

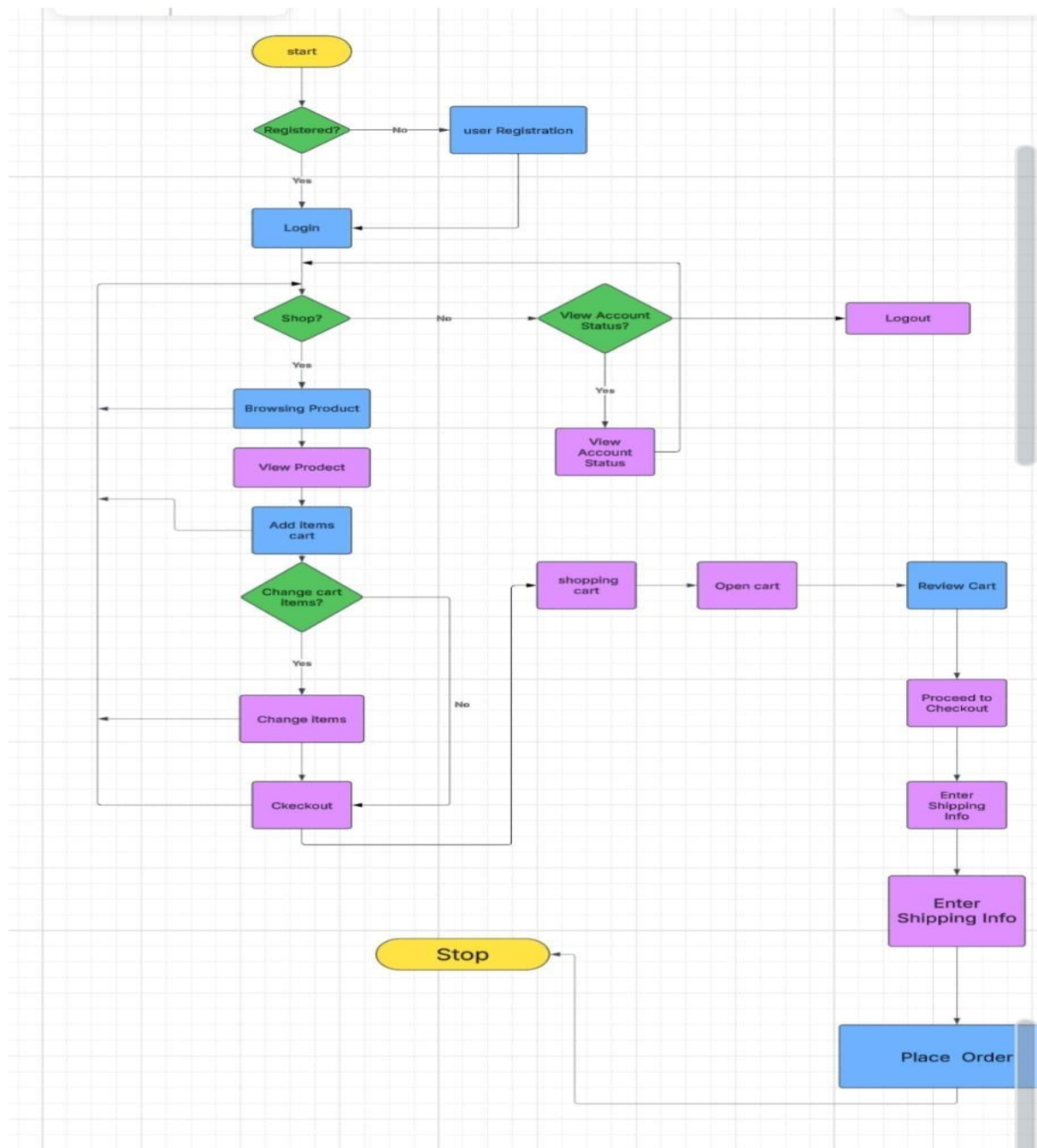
## EXPERIMENT-5

ROLL NO:230701318

NAME:Siva Santhosh S

Conduct task analysis for an app (e.g., online shopping) and document user flows. Create corresponding wireframes using Lucidchart:

AIM: To understand and document the steps a user takes to complete the main tasks within an online shopping app.



