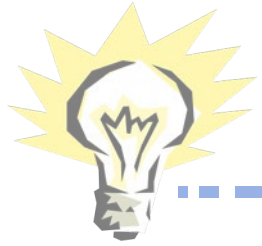


Task Flows

How does it get done?



Agenda

- Task Analysis
- Mental Models
- Task Flows



Task Summaries

- A. Task Outlines
- B. Narratives
- C. Hierarchies & Network Diagrams
 - ❖ Hierarchical Task Analysis (HTA)
 - ❖ Entity-Relationship Diagrams
- D. Flow Charts



-
- Determine what the task is (or will be)
 - Decide on the steps
 - Design the task flow

 - Include the mental model and schema



Example: Online Shopping Cart 1

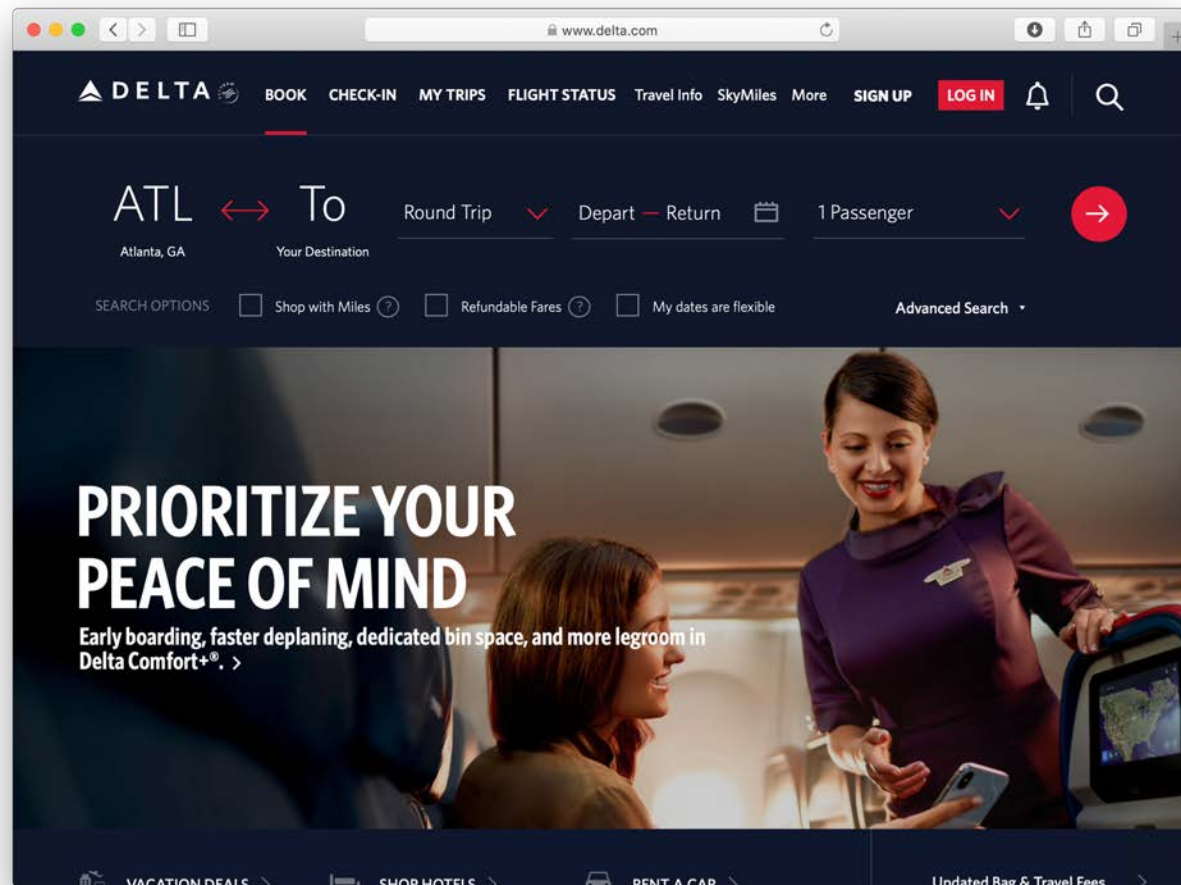
- What are the steps? What is the flow?
- What is needed? What order?

