HUMAN COMPUTER INTERACTION AND COMMUNICATION

PROJECT EXERCISE 13 – SWIMMING LANE DIAGRAMS

NAME: _____

PURPOSE

In today's exercise, you will create swimming lane diagrams for each scenario you created for Project 01.

ACTIVITIES

Perform each of the following activities. If you have questions, issues, or doubts, please ask for help and do not just guess.

1. Following the guidance provided in class, create swimming lane diagrams for each of the scenarios you created for Project 01.

Scenario 1: Product Browsing and Selection

Lanes and Actions:

- **Customer:**
    - o Browse Products
    - o Select Item
    - o Add to Cart
- **Website:**
    - o Display Products
    - o Filter and Sort Items
    - o Update Cart
- **Inventory System:**
    - o Check Stock (when a product is viewed or selected)
- **Admin:**
    - o Add/Update Products (ongoing)

Flow:

1. **Customer** browses products.
2. **Website** displays products.
3. **Customer** selects an item.
4. **Website** filters and sorts items based on Customer preferences.

5. **Customer** adds the item to their cart.
6. **Website** updates the cart.
7. **Inventory System** checks stock for the item in the cart.
8. **Admin** periodically adds or updates products.

Scenario 2: Checkout Process

Lanes and Actions:

- **Customer:**
    - o Proceed to Checkout
    - o Enter Payment Details
    - o Confirm Purchase
- **Website:**
    - o Process Payment
    - o Send Order Confirmation
- **Inventory System:**
    - o Update Stock

Flow:

1. **Customer** proceeds to checkout.
2. **Website** processes the payment after **Customer** enters details.
3. **Customer** confirms the purchase.
4. **Website** sends an order confirmation.
5. **Inventory System** updates stock levels for purchased items.

Scenario 3: Order Fulfillment

Lanes and Actions:

- **Customer:**
    - o Receive Order (end of process)
- **Website:**
    - o Notify Inventory and Admin about the new order
- **Inventory System:**
    - o Update Stock
- **Admin:**
    - o Prepare Order for Shipping
    - o Ship Order

Flow:

1. **Website** notifies both **Inventory System** and **Admin** about the new order.
2. **Inventory System** updates stock levels based on the order.
3. **Admin** prepares the order for shipping.
4. **Admin** ships the order.
5. **Customer** receives the order
   a. To create your swimming lane diagrams, you can use any number of tools such as word processing tools or flowchart tools.
   b. Copy and paste your swimming lane diagram into this document in the space below.
   c. Note: Your final project may contain more or different swimming lane diagrams than you create for this exercise.

2. Save your finished document and upload it to the LMS until end of class. Make sure you have added your name to the space provided at the top of this document and renamed the document to include your Student ID.