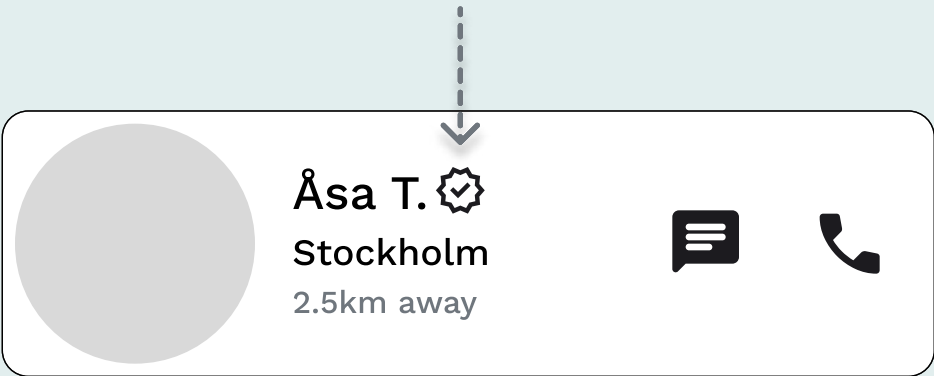


Learnings from ‘Book an Expert’ Flow

Results of user testing showed **usability issues** with the design at **UI level**, **full-screen level** and **flow level**.
Here is how I iterated the design.

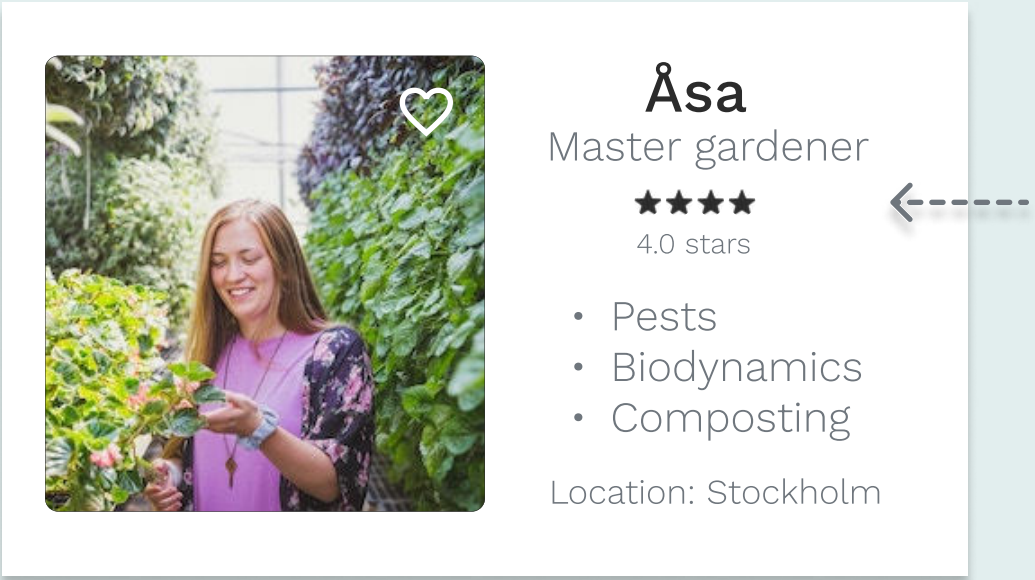
UI level issue: ‘Super Expert’ rating

Gardeners were **confused by the symbol** for ‘Super Expert.’



