



Beta Presentation

Airport Lounge Management System

The Capstone Experience

Team United Airlines Digital Technology

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

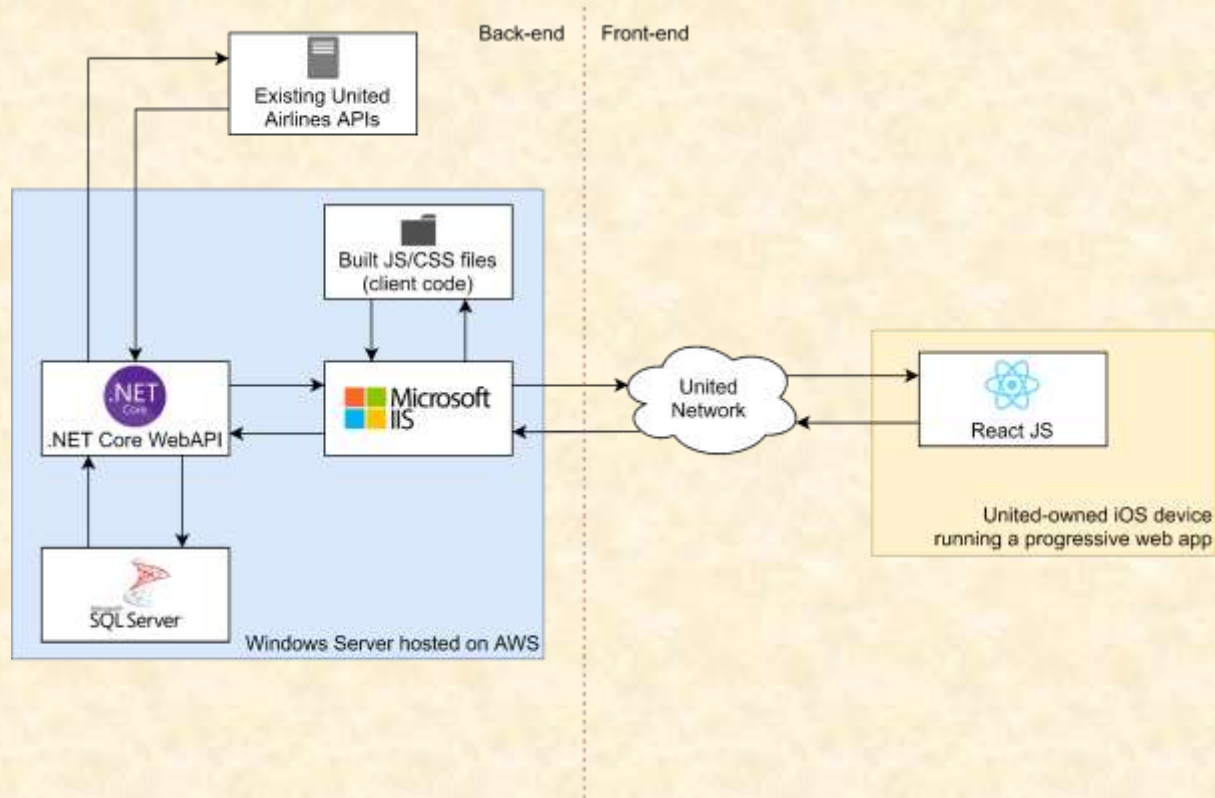
Department of Computer Science and Engineering
Michigan State University
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Project Overview






