MICHIGAN STATE
U N I V E R S I T Y

Alpha Presentation
Lounge Management System

The Capstone Experience

Team United Airlines Digital Technology

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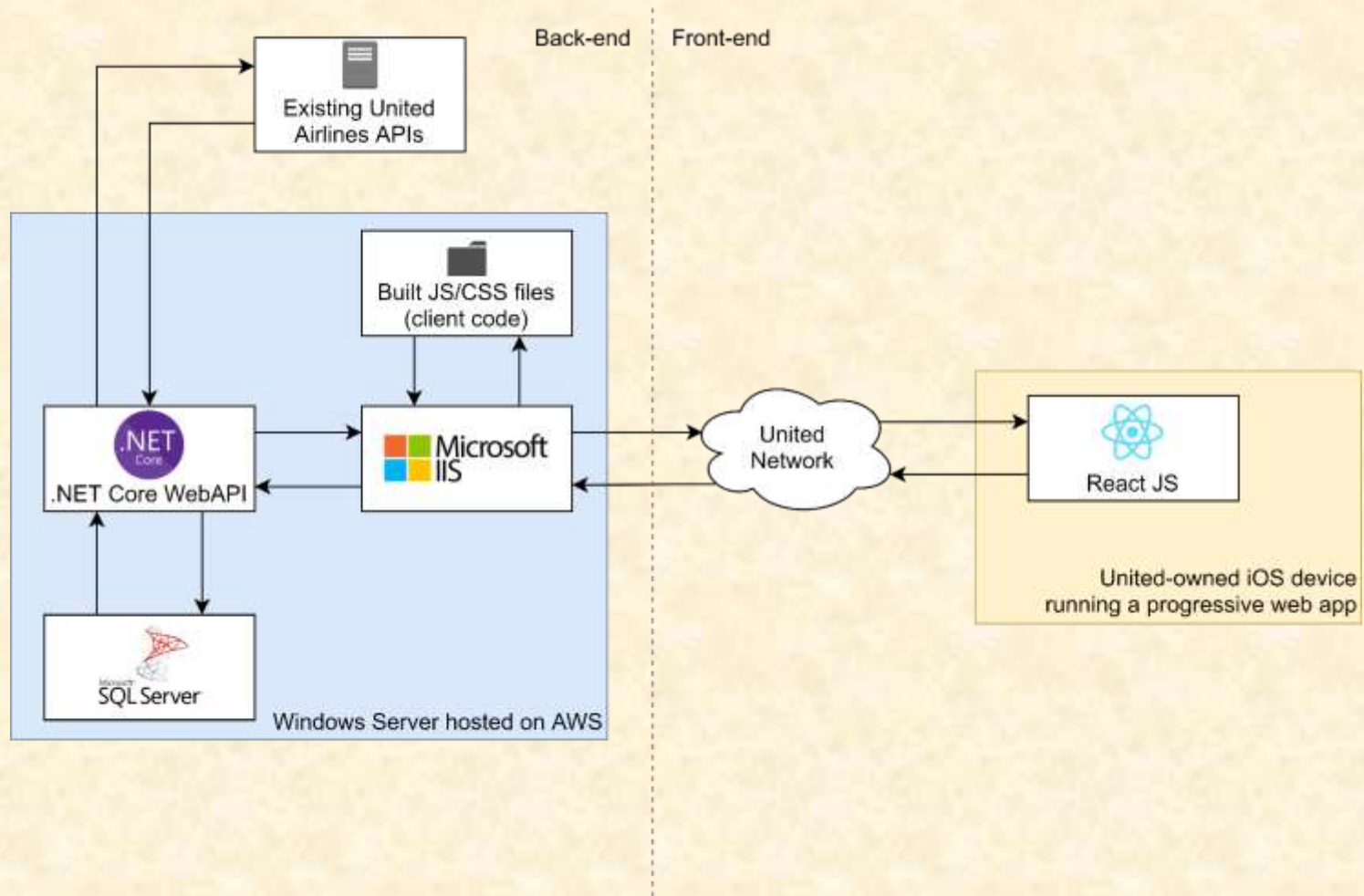Department of Computer Science and Engineering
Michigan State University
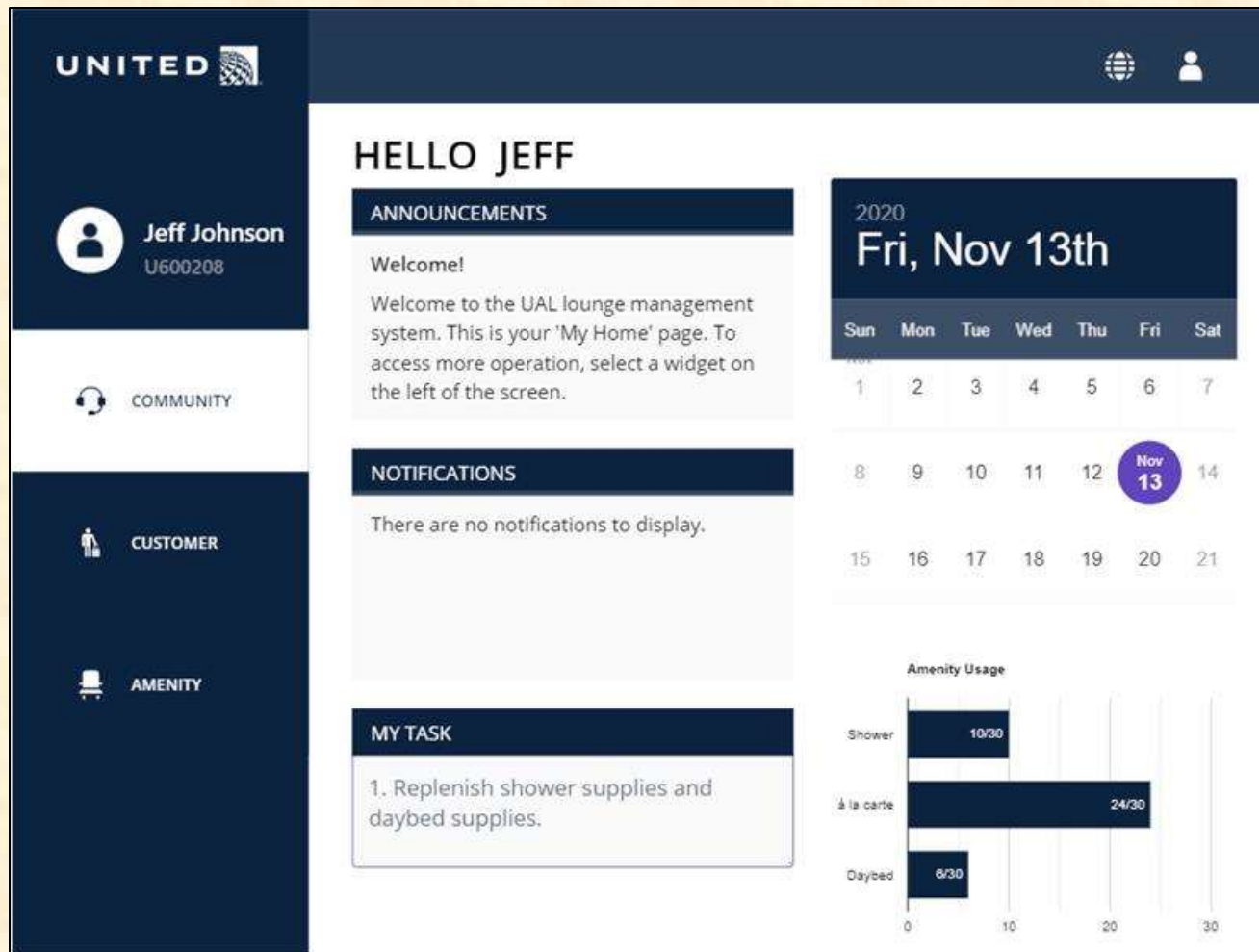Fall 2020

Project Overview

- United Airlines provides lounges for customers

- Our system manages these lounges to provide customers with a better experience

- This is accomplished through the automation of administrative tasks

- This results in a better customer experience by allowing staff to focus on interacting with customers, giving the appearance of a higher staff to customer ratio

System Architecture

Home Screen

Wait List

Adding New Customers

API Documentation

What's left to do?

- Tracking amenity turnover time
- Tracking customer use and extracting actionable data
- Refine user interface

Questions?