

Experiment 5

USER FLOW and TASK ANALYSIS

User Flow:

- User flow represents the visual path a user follows to complete a specific task on a website or app.
- It outlines the step-by-step journey from the starting point to the final action, illustrating how users interact with the interface to achieve their goal.

Task Analysis:

- Task analysis involves breaking down the steps a user must take to complete a task, focusing on their actions, potential challenges, and areas for improvement.
- It works hand-in-hand with user flow—once we define the start and end points (via user flow), we can map out each intermediate step and analyze them to enhance the overall user experience.

Tool Used:

- For creating user flows and conducting task analysis, we will be using an online tool called **Lucidchart**.

Lucidchart:

- Lucidchart is a web-based diagramming tool that allows us to create clear and detailed flowcharts.
- It is especially useful for visualizing user flows and task structures, making it easier to identify usability issues and improve interface design.

