# Journey mapping based on current state usability testing

## Prompts

### Prompt 1:

**Scenario –** your friend is getting married soon and you need to find a dress to wear to the wedding.
**Task –** Using the Isalis website, how would you let Isalis know you'd like to come in to shop in person during a specific time that you're free?

### Prompt 2:

**Scenario –** you are shopping for a shirt from Isalis.
**Task –** Using the website, select a shirt and let the store know you want to try it on in person later this week.

### Prompt 3:

**Scenario –** You realized that you double booked yourself and can't make it to the store for your appointment.
**Task –** How would you fix this problem using the website?

## Flows

Flow 1: Reserve Appointment Button → Fill in preferences → Confirm Appointment

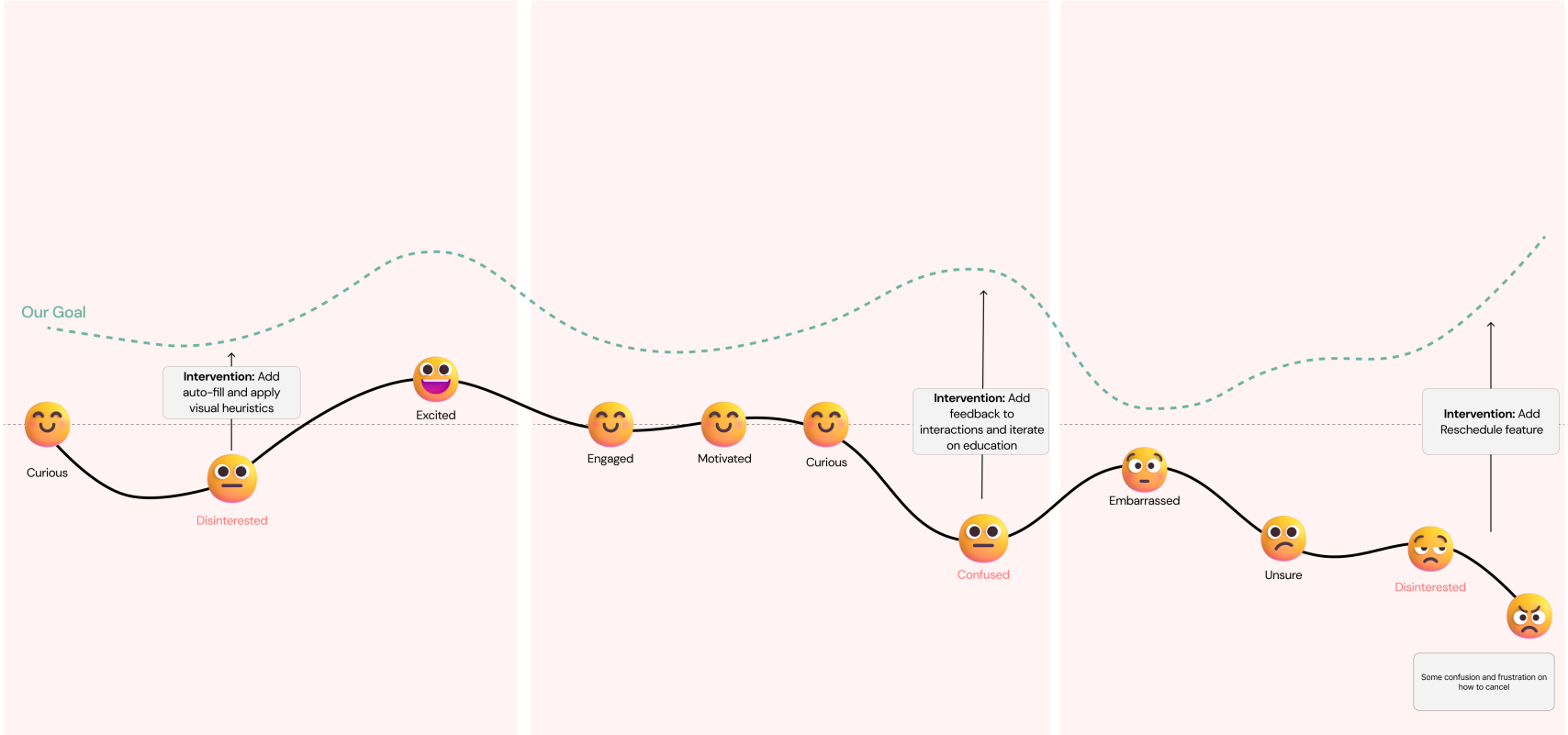
Flow 1: Nav bar > Tops Category → Select Top → Select Size → Add a shirt to fitting room

Flow 2: Search for item → Select Top → Select Size → Add a shirt to fitting room

Flow 1: Go to appointment confirmation email → Link to Tote Widget on website → Click Tote Widget → Cancel Appointment

Flow 2: Send cancellation email to store → Cancel Appointment

## Feeling




## Improvement Opportunities

- More error prevention with forms (letters in number space and visa versa)
- Autofill options for contact info
- More defined boxes
- More contrast in fonts

- Clarify that items added into fitting room go into pre-existing appointment if made
- Break up/iterate on education
- Work on creating more feedback with confirmations
- Work on creating consistency with widget once items are added
- Have fitting room button change to say (added to fitting room or a modal pop confirmation)

- Add in a reschedule feature that is intuitive and easy to navigate so that users can still make it to their fitting and still keep their previous appointment.