

## **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

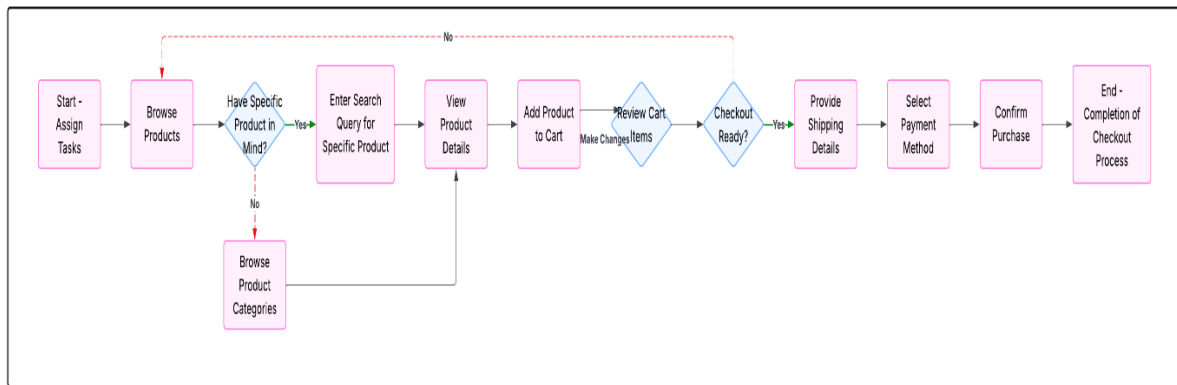
#### Checkout Flow

- 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:**



**RESULT:**  
**The output was verified successfully.**