



# Alpha Presentation Lounge Management System

The Capstone Experience

Team United Airlines Digital Technology

Evan Lihou  
Jon Spiwak  
Katrina Zhu  
Deven Patel



*From Students...  
...to Professionals*

Department of Computer Science and Engineering  
Michigan State University  
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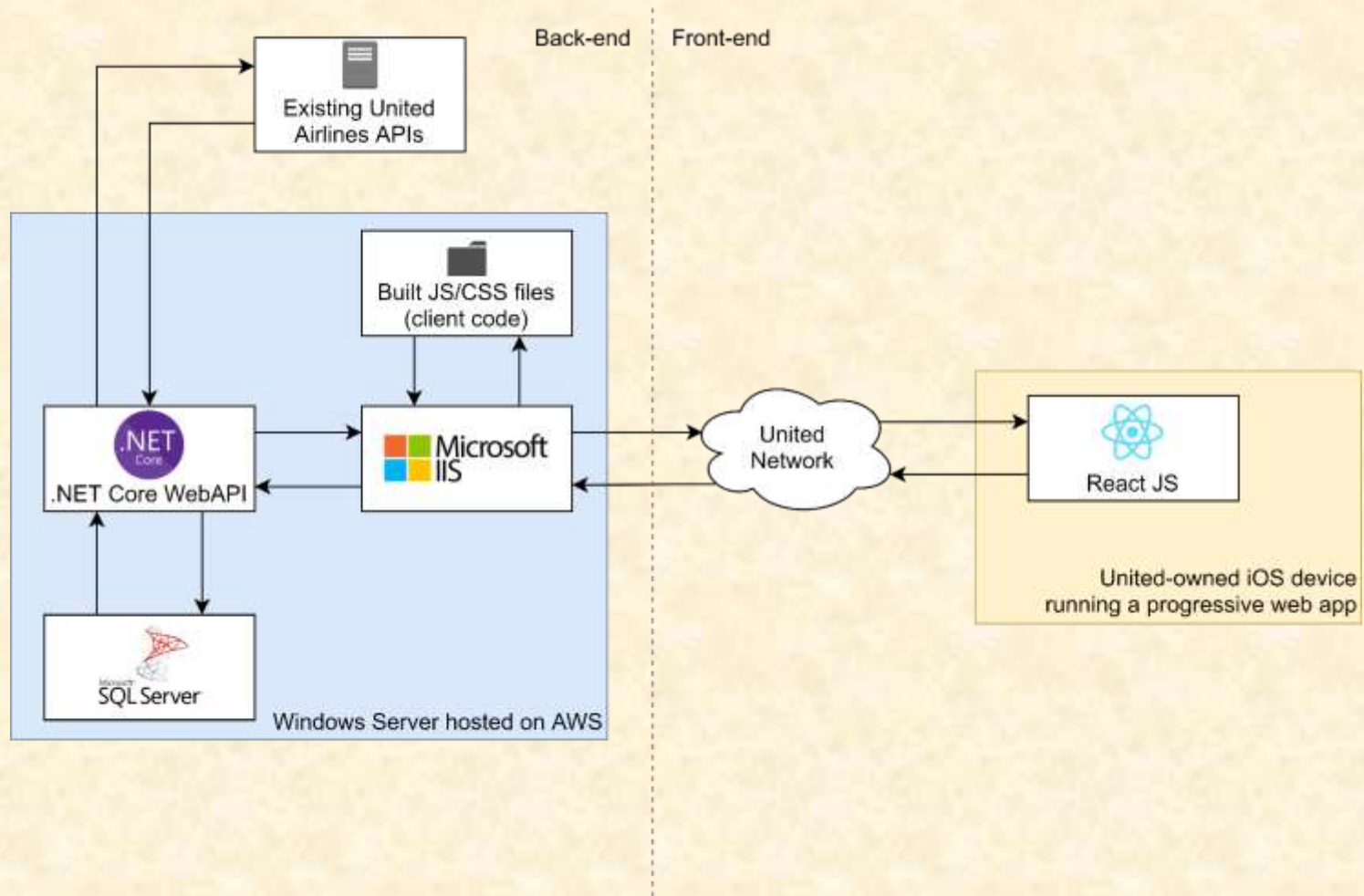
# Project Overview

