UID EX 5
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Task Analysis

Task Analysis is the process of *breaking down a user's interactions* with a system into smaller, manageable steps to understand how users achieve their goals. It helps in identifying user needs, pain points, and areas for improvement.

Key Aspects of Task Analysis:

- Understanding what tasks users perform.

- Identifying the sequence of actions required to complete a task.

- Analyzing user pain points and inefficiencies.

- Defining requirements to improve the user experience.

User Flow

User Flow is a *visual representation* of how users navigate through an application to complete a specific goal. It shows the steps users take from the entry point to the final action.

Key Aspects of User Flow:

- Represents decision-making paths (e.g., what happens if a user cancels a form?).

- Maps different navigation possibilities (e.g., alternative ways to reach the goal).

- Shows how users move between screens.

User Flow for an E-Commerce Website

Start → Open App → Login/Register → Browse Products → Search Products → View Product Details → Add to Cart → Open Cart → Review Cart → Proceed to Checkout → Enter Shipping Info → Enter Payment Info → Place Order → Order Confirmation → Track Order

User Flow for an E-Commerce Website

```
                        ┌──────────┐
                        │  Start   │
                        └──────────┘
                             │
                             ▼
                        ◇ Login? ◇ ──No──▶ ┌──────────┐
                             │              │ Register │
                            Yes             └──────────┘
                             ▼
                      ┌────────────┐
                      │   Select   │
                      │  category  │
                      └────────────┘
                             │
                             ▼
                      ┌────────────┐
                      │   Search   │
                      │  Product   │
                      └────────────┘
                             │
                             ▼
                      ┌────────────┐
                      │    View    │
                      │  Product   │
                      └────────────┘
                             │
                             ▼
                      ┌────────────┐ ◀── No
                      │ Add to cart│
                      └────────────┘
                             │
                             ▼
                        ◇ Payment ◇ ──No
                             │
                            Yes
                    ┌────────┴────────┐
                    ▼                 ▼
            ┌────────────┐     ┌────────────┐
            │   Online   │     │  Cash on   │
            │  Payment   │     │  delivery  │
            └────────────┘     └────────────┘
                    │                 │
                    ▼                 │
            ┌────────────┐            │
            │  Payment   │            │
            │confirmation│            │
            └────────────┘            │
                    └────────┬────────┘
                             ▼
                    ┌──────────────────┐
                    │ Shipping Details │
                    └──────────────────┘
                             │
                             ▼
                      ┌────────────┐
                      │   Order    │
                      │confirmation│
                      └────────────┘
                             │
                             ▼
                        ┌──────────┐
                        │   End    │
                        └──────────┘
```
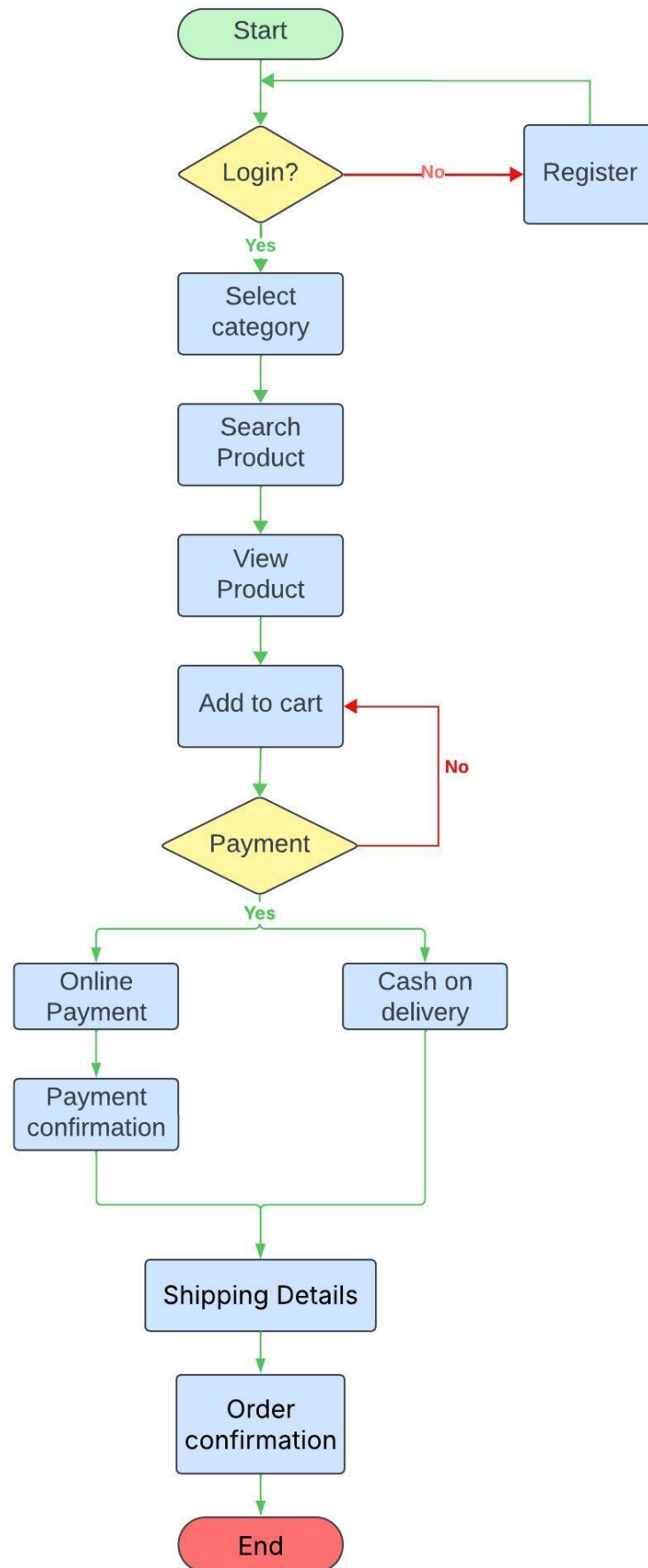
Step 1: Start

- The user enters the e-commerce platform.

- They are presented with options to log in or register.

Step 2: Login or Register

- If the user already has an account, they log in and proceed. If not, they must register before continuing.

Step 3: Select Product Category

- The user navigates through various product categories.

Step 4: Search and View Product

- The user can search for specific products using a search bar.

- Clicking on a product opens a detailed product page.

Step 5: Add to Cart

- If the user adds a product to the cart, they proceed to payment.

- If they do not add an item, they can continue browsing.

Step 6: Payment Process

- If the user wants to proceed, they choose a payment method.

- User can do online payment or Cash On Delivery(COD)

Step 7: Payment Confirmation (For Online Payment Only)

- If the user chooses online payment, the system verifies the transaction and a confirmation message is displayed.

Step 8: Shipping Details

- The user provides delivery details.

Step 9: Order Confirmation

- A summary of the order is displayed.

Step 10: End of Process

- The purchase process is completed.

- The user can track the order or continue shopping.