Philippines

Usability issues:

The booking page looks very simple. But for first time user it is very time consuming.
• Data sequence flow is not defined .
• Mandatory fields are not marked.
• Info icon is not available.
• For the first time user it is very imp how "Client" Input box work, as it support Auto complete without search button..
• Country selection is out of the form doesn't give any indication to the user has to select the country from item list and select the route. So its very confusing weather user select Client first the Choose Country or vice-versa.
• Advance search option is very confusing. As it is not button weather it open the additional from in popup ?

One Way	Round Trip	Multi Destination	RIP

Client

Client Name

From

Origin

To

Destination

Depart

DD MMM YYYY 📅

Time

Any Time ▾

Adult	Child	Infant	Class
1 ▾	0 ▾	0 ▾	Economy ▾
	2-12 yrs	0-2 yrs without seat	☐ Refundable flights only

Search   Fare Quote Search   Advanced search

Recommendation for Improvement:

The few design tweaks make the from more efficient for user.
• Mark all mandatory field with "*" Sign red color.
• Put Info icon with tooltip message againt mandatory field as aprt of validation for data input, helps the user to avoid error
• Move the Country selection input box next to Client name input field
• Pre populate the field in origin, based on country selection
• Checkbox for advance search. It show the additional field for user input. Once it was checked
items can be group under different section with heading for user to easy to understand and work fast. (e.g; Manage, Configuration, Reports etc.)

4

Invoice List View

Invoice List

Invoice Number	Client	Amount	Status	Issue Date	Due Date	Document Type
32212332	APITEAM XML	990.73	Unpaid	25 Sep 2018	25 Sep 2018	Invoice
9876	APITEAM XML	553.93	Unpaid	25 Sep 2018	25 Sep 2018	Invoice
787765	Maekwae Ltd	902.17	Unpaid	22 Sep 2018	22 Sep 2018	Invoice
1111	Airmilo LTD	67.89	Unpaid	22 Sep 2018	22 Sep 2018	Invoice
0006	Connexions Loyalty	224.56	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
8787	Connexions Loyalty	298.04	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
8903	Connexions Loyalty	438.99	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
908078	WhiteLabs Pte LTD	98.22	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
79870	WhiteLabs Pte LTD	2393.92	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
678768	WhiteLabs Pte LTD	1031.47	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
2131	WhiteLabs Pte LTD	1416.41	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
876786	WhiteLabs Pte LTD	79.75	Unpaid	21 Sep 2018	21 Sep 2018	Invoice
80123	Connexions Loyalty	490.56	Unpaid	20 Sep 2018	20 Sep 2018	Invoice
89897	Connexions Loyalty	183.8	Unpaid	20 Sep 2018	20 Sep 2018	Invoice

Invoice List show all the Invoice generated by the system as a part of booking. The font readability of tabular data grid is good. The Tabular data grid provides filters for additional search result.

Usability Issues:

The Tabular data grid doesn't not support sorting feature with filters. It opens a detail Invoice in Windows popup. If any system using popup blocker , detail Invoice windows never works.
For Download & print user has to open the popup windows, which increase an extra click
Column heading should be changed (e.g; Invoice No., Client Name, Issue Date, Due Date, Document Type, Status & Amount)
Pagination not showing the Total no. of Record. User can not go any record in between (e;g see record between 45-55)

Invoice List

Invoice No. ⬇	Client Name ⬇	Issue Date	Due Date	Document Type ⬇	Status ⬇	Amount	Action	
32212332	Connexions Loyalty	25 Sep 2018	25 Sep 2018	Invoice	Unpaid	990.73	⬇	🖶
9876	APITEAM XML	25 Sep 2018	25 Sep 2018	Invoice	Unpaid	553.93	⬇	🖶
787765	Maekwae Ltd	22 Sep 2018	22 Sep 2018	Invoice	Unpaid	902.17	⬇	🖶
1111	Airmilo LTD	22 Sep 2018	22 Sep 2018	Invoice	Unpaid	67.89	⬇	🖶
0006	Connexions Loyalty	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	224.56	⬇	🖶
8787	Connexions Loyalty	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	298.04	⬇	🖶
8903	Connexions Loyalty	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	438.99	⬇	🖶
908078	WhiteLabs Pte LTD	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	98.22	⬇	🖶
79870	WhiteLabs Pte LTD	21 Sep 2018 !	21 Sep 2018	Invoice	Unpaid	2393.92	⬇	🖶
678768	WhiteLabs Pte LTD	21 Sep 2018 '	21 Sep 2018	Invoice	Unpaid	1031.47	⬇	🖶
2131	WhiteLabs Pte LTD	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	1416.41	⬇	🖶
876786	WhiteLabs Pte LTD	21 Sep 2018	21 Sep 2018	Invoice	Unpaid	79.75	⬇	🖶
80123	Connexions Loyalty	20 Sep 2018	20 Sep 2018	Invoice	Unpaid	490.56	⬇	🖶
89897	Connexions Loyalty	20 Sep 2018	20 Sep 2018	Invoice	Unpaid	183.8	⬇	🖶

