

Task Interaction Model

Task: Order a Cinderella Dress

User

System

Customer searched for Cinderalla in the search box and clicked Search button

System returned 2 items with Cinderalla keyword

Customer Clicked on the first item on search results page


System returned the details page for the dress customer selected

Customer selected Pink color from the 2 available colors

System switched the preview image to Pink dress

Customer selected 4-5 years from the sizes list

System highlighted the selected size and updates the In Stock status

 Customer is a bit confused about the sizing options

Customer clicked on Size Chart to see whether she has selected the correct size

System shows the Size Chart as an overlay image

Customer clicked on Size Chart to see whether she has selected the correct size

System showed cart updated status along with the stock on that item

Task Interaction Model

Task: Order a Cindarella Dress

Sub Task: Checkout dresses from your cart

User

System

Customer clicked on the cart icon

System moved to Checkout Page and showed login or Signup options

 Customer is a bit confused about selecting Signup or Login

Customer Clicked on Signup Option

System showed Sign Up page with form all the necessary form fields

Need: User need to use helpline to fillup the signup form

Customer filled the form and clicked on Create my account button

System automatically logged in and showed a status update to check their email to validate account. Along with their cart with all the items and total cost along with shipment charges

Customer clicks on confirm order after checking the Address

System sends an SMS alert along with an email and send the order No and order total cost

Customer closes the browser window without logging out

System saves customers last session