LAB 5

TASK ANALYSIS AND USER FLOWS

- Task analysis is the process of breaking down a task into smaller steps to understand how users complete it. It helps in designing a better user experience by identifying pain points and improving efficiency.
- User flows are visual representations of the steps a user takes to complete a task within an app or website. It shows the path from start to finish, ensuring a smooth and logical user journey.

The example taken is a e commerce application for which tasks and user flows are identified.

The structured flow ensures a seamless shopping experience by guiding users through essential actions like browsing products, adding items to the cart, checking out, and tracking their purchases.

1. App Launch and Authentication

- The user starts by opening the app.
- They are presented with an option to either **Log in** or **Register**.
- If logging in, they enter their credentials and verify (if required).
- If registering, they provide the necessary details to create an account.
- Upon successful authentication, they are redirected to the home screen.

2. Product Browsing and Selection

- Users can navigate through product categories or use the search bar to find specific items.
- Filters and sorting options help refine the search results.
- Users can view product details and select options such as size, color, and quantity before adding the product to the cart.

3. Cart Review and Checkout

- Users can review the products in their cart.
- They proceed to checkout by entering shipping information.
- A payment method is selected before confirming and placing the order.

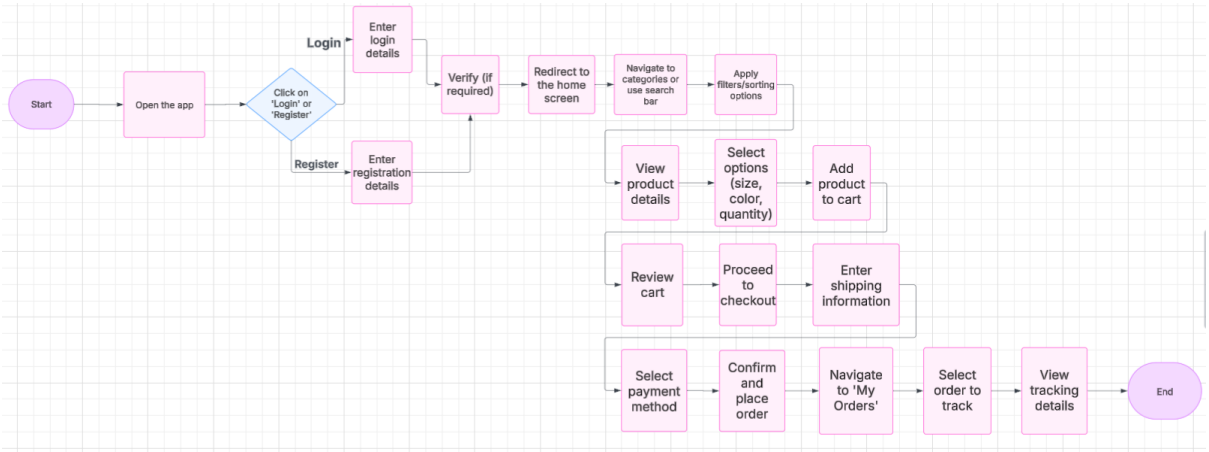
4. Order Tracking

- After placing an order, users can navigate to the "My Orders" section.
- They can select an order to view tracking details and monitor the shipment status.

This helped in identifying how users interact with the app at different stages and understanding how an intuitive design can enhance their experience.

To visualize these processes, I used Lucidchart to create flowcharts that represent each task. I learned how to use different shapes, such as rectangles for actions, diamonds for decisions, and ovals for start and end points. By organizing these steps logically and linking them with connectors, I

was able to create a structured representation of user interactions within the app. Additionally, I explored customization options like color coding and grouping related steps to improve clarity.



Documenting user flows ensures that all key functionalities are considered, leading to a seamless user experience. Moreover, creating wireframes and flowcharts not only aids in planning the app but also helps in communicating design ideas effectively. This process has strengthened my ability to design user-friendly interfaces while considering usability and functionality.