

# FlyUX Mobile App Wireframe

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## Executive Summary

### Subject Matter

This wireframe illustrates the layout of the FlyUX mobile app screens to book a flight, and demonstrates what interface elements will exist on key pages.

Wireframes can be used as a high-fidelity prototypes to assess flows, concepts, screen design and layout. They can also be used to test data in and out of the workflows, the performance of form design and rich interaction.

Wireframes require a high attention to detail.

The focus is on the experience, screen states and mechanics not the visual design.

High-fidelity prototypes have a similar superficial look and feel to the end product. Wireframes are used to annotate prototypes to identify interactive elements.

It is a vital stage for high cost and complex products, and it improves stakeholder communication and management.

High-fidelity wireframes are important for the project hand-over because they contain the necessary details for developers to build the product.

#### **Key Goal:**

**Create a wireframe for the flight booking process for the FlyUX mobile app. Demonstrate interactions, flow, screen design, layout and concepts.**

### Method of Analysis

I used the prototype to test the user journey extensively and make multiple iterations.

Once I was happy with the flow, design and interactions. I created a set of skeleton wireframes to act as a high-fidelity prototype.

I have updated my medium-fidelity prototype with richer interactions with the interface, and solved the user pain points identified during the Usability Test.

I ensured the wireframe contains all the screen states, with one user action between each screen and screen state. The focus is on what interaction happens between the screens.

I labelled what action happens on what element on the screen and how it functions.

I focused on ensuring it is clear to users what they can interact with and what will happen.

I used information architecture language and visual vocabulary, which is similar to the unified model language. This follows industry best practices and the developers mental models, so they can easily interpret my design when building.

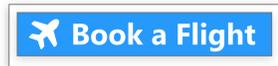
To test my wireframe I asked myself if the user can complete their task quickly, efficiently and accurately.

# Key and Master Elements

## Buttons and key Call to Actions (CTA)



Interactive Buttons have a double border and shadow to give 3D effect



Bright Blue background signifies the key CTA button on the screen



Next Button with Right Arrow Icon - User taps to go to the next page. Green fill colour and blue text to highlight it as a CTA to users.



Represents sections of data from a search result - User taps to select an option from their search



Navigation Chevrons - User drags or taps to reveal additional information



Plus and Minus Icons - User taps to increase or decrease the number of bookings

## Icons and Symbols

**Key:** *Icons - Interactive elements or calls to action (Bright Blue)*

*Symbols - NON-interactive image to represent a key feature (Dark Blue)*



Search Icon (Interactive - tap to open a keyboard to enter search details)



Information Icon (Interactive - opens a modal pop-up screen with additional information)



Calendar Icon (Interactive - opens a modal pop-up screen with a calendar to select dates)



Edit Icon (Interactive - tap to edit details)



Information Symbol (NON-Interactive - Signifies there is useful information nearby)



GPS Icon (Interactive - users tap to turn on GPS)



Profile Icon (Interactive - takes user to their 'My World' screen)



Price Chart Icon (Interactive - opens a modal pop-up screen with a price chart)



Padlock Symbol (NON-Interactive - reassures users that payment is secure)

## Header



**Back arrow**

*Interactive*

Takes user to previous page

**Screen Title**

*NON-interactive*

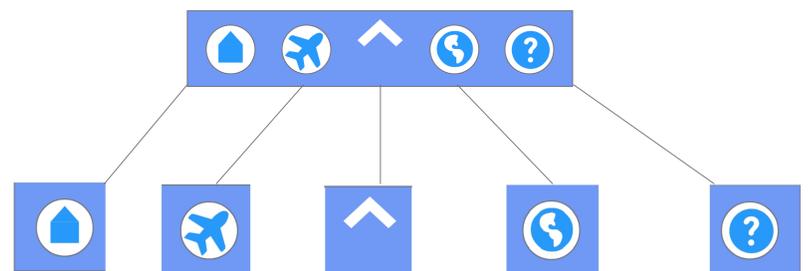
Short and simple title that represents what is the key task the user needs to complete on the current screen.

**Profile Icon**

*Interactive*

Takes user to 'My World' Page

## Footer



**Home Icon**

*Interactive*

Takes user to 'Home' Page

**Plane Icon**

*Interactive*

Takes user to 'Flight Search' Page

**Up navigation arrow**

*Interactive*

User taps or drags up to open the Secondary Navigation Menu (With full list of app pages)

**World Icon**

*Interactive*

Takes user to 'Explore' Page

**Question Mark Icon**

*Interactive*

Takes user to 'Help' Page

# Home Page

## 'Book a Flight' button

*Key CTA on screen*

Tap takes user to the 'Find Flights' screen to search for flights.

## Profile Icon

Tap takes user to their 'My World' log in screen.

## 'Check-in' button

Tap takes user to the 'Check-in' screen.

## 'My Trips' button

Tap takes user to the 'My Trips' screen.

## Carousel

Primary Image

Tap takes user to the screen with the featured special offer.

## 'Explore' button

Tap takes user to the 'Explore' screen. Which has the latest deals.

**Hotspot** (Carousel Secondary Image and Left Chevron)

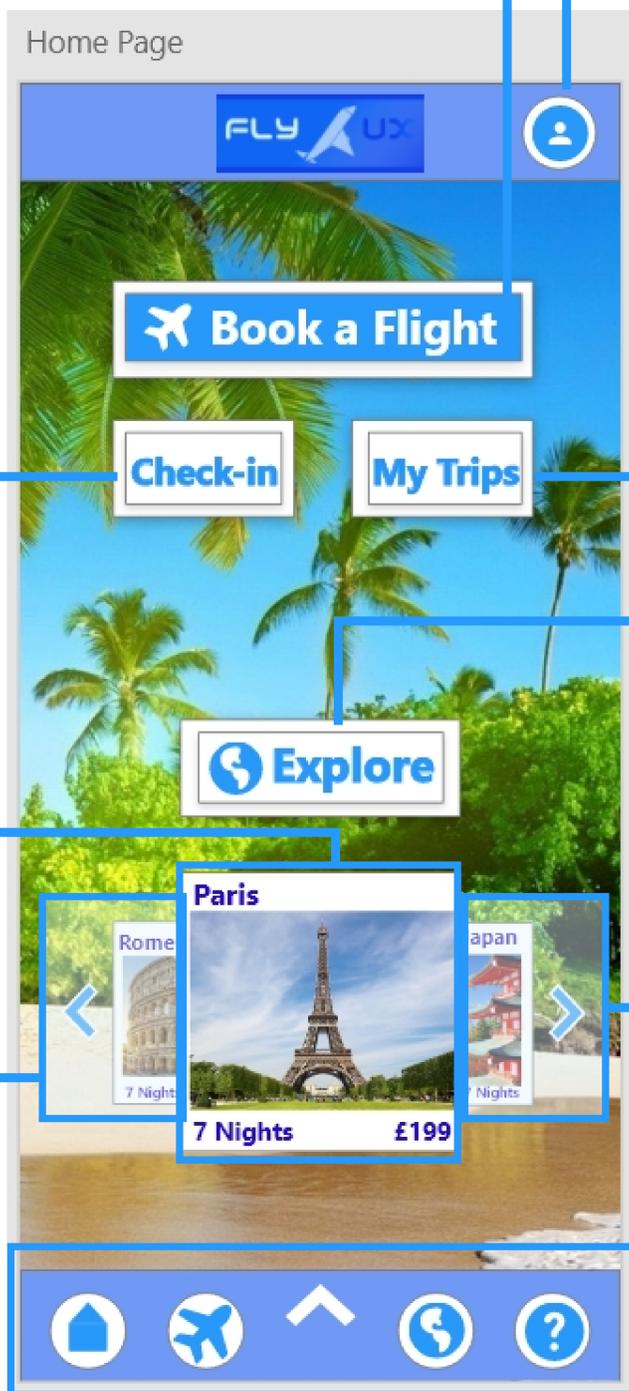
Tap or drag rotates the carousel to the left.

**Hotspot** (Carousel Secondary Image and Right Chevron)

Tap or drag rotates the carousel to the right.

## Primary Navigation Menu (Menu Bar)

*See full details on the 'Key and Master Elements' page*



# Flight Search (Screen State 1)

## Return / One-way Toggle

*Set on Return as it is the most common flight type.*

User can toggle between Return and One-way screens. One-way screen is identical to Return screen with exclusion of 'Fly To' destination airport search bar, and return date on the Calendar section.

