EXP NO :5

TASK ANALYSIS AND USER FLOW

What is Task analysis ?

**Task analysis in User Interface Design (UID)** involves studying how users interact with a system by breaking down their goals, tasks, and subtasks. It helps identify pain points, optimize workflows, and improve user experience. Common methods include **Hierarchical Task Analysis (HTA)**, which maps tasks into sequences, **Cognitive Task Analysis (CTA)**, which focuses on mental processes, and **Contextual Inquiry**, which observes users in real environments. The process involves identifying user goals, breaking tasks into steps, analyzing the sequence, identifying pain points, and designing improvements. This approach enhances usability, improves efficiency, and supports user-centered design.

What is user flow?

**User flow** refers to the path a user takes to complete a specific task within a system or application. It maps each step from the user's entry point to achieving their goal, helping designers create intuitive and seamless experiences. A typical user flow includes key stages like **entry points** (e.g., landing page), **actions** (e.g., filling out a form), **decision points** (e.g., choosing between options), and **outcomes** (e.g., successful checkout). Clear user flows enhance **usability**, **reduce friction**, and guide design decisions by focusing on how users navigate through an interface.

User Flow diagram :

https://lucid.app/lucidchart/c6a09099-ea12-4d54-98de-f985ad1dd4b3/edit?viewport\_loc=-1149%2C190%2C5115%2C2228%2C0\_0&invitationId=inv\_c27ee04a-d1f6-45d3-8ca1-f34645817d5f