CONCUR / TRAVEL UI UPDATES

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CONTEXT

Concur delivers Travel and Expense management tools for thousands of companies and millions of business travelers around the world.

In my role as a Sr. UX Designer, I work as part of a multi-disciplinary team to deliver improvements to the user experience of the Online Travel Booking tool. The recent successful release, that I'm sharing here, was the result of the team's dedication and hard work.

I am responsible for leading the interaction, information, and visual design that delivers a great experience to our end-users and meets the business needs of our clients.

WHY WE DID IT

The updates to the Online Travel Booking experience were inspired by customer and user feedback, research studies, market trends, and our love of simple and efficient interfaces.

The design needed to address three main themes:

USABILITY

Making core tasks easy to complete, while reducing user errors

EFFICIENCY

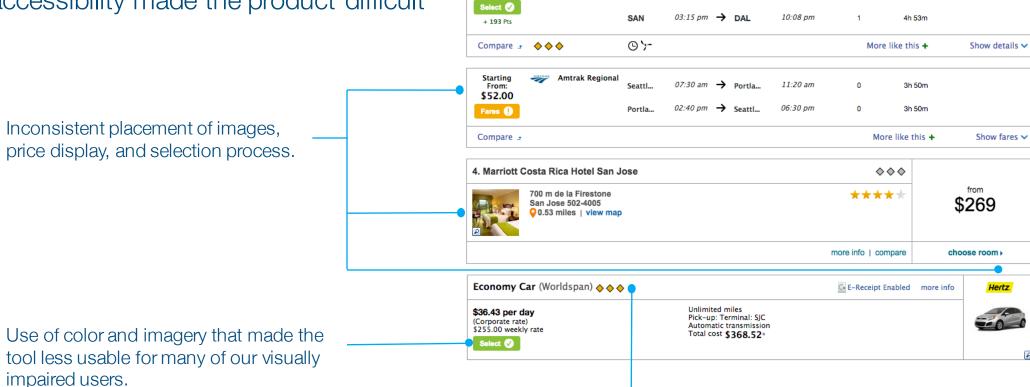
Enabling users find what they want faster by reducing clutter

ACCESSIBILITY

Making the application usable for everyone

PREVIOUS SEARCH RESULTS

Inconsistency in the information design, unintuitive iconography, misunderstood features, and poor accessibility made the product difficult to use.



\$265.20

Iconography that failed to clearly communicate important information.

09:00 am → SAN

11:59 am

4h 59m

WHAT WE DID

As part of improving the end-to-end booking experience for Concur Travel customers, we made updates that focused on enhancing the search results for flights, trains, hotels, and ground transportation.

The design adhered to the following principles:

CONSISTENT

Create patterns for discovery and the selection process

INFORMATIVE

Display the right details at the right time

INTUITIVE

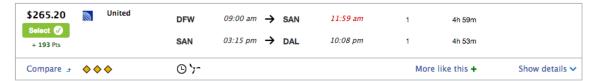
Replace difficult concepts with clear alternatives

