

USER INTERFACE DESIGN

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AIM: Conduct task analysis for an app (online banking) and document user flow diagram using Lucidchart

Content:

➤ TASK ANALYSIS:

Step 1: Assigning Tasks

1. Customer Browsing & Product Selection
2. Adding Items to the Cart
3. User Login or Guest Checkout
4. Final Checkout & Payment Processing

Step 2: Document User Flows

1. Customer Browsing & Product Selection

1. Customer visits the shop's website.
2. The homepage or product listing page is displayed.
3. Customer clicks on a product to view details.
4. If interested, the customer proceeds to add the item to the cart.
5. If not interested, they return to browsing more products.

Flow_Summary

Open Website → Browse Products → View Product Details → Interested? → (Yes) Proceed to Add to Cart / (No) Continue Browsing

2. Adding Items to the Cart

1. Customer selects the desired product.
2. Clicks the "Add to Cart" button.
3. System confirms that the item is added to the cart.
4. Customer decides whether to continue shopping or proceed to checkout.

Flow_Summary:

Select Product → Add to Cart → Confirm Addition → Continue Shopping or Checkout

3. User Login or Guest Checkout

1. Customer navigates to the Checkout Page.
2. System checks if the customer has an existing account.
3. If Yes, customer logs in by entering credentials.
4. If No, customer enters required data manually (name, address, payment details).
5. System validates the input and proceeds to payment processing.

Flow_Summary:

Checkout Page → Has an Account? → (Yes) Enter Login Credentials → (No) Enter Customer Data → Proceed to Payment

4. Final Checkout & Payment Processing

1. Customer selects the preferred payment method.
2. System redirects to the Payment Gateway.
3. If the payment is successful, the order is confirmed.
4. If the payment fails, the customer is asked to retry.
5. Once successful, the system displays an Order Confirmation message.

Flow_Summary:

Select Payment Method → Redirect to Payment Gateway → Payment Success? → (Yes) Order Confirmed / (No) Retry Payment

➤ USER FLOW:

