

Flow Diagrams

REQUIREMENT ENGINEERING | Engenharia de Requisitos

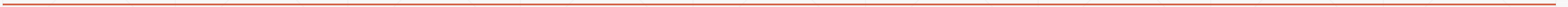
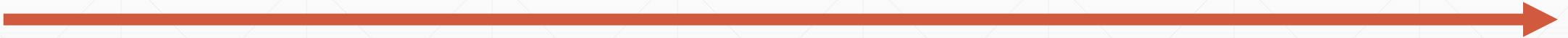
2023/24

Flow diagrams

User flow

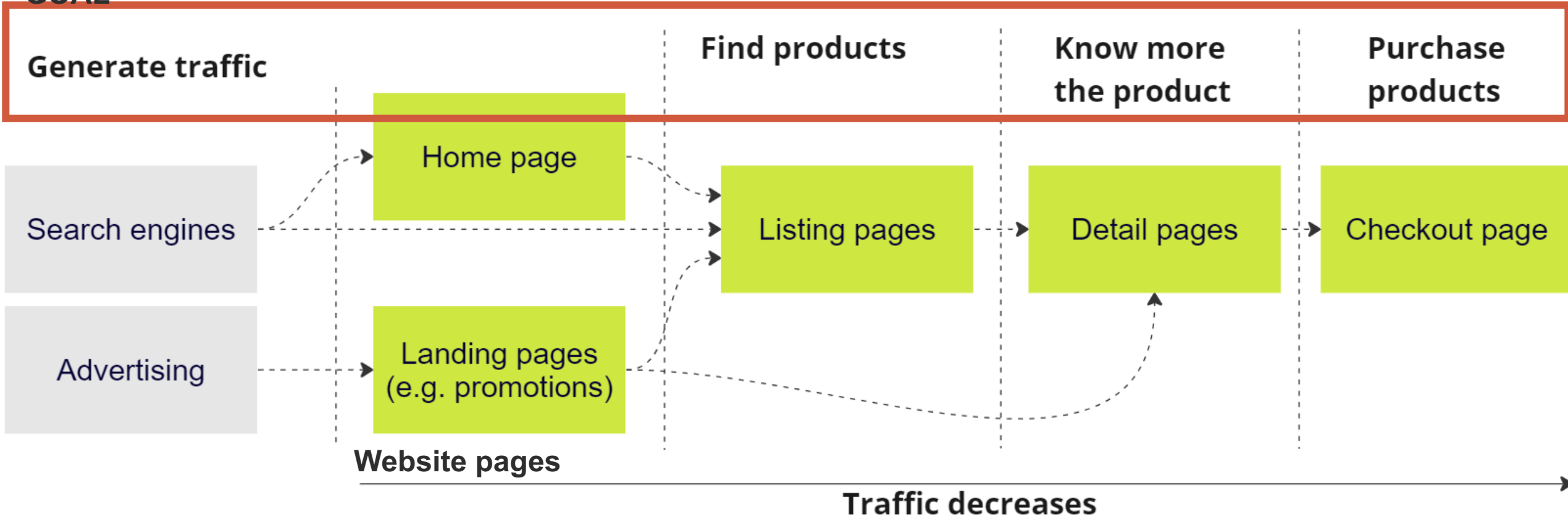
Defining the funnel – e-commerce website