ACCESSIBLE

Make the experience better for everyone

SEARCH RESULTS AT A GLANCE

BEFORE



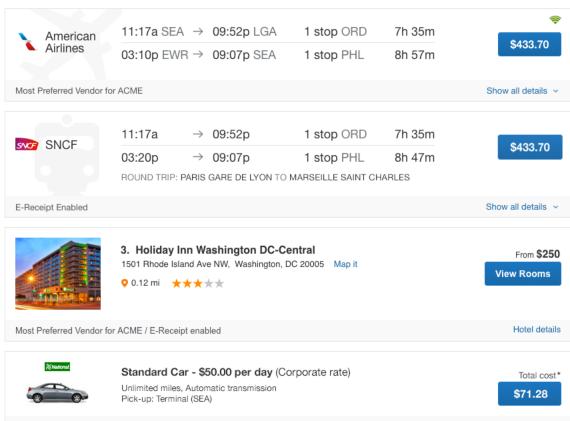






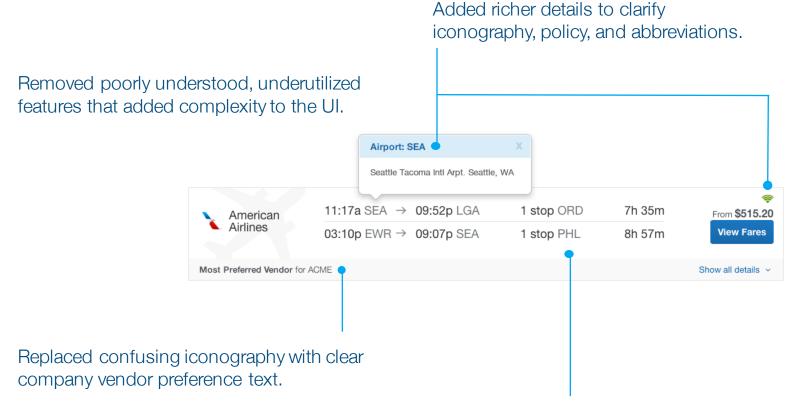
AFTER

E-Receipt enabled



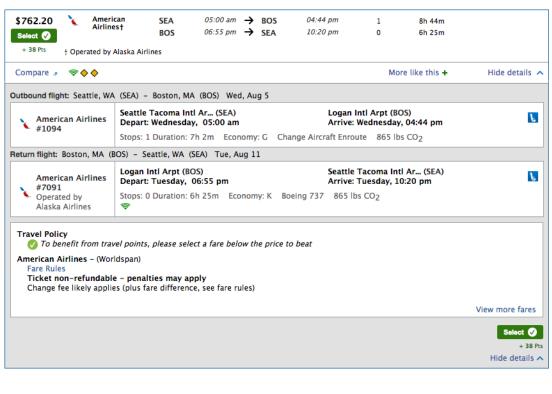
Location info

FLIGHT SUMMARY



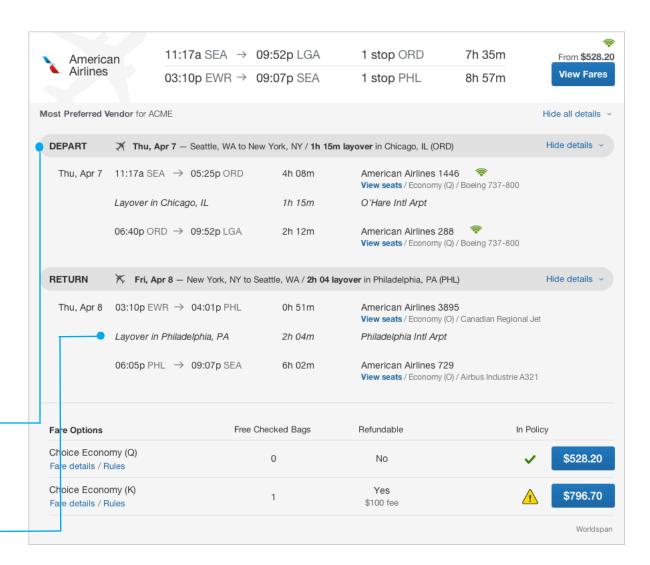
Surfaced information key to business travelers, such as stop location.

FLIGHT DETAILS



Introduced expandable headers that display the most relevant information about the flight.

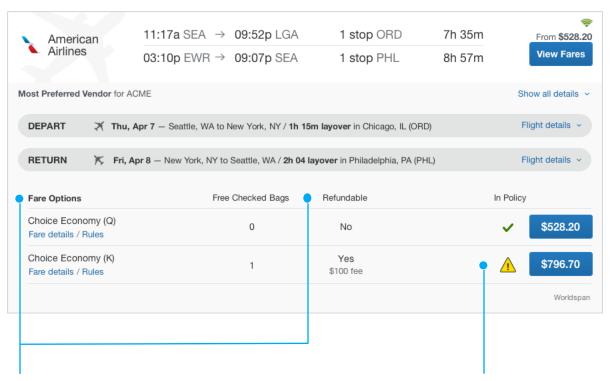
Redesigned the flight details with richer, easy-to-scan duration and layover information.



FARE OPTIONS

Airlines are moving to a new pricing model that allows travelers to choose fare options that best match their needs.

The new fare matrix table outlines those options and surfaces important information about each one, including company policy compliance.