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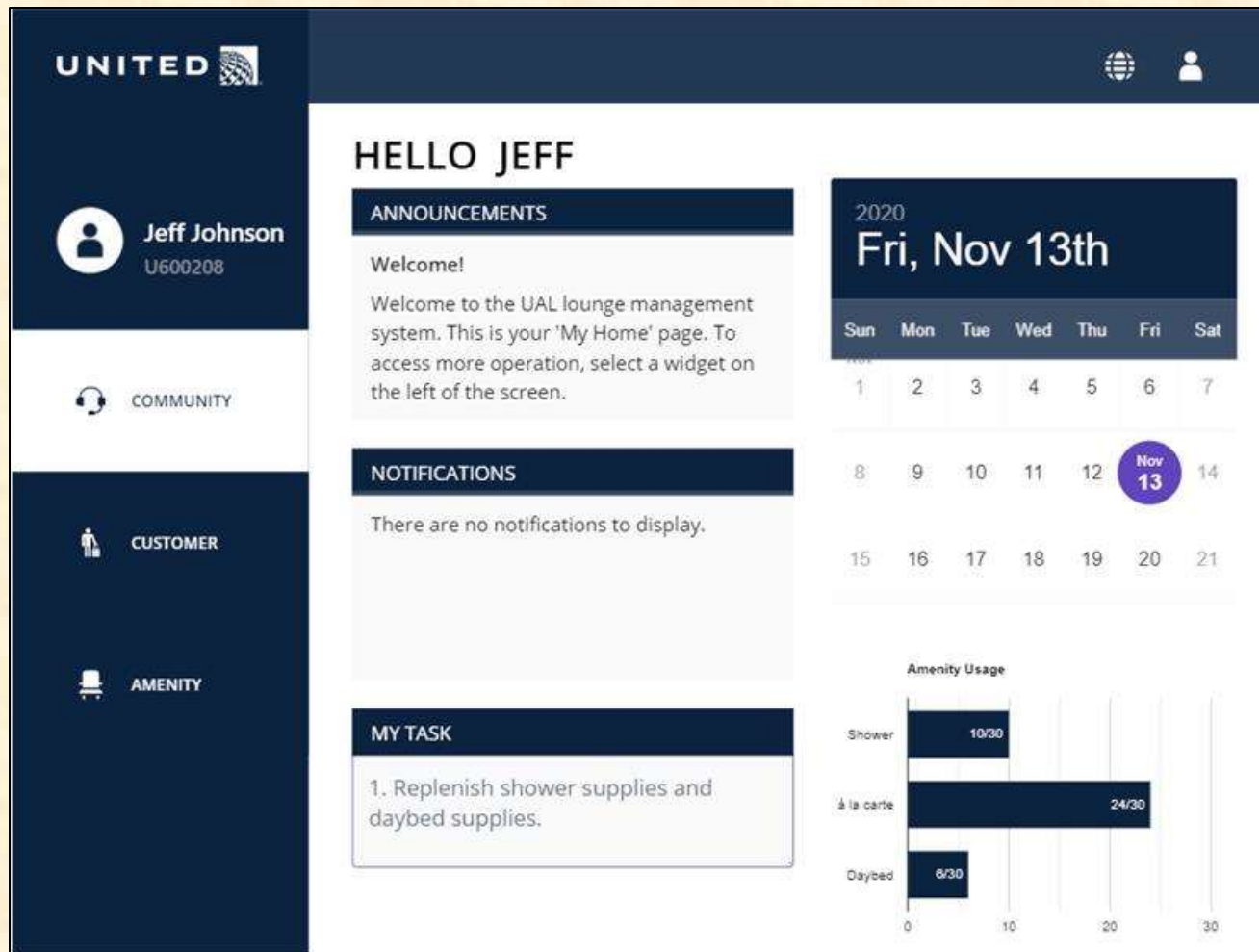
- United Airlines provides lounges for customers
- Our system manages these lounges to provide customers with a better experience
- This is accomplished through the automation of administrative tasks
- This results in a better customer experience by allowing staff to focus on interacting with customers, giving the appearance of a higher staff to customer ratio



