

## Exercise 4a

Date:

# **Conduct task analysis for an app (e.g., online shopping) and document user flows. Create corresponding wireframes using Lucidchart**

## **AIM:**

To understand and document the steps a user takes to complete the main tasks within an online shopping app.

Tool Link: <https://www.lucidchart.com/pages/>

## **PROCEDURE:**

### **Step 1: Assigning Tasks**

1. Browsing Products
2. Searching for a Specific Product
3. Adding a Product to the Cart
4. Checking Out

### **Step 2: Document User Flows**

#### **1. Browsing Products**

1. Home Screen: User lands on the home page with product categories.
2. Product Categories: User taps on a category to view products.
3. Product List: User scrolls through the product list.
4. Product Details: User taps on a specific product to see details.

Home Screen -> Product Categories -> Product List -> Product Details

## 2. Searching for a Specific Product

1. Search: User taps the search bar or icon.
2. Enter Query: User types the product name or keyword.
3. Search Results: User reviews matching items.
4. Product Details: User taps on a specific product to see details.

Search -> Enter Query -> Search Results -> Product Details

## 3. Adding a Product to the Cart

1. View Products: User browses or searches for a product.
2. Product Details: User taps on the product to see more info.
3. Add to Cart: User clicks "Add to Cart".

View Products -> Product Details -> Add to Cart

## 4. Checking Out

1. Open Cart: User taps on the cart icon.
2. Review Cart: User checks all products.
3. Proceed to Checkout: User clicks "Checkout".
4. Enter Shipping Info: User provides shipping details.
5. Enter Payment Info: User provides payment details.
6. Place Order: User clicks "Place Order".

☐ Open Cart -> Review Cart -> Proceed to Checkout -> Enter Shipping Info -> Enter Payment Info -> Place Order

## Step-by-Step Procedure to Create User Flows in Lucidchart

### 1. Create a New Document

- Go to Lucidchart and sign in or sign up if you don't have an account.
- Click on + Document or Create New Diagram.

## 2. Select a Template

- You can start with a blank document or select a flowchart template.
- For this example, let's start with a blank document.

## 3. Add Shapes for Each Step

- Drag and drop shapes from the left sidebar to represent different steps in your flow (e.g., rectangles for actions, diamonds for decisions).
- Name each shape based on the steps from the task analysis:
  - Login/Register
  - Browsing Products
  - Adding Products to Cart
  - Managing Cart
  - Checkout Process
  - Tracking Orders

## 4. Connect the Shapes

- Use connectors to link the shapes, indicating the flow from one step to the next.
- Add arrows to show the direction of the flow.

## 5. Add Details to Each Step

- Double-click on each shape to add text describing the action or decision.
- For example, for the "Login/Register" step, you might add:
  - Open the app
  - Click on "Sign Up" or "Login"
  - Enter details (username, email, password)

- Click "Submit"
- Verification through email or phone (if required)
- Redirect to the home screen upon successful login

## 6. Use Different Shapes for Different Actions

- Use rectangles for general actions.
- Use diamonds for decision points (e.g., "Is the user logged in?").
- Use ovals for start and end points.

## 7. Customize and Organize Your Flowchart

- Arrange the shapes and connectors logically.
- Use different colors to distinguish between types of steps or user roles.
- Group related steps into sections for better clarity.

## 8. Review and Save Your Flowchart

- Review the flowchart to ensure all steps are included and connected correctly.
- Save your flowchart by clicking on File -> Save.

## 9. Share and Collaborate

- Click on the Share button to collaborate with others.
- You can also export your flowchart as an image or PDF for presentation purposes.

## **Example Flowchart Breakdown:**

### Login/Register Flow

- Steps:
  - Open the app
  - Click on "Login" or "Register"
  - Enter details

- Verify (if required)
- Redirect to the home screen

## Browse and Search Flow

- Steps:
  - Navigate to categories or use search bar
  - Apply filters/sorting options
  - View product details

## Add to Cart Flow

- Steps:
  - View product details
  - Select options (size, color, quantity)
  - Add product to cart

## Checkout Flow

- Steps:
  - Review cart
  - Proceed to checkout
  - Enter shipping information
  - Select payment method
  - Confirm and place order

## Order Tracking Flow

- Steps:
  - Navigate to "My Orders"
  - Select order to track
  - View tracking details