

User journey



Your name _____

Date _____

User action

1 Start
User inputs book title/ keyword/ author in the search box

User action

2 User selects a book from the list to look at the details

User action

3 User selects “Order” option

User action

4 User selects “New search”

System response

List of books appears, on top of the list indicating the number of books found

System response

Book’s details, along with “Add to wish list”/“Order” and “Back to search results” options

System response

Message “Your request was sent to the owner who will be in touch with you”, options “New/Continue search” and “Back to search results”

System response

Home page loads

User action

5 User inputs book title/ keyword/author in the search box

User action

6 User inputs a keyword

User action

7 User selects one of the titles

User action

8 End
User selects “Back to search results” option

System response

The message loads “Sorry, no such title in the repository’ [try searching by author name/keyword?]”

System response

List of titles appears

System response

Book’s details loads, along with “Order this book” and “Back to search results” option

System response

Search results appear