

1. How often do you travel for work at HCL?

Sometimes frequently, about 80 days this calendar year.

Books hotels through travel service usually stays with Marriott.

Does book rental car through National Rental Company using native app.

2. Is the system we currently use for booking travel useful to you?

Had issues creating user profile on the desktop. At this point in time, user profile is not complete because of system generated error message. This will be the fifth time the user has attempted to comply with the profile. The amount of time required is a pain point.

3. What are your thoughts about the current system we are using?

It awful because it takes so much time and energy to book travel. User does not to do have to conduct so much research to indicate preferences only to be disappointed if the preferred options are no longer available.

4. Are there aspects of the process that you currently enjoy?

There is nothing enjoyable about the entire process. There is always doubt about the validity of the transaction.

5. What is important to you when booking travel?

Efficiency is key. The company did not allow the user to fly business class to China when it was approved by the vendor. He likes the human aspect of the interaction. The itinerary information in the email is not so user friendly. All the important info is buried in the email and not so easy to find. A clear itinerary would be nice.

6. Do you use any travel applications for personal use?

National Rental Car, American Airlines, Southwest Airlines, Uber, Lyft, Marriott

7. What do you like about traveling for work?

User likes visiting other cities, really enjoys the rapid rewards he earns.

8. What do you dislike about traveling work?

User can't book hotels without using the system. The system will generate a confirmation email that only confirms the request and does not actually book the room. Therefore, you can show up to the hotel and the room is not ready because it is not booked.

Cost control ruins the experience. The threshold for hotel rates needs to be more flexible. Our costs as a company can be higher due to the system's financial constraints.

9. If you created your own app for travel, what are some features you would include?

Simple clear UI, each pay band has a certain limit for travel, users should have access to their financial constraints prior to booking. Once user completes a profile, that information could be populated for the user prior to booking. The system should populate options based on the user's band level. Unavailable options should not even be visible if the user can't book them.

User Story: As a regular user of the software, I want the booking experience to be as efficient as possible, so I am not confused during the entire process.

1. How often do you travel for work at HCL?

Every week. Fly out Monday and return Thursday, using AA.

Books rental car with the Hertz and uses the Hertz app.

Does book hotel with Fairfield Inn by Marriott. Uses rewards app with Marriott.

2. Is the system we currently use for booking travel useful to you?

It is not easy to use and you must be aware of what you are doing.

3. What are your thoughts about the current system we are using?

The system seems to be under construction all of the time. Hotels are available to users based on pay band. The user is required to know where they want to stay prior to booking in the event that the desired hotel is not available. We are required to book directly with the hotel and deliver a confirmation code to the travel booking team.

4. Are there aspects of the process that you currently enjoy?

It has improved since the last version. Travel preferences seem to be stored in the cache and this is providing me with a better experience. There is still general confusion over which data entry fields are required and which ones are optional.

5. What is important to you when booking travel?

Efficiency is important because I want to book my travel as quickly as possible. I like being able to have complete control over my booking experience.

6. Do you use any travel applications for personal use?

Marriot, American Airlines, United, Uber, Southwest, Hertz, Go Go Entertainment, Hotel Tonight, CWT To Go, Alaska Airlines, British Airways, Google Trips

7. What do you like about traveling for work?

I like being able to use my points and rewards for personal use. I like seeing new places. It is fun to work with clients and build a sense of empathy.

8. What do you dislike about traveling work?

I don't like to travel for travels sake. I don't want to do it all the time unless it is needed. I don't like being away from my family for long periods of time. Diet and exercise take a back seat.

9. If you created an application for travel, what are some features you would include?

It would be nice to have a set of preferences kept in the system to make future bookings even easier to process. Text fields that are not applicable need not be shown. We need to eliminate user confusion by removing unneeded information.

User Story: As a regular user, I want to have an application that lets me book travel according to the preferences I program into the system

1. How often do you travel for work at HCL?

Every week. Fly out Monday and return Thursday, using AA.

Does not book a rental car. Books hotel with Fairfield Inn by Marriott

2. Is the system we currently use for booking travel useful to you?

When it works, it works pretty well. If there is any type of hiccup or outside flow, it is a nightmare to deal with. There are too many clicks to complete the task of booking travel.

3. What are your thoughts about the current system we are using?

The system can hold flight booking until approval is granted due to finances. If approval is not made in timely manner, the itinerary can be subject to change and cause major inconvenience. There are too many confirmation dialogue screens in the process. The entire process is not streamlined, and it is not focused on user centered design.

4. Are there aspects of the process that you currently enjoy?

With the user flow works perfectly, being able to pick the desired flights rather than going back and forth using the old system via email. I enjoy only having to touch the system once to book my travel.

5. What is important to you when booking travel?

Time is important. I want to spend less time booking and confirming my travel plans. I want to be able to book it once and be done with it in the shortest amount of time, so I can focus on my job. I like being able to take the same flights on the same airline and stay at the same hotel on a weekly basis.

6. Do you use any travel applications for personal use?

American Airlines, Google

7. What do you like about traveling for work?

Earning miles with American Airlines. Earning rewards with Marriott. I like having the same routine heading out to see the client.

8. What do you dislike about traveling work?

Gaining weight while traveling. Too many fast food options. Not enough home cooked meals.

The frequency of travel does take a toll on my personal life.

9. **If you created your own app for travel, what are some features you would include?**

I want to have a streamlined booking process that looks and feels modern. The app must be focused on user centered design.

User Story: As a power user, I want an application that is focused on human centered design so that I can spend less time booking travel for work.