## Task Analysis and User Flow for the Documentation Process

### Task Analysis

The flowchart represents the user journey in an e-commerce system, covering registration, shopping, cart management, and order placement. The key tasks involved are:

#### 1. User Registration & Login

- If a user is not registered, they must complete registration.
- If registered, they log in to proceed further.

#### 2. Shopping Process

- Users decide whether to shop or check their account status.
- If shopping, they browse products, view product details, and add items to the cart.

#### 3. Cart Management

- Users can review their cart and make changes if necessary.
- Proceed to checkout once satisfied with cart contents.

#### 4. Checkout Process

- Open the shopping cart and review items.
- Proceed to checkout by entering shipping information.
- Confirm the order by placing it.

#### 5. Account Management & Logout

- If users choose not to shop, they can check their account status.
- Logout option is available if users do not wish to continue.

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### User Flow

#### 1. Entry Point

- The user starts at the "Start" node.
- If not registered → Redirect to Registration.
- If registered → Login.

#### 2. Shopping Experience

- After login, the user chooses between shopping or checking account details.
- If shopping, the user browses products, views details, and adds items to the cart.
- Users can modify cart items before proceeding to checkout.

#### 3. Cart & Checkout Process

- Users review their cart, proceed to checkout, enter shipping details, and place the order.
- The process concludes at the "Stop" node after order placement.

#### 4. Alternative Flow

- If users decide not to shop, they can check account details.
- Logout option is available at any point.

### Task Analysis and User Flow – Detailed Steps

It provides a step-by-step breakdown of the **user journey** in an **e-commerce system**, covering user actions from **registration** to **order placement**.

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#### 1. Entry Point (Start)

1. The user begins at the **Start** node.
  2. A decision is made: **Is the user registered?**
    - **If No** → Redirect to **User Registration**.
    - **If Yes** → Proceed to **Login**.
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#### 2. User Registration (If Not Registered)

1. The user is directed to the **registration form**.
  2. The user provides:
    - Name
    - Email
    - Phone Number
    - Password
  3. After submission, the system verifies details.
  4. If valid → **Registration successful**, user proceeds to **Login**.
  5. If invalid → Show error message & request corrections.
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#### 3. User Login

1. The user enters:
  - Email/Username
  - Password

2. If credentials are correct → Access is granted.
  3. If incorrect → Show error message & request re-entry.
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#### 4. Shopping Decision

1. The system asks: **Does the user want to shop?**
    - **If Yes** → Go to **Browsing Products**.
    - **If No** → Go to **View Account Status**.
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#### 5. Browsing Products & Adding Items

1. The user **browses products**.
  2. The user **clicks on a product** to view details.
  3. Options:
    - **Add item to cart**.
    - **Return to browsing**.
  4. If an item is added, the system updates the **Shopping Cart**.
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#### 6. Shopping Cart Management

1. The system asks: **Change cart items?**
    - **If Yes** → User can:
      - **Remove items**.
      - **Change quantity**.
      - **Modify selections**.
    - **If No** → Proceed to **Checkout**.
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#### 7. Checkout Process

1. The user navigates to the **Shopping Cart**.
  2. The user **opens the cart** and **reviews selected items**.
  3. The user proceeds to **checkout**.
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#### 8. Entering Shipping Information

1. The system prompts the user for:

- Full Name
  - Address
  - City & ZIP Code
  - Phone Number
  - Payment Method
2. The user **submits shipping info**.
  3. If valid → Proceed to **Place Order**.
  4. If invalid → Show error message & request corrections.
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## 9. Placing the Order

1. The system confirms the **order summary**.
  2. The user **places the order**.
  3. The system processes payment & generates a **confirmation message**.
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## 10. Viewing Account Status (If Not Shopping)

1. The user chooses **View Account Status**.
  2. The system displays:
    - Order history
    - Account details
    - Saved addresses & payment methods
  3. The user can **log out** or return to **shopping**.
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## 11. Logout & End

1. The user **logs out**.
2. The system ends the session.
3. The process **stops**.