Total No of Records Found: 100   Go To Record : 40-50 ▾ | First | Prev | Next | Last |

Recommendation for Improvement: data grid is

The Tabular data grid with sorting/input filter for "Invoice No. , Client Name , Document Type & Status)

• Total no. of Record found

• pagination with navigation (First, Prev, Next & Last)

• Go to Record control

• Change Filter text to Filter icon. On click expand and show form with field –("Issue Date From, Issue Due date" & " Invoice date From , Invoice Due Date"

• Show Print & Download button under action column

• Rename Remove Filter to Clear Filter

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Booking Queue

Bookings	Archived	Cancelled Queue							Show Filter | Remove Filter

MF Ref # ↓	Client Name ↓	Branch	Sector	Passenger Name	TKT Limit	Travel Date ↓	Booking Date ↓	Booked By
MF05574218	Maekwae Ltd	XML	DEL-LHR	HABDAE HAADE		21 Oct 2018	26 Sep 2018	Flystrait
MF05574118	Maekwae Ltd	XML	DEL-LHR	TAM HONKS		29 Oct 2018	26 Sep 2018	Flystrait
MF05574018	Maekwae Ltd	XML	DEL-LHR	HABDAE HAADE		29 Oct 2018	26 Sep 2018	Flystrait
MF05573818	Maekwae Ltd	XML	DEL-LHR	HIBDAE HBADE		29 Oct 2018	26 Sep 2018	Flystrait
MF05573118	Nusa Trip	XML	HKG-SHA	XLZOYRVVNQ X...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05573018	Nusa Trip	XML	HKG-SHA	ZYAZVZKXEW ZY...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572618	Nusa Trip	XML	HKG-PVG	MZOTFLBRZY M...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572518	eAssfar F.Z LLC	XML	DXB-JED	ASDSAD ASDASDA		11 Oct 2018	25 Sep 2018	EAssfar
MF05572418	Nusa Trip	XML	HKG-SHA	ANFVVBXHKK A...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572218	Nusa Trip	XML	HKG-SHA	CQTJNRTBYG C...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572118	Nusa Trip	XML	HKG-SHA	TKWMFBCRHM ...		27 Oct 2018	25 Sep 2018	NUSATRIP

Booking Queue show all the booking listing.

Usability Issues:

• Booking, Archived & cancelled are different set of information. Tab should be replaced with Radio button to show. The Tab is used to show similar set of data
• The Tabular data grid doesn't not support sorting feature with filters Column heading
• MF Ref open the detail view , but no close or back button to back to booking Queue list
• Show filter open Filter form in Windows popup. 4 duplicated form 4 times without closing button.
• Pagination not showing the Total no. of Record. User can not go any record in between (e;g see record between 45-55

Show Filter | Clear Filter

| MF Ref # ⬇	Client Name ⬇	Branch	Sector	Passenger Name	TKT Limit	Travel Date ⬇	Booking Date ⬇	Booked By
MF05574218	Maekwae Ltd	XML	DEL-LHR	HABDAE HAADE		21 Oct 2018	26 Sep 2018	Flystrait
MF05574118	Maekwae Ltd	XML	DEL-LHR	TAM HONKS		29 Oct 2018	26 Sep 2018	Flystrait
MF05574018	Maekwae Ltd	XML	DEL-LHR	HABDAE HAADE		29 Oct 2018	26 Sep 2018	Flystrait
MF05573818	Maekwae Ltd	XML	DEL-LHR	HIBDAE HBADE		29 Oct 2018	26 Sep 2018	Flystrait
MF05573118	Nusa Trip	XML	HKG-SHA	XLZOYRVVNQ X...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05573018	Nusa Trip	XML	HKG-SHA	ZYAZVZKXEW ZY...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572618	Nusa Trip	XML	HKG-PVG	MZOTFLBRZY M...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572518	eAssfar F.Z LLC	XML	DXB-JED	ASDSAD ASDASDA		11 Oct 2018	25 Sep 2018	EAssfar
MF05572418	Nusa Trip	XML	HKG-SHA	ANFVVBXHKK A...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572218	Nusa Trip	XML	HKG-SHA	CQTJNRTBYG C...		27 Oct 2018	25 Sep 2018	NUSATRIP
MF05572118	Nusa Trip	XML	HKG-SHA	TKWMFBCRHM ...		27 Oct 2018	25 Sep 2018	NUSATRIP

