Description of task step	Does user have training or knowledge to do this step	Is it believable that they would do it?	Are they motivated?	Comments (including possible solutions)
Task: Customers can search the given categories of services				
Click the search bar on the homepage (Services we provide page)	Yes.	Yes. This can be used as an alternative if the service they are looking for is not among the list of services on the homepage	Yes. They can choose to search rather than scroll looking for the category they need if they want to be faster.	
Type in the Category of service you are looking for	Yes. '(e.g electrical)' written into the search bar gives clarity on what to type.	Yes	Yes	
Task: Sort/Filter Search Results (Services in that category)				
On the page that shows the available services in circles (Based on Category search), click the hamburger icon. A dropdown list of options appears	Yes	This depends on how much they desire to have restrictions on their search results	Yes, so they can reduce their search results in order to make selecting a needed service easier	
Click on small circle beside the filter or sort option that you want	Yes	Yes. If they have decided to apply a filter or sort, then they would know which criteria they would like to apply	Yes	

Task: Sort/Filter Results (Available Service Providers)				
On the page that shows the available service Providers, click the hamburger icon. Dropdown list appears	Yes	This depends on how much they desire to have restrictions on the list of available service providers returned	Yes. Users could be working on a budget or trying to find service providers closest to them	
Click on small circle beside the filter or sort option that you want	Yes	Yes. If they have decided to apply a filter or sort, then they would know which criteria they would like to apply	Yes	
Task: Book an Appointment				
After Selecting the type of service, click 'book now' on one of the available service providers	Yes.	Yes. They will need to do this to get a service provider	Yes.	
On the booking confirmation page, select confirm	Yes	Yes.	Yes.	The user may be required to edit certain information before confirming their booking.
On the payment summary page, choose whether to add a tip and select method of payment (with card) or cash payment	Yes	Yes. They might not add a tip, but they would have to select a payment method in order to confirm their booking.	Yes	Selecting a payment method will automatically process the payment. A 'Finish Payment' button can be added for clarity.

Task: Live Chat				
On the page that shows the available service Providers, click 'view details'	Yes	Yes	It depends on whether the user cares to see information pertaining to the service provider	
On the service provider info page, click the chat symbol (with two chat boxes)	Yes	Yes. If they would like to speak to the service provider	Yes, if they have questions or complaints, they would be motivated to chat with the service provider	
Chat to an attendant using the text box	Yes. It is similar to a regular chat page	Yes	Yes	
Task: Review and Rate Service Provider				
On the Tracking page, click the 'Tell us how we did' link OR click 'Add A Review' on the service provider info page	Yes	Yes. Users may feel inclined to rate and review a service depending on their nature and the quality of service. Some users may be 'lazy' to do this	It depends on the quality of the service.	There are two ways to get to the rate and review page
On the page asking, 'How did we do today?' click on the star representing the rating (5th star = 5-star rating)	Yes	Yes	Yes	
Add a comment in the comment box and click submit	Yes	Yes, although some users may choose to rate without reviewing	Yes	

Task: View Reviews of Service Provider				
On the service provider info page, read the reviews at the bottom of the page	Yes.	Yes. Users tend to read reviews about a service before using them	Yes. They choose to view Reviews In order to know whether to go with a certain service provider or choose another	
Task: View a List of Service Providers that provide urgent services				
On the page that shows a list of available service providers, click the red 'URGENT' button.	Yes. The button is self describing	Yes, if they require urgent services	Yes	The red colour of the button makes it stand out
Task: Choose from different payment options				
On the payment summary page, Under Pay now, click on the arrow beside the 'choose payment method' bar	Yes	Yes, if they want to pay with a card rather than cash	Yes, as they need to do this to complete their transaction	
Select the desired option from the dropdown list that appears	Yes	Yes	Yes	
Task: Track home service providers				
After selecting a payment option, click the 'Track your provider' button	Yes	It depends on if the user would like to know immediately a service provider arrives.	Yes, they would be motivated to use this if they need to know when the service provider arrives.	