## Header Bar

*See full details on the 'Key and Master Elements' page*

## 'Fly From' Search Bar

*Key CTA on screen  
(Blue fill colour to highlight)*

Tap automatically takes users to the next screen (Flight Search - Screen State 2) and opens keyboard to allow user to search for their departure airport, and opens drop-down menu with search results.

## 'Fly From' Search Bar

Tap opens keyboard to allow user to search for their destination airport.

## 'Calendar' Button

Tap opens modal pop-up screen to allow user to select dates.

## Plus and Minus Icons for Adult Passengers

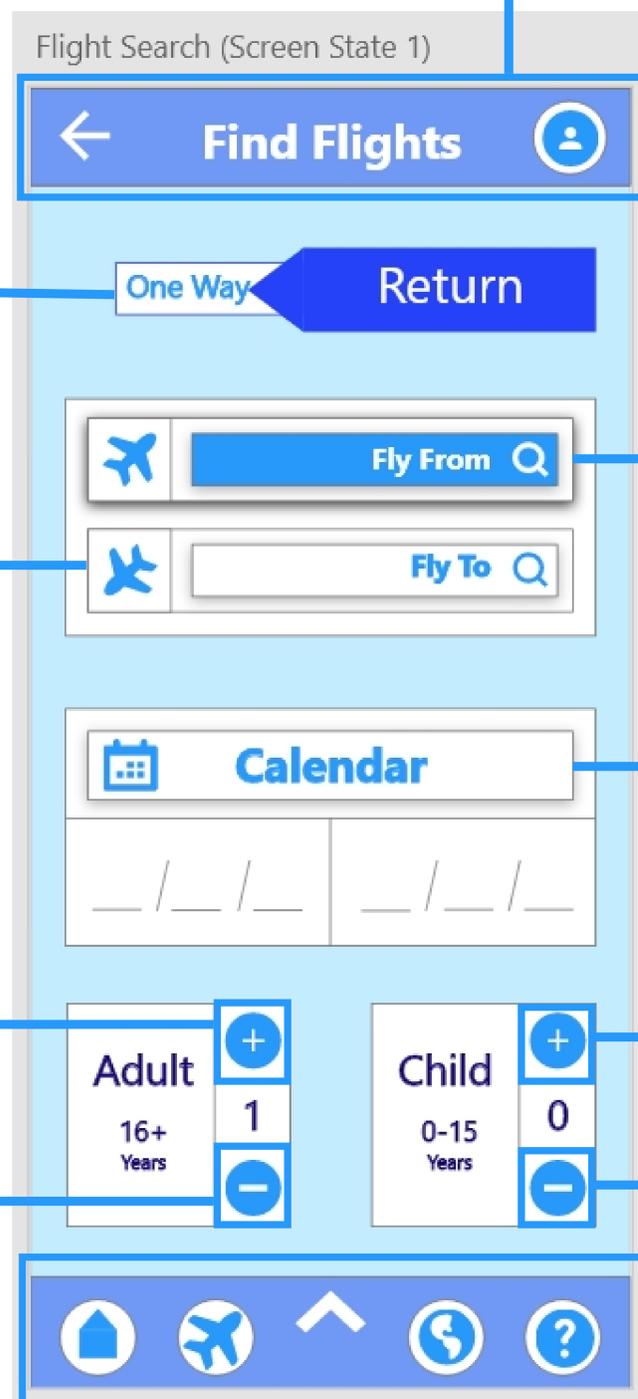
User taps to add or subtract the number of adult passengers.

## Plus and Minus Icons for Child Passengers

User taps to increase or decrease the number of child passengers.

## Primary Navigation Menu (Menu Bar)

*See full details on the 'Key and Master Elements' page*



# Flight Search (Screen State 2)

## GPS Icon

Tap to turn on GPS.  
App will suggest airports close to your location.

## 'Fly From' Search Bar Updated with users search

Tap opens keyboard to allow user to edit their search for the departure airport location.

## Represents airport names from the search result

Key CTA on screen  
(Blue fill colour to highlight)

Tap to select an option from the airport search.

This will automatically close the drop-down menu with search results.

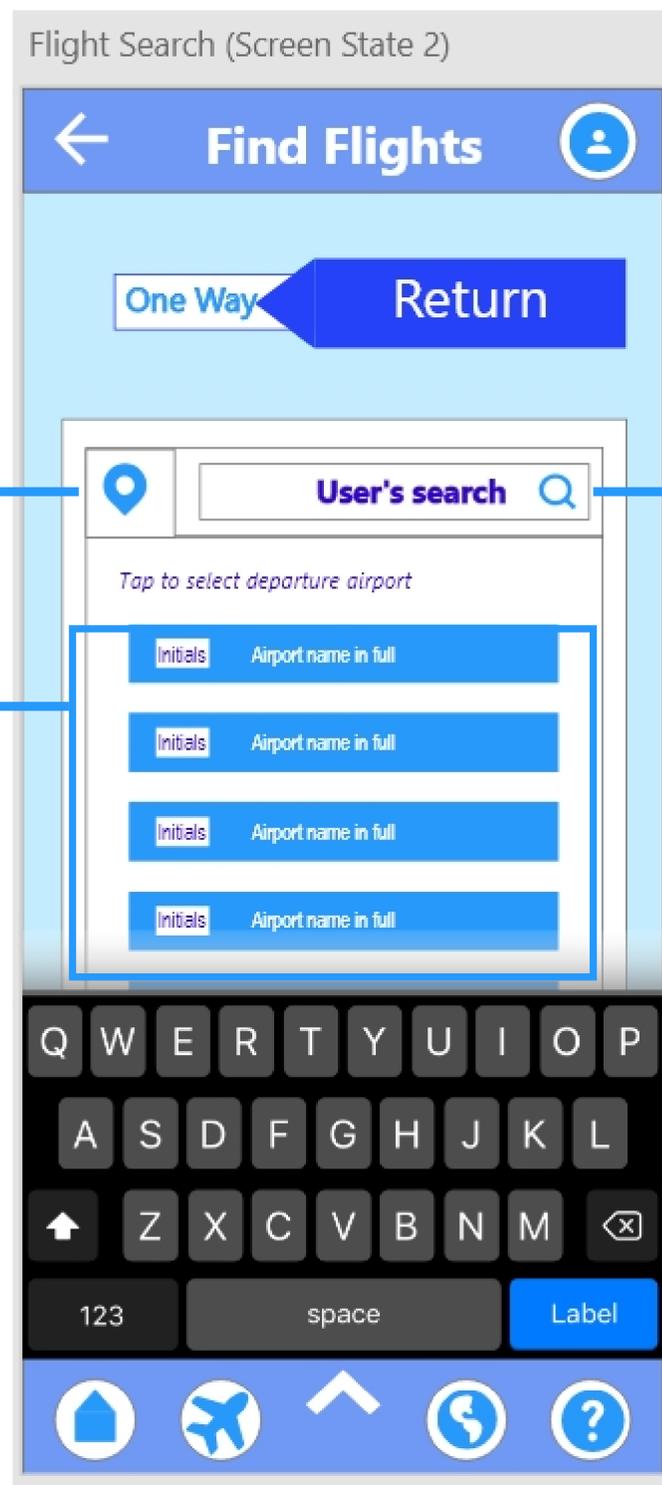
Then automatically takes users to the next screen (Flight Search - Screen State 3)

## Shadow

Signifies that the page is scrollable with more airport options below.

## Keyboard

User types in their departure airport location and suggestions are automatically generated.



# Flight Search (Screen State 3)

## 'Fly From' Search Bar

*Updated with users selected airport*

Tap opens keyboard to allow user to edit their search for the departure airport location.

