Grace

Sal

Customer click actions (options)
- Change flights (show in wireframe)

- View booking summary (show in wireframe)

- Cancel flights (show in wireframe)

Ariel

Purchase brand extensions

Drop off the flights in exactly these, the other flights not just Sean

Trip completed

DO THIS AFTER MAIN STORIES ARE FINISHED

Learn updated Passenger TBC Brains

Departs from international terminal

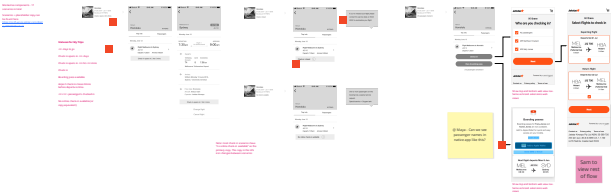
Error messaging

Check in options

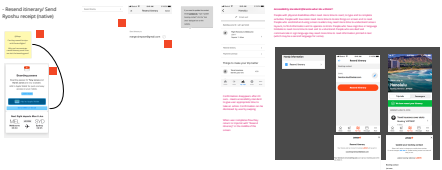
Short copy

Long copy

Group booking - Some passengers checked in



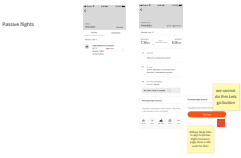
- Resend itinerary/ Send Ryanair receipt (native)



Pax details (native)

Update booking contact

Passive flights

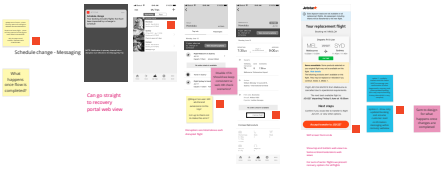


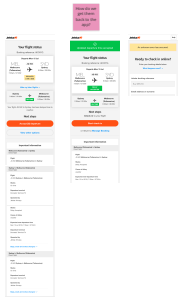
FIM flights

Same appearance as passive flight. Passenger has gone through recovery flow and found a flight with another carrier

Schedule change - Messaging

What happens if customer is complacent?



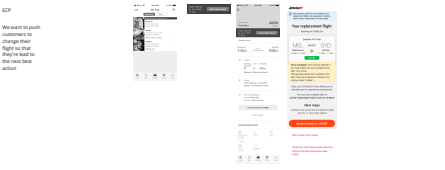
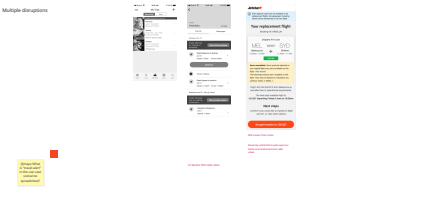


Cancellation - Messaging
Delayed - Messaging

"Delayed" is changed to "cancelled"

ECP

We want to push customers to change their flight so that they're lead to the next best action



Multiple disruptions