Exercise 6:

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
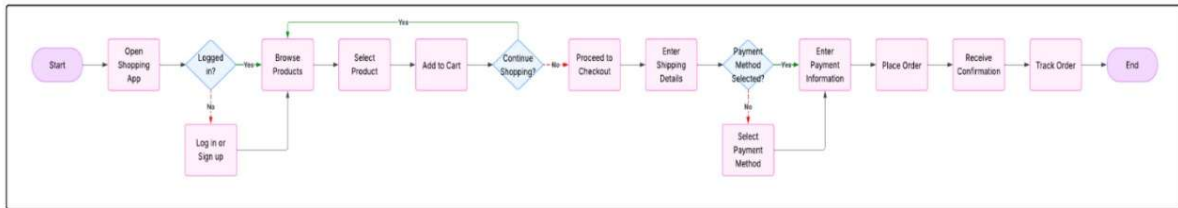
Checkout Flow

- 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

OUTPUT:

Online shopping App

RESULT:
The output was verified successfully.