Flight Search (Screen State 3)

Find Flights

One Way Return

User's selection

Fly To

Calendar

Adult 16+ Years 1

Child 0-15 Years 0

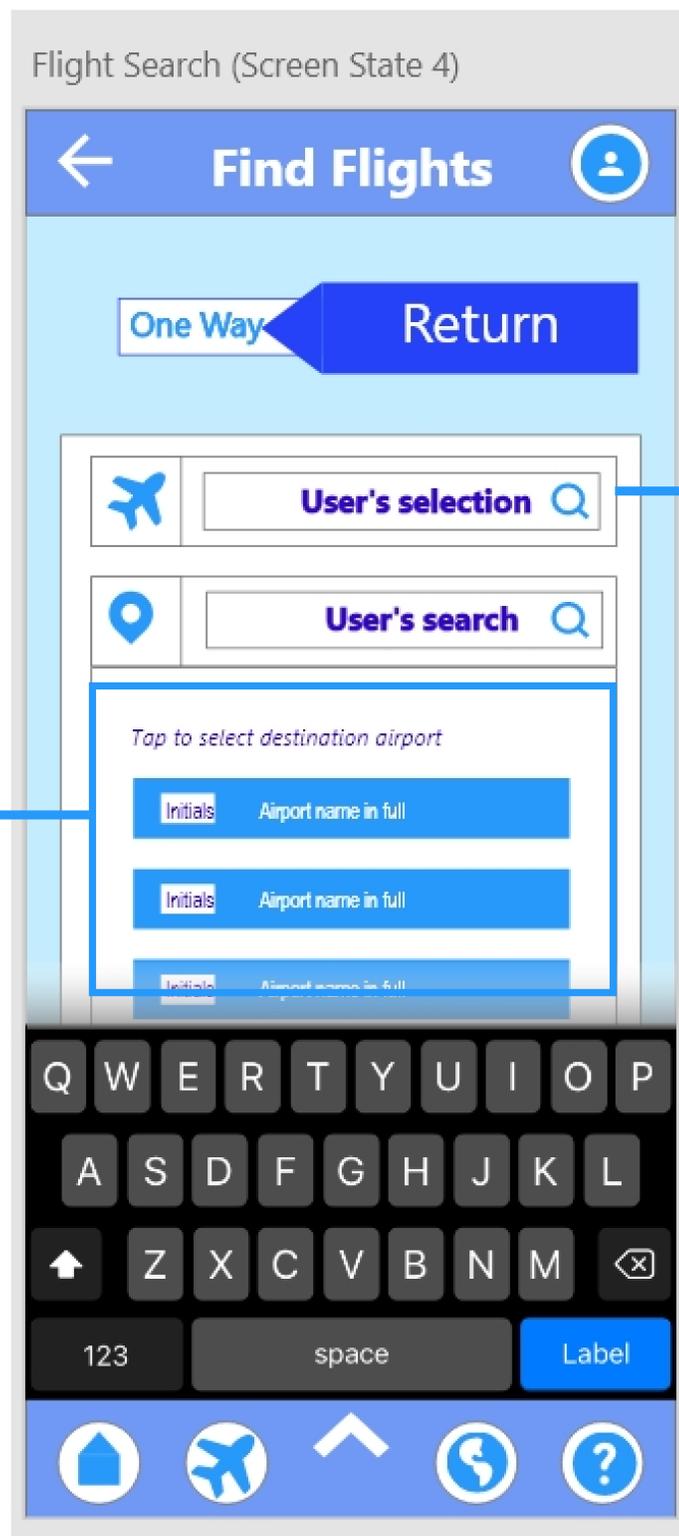
## 'Fly To' Search Bar

*Key CTA on screen  
(Blue fill colour to highlight)*

Tap opens keyboard to allow user to search for their destination airport, and opens drop-down menu with search results.

Tapping an option automatically takes users to the next screen (Flight Search - Screen State 4)

# Flight Search (Screen State 4)



**Represents airport names from the search result**

*Key CTA on screen  
(Blue fill colour to highlight)*

Tap to select an option from the airport search.

This will automatically close the drop-down menu with search results.

Then automatically takes users to the next screen (Flight Search - Screen State 5)

**'Fly To' Search Bar**  
*Updated with users search*

**Shadow**

Signifies that the page is scrollable with more airport options below.

**Keyboard**

User types in their destination airport location and suggestions are automatically generated.

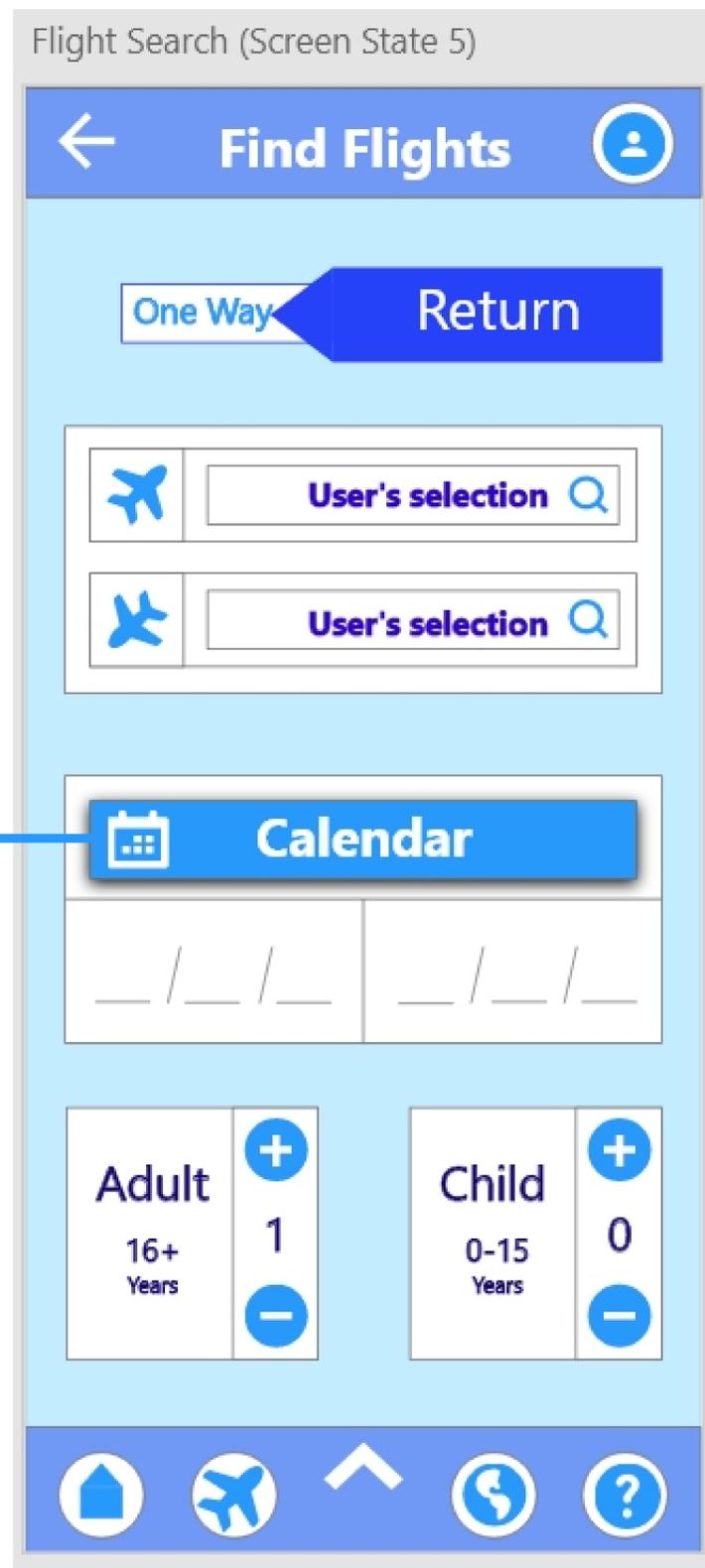
# Flight Search (Screen State 5)

## 'Calendar' button

Key CTA on screen  
(Blue fill colour to highlight)

Tap to open a modal pop-up screen to allow user to select dates.

Tapping a date takes users to the next screen  
(Flight Search - Screen State 6)



# Flight Search (Screen State 6)

## 'Back' button

Tap takes user to previous page  
(Flight Search - Screen State 5)

## '£' Price Chart Icon

Tap opens modal pop-up screen with additional helpful and relevant information.

## 'i' Info Icon

Tap opens modal pop-up screen with additional helpful and relevant information.

## Month Chevrons

Tap left chevron to view previous month.

Tap right chevron to view next month.

## Month Chevrons

Tap left chevron to view previous month.

Tap right chevron to view next month.

## Monthly Calendar

**Hotspot on each day**  
Key CTA on screen  
(Automatically takes user to next screen after user selects dates)

Tap on a single day to select the departure date.  
Drag to select return date.

