**Activity 3.2 – Learning Highlights**

**Professional Prototyping Tools:**

* **Figma**
* **Adobe XD**
* **InVision**
* **Sketch**

**Create Detailed Wireframes and User Flows**

* **Understand User Needs and Goals:** Conduct research, create personas, and map user journeys to ensure the design addresses user needs and pain points effectively.
* **Start with Low-Fidelity Sketches:** Use simple sketches to focus on layout and functionality, refining details later as the structure and flow become clear.
* **Keep Wireframes Detailed Yet Flexible:** Include enough detail to communicate functionality but remain open to changes based on feedback.
* **Document User Flows Clearly:** Map out user tasks with diagrams, showing interactions and decision points, and annotate steps to guide developers and stakeholders.

**Some Techniques for observing and documenting user behaviour and feedback**

* **Think Aloud Protocol:** Encourage users to verbalize their thoughts and actions during interaction for insights into their cognitive processes.
* **Note-taking:** Record key observations, reactions, and quotes during the session for later analysis.
* **Task Analysis:** Document the steps users take to complete tasks, noting difficulties and deviations.
* **Usability Metrics:** Track quantitative data like task completion rates and errors to measure interaction efficiency.
* **Post-Task Questionnaires:** Collect immediate feedback on user experience.
* **Storyboarding:** Create visual narratives to document the user journey with screenshots and notes.