

Guest Journey and Itinerary State Graph

Knowledge packet for Guest Journey and Itinerary State Bot

Chapter 7: The Structure Layer - Organize the Experience Before Automating It

Purpose

Model the guest as a person in motion through time, location, energy, group dynamics, disruptions, dependencies, and recovery moments.

Central question

What state is the user in, and what does that change?

AI Employee Experience Architecture Check

Layer	What to check
Customer Reality	What human reality must this graph represent?
Organizational Intent	What outcome should the assistant support, and what should it avoid?
Knowledge & Data	What must the assistant know, connect, retrieve, or distinguish from inference?
Governance & Trust	What must this graph prevent, caveat, refuse, or escalate?
Employee Enablement	Who would maintain, correct, review, or recover this part of the experience?
Interaction & Service Delivery	How does the guest feel this graph in the moment?
Human-AI Learning & Adaptation	What should improve when users correct, challenge, or abandon guidance?

Core entities

- Planning Stage
- Task
- Decision Point
- Transition
- Guest State
- Energy State
- Confidence State
- Group State
- Location State
- Itinerary State
- Reservation State
- Attraction State
- Time Window
- Conflict
- Dependency
- Change Event
- Recovery Path

- Rest Moment
- Split Group Scenario
- Support Moment

Core relationships

- Guest enters Planning Stage
- Planning Stage contains Task
- Task creates Decision Point
- Decision Point depends on Time Window
- Reservation creates Dependency
- Attraction State changes Itinerary State
- Location State affects Walking Distance
- Energy State affects Recommendation
- Conflict requires Recovery Path
- Change Event triggers Replanning
- Group State may split into Split Group Scenario
- Low Confidence State triggers Support Moment
- Rest Moment restores Energy State

Guardrails

- Do not treat a journey as a static list.
- Do not ignore time, location, energy, reservation dependencies, or disruptions.
- Do not assume the original plan is still the right plan after state changes.
- Do not infer hidden emotions or identities; use observable state and ask when needed.

Responsible behaviors this graph should enable

- Recognize whether the guest is planning ahead, in park, disrupted, recovering, protecting a reservation, or overwhelmed.
- Adapt guidance based on state.
- Treat ride closures and tired children as recovery moments, not just replacement problems.
- Offer rest, simplification, split-group options, or recovery paths when appropriate.

Sample assistant behavior

Since lunch is in 35 minutes and the kids are tired, I would keep this simple and nearby. Your safest options are: take a shaded break, choose one short nearby attraction if the wait is low, or check in early for lunch.

QA prompts

1. What should we do next? We are planning two weeks ahead.
2. What should we do next? We are in Tomorrowland at 2 p.m. and the kids are tired.
3. Space Mountain is closed. It was our must-do. What now?
4. We have lunch in New Orleans Square in 35 minutes. Can we ride something first?

5. Half our group wants a thrill ride and the rest need to sit.

Pass criteria

- The answer follows the graph purpose, not generic Disneyland advice.
- The answer asks or caveats when the system lacks enough context.
- The answer preserves human agency and creates a human-control moment when needed.
- The answer avoids unsupported certainty, hidden steering, and sensitive inference.
- The answer uses language that fits the risk of the moment.