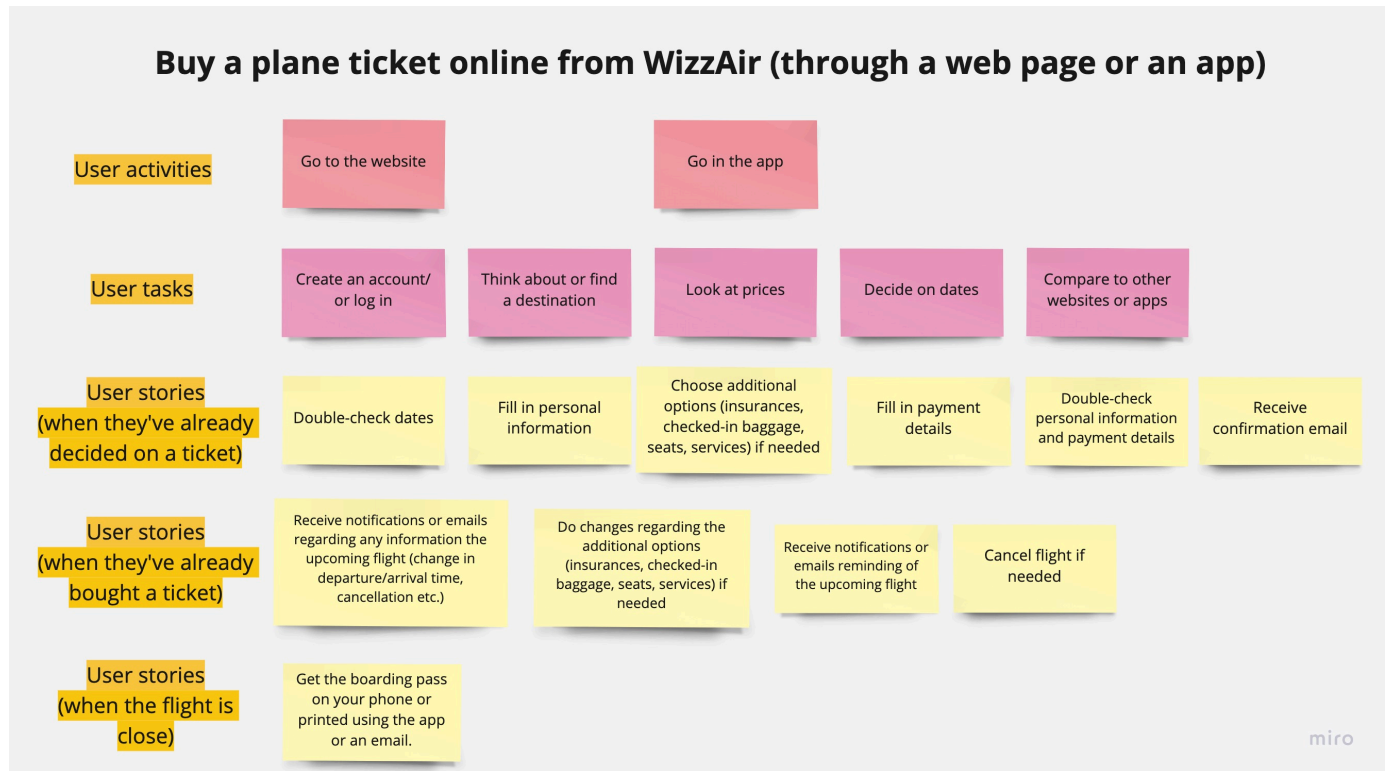


User scenario



Reflection:

In Week 5 we learned how to create User Scenario. I chose to do a user scenario about buying a plane ticket from WizzAir (website to app).

Based on my experience and the steps I go through every time while buying a ticket this is the finished result. Since the scenario is based on realistic situations we can paint a rich picture of actions, which will help us understand the user's needs and behaviours.