Shorthand Flow Lab

Scenarios

1) purchasing an article of clothing from an online store

add to cart
click item to
add to cart
→
cart
see items
in cart
→
checkout
click checkout
→
payment method
choose method

→
payment info
add payment
info
→
shipping
enter shipping
time and
address
→
review
review
cart
→

order
click order to
finalize
→
confirmation
enter email for
confirmation &
updates
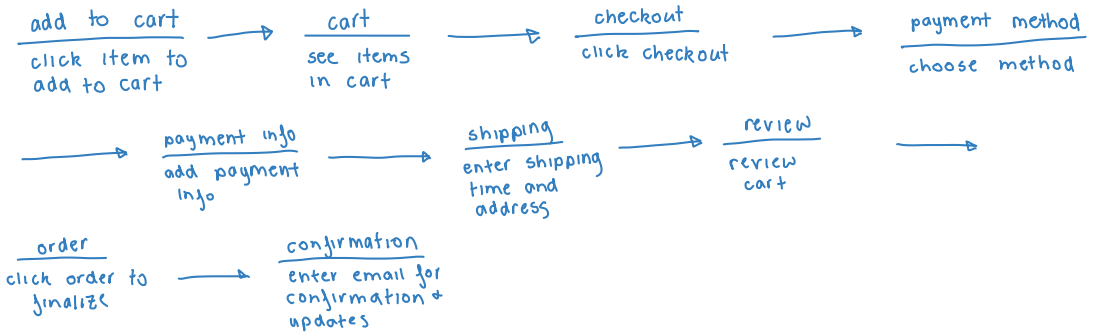
2) finding an underwater basket weaving video on Youtube

search
click search
in youtube
→
search bar
enter topic in
search bar
→
search
click search
button
→
videos
topic videos
appear
→

topic video
click on video
to watch
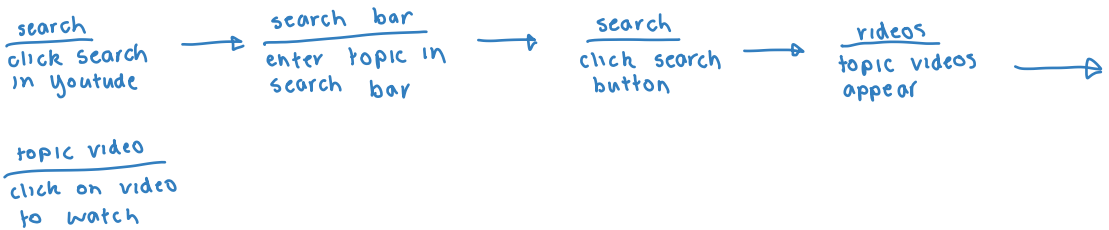
3) setting up email on your phone

app store
click app
store
→
search apps
search 'gmail'
on app store
→
install
click install
to download
app
→
gmail app
click app to
open

→
home screen
click login on
screen
→
information
enter username
and password
→
email
click login