- 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



Waitlist Page


 **Jeff Johnson**
U600208
 COMMUNITY
 CUSTOMER
 AMENITY

Waiting List Management



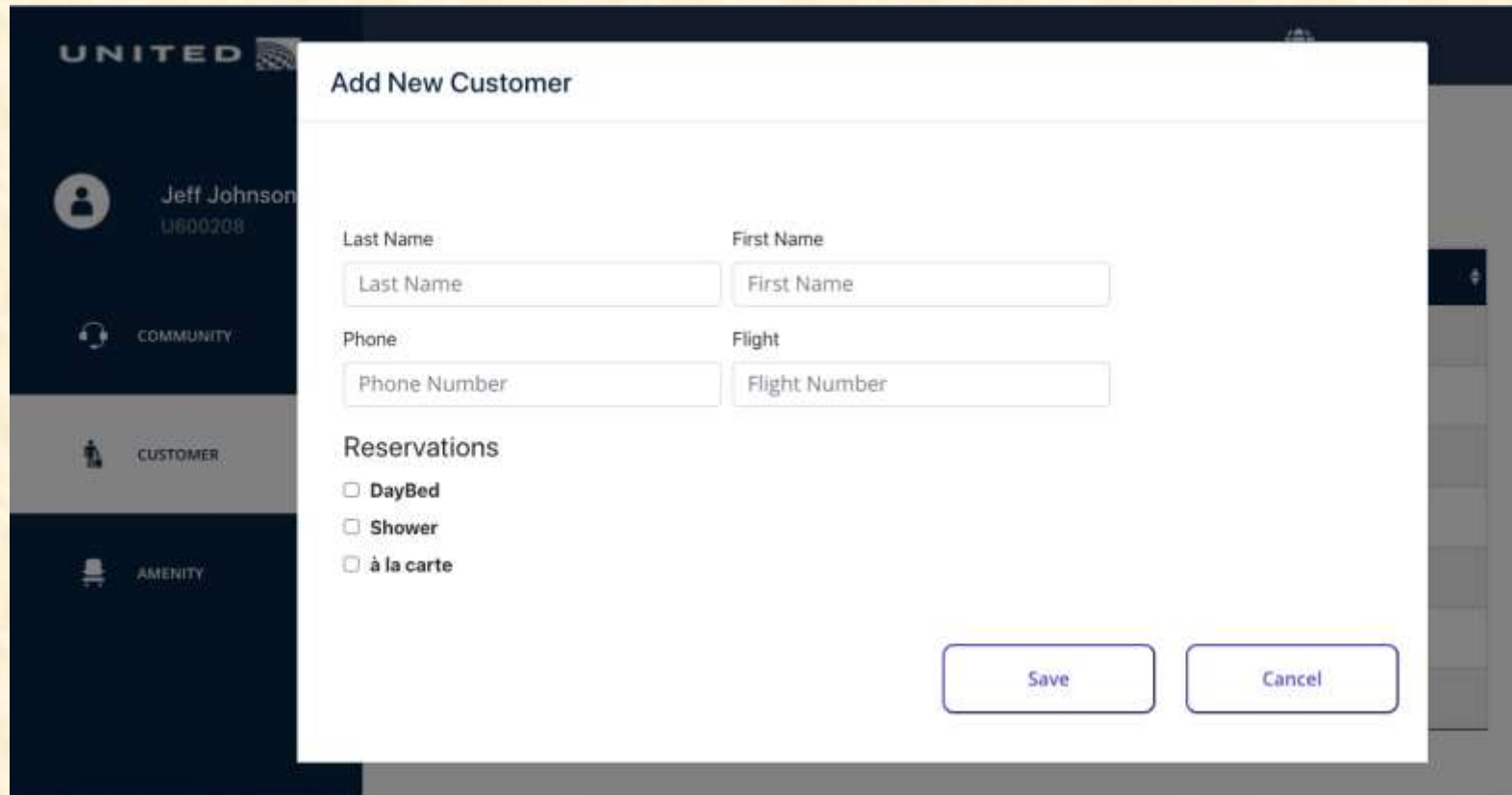
Daybed Shower À la carte

ADD TIME *	CUSTOMER ‡	FLIGHT NUMBER ‡	OPERATION ‡
3:20 pm	LIHOU/EVAN	UA1134	<button>Remove</button> <button>Assign</button>
6:33 pm	PATEL/DEVEN	UA7389	<button>Remove</button> <button>Assign</button>
1:13 pm	PATEL/DEVEN	UA7893	<button>Remove</button> <button>Assign</button>
1:30 pm	JAMES/DEVEN	UA7893	<button>Remove</button> <button>Assign</button>
6:15 pm	JESSIE/JOCK	UA7893	<button>Remove</button> <button>Assign</button>
6:35 pm	RHODES/AUSTIN	UA9830	<button>Remove</button> <button>Assign</button>
6:35 pm	MACBRIEN/JACOB	UA7389	<button>Remove</button> <button>Assign</button>

Estimated Wait Time: 35 min



Manually Add Customer to Waitlist



The screenshot shows a mobile application interface for United Airlines. On the left is a dark blue sidebar with the United logo at the top. Below the logo are four menu items: a person icon for 'Jeff Johnson U600208', a headset icon for 'COMMUNITY', a person icon for 'CUSTOMER' (which is highlighted with a grey background), and a suitcase icon for 'AMENITY'. Overlaid on the right is a white modal window titled 'Add New Customer'. This form contains input fields for 'Last Name', 'First Name', 'Phone Number', and 'Flight Number'. Below these fields is a section titled 'Reservations' with three checkboxes: 'DayBed', 'Shower', and 'à la carte'. At the bottom right of the modal are two buttons: 'Save' and 'Cancel'.