# System Architecture





# Home Screen





# Wait List

UNITED

 **Jeff Johnson**  
U600208

 COMMUNITY

 CUSTOMER

 AMENITY

Waiting List Management

Estimated Wait Time: 25 min

Add New Customer

Show 10 entries

Search:

| CUSTOMER      | FLIGHTCARRIER | FLIGHTNUMBER | OPERATION                           |
|---------------|---------------|--------------|-------------------------------------|
| Patel Deven   | UA            | 719          | <div>Notify</div> <div>Remove</div> |
| Spiwak Jon    | UA            | 092          | <div>Notify</div> <div>Remove</div> |
| Thomas Justin | UA            | 802          | <div>Notify</div> <div>Remove</div> |
| Tiger Woods   | UA            | 0192         | <div>Notify</div> <div>Remove</div> |
| Zhu Katrina   | UA            | 039          | <div>Notify</div> <div>Remove</div> |

Showing 1 to 5 of 5 entries

Previous 1 Next



# Adding New Customers

The screenshot shows a web interface for adding a new customer. At the top, the United Airlines logo is visible. Below it, a dark sidebar contains icons for a user profile, a headset (customer support), a person with a suitcase (customer), and an airplane (flight). The main content area features a white modal window titled "Add New Customer". Inside this modal, there is a "Search for Customer" link. Below the search link are four input fields arranged in a 2x2 grid: "Last Name", "First Name", "Phone Number", and "Flight Number". Underneath these fields is a section titled "Reservations" with three checkboxes: "Shower", "à la carte", and "DayBed". At the bottom of the modal are two buttons: "Save" and "Cancel". The background of the interface is dark blue with white text and icons.

UNITED

Search for Customer

Last Name First Name

Phone Flight

Phone Number Flight Number

Reservations

☐ Shower

☐ à la carte

☐ DayBed

Save Cancel





# API Documentation

|                 |   |
|-----------------|---|
| <b>Amenity</b>  |   |
| DELETE          | /Amenity/{id} Delete a single amenity   |
| POST            | /Amenity/{id} Edit a single amenity   |
| POST            | /Amenity Add a single amenity   |
| POST            | /Amenity/{id}/ServiceStatus Update the service status of an amenity   |
| <b>Customer</b> |   |
| GET             | /Customer/TestGetInfo/{id}  |
| POST            | /Customer/{id} Update a customer. Properties not passed in or set to null will not be changed.  |
| POST            | /Customer/OnEnterLounge/{loungeId} Indicate a customer entering a lounge  |
| <b>Lounge</b>   |   |
| GET             | /Lounge Fetch a list of all lounges   |
| GET             | /Lounge/{id} Get a specific lounge  |
| GET             | /Lounge/{id}/AmenityCategories Get all amenities in use at a given lounge as well as aggregated status data for each                            |
| GET             | /Lounge/{loungeId}/Amenities/{categoryId} Fetch all individual amenities and their state for a given lounge and category.                       |
| POST            | /Lounge/SeedDB For development purposes only, seed the database with test data. This will only work if the database does not already have data. |
| <b>Waitlist</b> |   |
| GET             | /Waitlist/{loungeId}/ForCategory/{amenityCategoryId} Get the current list of customers waiting for a given amenity category in a lounge.        |
| DELETE          | /Waitlist/{entryId} Remove a customer from a waitlist, given their entry ID   |
| POST            | /Waitlist/{entryId}/Notify Notify a customer on the waitlist  |
| POST            | /Waitlist/AddCustomerManually Add a customer to the waitlist who is not already in the database   |



# What's left to do?

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





# Questions?

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