

3 Page-specific Requirements

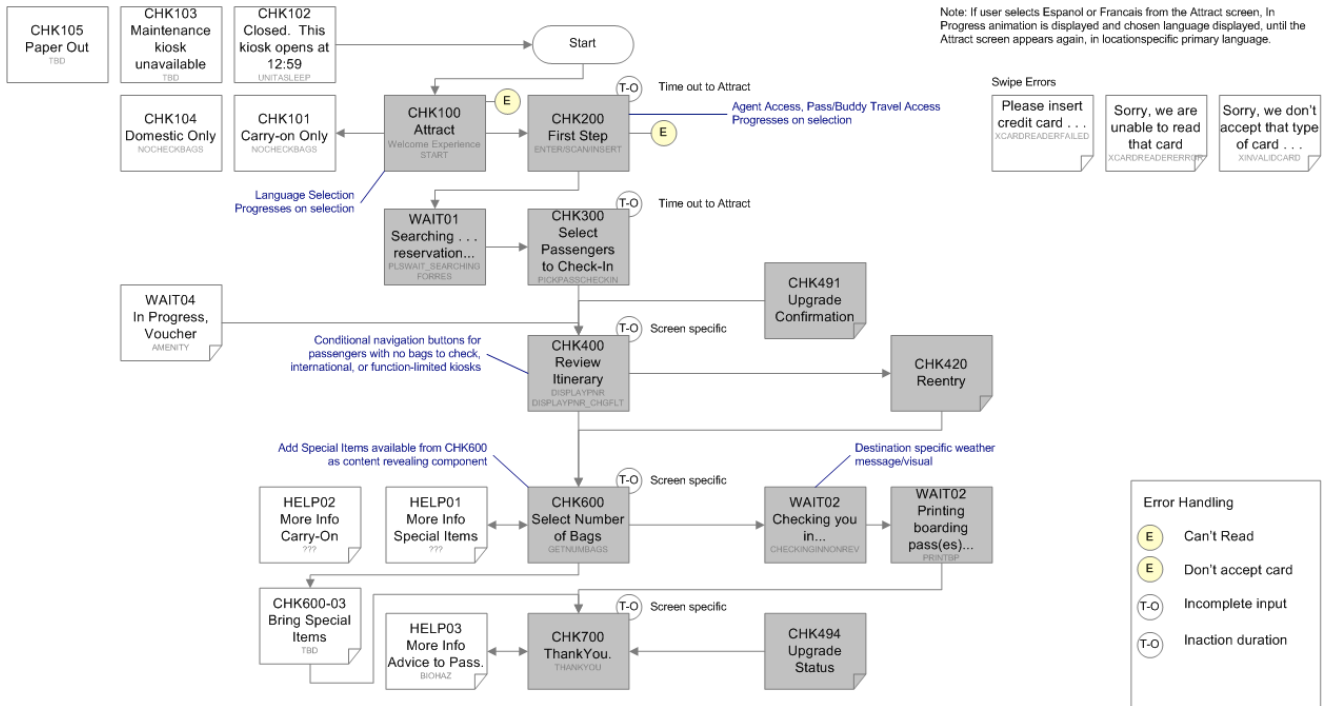
3.1 User Types

Customers: Revenue passengers

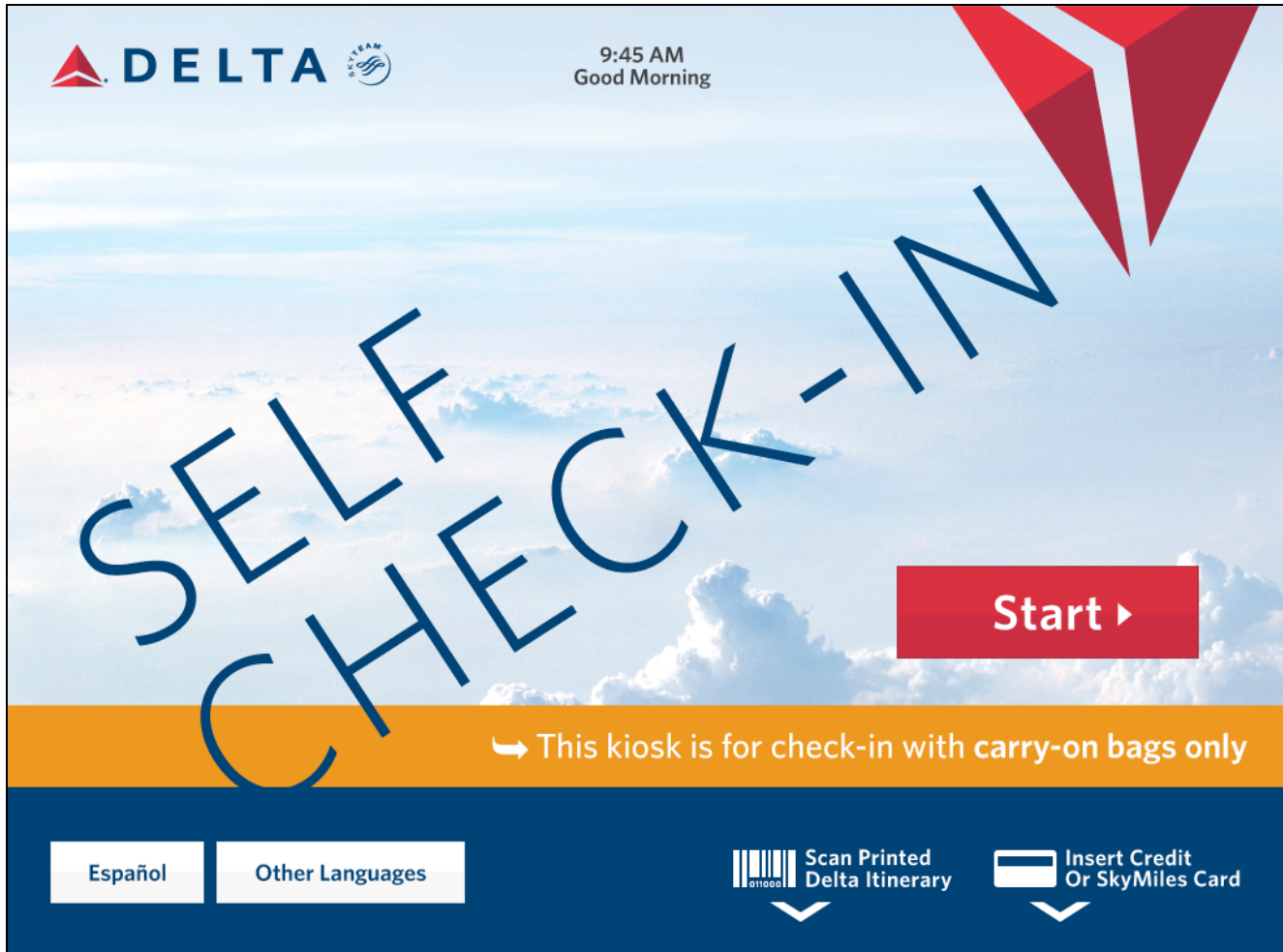
Agent: Delta counter agent or Delta kiosk assistant

Employees: Current or Retired Delta employee, Non-revenue passengers

3.2 Basic Flow



3.2.1 CHK100 Attract



Description	The Attract screen provides initial experience contact, encouraging a user to approach and engage with the kiosk. This screen is replaced with other screens to indicate whether kiosk is operational.
Related flows	N/A
User types	Customers, Agents, Employees

<p>Entry points</p>	<ul style="list-style-type: none"> • CHK200 First Step • CHK300 Select Passengers • CHK400 Itinerary • CHK600 Check Bags • CHK700 Thank You • Delta Airline Button (multiple airline kiosk) • CHK101-01 Can't Read Card • CHK101-02 Don't Accept Card • CHK101-03 Can't Read Ticket • CHK101-04 Don't Accept Ticket • CHK101-05 Can't Read Passport • CHK101-06 Expired Passport • CHK101-07 Don't Accept Passport • CHK101-08 Passport Expired • CHK101-09 Don't Accept Passport Type • CHK101-10 Special Handling, See Agent
<p>Exits</p>	<ul style="list-style-type: none"> • CHK200 First Step • WAIT01 Searching... • SUB100 Language List • CHK101-01 Can't Read Card • CHK101-02 Don't Accept Card • CHK101-03 Can't Read Ticket • CHK101-04 Don't Accept Ticket • CHK101-05 Can't Read Passport • CHK101-06 Expired Passport • CHK101-07 Don't Accept Passport • CHK101-08 Passport Expired • CHK101-09 Don't Accept Passport Type • CHK101-10 Special Handling, See Agent

3.2.1.1 Non-interactive areas

Area	Notes
<p>Masthead</p>	<ul style="list-style-type: none"> • Delta logo, asset conditional based on defined time periods • Background asset conditional based on defined time periods • Display of time, localized settings • Time message conditional based on defined time periods
<p>Content</p>	<ul style="list-style-type: none"> • Animation of supergraphic • Animation of hardware indicators • Animation of CHK100 Attract background, animation loops continuously from left to right. See style guide for details. • Attract text <ul style="list-style-type: none"> > Self Check In

