

I'll be evaluating Cruz' scenario for this walkthrough, and how his process of using the product might go. He wants to unwind for the day and easily tune into a soccer game.

1. Login

Will the user know what to do at this step?

- They will. It's just to access the app itself, by logging into the app or signing up if needed. They have the option to sign in through their google account as well.

If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

- They'll know, as they'll be immediately taken to the next page to progress further into the app upon successful login.

2. Events/Search

Will the user know what to do at this step?

- They should be able to know what to do easily from here. They're presumably given a list of events, occurring within their specific range that they can choose from, or search for different events. If it's not events in their range, then that needs to be clarified.

If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

- They should, as long as it's made clear that the events listed are soccer games within the range the user entered. If not, then that might get a little confusing.

3. Map

Will the user know what to do at this step?

- It's a little unclear how the user actually gets to the map from the previous screen, but the rest of it seems clear. It provides the map, and the given results within that map range, and an easy way to tweak the radius of it.

If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

- Following this step, it should be clear that they did the right thing. It takes them to the game they selected, providing some info on it.

4. Website/Ticket Screen

Will the user know what to do at this step?

- This doesn't quite fit with Cruz' scenario of watching something casually at home, but it's still relatively clear on how to progress. It provides you with the name of the game and presumably some info about it. There's no visible purchase button on the wireframe however, so someone might get stuck at that point.

If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

- They should be able to tell that they did the right thing, moving forward with their purchase onto a confirmation screen should make it clear that they've succeeded, if their intention was to purchase a ticket.

5. Confirmation

Will the user know what to do at this step?

- Again, this doesn't quite line up with Cruz' goal of watching something at home casually, but it's still made clear what the user is supposed to do. They've gotten feedback from the app about purchase confirmation, and they have an easy way to access their ticket.

If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

- It should be very clear. They've gotten confirmation and their ticket. The app doesn't need to provide anything else. They can just grab their ticket, and be done with the app.