

Use Cases

Use Case #1

User: Autumn Lim

Goal: She wants to get to a festival to meet up with her friends using the CTA app.

1. Opens app
2. Searches destination
3. Starts navigation
4. Looks at next bus arrival time
5. Leaves phone
6. Receives alert from phone
7. Opens alert in app
8. Views service delay
9. Taps “comments”
10. Closes comments
11. Taps on alternate route options
12. Views alternate route summaries
13. Scrolls down and taps Divvy bike option
14. Sees how many bikes are at the station
15. Taps “view route”
16. Taps “Go”
17. Follows directions to destination
18. Confirms end of route
19. Writes a review
20. Saves route
21. Logs out of app

Use Case #2

User: Derek Holm

Goal: He wants to find an alternate route to get to work on time.

1. Receives alert from phone
2. Opens app
3. Views pop up alert about delay
4. Taps “details”
5. Views significant time delay
6. Taps “find alternate route”
7. Scrolls down to Uber ETA, which is faster than current route
8. Taps Uber route
9. Orders Uber
10. Follows navigation
11. Ends trip
12. Leaves a rating on Uber
13. Taps “submit”

14. Double clicks home button and slides app screen up to leave app