

# Understanding the User

## **Task Analysis and User Flows**

### Task 2.6

Tony Bullard

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# Task Analysis: Cathy

## Task One: Submit a Request for Advice

### User Story

As a hobbyist woodworker, I want to present an issue I have to an expert, so that I can learn how to overcome my problem.

### Task Analysis

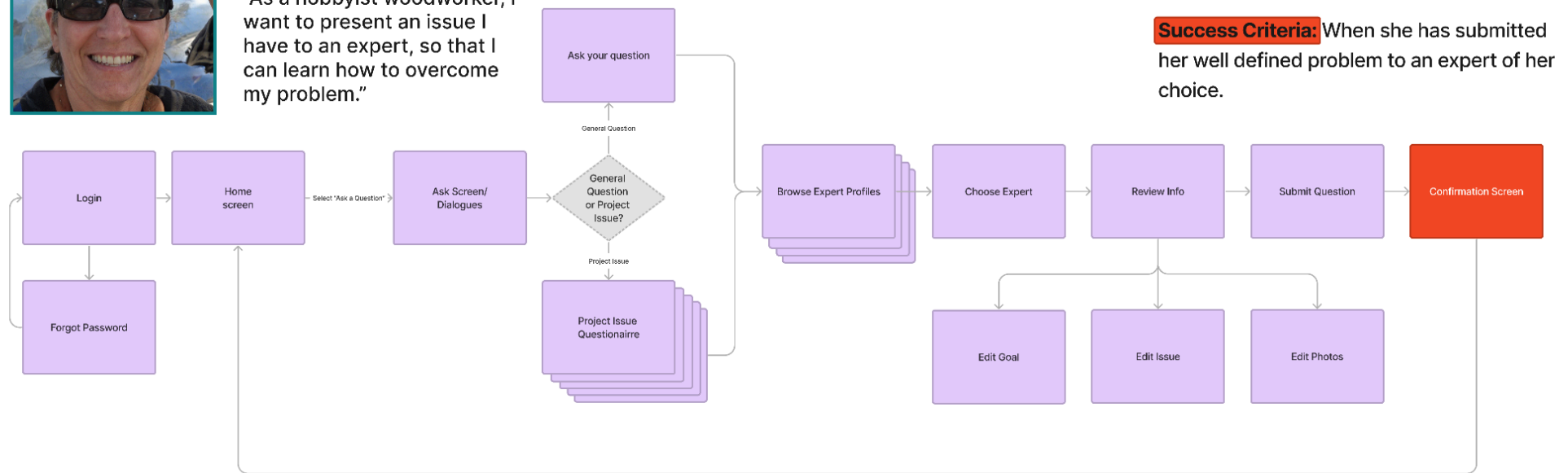
1. What is it that's prompted my persona to begin the task?  
*Encountering an issue which prevented her from completing her project*
2. What will tell the persona that their task is finished?  
*When she has submitted her well defined problem to an expert of her choice.*
3. What information does the persona already know about the process?  
She knows she'll need to provide information about her project
4. What additional information does the persona need to know to complete the task?  
Exactly what information she'll need to provide and in what format
5. Finally, what tools will the persona need to complete the task?  
A phone to take pictures and video and upload to the app.

1. Log in
2. Homescreeen
3. "Ask a Question"
4. Define your goal
5. Explain Your Issue
6. Provide relevant images & video
7. Define tool library
8. Browse Expert profiles
9. Select Prefered Expert
10. Review Information
11. Submit Question to Expert.



# Cathy

"As a hobbyist woodworker, I want to present an issue I have to an expert, so that I can learn how to overcome my problem."



# Task Analysis: Cathy

## Task Two: Schedule a Video Call

### User Story

As a hobbyist woodworker, I want to schedule a video call with an expert, so that we can discuss how to solve my problem.