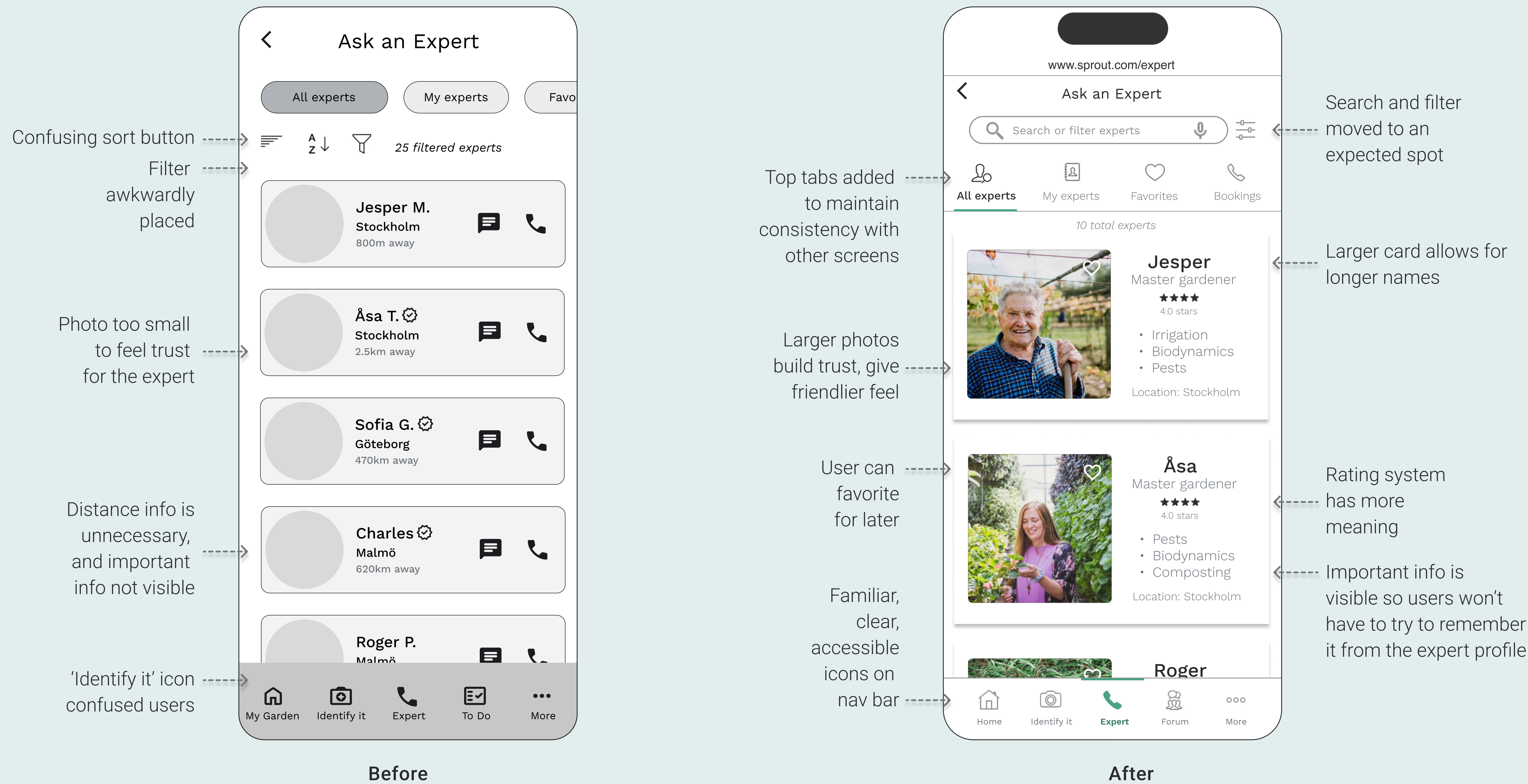
Before

‘Super Expert’ was changed to a more **familiar star rating system**.



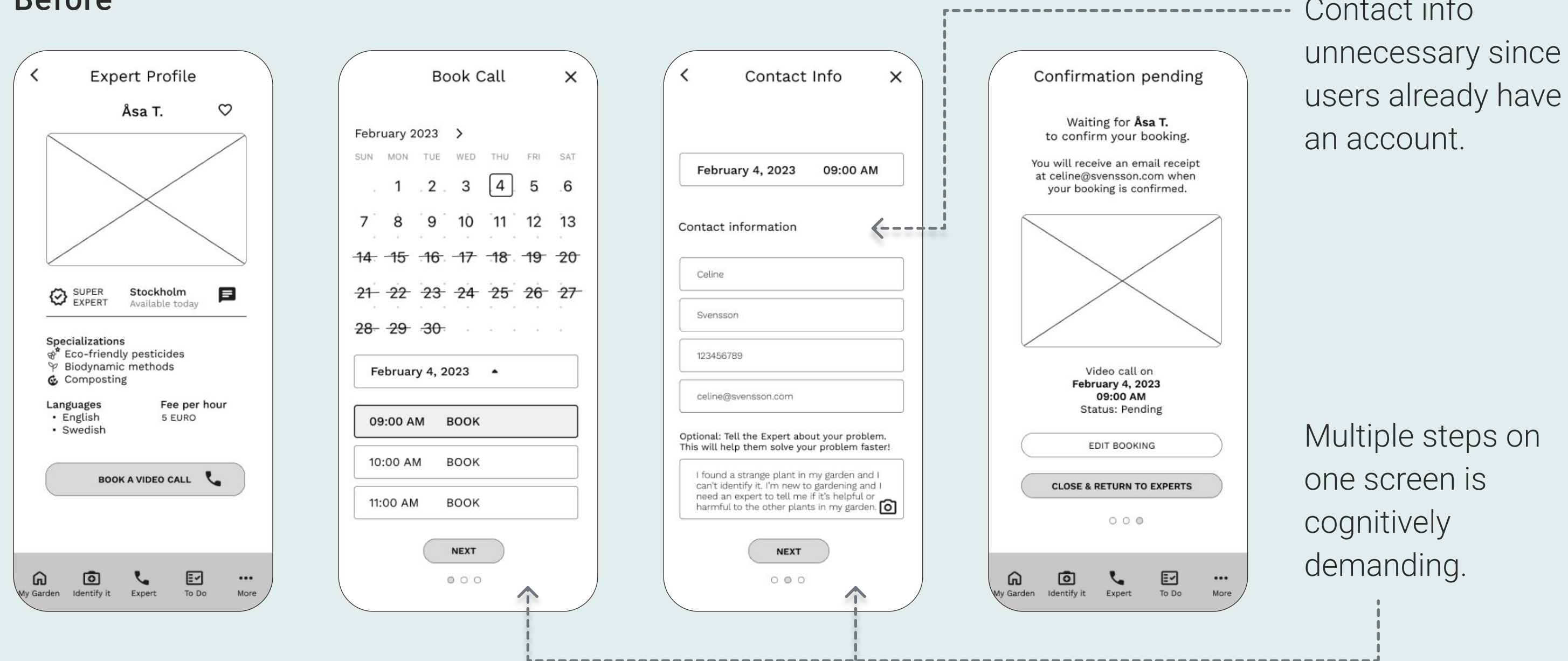
After

Full-screen issue:
Expert Feed



Flow issue: Complex booking flow

Before



After