Total No of Records Found: 100

Go To Record : 40-50 ▼ | First | Prev | Next | Last |
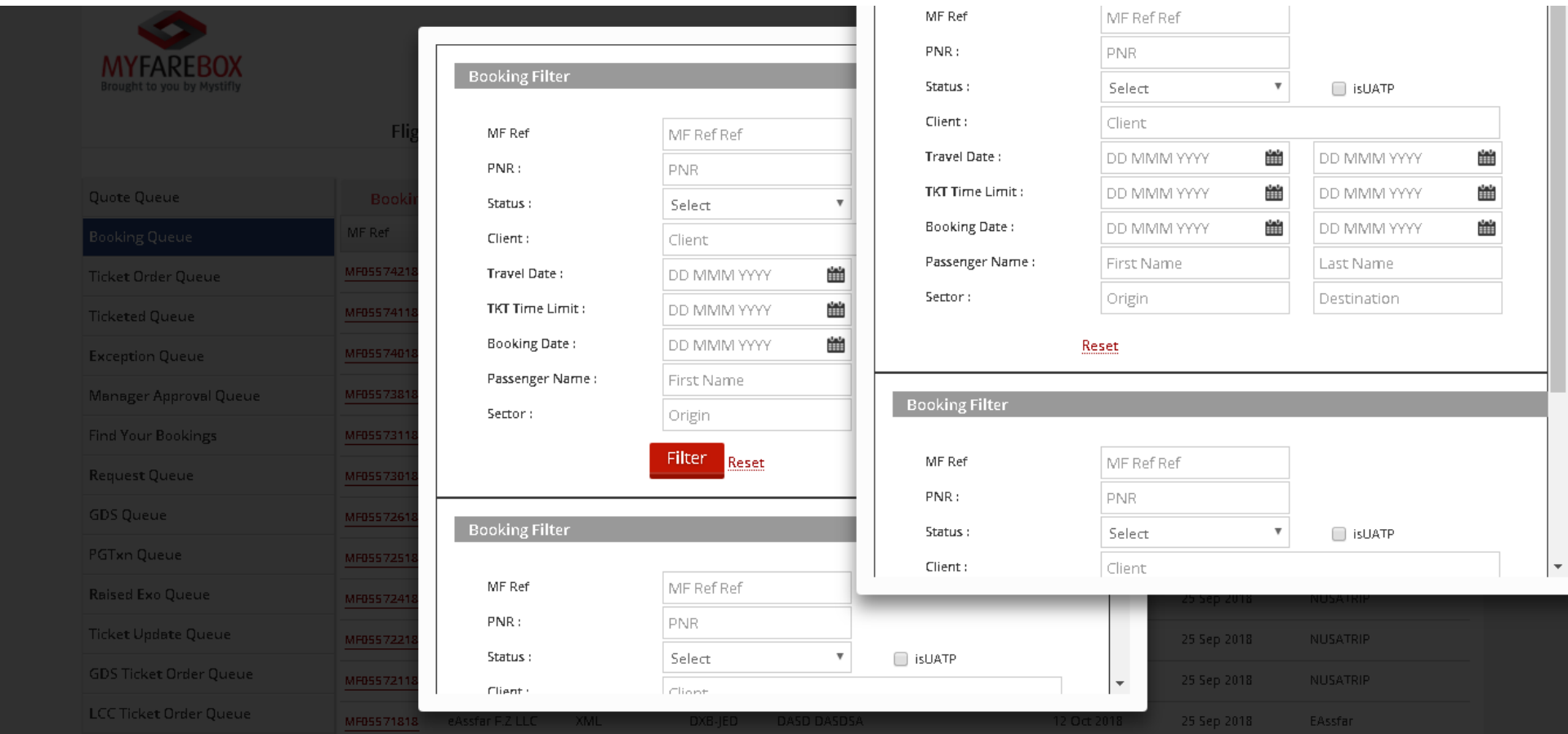
Recommendation for Improvement: Data grid is

