**Cognitive Walkthrough of Prototype**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **User open app** | | |
|  | **User Signup** | | **User Login** |
| **Is effect of current action same as user’s goal?** | **Yes** | | **Yes** |
| **Is action visible?** | **Yes** | | **Yes** |
| **Will user recognize action as the correct one?** | **Yes** | | **Yes** |
| **Will user understand feedback?** | **Yes** | | **Yes** |
|  | **User sign up or goes to sign in** | | |
|  | **User Signup through signup form** | **User choose login as option from given options** | |
| **Is effect of current action same as user’s goal?** | **Yes** | **Yes** | |
| **Is action visible?** | **Yes** | **Yes** | |
| **Will user recognize action as the correct one?** | **Yes** | **Yes** | |
| **Will user understand feedback?** | **Yes** | **Yes** | |
|  | **User sign in and sees first screen** | | |
|  | **User sign in from its credentials** | **Customer select category to choose items from** | |
| **Is effect of current action same as user’s goal?** | **Yes** | **Yes** | |
| **Is action visible?** | **Yes** | **Yes** | |
| **Will user recognize action as the correct one?** | **Yes** | **Yes** | |
| **Will user understand feedback?** | **Yes** | **Yes** | |

**(Cutomer)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **User choose items and place order** | | |
|  | **User choose item categories from three categories** | **Choose Item from given items** | **User choose payment method** |
| **Is effect of current action same as user’s goal?** | **yes** | **yes** | **yes** |
| **Is action visible?** | **yes** | **yes** | **yes** |
| **Will user recognize action as the correct one?** | **yes** | **yes** | **yes** |
| **Will user understand feedback?** | **yes** | **No, there should be confirm order window** | **No, there should be an order placed status** |

|  |  |  |
| --- | --- | --- |
|  | **User give complain** | |
|  | **User choose complain from menu** | **Choose Item from given items** |
| **Is effect of current action same as user’s goal?** | **yes** | **yes** |
| **Is action visible?** | **yes** | **yes** |
| **Will user recognize action as the correct one?** | **yes** | **yes** |
| **Will user understand feedback?** | **yes** | **No, complain submitted status** |

|  |  |  |
| --- | --- | --- |
|  | **User give Feedback** | |
|  | **User choose complain from menu** | **Choose Item from given items** |
| **Is effect of current action same as user’s goal?** | **yes** | **yes** |
| **Is action visible?** | **yes** | **yes** |
| **Will user recognize action as the correct one?** | **yes** | **yes** |
| **Will user understand feedback?** | **yes** | **No, feedback submitted status** |

|  |  |  |
| --- | --- | --- |
|  | **User locate nearby vending machines** | |
|  | **Customer choose locate vending machine from menu** | **Customer locate vending machine by clicking on “search near”** |
| **Is effect of current action same as user’s goal?** | **yes** | **yes** |
| **Is action visible?** | **yes** | **yes** |
| **Will user recognize action as the correct one?** | **yes** | **yes** |
| **Will user understand feedback?** | **yes** | **yes** |