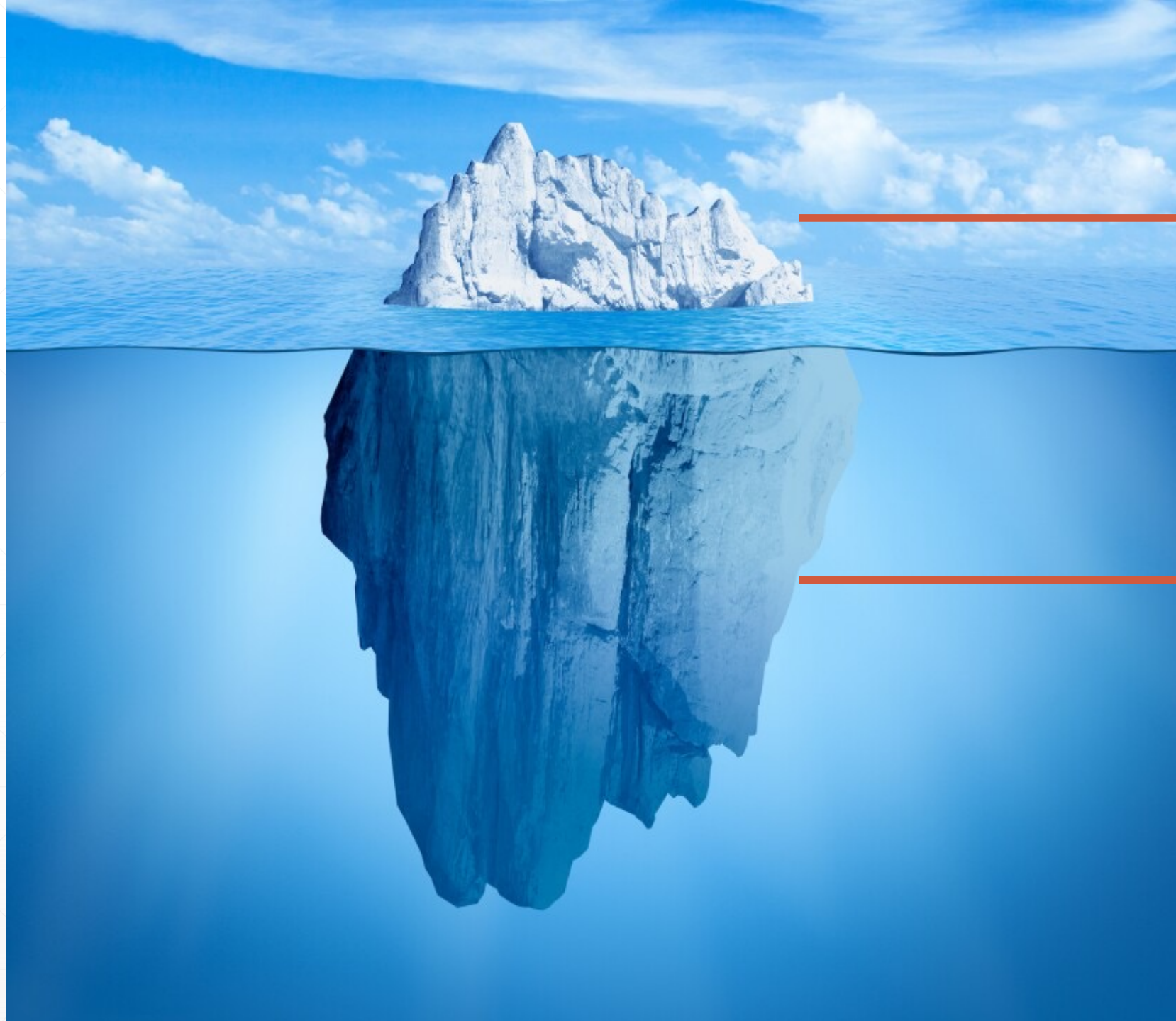
- Let's design it!