Then automatically takes users to the next screen  
(Flight Search - Screen State 7)

## 'Selected Dates' field

Tap to open numeric keyboard to enter dates manually.

Flight Search (Screen State 6)

 **Choose Dates**

 Info  Price Chart

 **Month**   **Year** 

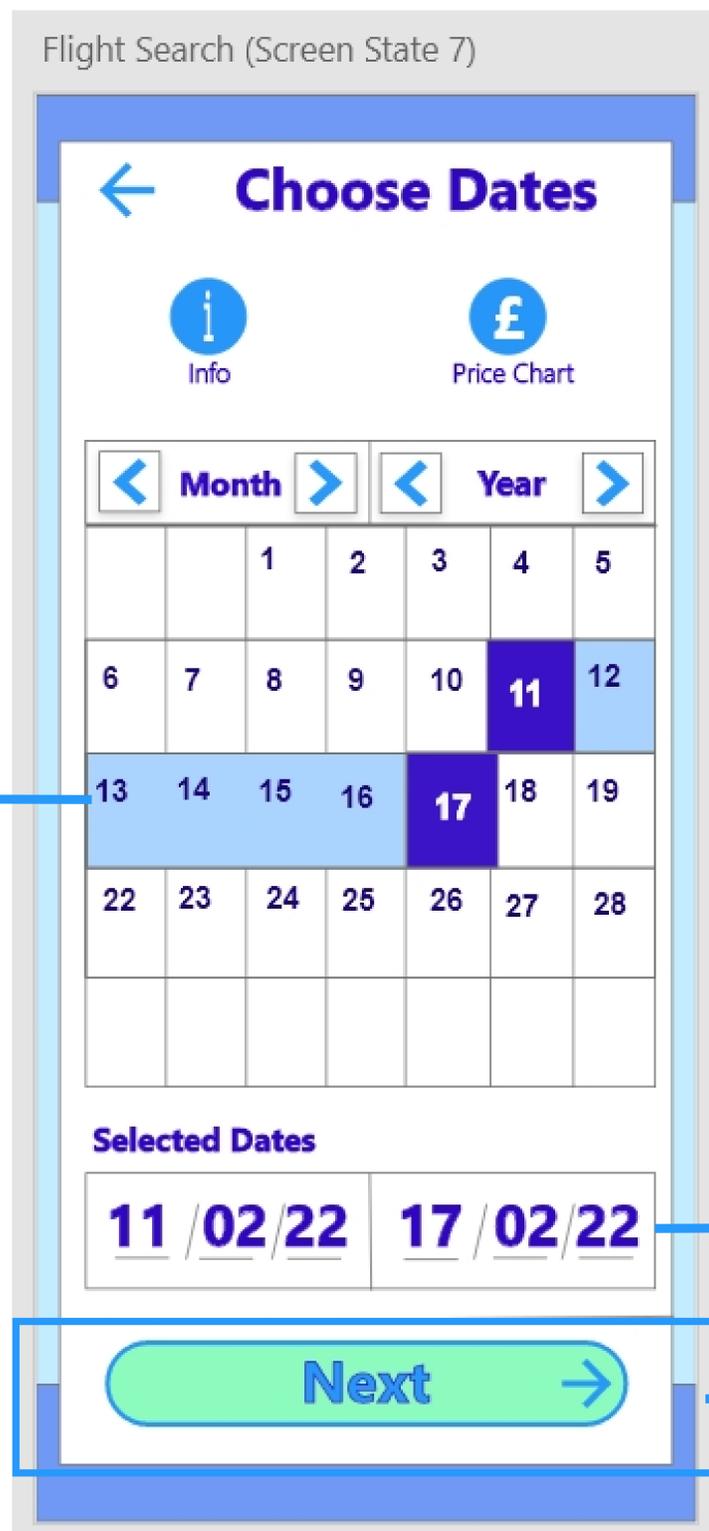
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
22	23	24	25	26	27	28

**Selected Dates**

\_\_\_ / \_\_\_ / \_\_\_    \_\_\_ / \_\_\_ / \_\_\_

 Tap to select departure date and drag to select return flight date

# Flight Search (Screen State 7)



## 'Calendar' field

Updated with users selected date range.

Tap opens modal pop-up screen to allow user to edit their selected dates.

## 'Selected Dates' field

Updated with users selected date range.

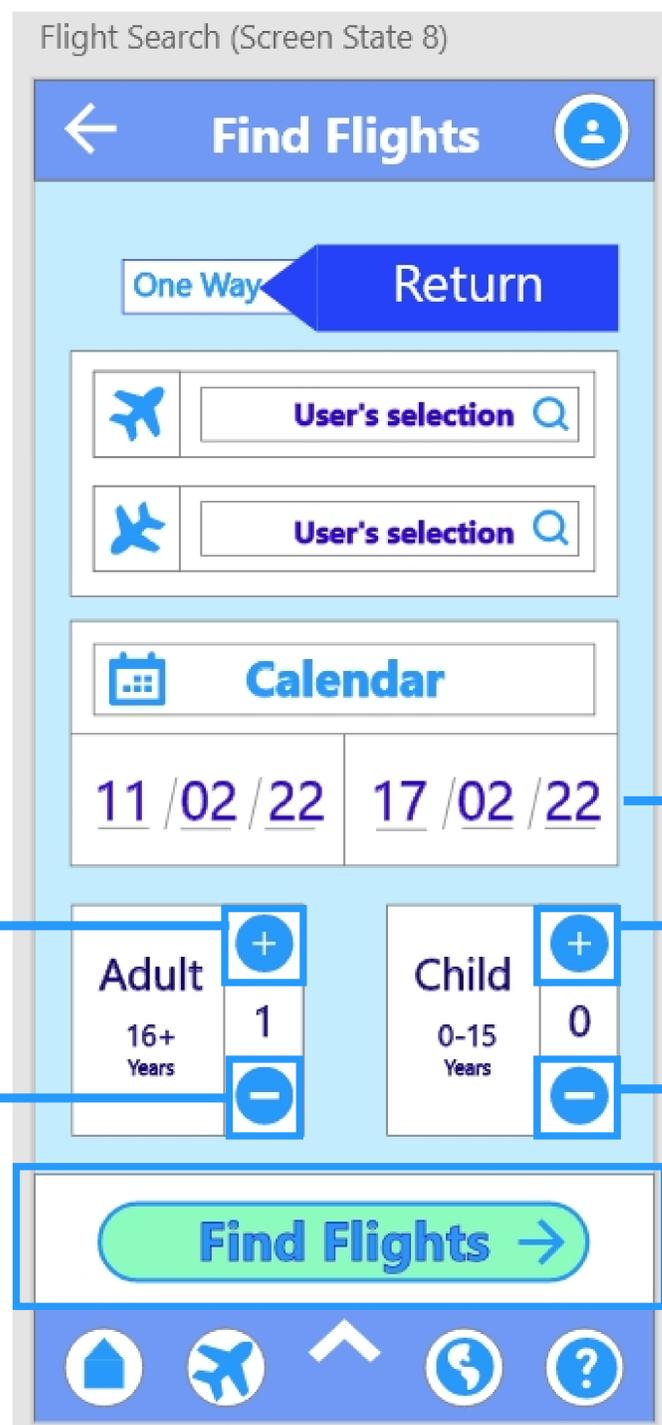
Tap to open numeric keyboard to enter dates manually.

## 'Next' button

Key CTA on screen  
(Green fill colour, blue text and right arrow to highlight to users)

Tap to take user to the next screen in the process (Flight Search - Screen State 8).

# Flight Search (Screen State 8)



## Plus and Minus Icons for Adult Passengers

User taps to increase or decrease the number of adult passengers.

## 'Calendar' field

Updated with users selected date range.

Tap opens modal pop-up screen to allow user to edit their selected dates.

## Plus and Minus Icons for Child Passengers

User taps to increase or decrease the number of child passengers.

