

UID

Ex : 05

Task analysis and User flow for an Online shopping application

TASK ANALYSIS:

1. Restaurant Selection
2. Menu Selection & Cart Management
3. Order Review & Payment
4. Order Confirmation & Delivery Tracking
5. Post-Delivery Experience

USER FLOW:

1. Restaurant Selection

- User opens the food delivery app.
- The app displays a list of available restaurants.
- User browses restaurants based on location, cuisine, or filters.
- User decides whether to select a restaurant.
 - If Yes, the app displays the restaurant's menu.
 - If No, the user continues browsing restaurants.

Open Food App → Browse Restaurants
Select Restaurant?

- (Yes) → View Menu
- (No) → Continue Browsing Restaurants

2. Menu Selection & Cart Management

- User views the restaurant's menu.
- User decides whether to add items to the cart.
 - If Yes, the selected items are added to the cart.
 - If No, the user returns to menu browsing or selects another restaurant.
- User decides whether to checkout or add more items.
 - If Checkout, the user proceeds to review the order.
 - If Add More Items, the user continues browsing the menu.

View Menu → Choose Items?

- (Yes) → Add Items to Cart
- (No) → Return to Menu / Select Another Restaurant

Add Items to Cart → Checkout or Add More Items?

(Checkout) → Review Order

(Add More Items) → Return to Menu

3. Order Review & Payment Process

- User reviews the selected items, quantity, and total price.
- User selects a payment method (Credit/Debit Card, UPI, COD, etc.).
- User enters payment details.
- The app verifies the payment:
 - If Success, order confirmation is displayed.
 - If Failure, the user is prompted to retry payment or select another method.

Review Order → Select Payment Method

Select Payment Option → Enter Payment Details

Verify Payment?

- (Success) → Receive Order Confirmation
- (Failure) → Retry Payment / Change Payment Method

4. Order Tracking & Delivery

- User receives order confirmation and estimated delivery time.
- User can track the delivery in real-time.
- The app checks if the delivery is complete:
 - If No, the user continues tracking.
 - If Yes, the user proceeds to post-delivery actions.

Receive Confirmation → Track Delivery
 Delivery Complete?

- (No) → Continue Tracking
- (Yes) → Enjoy Meal

5. Post-Delivery Experience

- User enjoys the meal.
- User is prompted to rate the experience (food quality, delivery service, etc.).
- The process ends.

Enjoy Meal → Rate Experience → End