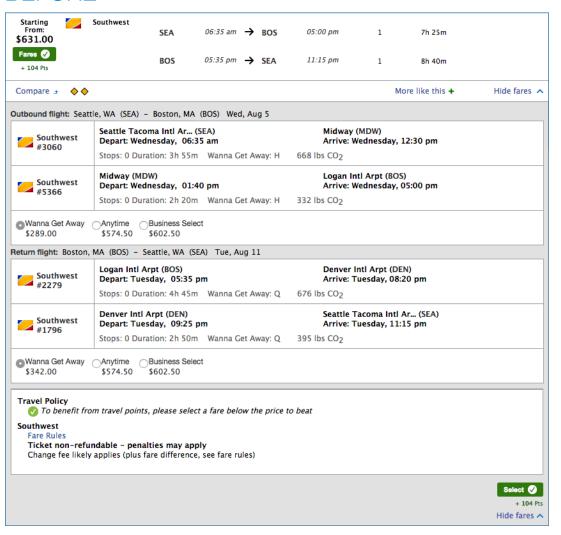


Showing fare options for selected flights with valuable details about refundability, checked bags, and more.

Easy to spot and learn more about the company travel policy for each fare.

FLIGHTS WITH LEG-BY-LEG FARE OPTIONS

BEFORE

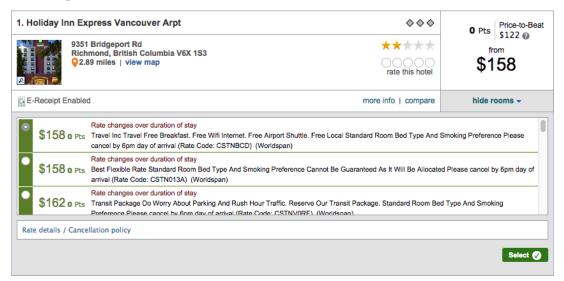


AFTER

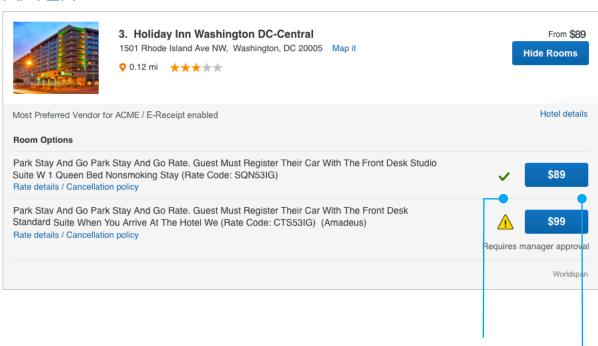
Southwest	10:55a SEA = 04:00p LGA = 04:00p LGA		1 stop MDW 1 stop MDW	8h 35m 9h 05m	From \$452.20 Hide Fares	
Preferred Vendor for ACME					Show all details v	
DEPART X Thu,	W)	Flight details ~				
Fare Options		Free Checked Bags	Refundable	ln	Policy	
Wanna Get Away Fare details / Rules		2	No		✓ \$242.20 ⊚	
Anytime Fare details / Rules		2	No		✓ \$345.50 ○	
Business Select Fare details / Rules		2	Yes	4	\$473.50 🔾	
RETURN 🖔 Fri, A	pr 8 — New York, NY	to Seattle, WA / 2h layo	ver in Chicago, IL (MDW)		Flight details ~	
Fare Options		Free Checked Bags	Refundable		In Policy	
Wanna Get Away Fare details / Rules		2	No		✓ \$210.00 ⊚	
Anytime Fare details / Rules		2	No		✓ \$335.20 ○	
Business Select Fare details / Rules		2	Yes	4	\$460.50 ○	
					✓ \$452.20	

HOTEL DETAILS

BEFORE



AFTFR



Made it easy to adhere to and learn more about the company travel policy for each room option.

Updated the selection model to match all other search results.

