
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. 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: o

Login/Register o Browsing Products o Adding Products to Cart o
Managing Cart o Checkout Process o 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: o Open the app o Click on "Sign Up" or "Login" o Enter details (username, email, password) o Click "Submit" o Verification through email or phone (if required) o 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:

- o Open the app
- o Click on "Login" or "Register"
- o Enter details
- o Verify (if required)
- o Redirect to the home screen

Browse and Search Flow

Steps:

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

Add to Cart Flow

Steps:

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

Checkout Flow

Steps:

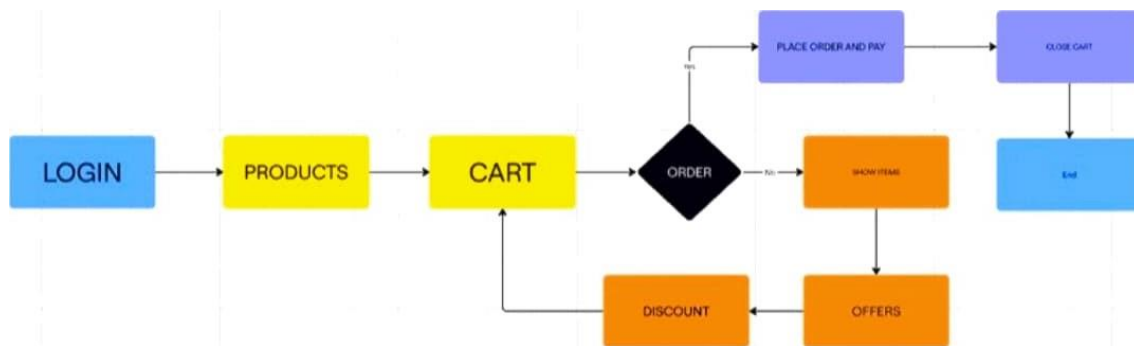
- o Review cart
- o Proceed to checkout
- o Enter shipping information
- o Select payment method
- o Confirm and place order

Order Tracking Flow

Steps:

- o Navigate to "My Orders"
- 0 Select order to track o
- View tracking details

Output:



Result:

Hence conducted the task analysis for an app (e.g., online shopping) and documented the user flows. Created corresponding wireframes using Lucidchart has been successfully done.