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**Interação Pessoa-Máquina**  
**Human-Computer Interaction**

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# **Samucar Website**

## Stage 2: User and Task Analysis



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# Users

Description of each user class.

As an automotive stand, Samucar has two types of users:

- **Buyers:** are the ones who are interested in buying a vehicle and will perform tasks like searching for vehicles, comparing them, credit simulation and contacting Samucar.
- **Retakers:** are the ones who are willing to sell theirs' vehicle by a new one performing tasks like searching for vehicles, comparing them and also asking for a proposal.

# Tasks

Description of the 3-6 (or more) identified tasks. Every task should have an objective, pre-conditions, sub-tasks and exceptions (what can go wrong). You should also point out other characteristics, such as time constraints, frequency of use.

Our project enables the users/customers to:

## Search vehicles

- Goal
  - Find one or multiple interesting vehicle(s)
- Pre-conditions
  - Internet connection
  - There must be vehicles available
- Sub-tasks (one of the following is required)
  - Select the brand
  - Select the model
  - Select the name
  - Select the price range
  - Select the manufacture year
  - Select the mileage
  - Select the gas type
  - Select the fuel range
  - Select the power
- Where is the task performed?
  - At the home page
- How often is the task performed?
  - High frequency
- What are its time or resource constraints?
  - 1 minute
- How is the task learnt?
  - Try it
  - Watching others

- Following options
- What can go wrong?
  - Losing connection with the server
  - Only the available options are shown, so nothing more can go wrong
- Who else is involved in the task
  - The server

### **Credit simulation**

- Goal
  - Get to know the amount of money to buy a car using credit
- Pre-conditions
  - Internet connection
  - The vehicle must be available
- Sub-tasks
  - Go to the desired vehicle page and select the Credit Simulation option
  - Select the initial amount to simulate the credit
  - Define the payment deadline/Define the number of months to pay for the vehicle
- Where is the task performed?
  - At the vehicle description page
- How often is the task performed?
  - Medium frequency
- What are its time or resource constraints?
  - 1 minute
- How is the task learnt?
  - Try it
  - Watching others
  - Following options
- What can go wrong?
  - Losing connection with the server
  - It is a simulation, so nothing more can go wrong
- Who else is involved in the task
  - The server

### **Retake a vehicle**

- Goal
  - Get a proposal to retake a vehicle for a new one
- Pre-conditions
  - Internet connection
  - Both the vehicles (the retake and the new one) must be available
- Sub-tasks
  - Head to the desired vehicle and select the Retake Vehicle option
  - Upload photos
  - Enter some details about the car: brand, model, name, price proposal, manufacture year, distance driven, gas type, gas mileage and power

- Describe the car state (e.g.: dents)
  - Enter contact details (e.g.: name, mail and phone)
- Where is the task performed?
  - At the available vehicle page
- How often is the task performed?
  - Low frequency
- What are its time or resource constraints?
  - 10 minutes
- How is the task learnt?
  - Try it
  - Watching others
  - Following options
- What can go wrong?
  - Losing connection with the server
  - The format and size of the photos
  - The submission of invalid information
- Who else is involved in the task
  - The server
  - Samucar team

### **Contact Samucar team**

- Goal
  - Get in touch with the Samucar team
- Pre-conditions
  - Internet connection
  - Office hours period
- Sub-tasks
  - Choose the way to contact (e.g.: address, mail or phone)
- Where is the task performed?
  - At the contacts page
- How often is the task performed?
  - Low frequency
- What are its time or resource constraints?
  - 1 minute
- How is the task learnt?
  - Try it
  - Watching others
  - Following options
- What can go wrong?
  - Losing connection with the server
- Who else is involved in the task
  - The server
  - Samucar team

### **Compare vehicles**

- Goal
  - Check the differences between the vehicles
- Pre-conditions

- Internet connection
- The selected vehicles must be available
- Sub-tasks
  - Get to the vehicle's comparison page or choose the compare option in a vehicle's page
  - Choose the other vehicle to compare with
- Where is the task performed?
  - At the compare vehicle's page
- How often is the task performed?
  - High frequency
- What are its time or resource constraints?
  - 5 minute
- How is the task learnt?
  - Try it
  - Watching others
  - Following options
- What can go wrong?
  - Losing connection with the server
- Who else is involved in the task
  - The server

Legend:

**Low frequency**

A task that is performed occasionally.

**Medium frequency**

A task that is performed some times.

**High frequency**

A task that is performed a lot of times.

## Scenarios

Description of scenarios involving at least the 3 most relevant high-level tasks. While task descriptions are abstract (ex: buy grocery), scenarios are concrete (ex: Mr. Jones went to the supermarket, in his way home, to buy bread, milk, ...). These scenarios will be used later during user evaluation.

### **Veronica needs to buy a vehicle**

Veronica's son (Alberto) is turning 18 the next month and she wants to surprise him with a new car. Veronica knows that Alberto has always loved Audi's, so she decides to check Samucar's website and search for an Audi with a price between 20.000€ and 50.000€.

She then chooses the cheapest Audi with the mandatory features that she is looking for.

After analysing the car's specifications she decides to simulate a credit with a 24 months period and an initial amount of 10 000€ to pay for it.

She feels happy and contacts Samucar's team to finish the details and arrange a pick up to bring the car in time for her son's birthday.

**Mary would like to retake her car by a new one**

Mary's car is starting to have some issues and she is willing to retake it by a new one.

She starts looking for one that fits her needs and after a short period of time she falls in love with a Fiat Punto. She fills the various infos needed to retake her car (such as: the brand, model and distance driven as well as her contacts) and submits the proposal for the Samucar team to check it and get in contact with her.

**Connie is willing to buy a SUV, but she is undecided**

Connie wants to buy a SUV, but she's divided between two cars that fits her budget.

To simplify her decision she makes use of the Samucar's vehicle comparison feature to get all the details and differences between them.

The first car has better horsepower and less mileage than the second one, but the last one has more seats and trunk space, which she highly values because she has 4 children.

The decision is taken and she finally contacts the stand to finish the purchase of the second option.