Defining the funnel – e-commerce website

GOAL





What the user sees

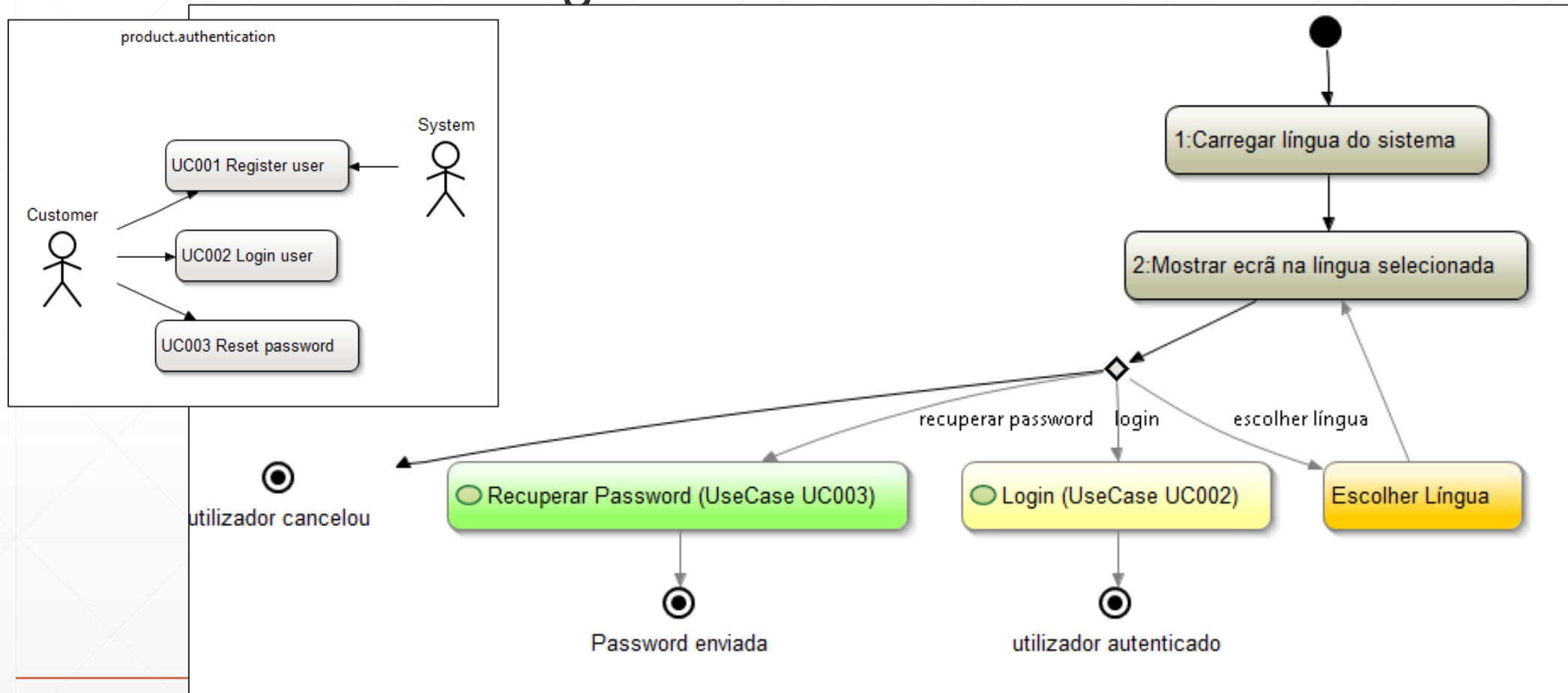
What really is

E-commerce website real complexity

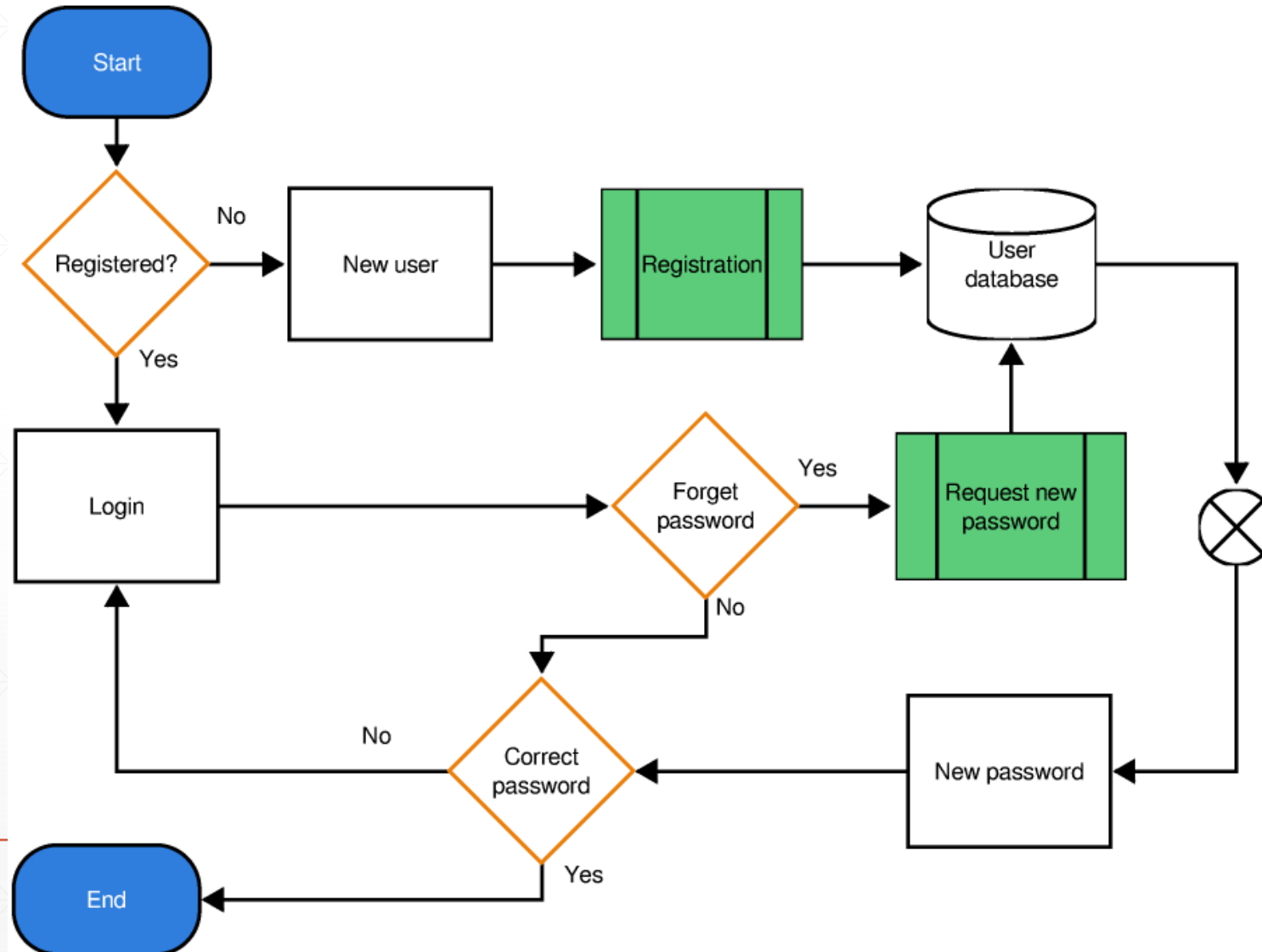
- Who and how to manage the website content?
- How to manage landing pages and campaigns attached to them?
- How to manage the stock?
- How to manage invoices?
- How to manage items delivery?
- How to manage returns/refunds?
- How to manage integrations with 3rd parties?
- And the list goes on...

E-commerce website – authentication e.g.

