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| 1. Sudarshan pulls out his phone and looks at a blank screen. | 1. Sudarshan sees the lock screen. | 1. Entering the pin he finds a screen with the app named Online Store. | 1. Thinking to shop some gaming stuff he taps the icon and reaches the login screen for the online store. He enters his credentials. |
| Shape, square  Description automatically generated | Table  Description automatically generated with medium confidence | Shape, square  Description automatically generated | Graphical user interface, application  Description automatically generated |

STORYBOARD FOR THE ONLINE STORE APP:

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| 1. He reaches the welcome screen and gets an option to buy stuff from PlayStation4 and PlayStation 5. | 1. Having chosen to buy from PlayStation4. He sees a tab with three lines, a dropdown to PlayStation4 which can help him jump to PlayStation5, a search option for any product, cart symbol indicating the cart list, profile symbol. The main screen for PS4 shows an image and a tag line for PS4 with a link to the web page of PS4. | 1. By clicking on the three bars on the top left he finds some options of things he could by for PS4. He plans on checking out some hardware options by clicking on the hardware option. | 1. He then reaches a menu of hardware’s offered with respect to PS4. He wants a controller so he clicks on the first option in the menu of DUALSHOCK 4 wireless controller. |
| Application  Description automatically generated with medium confidence |  | A picture containing graphical user interface  Description automatically generated | Text, letter  Description automatically generated |

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| 1. Tapping on controller option he reaches a screen with the options in has in the controller. It displays its images and names. The key difference is the color. They are uniquely differentiated by their names. | 1. He then chooses to look for the Midnight Blue controller. Clicking on the name he finds himself on screen showcasing the product and different angles and different views hence providing him range of images to get an approximate view and what to expect feel for the product. With that he also has a link which takes him to more descriptive part of the product. He can find the price and option to add the product in the card. | 1. He likes the product and thus plans on buying the product. Hence by clicking the add to cart option he reaches a screen with a subtitle CART showing the things he has in his car. Here he gets an option on selecting the number of products he wants, to delete the item selected or save for future shopping. With that he also gets to see the estimated total. He can return to shopping and add more items or procced to check out. | 1. He decides on checking out. By clicking on check out button he reaches a screen which asks his check out details which includes personal information, shipping method, total cost, and payment method. He must fill in the requested information in the space provided. He can go back he wants to shop more or proceed further to check out. He thus, taps on the next button on filling in the information. |
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| 1. Tapping on the next option on the previous screen he sees a screen with shipping options. Details of price variation and delivery time according to shipping options are seen under each respective option. He selects the option of free shipping and taps on next. | 1. Tapping on next brings him on a screen with the total cost details which includes the product price, discount if any, shipping price and estimated cost range. This one seems to be a verifying screen. If he changes his mind about shopping, he can go back and add/remove as per his wish. He thus decides on moving ahead and finishing the checkout. | 1. Clicking next brings him to a screen to fill in his payment information. He enters his credentials and information as required. And taps on pay button in the bottom. | 1. Finally by completing the checkout procedure he reaches a screen displaying the thank you information. He further can go and check his shopping details by clicking on the registered email address link, if feels a problem or queries can click on the contact details for online store customer service, he can jump to the home page and reach the screen shown in e.) or log out and reach to a screen shown in c.) |
| Text  Description automatically generated | Table  Description automatically generated with medium confidence | Graphical user interface, application  Description automatically generated | Graphical user interface, text, application  Description automatically generated |