SEATTLE, WA TO BOSTON, MA WED, AUG 5 - TUE, AUG 11

Compare → 🖘 ♦ ♦

\$904.20

BEFORE

Print / Email

Hide matrix

AFTER

All 142 results	United ♦ ♦ ♦	Alaska Airlines	Delta	Southwest 💠 💠	American Airlines	Multiple Carriers	jetBlue JetBlue	US Airways	Virgin America
Nonstop 4 results		593.39 1 results			844.20 1 results		599.20 2 results		
1 stop 137 results	479.54 19 results	655.00 18 results	610.66 20 results	631.00 12 results	762.20 3 results	486.20 61 results		636.20 3 results	859.20 1 results
2 stops 1 results	937.29 1 results	-			-	-			

III Baggage Fee Policies Show fare display legend Price-to-Beat \$838 Sorted By: Concur Preference Shop by Fares Shop by Schedule **Expand All Details** Displaying: 4 out of 142 results. @ Price Carrier Duration 09:30 am → BOS 05:55 pm 5h 25m \$844.20 06:55 pm → SEA 10:20 pm 6h 25m † Operated by Alaska Airlines More like this + Show details > 05:00 am → BOS \$762.20 American 04:44 pm 8h 44m 06:55 pm → SEA 10:20 pm 6h 25m Select 🕜 + 38 Pts † Operated by Alaska Airlines More like this + Hide details ^ Compare → 🖘 ♦ ♦ Outbound flight: Seattle, WA (SEA) - Boston, MA (BOS) Wed, Aug 5 Seattle Tacoma Intl Ar... (SEA) Logan Intl Arpt (BOS) F American Airlines Depart: Wednesday, 05:00 am Arrive: Wednesday, 04:44 pm Stops: 1 Duration: 7h 2m Economy: G Change Aircraft Enroute 865 lbs CO₂ Return flight: Boston, MA (BOS) - Seattle, WA (SEA) Tue, Aug 11 Logan Intl Arpt (BOS) Seattle Tacoma Intl Ar... (SEA) F American Airlines Depart: Tuesday, 06:55 pm Arrive: Tuesday, 10:20 pm #7091 Operated by Stops: 0 Duration: 6h 25m Economy: K Boeing 737 865 lbs CO₂ Alaska Airlines Travel Policy To benefit from travel points, please select a fare below the price to beat American Airlines - (Worldspan) Fare Rules Ticket non-refundable - penalties may apply Change fee likely applies (plus fare difference, see fare rules) View more fares Select 🗸 + 38 Pts Hide details ^ American Airlinest \$822.20 05:00 am → BOS 04:44 pm 8h 44m 9h 40m Select 🕖 † Operated by US Airways

09:30 am → BOS 04:25 pm → SEA

Operated by Alaska Airlines # Operated by US Airways

05:55 pm

11:05 pm

More like this +

More like this +

5h 25m

9h 40m

Show details >

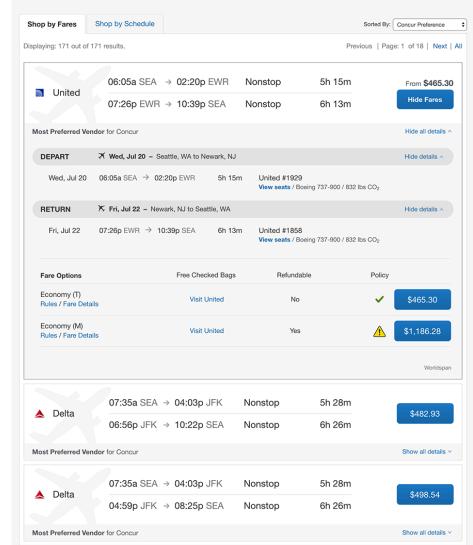
Show details >

SEATTLE, WA TO NEW YORK, NY WED, JUL 20 - FRI, JUL 22

Hide matrix

Print / Email

8 1 W * United Delta Southwest Alaska American Multiple JetBlue Virgin Airlines **Airlines** America 171 results Most Preferred Most Preferred Preferred 465.30 482.93 510.20 Nonstop 734.20 651.20 14 results 2 results 2 results 4 results 1 results 5 results 424.80 491.43 645.00 408.20 648.70 693.20 1 stop 779.70 465.70 153 results 14 results 18 results 20 results 43 results 40 results 16 results 1 results 2 stops 466,70 4 results 4 results



CONCLUSION

The team is proud of our accomplishments and we've received lots of positive feedback since the release. We took a day to celebrate, and went back to work knowing that this release is but a small part of the work we have ahead of us.

Thank you for taking the time to review this project. If you have any questions, please do not hesitate to reach out to me at info@alexbarsuk.com.