

### Purchasing an Item through Amazon

| USER ACTION                                                                                    | SYSTEM RESPONSE                                                                                                                                     | NOTES                                                                                   |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| User enters URL ( <a href="http://www.amazon.com/">http://www.amazon.com/</a> ) to open amazon | User opens the amazon online shopping home page                                                                                                     |                                                                                         |
| User enters word (camera) in Amazon's search bar                                               | User has searched for cameras and the site brings up top rated cameras and other camera related attachments                                         |                                                                                         |
| User clicks on (Nikon Coolpix L340 Digital Camera, Black)                                      | User is interested in this camera and has brought up more information about this camera reading reviews and the rating along with how much it costs |                                                                                         |
| User adds camera to shopping cart                                                              | Users camera is added to their shopping cart and new page of their cart emerges                                                                     |                                                                                         |
| User checks their items in cart and proceeds to checkout                                       | User has analyzed their items and cart and the site has brought them to a page to insert their payment options and shipping address information     | If the user doesn't have an account with amazon they will be asked to create an account |
| User enters in all required payment and shipping information                                   | User has entered all required information and the site is asking if all the information is correct and are they sure they want to checkout          | Billing information and payment methods must be real and approved                       |
| User click checkout                                                                            | User clicks on checkout and confirmation of purchase receipt is shown                                                                               |                                                                                         |

### Creating and logging into an account on Facebook

| USER ACTION                                                                                             | SYSTEM RESPONSE                                                                                                     | NOTES                                                         |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| User enters URL ( <a href="http://www.facebook.com/">www.facebook.com/</a> ) to open up Facebook        | User opens the Facebook sign up page                                                                                | Assuming the user doesn't have an account already on Facebook |
| User enters in credentials such as: first and last name, email, phone number, password, and birth date. | User has filled in required fields to create an account                                                             |                                                               |
| User clicks sign up                                                                                     | User signed up for Facebook and an email confirmation has been sent to the users email                              |                                                               |
| User reads and uses email confirmation                                                                  | Users opens their email and responds to the email confirmation and the user is now logged into Facebook             |                                                               |
| User sets up there initial preferences to their account                                                 | User has selected some preferences and loaded some pictures. Now all features of Facebook are unlocked for the user | The user wants to get back to the preferences to change them  |
| User clicks down arrow in the upper right hand corner and selects settings                              | User now has the option to change any personal data or any other personal preferences                               |                                                               |