The Tabular data grid with sorting/input filter for "MF Ref# , Client Name , Passenger Name & Booked By)
- Add Total no. of Record found , pagination with navigation (First, Prev, Next & Last) & Go to Record control
- Avoid using popup for Filter form. On click expand and show form after Datagrid heading before first record row.
- Rename Remove Filter to Clear Filter
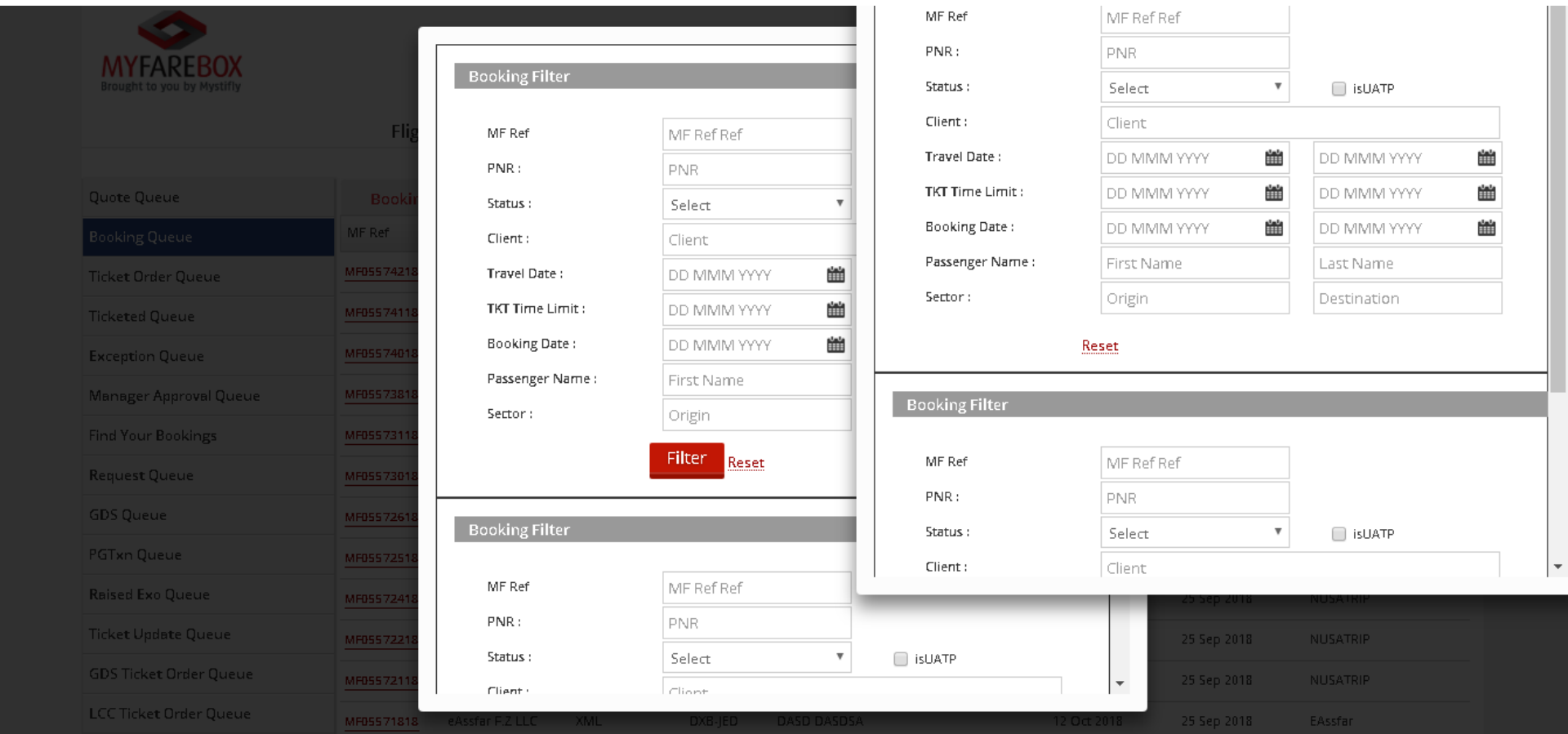
Usability Issues:

•Show filter open Filter form in Windows popup. 4 duplicated form 4 times without closing button.

• Filter Popup is not showing up in full resolution (1336x1024)

Recommendation for Improvement: Booking Filter
- Design 2 column form to avoid extra lengthy form
- Avoid using popup for Filter form.
- Mark **"*"** with red color for mandatory fields.