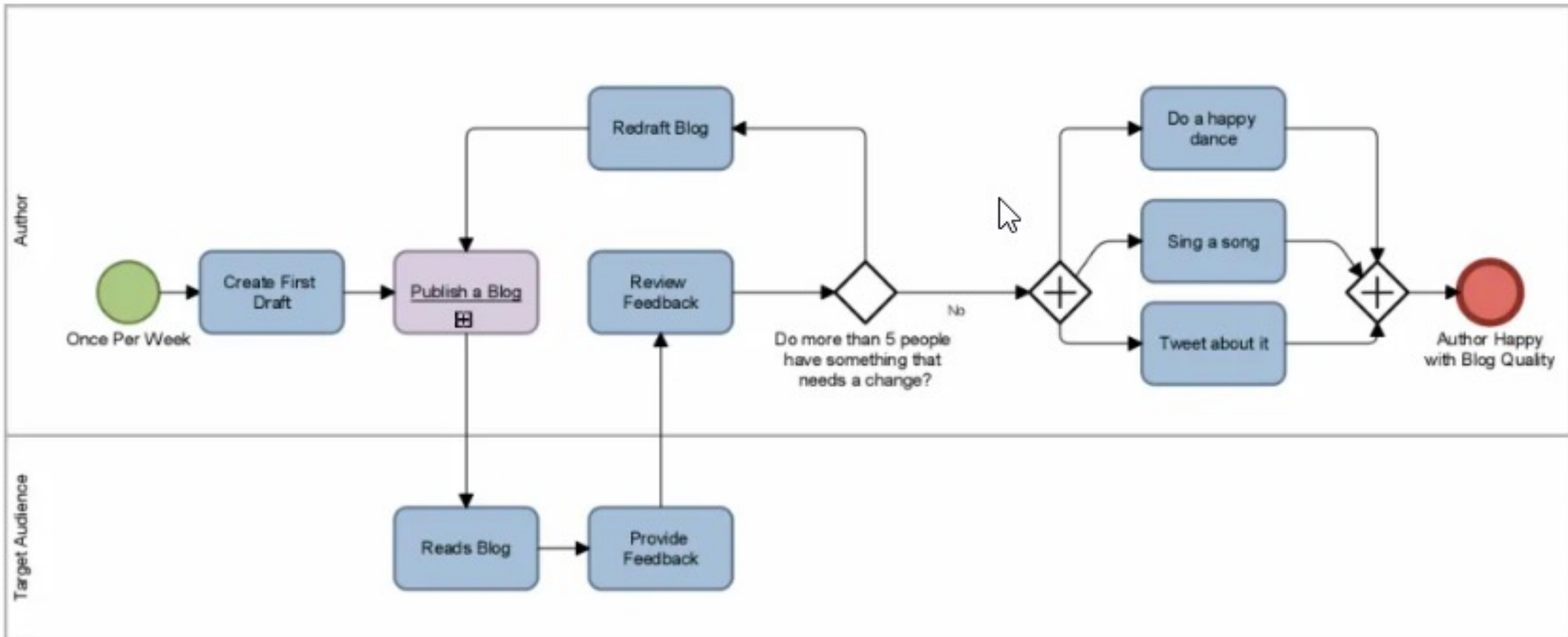
- Build flows diagrams take time...



Flow diagrams for authentication



Flow diagrams (BPMN)



Flow diagrams

Pros

1. Builds Clarity
2. Helps Identify Specific Steps
3. Outlines a Complex Process
4. Communicates Ideas Quickly
5. Coordinates Team Effort
6. Increases Efficiency & Exposes Inefficiencies
7. Creates Clear Documentation
8. Helps Solve Problems
9. Enables Automation

Cons:

1. Take time to built
2. Are difficult to rearrange

Flow diagrams

Exercise

Flow diagrams - Exercise

- We have a cloud platform that is highly customizable and we need to deploy it into a specific customer.
 - This platform allows user to manage leads generated in a website and other sources and it is currently used by the sales department of the company (our customer)
- Currently we don't have an automated way to do so, the goal is for you to ask questions (to the teacher) and design the flow.
- Each one of you grab a piece of paper (and come to the board after) and start designing it!

Conclusions

- When only Q&A sessions are made, the interviewer can:
 - Easily miss relevant questions to perform
 - Make incorrect assumption based on his knowledge at that time
 - Don't validate if what is captured is in fact what the interviewed was telling
- Diagrams can easily explicit points that needs more questionning, helps to organize contente and ideas, and can be used to validate/iterate with stakeholders