Project 8
Flow diagram for mobile

Overview

In this project, you'll define a high level flow for the mobile app for the new airline. Again, we'll focus on one flow for this exercise, that is, one primary use case. Of course, in reality you might need to design multiple flows to ensure you have covered all the major use cases for an airline app, such as check-in, customer support and so on.

Objectives

- Define the high level flow for booking flights on the new airline mobile app
- Address all the issues highlighted in your customer journey map
- Prepare for designing screen details

Tasks

We'd recommend you sketch the flow diagram out by hand first before you start compiling the final document on your computer.

1. Sketch out the flow using the same format shown in the video to document the Gmail example. Each screen or state is represented by a box. Each interaction, such as choosing a departure airport or entering a date, is represented by a circle.

2. Sketch the flow all the way through to payment and confirmation. Be prepared for a lot of detail. The sketch should fill up several sheets of paper.

3. When you are satisfied with the flow, recreate it in digital format using a wireframing tool such as Sketch or Axure.

Do some research online and find flow diagrams for mobile apps that you like and can emulate. The web is a great resource for finding ideas on documentation and helping you take that first step.

Key considerations

- If you're following the desktop path, you are free to skip this project. Review the project paths diagram in the **Project Paths** document which is available to download in the 'Introduction to the Diploma' section of the course.
- You are free to create the flow diagram in any language
- Projects are not graded but reviewed to ensure a sufficient level of work has been done

What do you need to upload to your Dropbox folder?

When you're finished, upload the final flow diagram to your Dropbox folder.