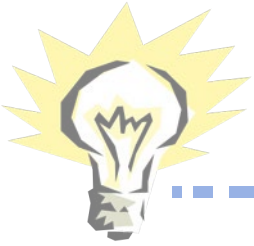
The screenshot shows the Home Depot website interface. At the top, there's a navigation bar with links for Store Finder, Truck & Tool Rental, For the Pro, Gift Cards, Credit Services, Favorites, Track Order, and Help. Below this is a search bar with the text "What can we help you find today?" and a magnifying glass icon. To the right of the search bar are links for "My Account" and "Cart | 0 items". Below the search bar is a horizontal menu with categories: All Departments, Home Decor & Furniture, DIY Projects & Ideas, Installation & Services, Specials & Offers, and Local Ad. A prominent orange banner across the page reads "FREE DELIVERY Over one million online items eligible." Below this is a large Halloween-themed banner with the text "SCARE UP A SPOOKY LOOK" and "Free Delivery and In-Store Pickup on Halloween and Harvest Decor Online". The banner features several inflatable decorations, including a ghost, a witch, and a green monster. A "Shop All" button is visible on the left side of the banner. Below the Halloween banner is a "SPECIAL BUY OF THE DAY" section with the text "Up to 30% off Select Nailers, Air Compressors and Tools" and "Free Delivery. Today Only". A "Shop Today's Specials" button is located to the right of this section.



Example: Online Flight Booking

- What are the steps? What is the flow?
- What is needed? What order?





Example: Password Reset

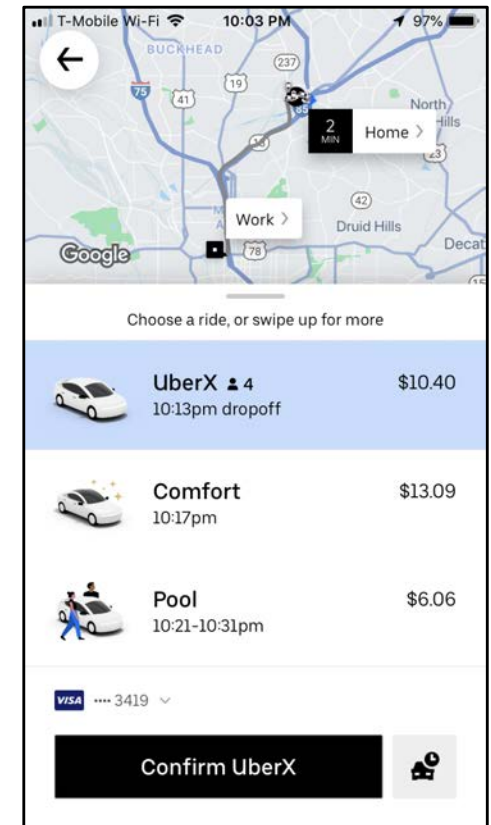
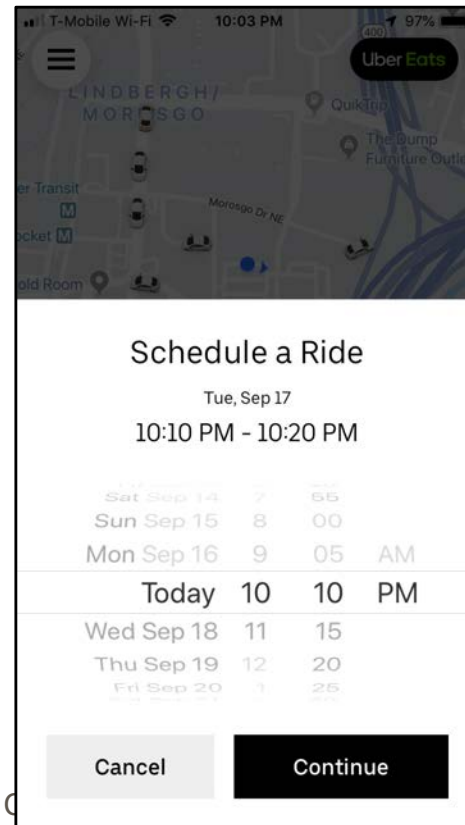
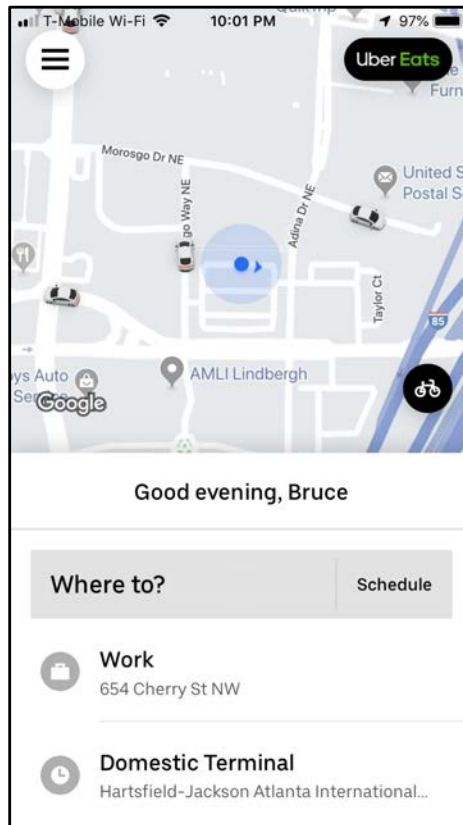
- What are the steps? What is the flow?
- What is needed? What order?

