



# User Tasks & Flows

Piecing together initial flows for Emily, Mark, and Jillian to accomplish primary tasks.

---

# Task 1 Analysis

## User Story:

As Emily, a busy mom, I want to get quality advice on my paint project, so that I can finish it to make my home look better.

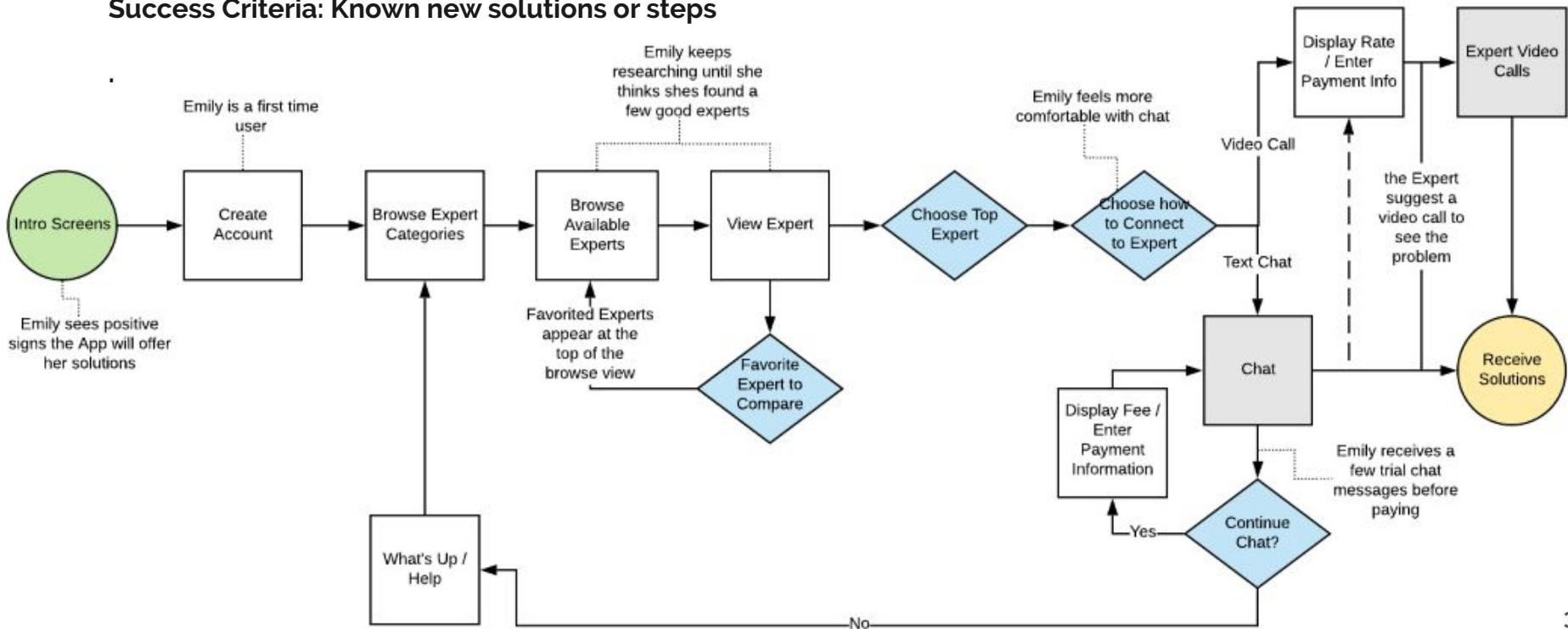
## Task Flow:

1. Confirm the App has valuable solutions
2. Create Account
3. Browse Expert/Problem Categories
4. Browse Available Experts
5. Research Experts
6. Choose Top Expert
7. Choose how to connect to expert
8. Chat with Expert to define problem
9. Enter Payment Information to continue
10. Video Call Expert
11. Receive solutions

# Task 1 User Flow (Emily):

Entry Point: Opening the App

Success Criteria: Known new solutions or steps



---

# Task 2 Analysis

## User Story:

As Mark, a busy husband, I want to see if there's a quick way to fix the AC until a professional comes, so that I can provide my family relief and comfort now.