Booking Details

Mystifly Ref.No	MF05574218	Show Less Details ⊙
Booked On	26 Sep 2018 0030 hrs	
Client Balance	N/A	
Booked By	Flystrait XML	
Client	Maekwae Ltd(MCN001429)	
Branch	XML	
Customer Time Zone	GMT +0	

ITINERARY

Option : 1 Status : Booked | PNR : AYQJBZ /1B /I1JD   Ticket Time Limit: 29 Sep 2018 0030 LT*   Order E-ticket   Cancel

Flight	Class	Depart	Arrives	Duration	Status	Airline PNR	Fare Type
Depart							
Air India AI111	[Non Stop] Economy / E	New Delhi (DEL) 21 Oct 2018 1400 hrs	London (LHR) 21 Oct 2018 1900 hrs	9hrs 30min	HK	YP634	Public

Total Fare : GBP 232.59   Modify Sector   Fare Break Down   Baggage   Fare Rule   Special Services

PENALTIES

Refund Penalties (GBP)

Passenger Type	Hours Before Departure	Fee Before Departure	Fee After Departure
Adult	3.00	220.79	220.79

Usability Issues:
- Booking Detail information is now not showing up on load
- Too many Button in Itinerary Section - Ticket Time Limit, Order E-ticket ,Cancel, Modify Sector, Fare Break Down, Baggage, Fare Rule, Special Services.

Booking Details

Mystifly Ref.No	MF05574218
Booked On	26 Sep 2018 0030 hrs
Client Balance	N/A
Booked By	Flystrait XML
Client	Maekwae Ltd(MCN001429)
Branch	XML
Customer Time Zone	GMT +0

Show Less Details ⏫

ITINERARY

Option : 1 Status : Booked | PNR : AYQJBZ /1B /I1JD   Ticket Time Limit: 29 Sep 2018 0030 LT | Order E-ticket | Cancel | Modify Sector | Special Services

Flight	Class	Depart	Arrives	Duration	Status	Airline PNR	Fare Type
Depart							
Air India AI111	[Non Stop] Economy / E	New Delhi (DEL) 21 Oct 2018 1400 hrs	London (LHR) 21 Oct 2018 1900 hrs	9hrs 30min	HK	YP634	Public

Total Fare: GBP 232.59

Fare Break Down ⏫

Baggage ⏫

PENALTIES

Refund Penalties (GBP)

Passenger Type	Hours Before Departure	Fee Before Departure	Fee After Departure
Adult	3.00	220.79	220.79

Recommendation for Improvement: Booking – Itinerary Section

- Show Booking Detail information on load , to avoid extra click
- In Itinerary Section - Ticket Time Limit, Order E-ticket ,Cancel, Modify Sector, & Special Services show on top .
- Fare Break Down, Baggage should show as heading under Itinerary detail
- Move Total Fare with Amount to Right

Exchange Penalties (GBP)

Passenger Type	Exchange Fee Before Departure	Exchange Fee After Departure
Adult	178.74	Not Permitted

Messages

Message not found

Generate Quote

Passengers Details

Name	HAADE HABDAE Mr (Adult)	Show More Details ⊙ Edit Details
Passport No	809133122	

Booking Notes

Add Notes

Time	Note Detail		Action By
26 Sep 2018 0031 hrs	Vendor flight fare and Air Taxes saved for PNR:AYQJBZ - ADT basefare:1 .... More Private	Edit Delete	Flystrait XML
26 Sep 2018 0032 hrs	Status updated to 1,1 for option 1 at: 00:32:32. Private	Edit Delete	Flystrait XML
26 Sep 2018 0032 hrs	Total time taken for booking: 123.8244675 s Private	Edit Delete	Flystrait XML

Usability Issues: Booking – Passenger Detail

• Too Many onscreen Popup from each section (e.g; fare Rule History, General Quote, Add Notes)
• Passenger detail is one of imp information not showing up on load. Add extra click to see the detail
• Edit & Delete button are action button always placed in last column under heading " Action".
•

Exchange Penalties (GBP)

Passenger Type	Exchange Fee Before Departure	Exchange Fee After Departure
Adult	178.74	Not Permitted

Messages

Message not found

Generate Quote

Passengers Details
⊛ Edit

Name	HAADE HABDAE Mr (Adult)	
Passport No	809133122	

Booking Notes
Add Notes

Time	Note Detail	Type	Action By	Action
26 Sep 2018 0031 hrs	Vendor flight fare and Air Taxes saved for PNR:AYQJBZ - ADT basefare:1 .... More	Private	Flystrait XML	Edit Delete
26 Sep 2018 0032 hrs	Status updated to 1,1 for option 1 at: 00:32:32.	Private	Flystrait XML	Edit Delete
26 Sep 2018 0032 hrs	Total time taken for booking: 123.8244675 s	Private	Flystrait XML	Edit Delete

Recommendation for Improvement: Booking – Passenger Detail

• Passenger Detail is one of imp information not showing up on load. Add extra click to see the detail
• Edit & Delete button are action button always placed in last column under heading " Action".
•Add column "Type " after Note detail. Private & Public note type
• Remove the label show more detail
• Move Expand icon and edit text button to Booking notes header top right

Thanks