

Stage 3: Identify “Flow” steps

Let's consider the “Order Meal” story

The “Basic flow” is the normal or typical sequence of steps involved in achieving the goal:

1. Consider menu
2. Pick starter
3. Pick main
4. Attract waiter
5. Place order
6. Waiter passes order to chef
7. Chef confirms order with waiter

Alternative and Exceptional Flows

Interaction doesn't always follow the basic flow...

Alternative flow: Another, equally valid, but perhaps slightly less common sequence of steps:

Sometimes you choose the main course first, then starter !

Exceptional flow: Unusual path to cope with strange or undesirable behaviour:

You see the price of the food and slip away quietly !