

User journey



Your name _____

Date _____

User action

User action

User action

User action

1
Start

User selects “Add a book to my collection”

2

User fills out the form and clicks “Add book to collection” button

3

User selects Home page

4

User selects “Received orders” button

System response

Page with fields “Book Author”, “Title”, “Genre”, “ISBN” loads

System response

Message “This book is now added to your collection” followed by the collection’s list

System response

Loads Home Page

System response

Page with newly received orders loads

User action

User action

User action

User action

5

Clicks on one of the orders

6

User selects “Send a reply to the taker”

7

User fills in the form and presses “Send” button

8

User selects “Remove title from my collection” option
End

System response

Page with the ordered title appears with “Send a reply” option beside it

System response

Reply form appears

System response

Message “Your reply was sent to the taker”

System response

Message “This book has been removed from your collection”