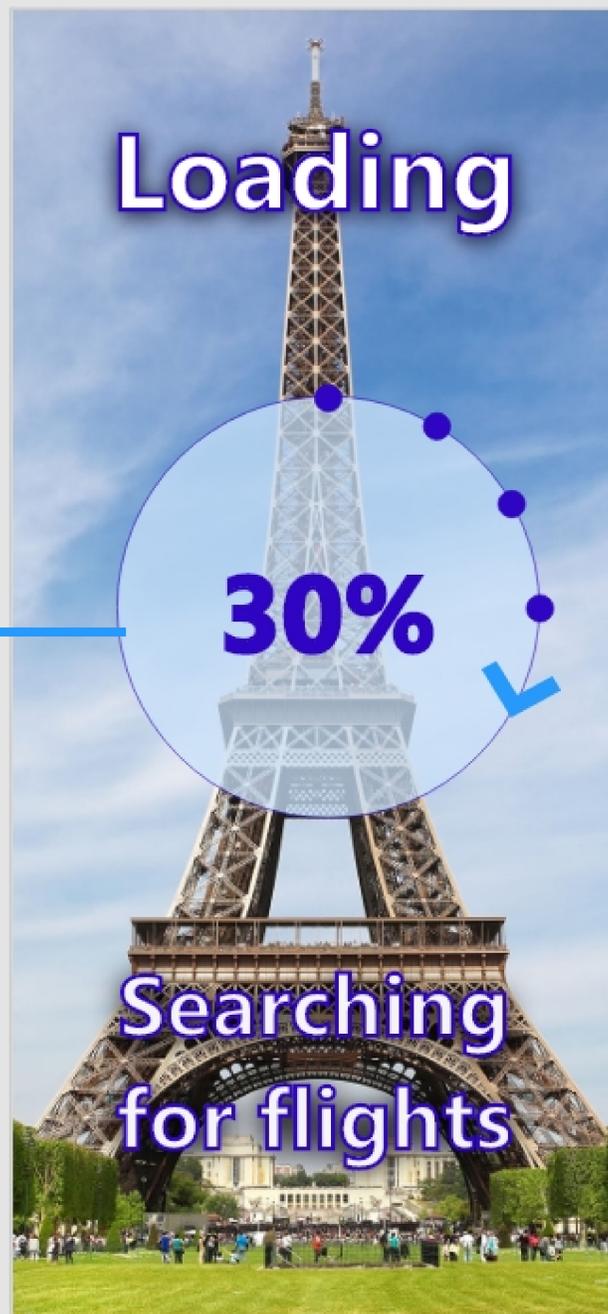
## 'Find Flights' button

Key CTA on screen  
(Green fill colour, blue text and right arrow to highlight to users)

Tap to take user to the next screen in the process  
(Loading Screen - Flight Search)  
whilst the app automatically searches for the best flights given the user's search criteria.

# Loading Screen (Flight Search)

Loading Screen (Flight Search)



## **Progress Tracker** *NON-Interactive*

Updates the user how far through the search process the app system is.

Once the progress tracker reaches 100% this means the app has finished searching for flights and will automatically take the user to the 'Search Results - Flight Out' screen.

**No user action required to continue to the next screen in the process.**

Once the progress tracker reaches 100% this means the app has finished searching for flights and will automatically take the user to the 'Search Results - Flight Out' screen.

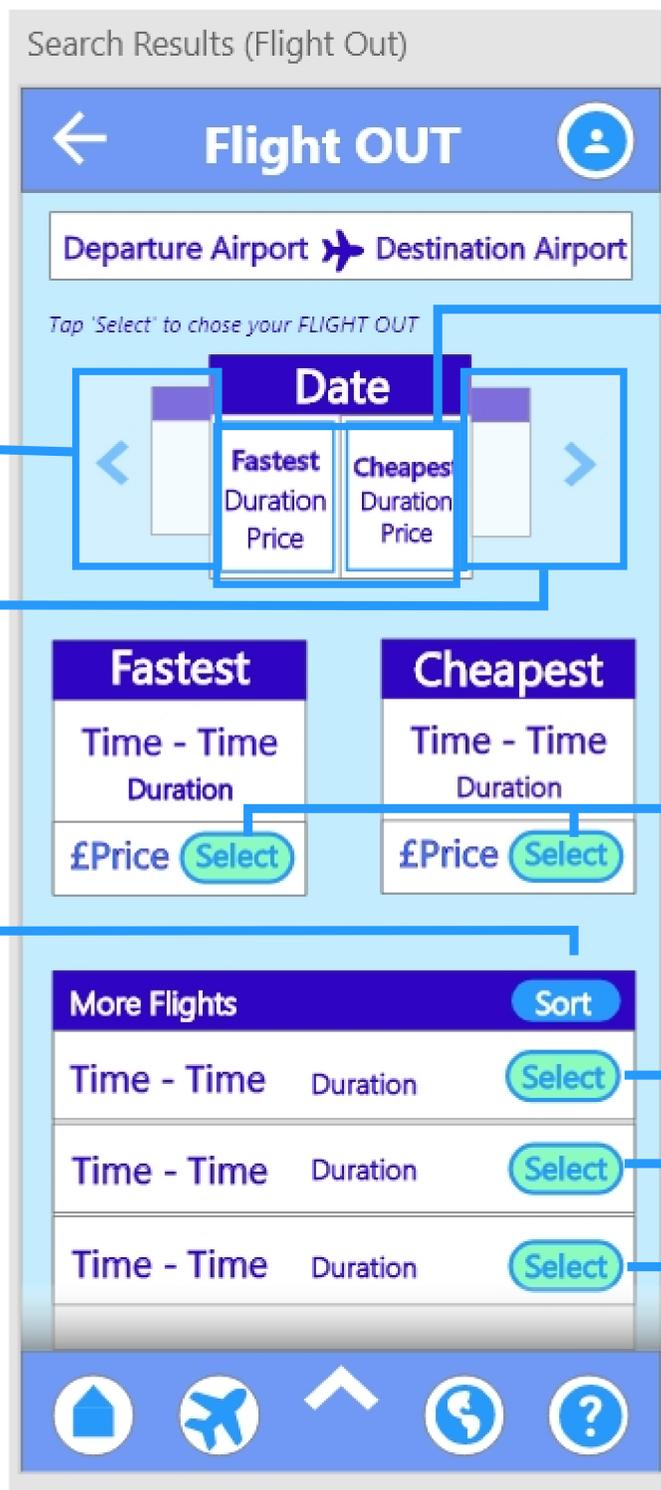
# Search Results (Flight OUT)

**Hotspots** (Carousel Secondary Images and Left or Right Chevron)

Tap or drag takes user to the screen with the date for the previous or next day.

**'Sort' button**

Tap opens modal pop-up screen to allow user to select sort and filter options, to personalise their flight search results.



**'Fastest' and 'Cheapest' flight options on carousel**

Key CTA on screen  
(Also selects flight and takes user to next screen)

Tap to take user to the next screen in the process  
(Search Results - Return Flight).

**'Select' buttons**

Key CTA on screen  
(Green fill colour and blue text to highlight to users)

Tap to take user to the next screen in the process  
(Search Results - Return Flight).

**Shadow**

Signifies that the page is scrollable with more flight options below.

# Search Results (RETURN Flight)

## Hotspots (Carousel Secondary Images and Left or Right Chevron)

Tap or drag takes user to the screen with the date for the previous or next day.

## 'Sort' button

Tap opens modal pop-up screen to allow user to select sort and filter options, to personalise their flight search results.

## 'Fastest' and 'Cheapest' flight options on carousel

Key CTA on screen  
(Also selects flight and takes user to next screen)

Tap to take user to the next screen in the process (Seat Selection).

