

USER JOURNEY MAP

Stages

PASSENGER ARRIVES AT THE CHECK-IN COUNTER →

- Stand in line, awaiting his turn
- Once at the counter, submits his ticket and ID
- Check-in officer enters the PNR in the system
- Passenger details come up on screen"

LUGGAGE CHECK-IN →

- Passenger places his luggage on the scale to be weighed
- Officer checks the weight and determines and collects any extra charges, if applicable
- Generates labels and tags for the check-in and carry-on luggage
- Tags the luggage and sets them on the dispatch belt

ISSUING BOARDING PASSES →

- Officer checks if its a direct flight journey or has a stopover
- Passenger expresses preference for some seat
- Officer checks if requested seat is available and if it would be charged extra
- Passenger refuses to pay the extra charge, chooses to go with any free seat available
- Officer confirms seats on the current and onward journey and prints the boarding passes
- Officer sticks the luggage tags to the boarding pass and completes the check-in process
- Hands over the passes to the passenger

CHARACTERS

Passenger, Check-in officer

Passenger, Check-in officer

Passenger, Check-in officer

SYSTEM

Airline check-in portal

Airline check-in portal

Airline check-in portal

TIME TAKEN

5-10 minutes, may vary

4-10 minutes

5-7 minutes

INSIGHTS/ POTENTIAL PROBLEM AREAS

Long lines when multiple flights are scheduled close to each other or during festive seasons or flight irregularities and delays.

Passengers extending the baggage allowance have to pay extra. This fee is levied per extra lbs and calculated by the officer. This can be time consuming, especially during festive periods when more passengers tend to travel with extra luggage.

- Passengers with special requests for babies, children, or wheelchair requests.
- Minors traveling alone.
- Data of online check-ins not available in realtime.