UNITED

Jeff Johnson
U600208

COMMUNITY

CUSTOMER

AMENITY

Add New Customer

Last Name First Name

Phone Flight

Phone Number Flight Number

Reservations


- ☐ DayBed
- ☐ Shower
- ☐ à la carte


Save Cancel





Amenity Management Page

UNITED



 **Jeff Johnson**
U600208

 COMMUNITY

 CUSTOMER

 AMENITY

UNITED

Amenity Management

Daybed

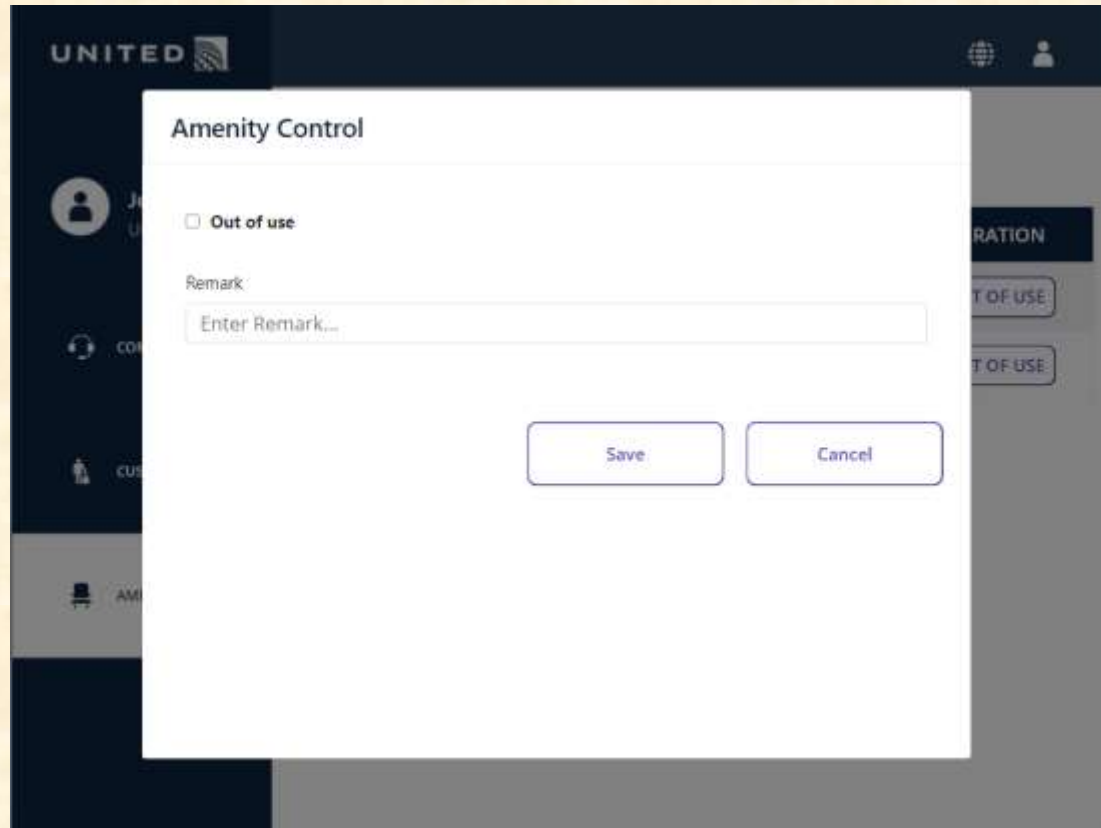
Shower

À la carte

AMENITY	AVAILABILITY	TIME	REMARK	OPERATION
Daybed 1	OUT OF USE	00:00:00	Here is a new remark!	<div>OUT OF USE</div>
Daybed 2	AVAILABLE	00:00:00	-	<div>OUT OF USE</div>



Amenity Management Screen



The screenshot displays the United Airlines digital interface. A dark blue header bar at the top features the United logo on the left and a globe icon with a user profile icon on the right. A vertical sidebar on the left contains several icons: a person icon, a headset icon, a person icon, and a person icon. The main content area is a light gray. A white modal window titled "Amenity Control" is centered on the screen. Inside the modal, there is a checkbox labeled "Out of use". Below this is a text input field with the placeholder text "Enter Remark...". At the bottom of the modal are two buttons: "Save" and "Cancel".

UNITED

Amenity Control

☐ Out of use

Remark:

Enter Remark...

Save Cancel



What's left to do?

- Clean up code
- Style improvements
- Testing



Questions?

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