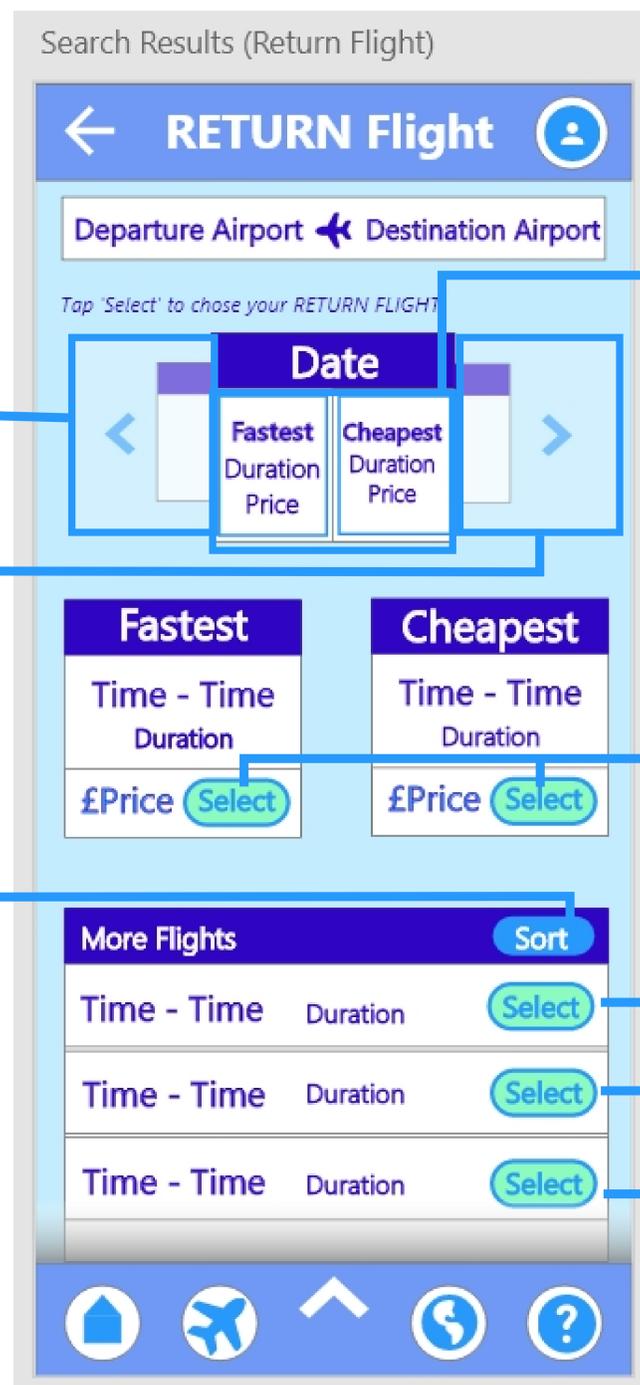
## 'Select' buttons

Key CTA on screen  
(Green fill colour and blue text to highlight to users)

Tap to take user to the next screen in the process (Seat Selection).

## Shadow

Signifies that the page is scrollable with more flight options below.



# Seat Selection and Upgrades

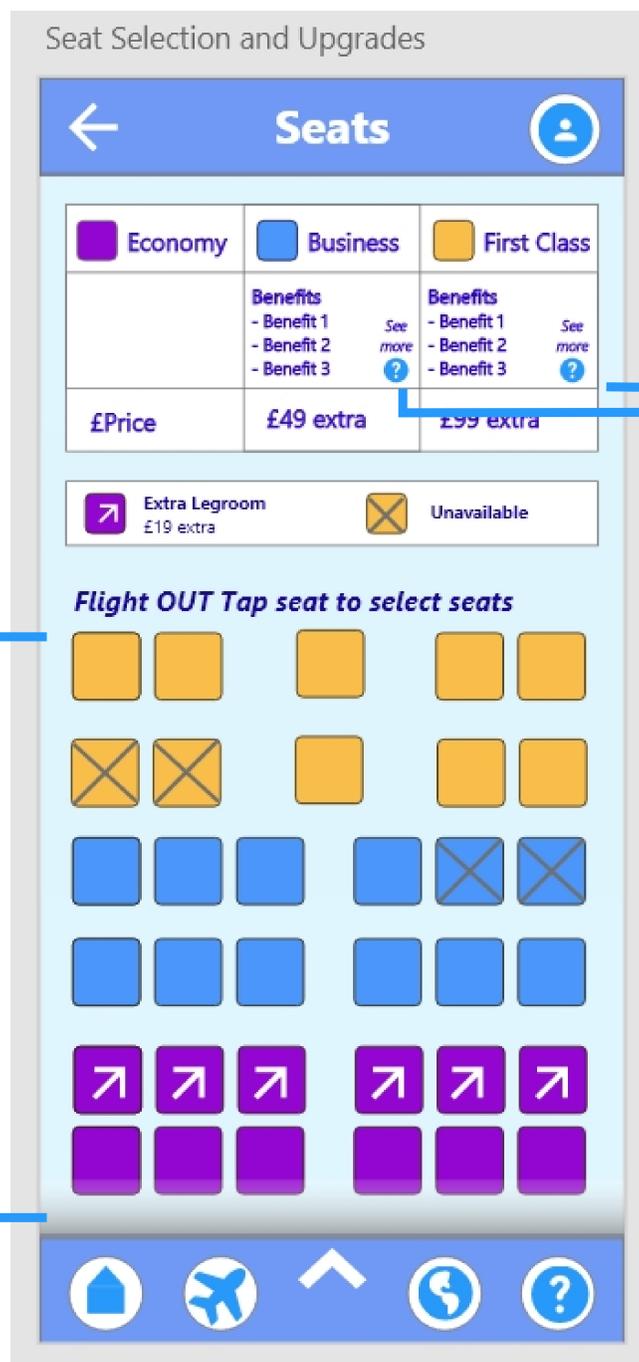
## 'Select' buttons

Key CTA on screen

Once the user has selected the required number of seats. They are automatically taken to the next screen in the process (Luggage Selection).

All seats are clickable, except unavailable seats marked with a cross.

Users can select a seat from any class, the additional fee is added automatically.



## '?' Info Icons

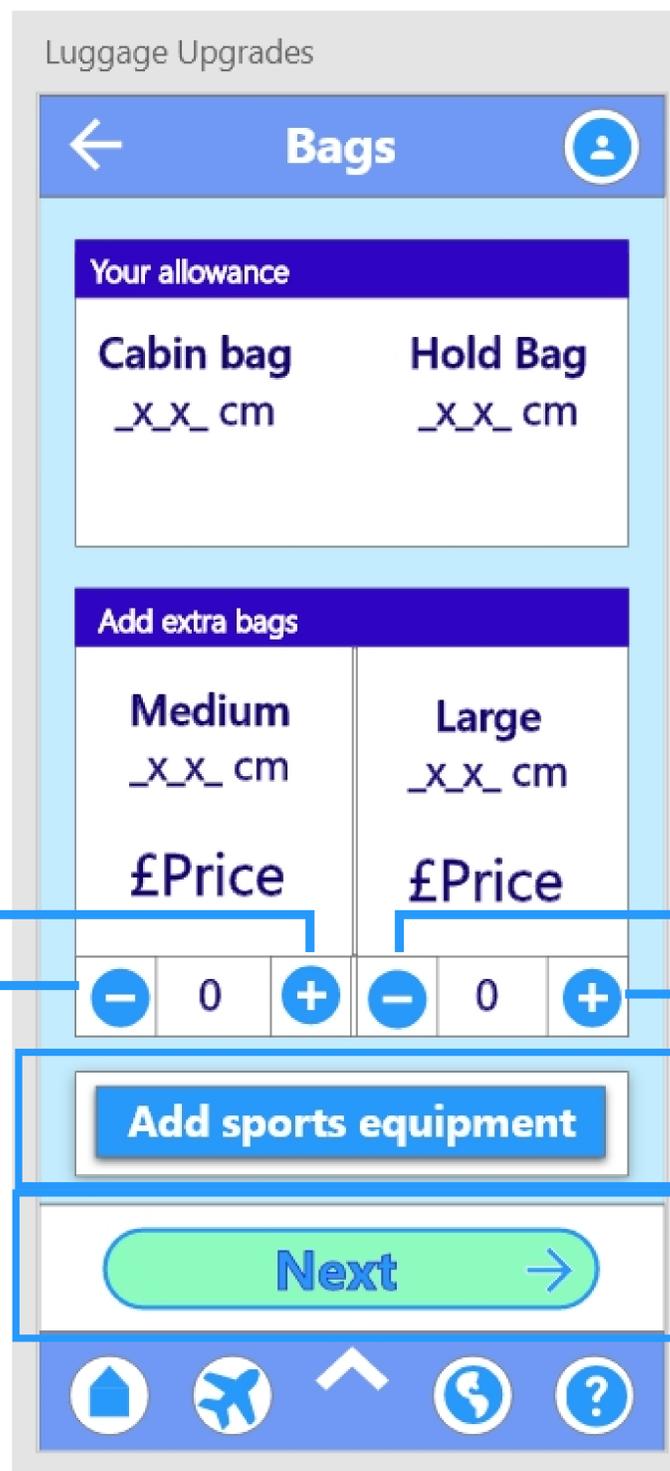
Tap opens modal pop-up screen with additional helpful and relevant information regarding the benefit for the chosen class.

## Shadow

Signifies that the page is scrollable with more seat options below.