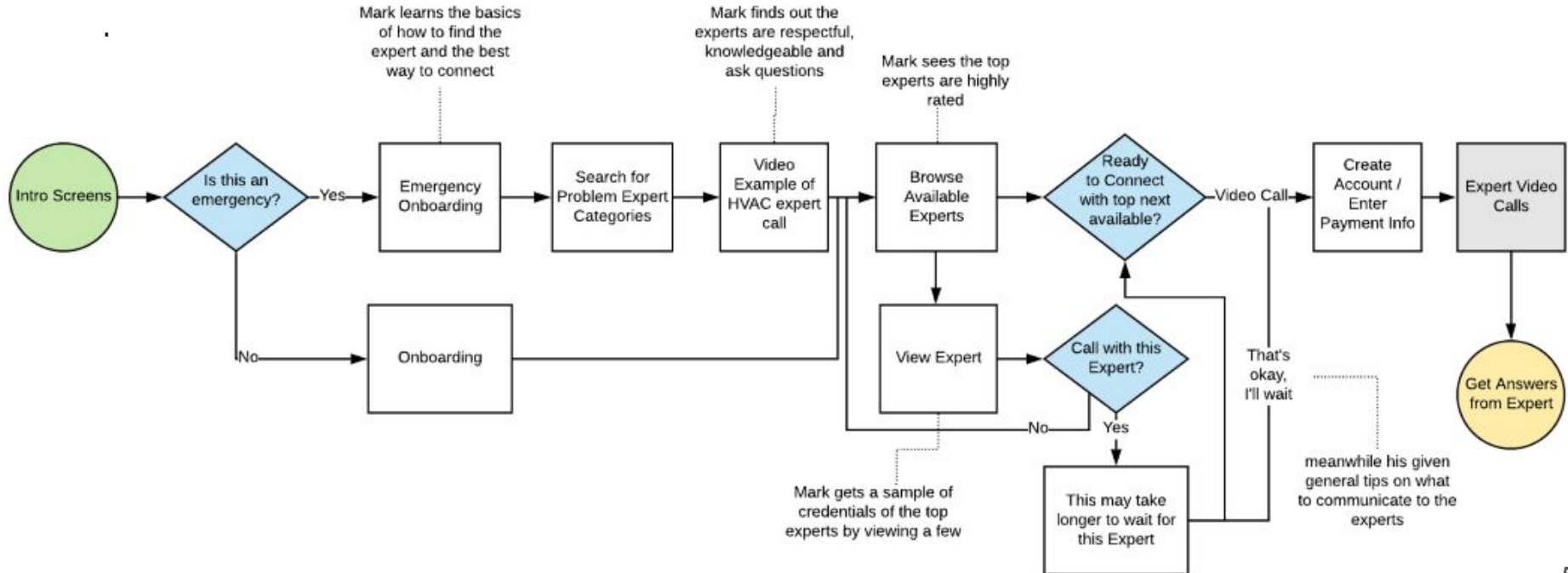
## Task Flow:

1. Enter into Urgent/Emergency Mode
2. Short Onboard Intro
3. Search Problem Expert Category
4. Short example video of quality HVAC expert call
5. Browse Top Available Experts
6. View details of Experts
7. Choose to video chat with available top expert
8. Sign Up and Enter Payment Information
9. Wait for Call
10. Video Chat with Expert

# Task 2 User Flow (Mark):

Entry Point: Opening the App

Success Criteria: Mark knows all the possible solutions to tried and exhausted



---

# Task 3 Analysis

## User Story:

As Jillian, an educator, I want to change my scheduled expert availability, so that I don't get interrupted on Friday evening.

## Task Flow:

1. Open the App
2. Open Expert Settings
3. Change Friday schedule Settings
4. Delete Times on Friday
5. Confirm change
6. View All Scheduled Times to confirm.



# Task 3 User Flow (Jillian):

Entry Point: Opening the app

Success Criteria: Schedule confirmation not available on Fridays.