### Task Analysis

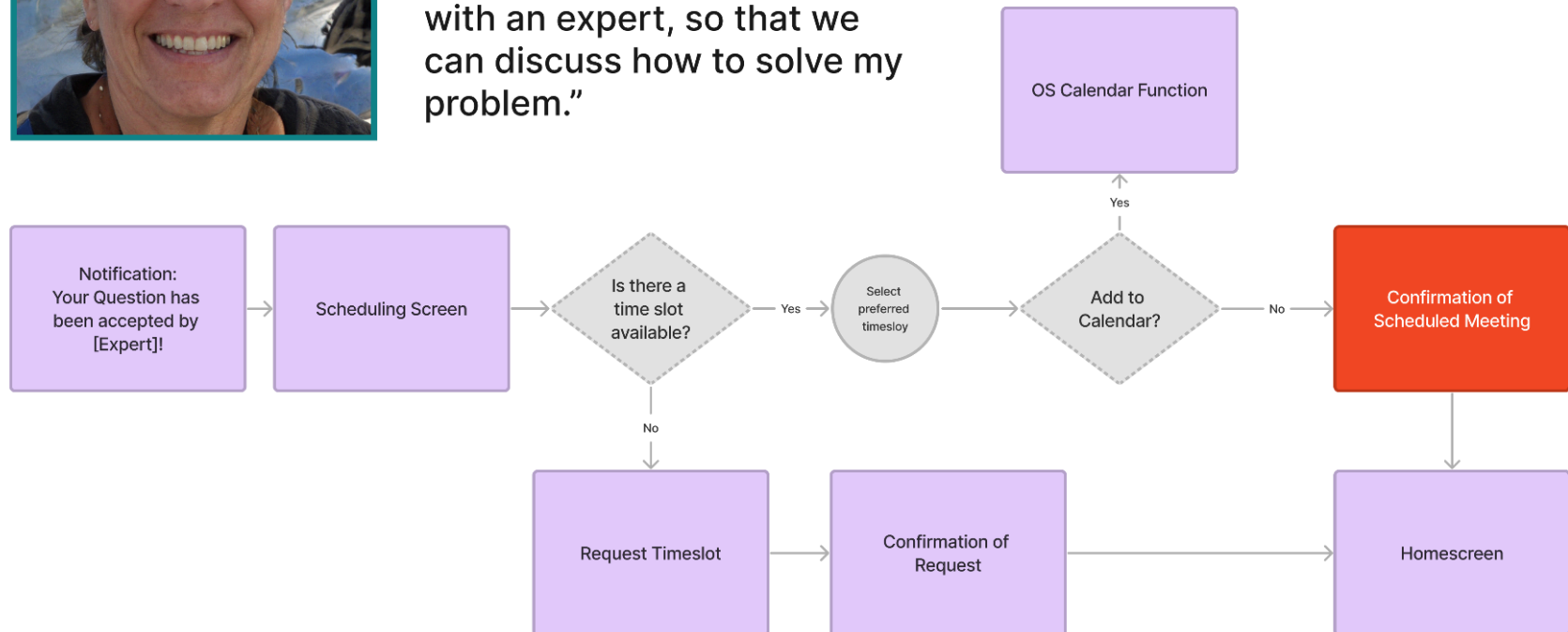
1. What is it that's prompted my persona to begin the task?  
*An expert confirms they can help with her submitted question*
  2. What will tell the persona that their task is finished?  
*When she has a chosen date and time for a video chat with an expert*
  3. What information does the persona already know about the process?  
*She has experience with scheduling events via web interfaces and apps*
  4. What additional information does the persona need to know to complete the task?  
*When the Expert is available for a video conversation*
  5. Finally, what tools will the persona need to complete the task?  
*A phone to use the app and access to her own calendar*
- 
1. Notification "Your Question has been accepted!"
  2. Scheduling Screen
  3. View available dates and times for Video conversation
  4. Select preferred time
  5. Confirm
  6. "Add to Calendar" option
  7. Email confirmation



# Cathy

"As a hobbyist woodworker, I want to schedule a video call with an expert, so that we can discuss how to solve my problem."

**Success Criteria:** When she has a chosen date and time for a video chat with an expert



# Task Analysis: Drew

## Task Two: View Feedback on a Submitted Project

### User Story

As a hobbyist woodworker, I want to view expert feedback on a project I have submitted, so that I can determine if I've done a task correctly.

### Task Analysis

1. What is it that's prompted my persona to begin the task?  
*After establishing a relationship with an Expert, and submitting a project for their feedback, Drew wants to know what the expert thinks.*
2. What will tell the persona that their task is finished?  
*When they have affirmation or changes that need to be made to improve their project.*
3. What information does the persona already know about the process?  
*He has submitted a project and spoken with an expert previously, so he should be familiar with the app and most of its functions*
4. What additional information does the persona need to know to complete the task?  
*Where Project feedback is located*
5. Finally, what tools will the persona need to complete the task?  
*A phone to use the app*

1. Login
2. Homescreen
3. Select "Submitted Projects"
4. Select the Project in question
5. Select "View feedback"
6. Watch video
7. Rate feedback
8. Choose whether or not to respond via comment.
9. Close and Return to Homescreen



## Drew

"As a hobbyist woodworker, I want to view expert feedback on a project I have submitted, so that I can determine if I've done a task correctly."

**Success Criteria:** When he has affirmation or changes that need to be made to improve their project.