Scroll down to select seats for RETURN flight.

# Luggage Selection



## Plus and Minus Icons for medium bags

User taps to increase or decrease the number of medium bags.

## Plus and Minus Icons for large bags

User taps to increase or decrease the number of large bags.

## 'Add sports Equipment' button

User taps to open a modal pop-up screen with a list of sports bags users can add to their luggage selection.

## 'Next' button

Key CTA on screen  
(Green fill colour, blue text and right arrow to highlight to users)

Tap to take user to the next screen in the process  
(Flight Details screen).

# Flight Details

## 'Change Flights' button

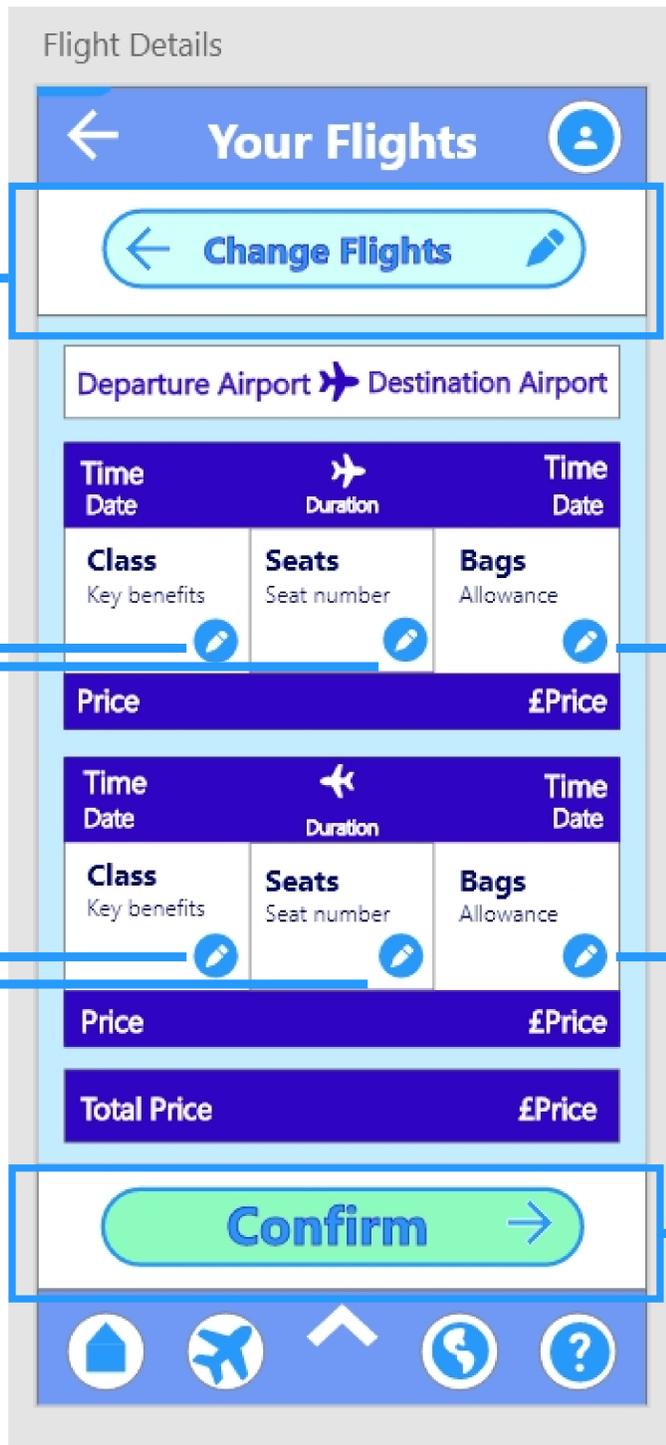
Tap to go back to 'Flight Search - Screen State 8) to edit flight search details and chose new flights.

## Edit Seats and Class

Tap takes user to 'Seat Selection and Upgrades' screen.

## Edit Bags

Tap takes user to 'Luggage' screen.



## 'Confirm' button

*Key CTA on screen  
(Green fill colour, blue text and right arrow to highlight to users)*

Tap to take user to the next screen in the process (Passenger Details - Screen State 1).

# Passenger Details (Screen State 1)

## 'Title' field

*Input type: drop-down menu*

Tap to open drop-down menu with titles for the user to select one.

Once the user has selected a title, the drop-down menu automatically closes.

## 'Age' field

*Input type: number*  
*Max characters: 3*

Tap to open numeric keyboard to enter the passenger's age.

## 'Surname' field

*Input type: text*  
*Max characters: 30*

Tap to open text keyboard to enter the passenger's surname.

## 'First name' field

*Input type: text*  
*Max characters: 30*

Tap to open text keyboard to enter the passenger's first name.

## 'Save Details' Checkbox

Tap to save passenger details to their account.

This will save the user time next time they book a flight.

Passenger Details (Screen State 1)

The screenshot shows a mobile application screen titled "Passenger Details (Screen State 1)". At the top, there is a blue header bar with a back arrow on the left, the word "Passengers" in the center, and a user profile icon on the right. Below the header is a white card titled "Passenger 1" with a dark blue background. Inside the card, there are four input fields: "Title" (a drop-down menu), "Age" (a numeric input field), "First name" (a text input field), and "Surname" (a text input field). Below these fields is a checkbox labeled "Save details?". At the bottom of the screen is a blue navigation bar with five icons: a home icon, an airplane icon, an up arrow icon, a globe icon, and a question mark icon.

Once the users have entered data into all the required fields, they are taken to the next screen in the process (Passenger Details - Screen State 2).

# Passenger Details (Screen State 2)

## Passenger Details Fields

Automatically updated with the users data.

The user can click any field to edit the data if it is incorrect before continuing.

Passenger Details (Screen State 2)

← Passengers ⓘ

**Passenger 1**

Title	Age
<input type="text" value="Mr"/>	<input type="text" value="30"/>
First name	Surname
<input type="text" value="James"/>	<input type="text" value="Doe"/>

Save details?

Q W E R T Y U I O P  
A S D F G H J K L  
↑ Z X C V B N M ↵  
123 space Label

**Next** →

🏠 ✈️ ⬆️ 🔄 ⓘ

## Keyboard

User types in their details.

## 'Next' button

*Key CTA on screen*

*(Green fill colour, blue text and right arrow to highlight to users)*

Tap to take user to the next screen in the process (Payment Details - Screen State 1).

# Payment Details (Screen State 1)

## 'Card Number' field

*Input type: number*

*Max characters: 16*

Tap to open numeric keyboard to enter the card's expiry date.

The number will be split into chunks of 4 characters. e.g. 1111 2222 3333 4444

## 'Expiry Date' field

*Input type: number*

*Max characters: 4*

Tap to open numeric keyboard to enter the card's expiry date. In the format MMY

## 'Cardholder name' field

*Input type: text*

*Max characters: 30*

Tap to open text keyboard to enter the cardholder name.

Payment (Screen State 1)

← Payment ⓘ

**Your Flights** **£Price**

Departure Airport ✈ Destination Airport

Date	Date
Time - Time	Time - Time

VISA amazon PayPal

CARD NUMBER

EXPIRE DATE CVV

CARDHOLDER NAME

SAVE CARD

Payment by (logo)

🏠 ✈ ⬆ 🔄 ?

## Alternative payment logos with hotspots

Tap to change screen to the selected payment type.

## 'CVV' field

*Input type: number*

*Max characters: 3*

Tap to open numeric keyboard to enter the CVV code.

## 'Save Card' Checkbox

Tap to save user's card details to their account.

This will save the user time next time they book a flight.

Once the users have entered data into all the required fields, they are taken to the next screen in the process (Passenger Details - Screen State 2).

# Payment Details (Screen State 2)

Payment (Screen State 2)

← Payment ⓘ

Your Flights		£Price
Departure Airport	✈	Destination Airport
Date Time - Time		Date Time - Time

VISA amazon PayPal

CARD NUMBER

1234 5678 3456 2456 🔒

EXPIRE DATE CVV

05 / 21 123

CARDHOLDER NAME

John Doe

SAVE CARD

£Price **Pay Now →**

🏠 ✈ ⬆ 💰 ?

## Card Details Fields

Automatically updated with the user's data.

The user can click any field to edit the data if it is incorrect before continuing.