A screenshot of a web browser window showing the Amazon password reset page. The browser's address bar displays the URL `www.amazon.com/ap/forgotpassword?`. The page features the Amazon logo at the top center. Below the logo, the heading "Password assistance" is displayed, followed by the instruction: "Enter the email address or mobile phone number associated with your Amazon account." A text input field is provided for the user to enter their email or mobile phone number. Below the input field is a yellow "Continue" button. At the bottom of the page, there is a section titled "Has your email or mobile number changed?" with a link to "Customer Service" for further assistance. The footer contains links for "Conditions of Use", "Privacy Notice", and "Help", along with the copyright notice "© 1996-2019, Amazon.com, Inc. or its affiliates".



Example: Order Uber Ride

- What are the steps? What is the flow?
- What is needed? What order?

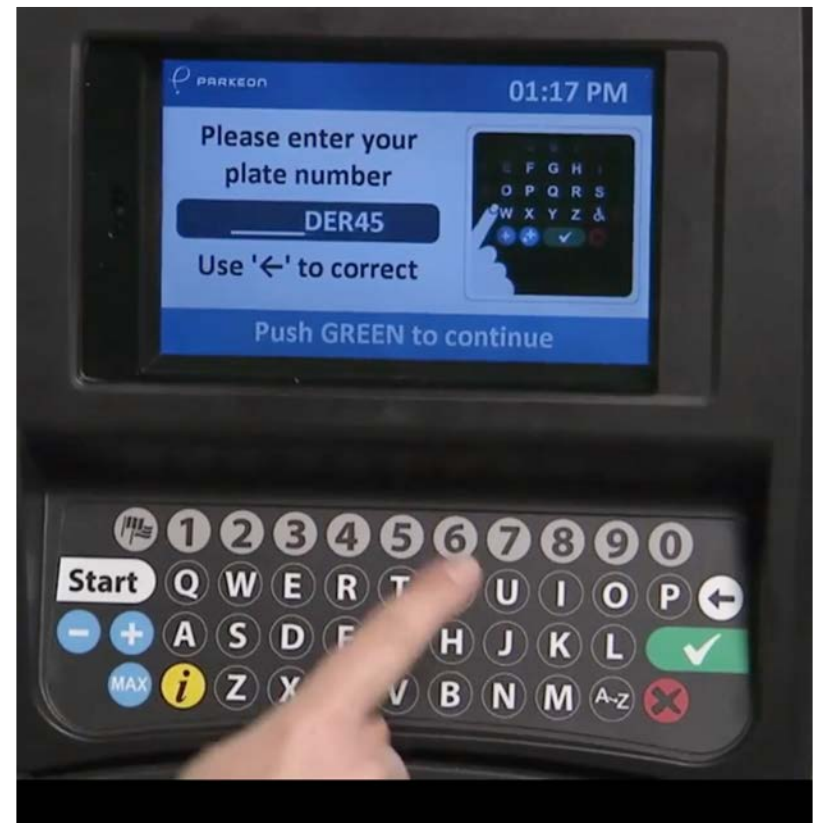


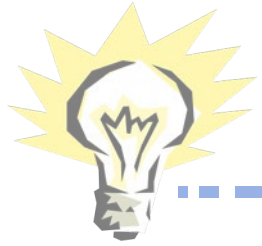


Example: Parking Kiosk

- What are the steps? What is the flow?
- What is needed? What order?

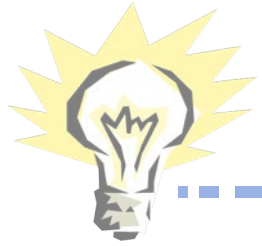
The screenshot shows a web browser window with the URL atplusmobility.com/how-to-pay-for-parking/. The page features the ATL Plus logo and navigation links for HOME, ON-STREET PARKING, and DESTINATIONS. The main heading is "Parking Pay Stations". Below this is a video player with the title "ATL Plus- How to Pay-by-Plate" and a thumbnail of a woman standing next to a parking kiosk. To the right of the video, there is text explaining that Atlanta's new pay stations are solar-powered and require users to input their plate number. It also mentions that users can use their smartphones to remember their plate number and that receipts are optional. A section titled "What is a parking pay station?" explains that these stations replace traditional single-space parking meters and offer more payment options. Another section titled "Single-space meters" notes that these meters are located throughout the City of Atlanta and accept MasterCard, debit cards, coins, and the Parkmobile App.





Capture Flow

- Flow chart
- Storyboard
- Sketches
- Etc.



Upcoming

- Information Architecture
- Prototyping Overview
- Design