

UID EX 5

Task Analysis – Food Delivery App

Task Analysis

Task Analysis is the process of breaking down the user's interaction with the Food Delivery App into smaller steps to understand how users complete their goal (placing a food order). It helps identify user needs, difficulties, and areas for improvement.

Key Aspects of Task Analysis:

- Understanding what tasks users perform in the app.
- Identifying the sequence of actions required to place an order.
- Analyzing pain points (e.g., payment failure, complex checkout).
- Defining improvements to enhance user experience.

User Flow – Food Delivery App

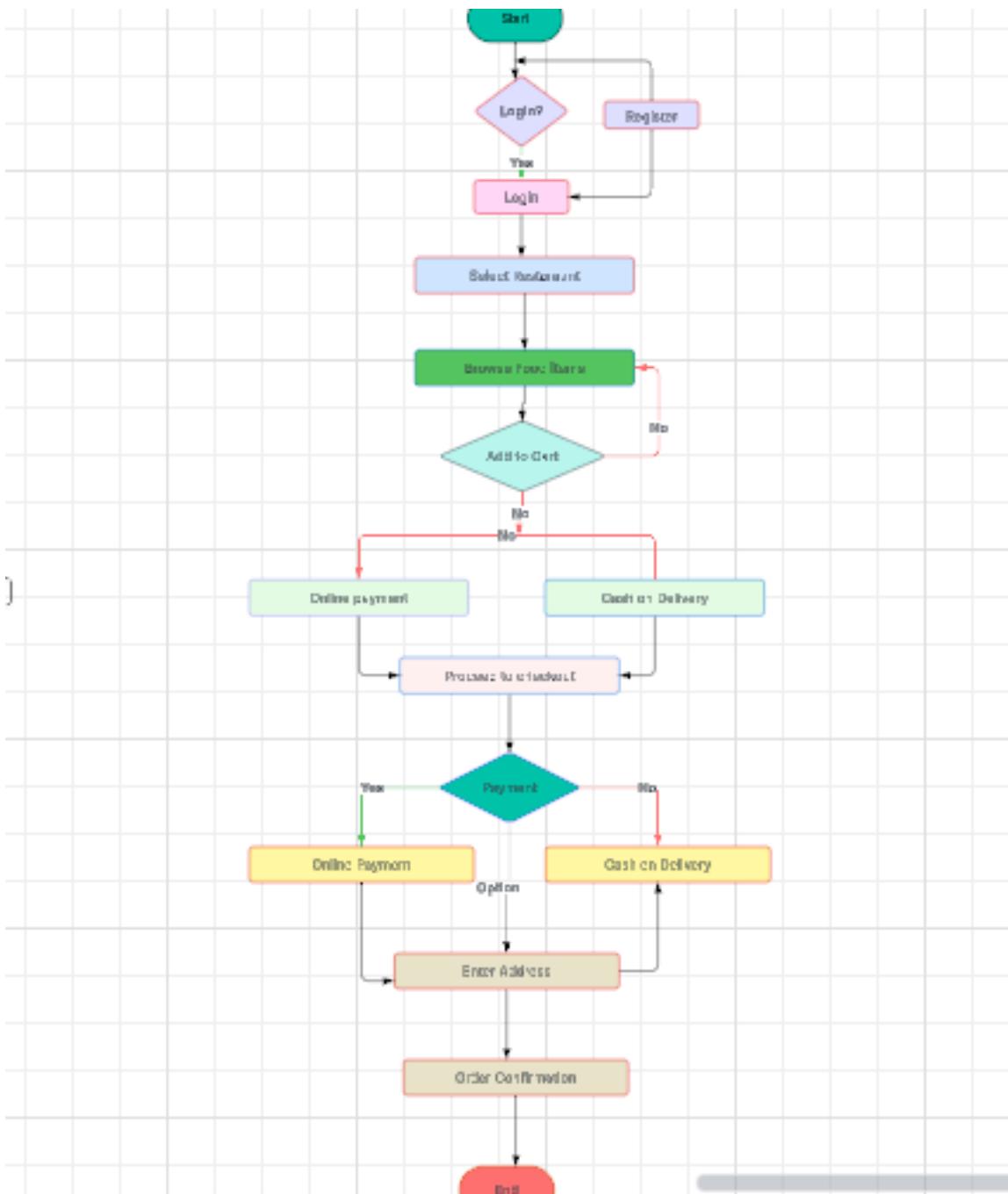
User Flow is a visual representation of how users move through the application to complete a food order.

Key Aspects of User Flow:

- Represents decision-making paths (e.g., what happens if the user does not add items to the cart).
- Shows alternative navigation options (e.g., returning to browse more items).
- Illustrates how users move between screens.

User Flow for Food Delivery App

Start → Open App → Login/Register → Select Restaurant → Browse Food Items → View Item Details → Add to Cart → Open Cart → Review Cart → Proceed to Checkout → Enter Delivery Address → Select Payment Method → Confirm Order → Track Order → End



Step-by-Step Explanation

Step 1: Start

- The user opens the Food Delivery App.
- The login or registration page is displayed.

Step 2: Login or Register

- Existing users log in and proceed to the home page.
- New users must register before logging in.

Step 3: Select Restaurant

- The user views restaurants based on location.
- The user selects a preferred restaurant.

Step 4: Browse and View Food Items

- The menu of the selected restaurant is displayed.
- The user clicks on a food item to view details such as price and description.

Step 5: Add to Cart

- If the user adds the item to the cart, it is saved for checkout.
- If not, the user can continue browsing.

Step 6: Review Cart

- The user checks selected items and quantity.
- The user proceeds to checkout.

Step 7: Enter Delivery Address

- The user enters delivery address and contact information.

Step 8: Payment Process

- The user selects a payment method:
 - Online Payment
 - Cash on Delivery (COD)

Step 9: Payment Confirmation (Online Only)

- If online payment is selected, the system verifies the transaction.
- A payment success message is displayed.

Step 10: Order Confirmation

- An order summary is displayed.
- Estimated delivery time is shown.

Step 11: End of Process

- The order is successfully placed.
- The user can track the order or continue browsing.