3.2.1.2 Functional behavior

Functional Area	Notes
Español button (Primary language button)	<ul style="list-style-type: none"> • Selection displays In-progress animation, replaces all text to Spanish language (terms from database) • Primary, Secondary languages conditional by location. <ul style="list-style-type: none"> > Example: Canada, Primary: English, Secondary: French, button label would change to François > US – Primary: English, Secondary: Spanish > Canada – Primary: English, Secondary: France > Mexico – Primary: Spanish, Secondary: English • Current 8 language maximum
Other Languages button (Secondary language button)	<ul style="list-style-type: none"> • Selection displays SUB100 Change Language screen • Secondary languages to be determined by location • If only 3 languages, “Other Language” button becomes third language <ul style="list-style-type: none"> > Example: English (primary), Spanish (secondary), French (Other Language button)
Start button	<ul style="list-style-type: none"> • Selection displays CHK200 First Step screen • Start button text <ul style="list-style-type: none"> > Start

3.2.1.3 Other

Area	Notes
Navigation: Hardware Interaction indicators	<ul style="list-style-type: none"> • Hardware interaction searches for itinerary. Displays CHK400 Itinerary if found, or ALT400 Select Method. Card errors displayed, bad card/passport read, card/passport not accepted, card/passport match not found. <ul style="list-style-type: none"> > Scan Printed Delta Itinerary > Insert Credit or SkyMiles Card • Hardware indicators based on configuration, see Hardware Configurations
Notification Message	<p>One or more messages may be displayed within notification message area.</p> <ul style="list-style-type: none"> • No baggage check-in text <ul style="list-style-type: none"> > This kiosk is for check-in with carry-on bags only. • No passport scan/swipe text <ul style="list-style-type: none"> > This kiosk is for domestic check-in only.

Area	Notes
Down States	<p>CHK100 Attract screen not displayed if application is not in operation or is a maintenance procedure.</p> <ul style="list-style-type: none"> • Closed, Display CHK102, Kiosk opens at [time] • CHK102 text <ul style="list-style-type: none"> > This kiosk is currently closed. Please come back after [TIME]. • Unavailable, Display CHK103, Unavailable, use another kiosk • CHK103 text <ul style="list-style-type: none"> > This kiosk is currently unavailable. Please try another kiosk or see an agent for assistance. • Paper Out, Display CHK105, Paper Out, use another kiosk • CHK105 text <ul style="list-style-type: none"> > This kiosk is currently out of paper. Please try another kiosk or see an agent for assistance.
Admin Access	<ul style="list-style-type: none"> • Hidden hot spot (SkyTeam Logo) displays Agent password overlay <ul style="list-style-type: none"> > Type 1. Supervisor – widget functional control > Type 2. Platform – configuration

3.2.1.4 Messages

- For Message wireframe example see CHK401 Itinerary Messages
- All messages are overlays unless otherwise stated.

Type	Title	Message	Actions
Error	CHK101-01	Sorry, we couldn't read your card. Please insert it again or try a different card. [OK]	After selection or time out displays CHK100 Attract
Error	CHK101-02	You can't use that type of card to begin check-in. Please use a different card or try another method. [OK]	After selection or time out displays CHK100 Attract
Error	CHK101-03	Sorry, we couldn't read your itinerary. Please scan it again. [OK]	After selection or time out displays CHK100 Attract
Error	CHK101-04	You can't use that type of itinerary to begin check-in. Please scan a printed Delta itinerary or try another method. [OK]	After selection displays CHK200 First Steps
Error	CHK101-05	Sorry, we couldn't read your passport. Please follow the onscreen instructions to scan it again. [OK]	After selection returns to CHK200 First Steps, after time out displays CHK100 Attract

Type	Title	Message	Actions
Error	CHK101-06	Sorry, we couldn't read your passport. Please make sure your photo is facing down and scan it again. [OK]	After selection returns to CHK200 First Steps, after time out displays CHK100 Attract
Error (Full Screen)	CHK101-07	Sorry, we couldn't read your passport. Please see an agent for help. [Done]	After selection displays CHK100 Attract
Error (Full Screen)	CHK101-08	Your passport has expired or it will expire soon. Please see an agent for help. [Done]	After selection displays CHK100 Attract
Error (Full Screen)	CHK101-09	Sorry, we don't accept that type of passport. Please see an agent for help. [Done]	After selection displays CHK100 Attract
Error (Full Screen)	CHK101-10	Sorry, we were unable to check you in at this time. Please see an agent for help. [Done]	Select Done button or time out displays CHK100 Attract