## 'Pay Now' button

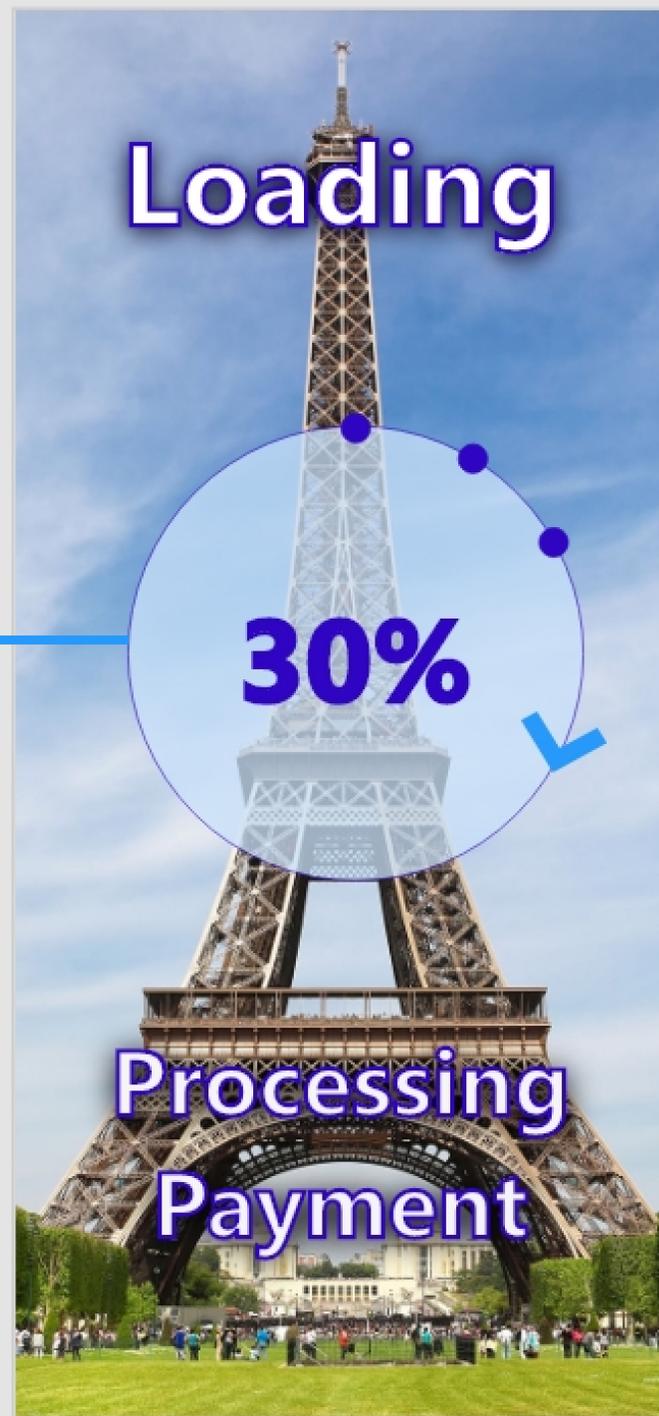
Key CTA on screen

(Green fill colour, blue text and right arrow to highlight to users)

Tap to take user to the next screen in the process (Loading Screen - Processing Payment).

# Loading Screen (Payment)

Loading Screen (Payment)



## **Progress Tracker** *NON-Interactive*

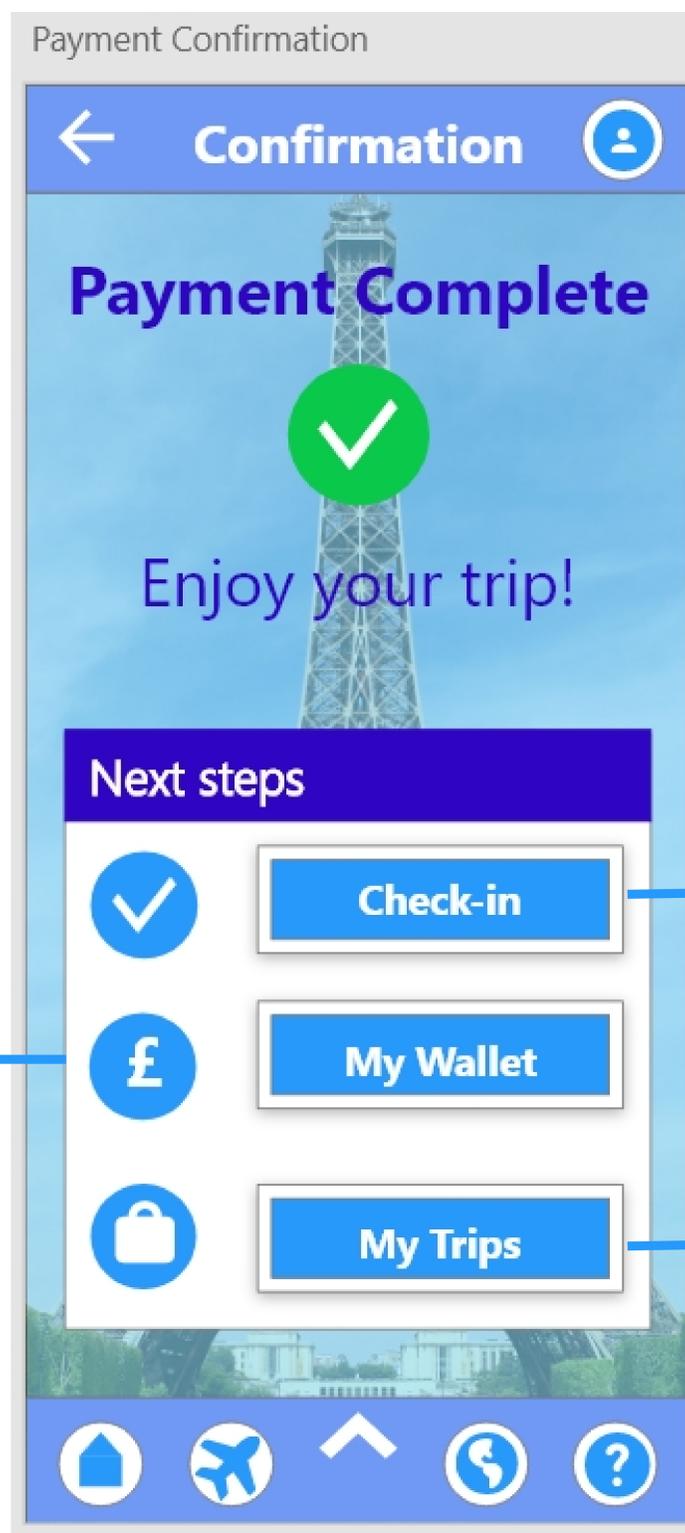
Updates the user how far through the search process the app system is.

Once the progress tracker reaches 100% this means the app has finished processing the payment and will automatically take the user to the 'Payment Confirmation' screen.

**No user action required to continue to the next screen in the process.**

Once the progress tracker reaches 100% this means the app has finished processing the payment and will automatically take the user to the 'Payment Confirmation' screen.

# Payment Confirmation



## 'Check-in' button and Icon

Takes user to the 'Check-in' page for this flight.

## 'My Trips' button and Icon

Takes user to their 'My Trips' page.

## 'My Wallet' button and Icon

Takes user to their 'My Wallet' page.

# Conclusion and Insights

## Conclusion

My wireframe illustrates the layout of my FlyUX mobile app screens, and demonstrates what interface elements will exist on key pages.

I can use this wireframe as a high-fidelity prototype to assess flows, concepts, screen design and layout. It also tests what data goes in and out of the workflows, the performance of form design and rich interactions.

I focused on the user experience, screen states and mechanics.

## Key Insights

During Usability Testing, the user said the overall flow made sense and was easy to follow. The user followed the flow smoothly through the flight booking process.

I addressed the user pain points highlighted during the Usability Test, as detailed in 'Prototype Usability Testing' report.

To test my wireframe, I asked myself if the user can complete their task quickly, efficiently and accurately. I believe this is the optimal solution to enable the user to complete their task.

## Next Stage

I will use the wireframe as a high-fidelity prototype to communicate the flow, screen design, layout and interactions to stakeholders.

Detailed wireframes aid stakeholder communication and management.

High-fidelity wireframes are important for the project hand-over because they contain the necessary details for developers to build the product.