

# Task Analysis & Storyboards

*BestBuy.com*

*<http://www.bestbuy.com/>*

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## Executive Summary

## Processes

### Registration: Task Analysis

Four registration tasks are detailed within this section. Account enrollment for purchasing, rewards and the affiliate program depend on functional sign up processes.

#### Current Path 1: Create an Account

1. Click Create an Account
2. Enter
  - a) first and last name
  - b) email
  - c) password
  - d) password Verification
  - e) zip code
3. Click Continue

#### Redesigned Path 1: Create an Account

1. Click Create an Account
2. Enter
  - a) first and last name
  - b) email
  - c) password
  - d) password verification
  - e) address
  - f) zip code
  - g) phone number
3. Click Create an Account

#### Current Path 2: Register for Reward Zone

1. Select Reward Zone
2. Select Not a Member
3. Review Program Overview
4. Scroll to bottom of page
5. Select Best Buy Reward Zone program member
6. Click sign me up
7. Enter
  - a) first name
  - b) middle name
  - c) last name
  - d) email address
  - e) confirm email address
  - f) phone
  - g) And other demographic information.
  - h) street address

- i) Apt/suite no.
- j) city
- k) state
- l) zip code
- 8. Create password
- 9. Confirm password
- 10. Select a reminder question
- 11. Give reminder answer
- 12. Click save and continue
- 13. Select e-mail or US mail for preference to receive reward certificates
- 14. Select point preference when to receive certificate
- 15. Select month you were born
- 16. Select save and continue
- 17. Select your interest
- 18. Select yes or no if you own a business
- 19. Select finish
- 20. Select print card
- 21. Select take a tour, take me to myrewardzone.com or close window

### **Redesign Path 2: Register for Reward Zone**

- 1. Select Reward Zone
- 2. Review Program Overview
- 3. Select Not a Member (have a link to the program overview page)
- 4. Step 1
  - a) first name
  - b) middle name
  - c) last name
  - d) email address
  - e) confirm email address
  - f) phone
  - g) street address
  - h) apt/suite no.
  - i) city
  - j) state
  - k) zip code
  - l) create password
  - m) confirm password
  - n) select a reminder question
  - o) give reminder answer
  - p) select month you were born for birthday benefit
  - q) Select e-mail or US mail for preference to receive reward certificates
  - r) Select point preference when to receive certificate
  - s) Select your interest
  - t) Select yes or no if you own a business
- 5. Select finish
- 6. Select print cards
- 7. Select finished (this will direct the user to the Reward Zone Home Page)

**Current Path 3: Become an Affiliate**

1. Scroll down
2. Click Affiliate Program
3. Scroll down
4. Select Language Preference
5. Select County
6. Select Functional Currency
7. Click Next
8. Check Agreed to Special Terms
9. Scroll down
10. Check Agreed to Service Agreement
11. Check Agreed to Privacy Policy
12. Check Agreed to Above 18 Years of Age
13. Scroll down
14. Enter website name
15. Enter URL
16. Type description of website
17. Select category of type of website
18. Check Promotional Methods
19. Choose yes or no to your site offers incentives
20. Enter Contact Information
21. Scroll down
22. Enter Company Information
23. Scroll down
24. Choose Payment Preference
  - a) If check enter the following information:
    - i. payee's name
    - ii. currency type
  - b) If direct deposit enter the following information:
    - i. enter bank country
    - ii. bank name
    - iii. account holder's name
    - iv. acct type
    - v. acct number
    - vi. routing number
25. Enter displayed characters for security measure
26. Click Accept Terms

**Redesigned Path 3: Become an Affiliate**

## Registration: Interface Changes

## Account Management: Task Analysis

Details here?

### Current Path 1: Login / Logout

1. Click Sign In
2. Enter Email and Password
3. Click Sign In
4. Click Sign Out

### Redesigned Path 1: Login/Logout

1. Enter Email and Password
2. Click Sign In
3. Click Sign Out

### Current Path 2: Reward Zone Online Access

1. Select Reward Zone
2. Select Already a Member
3. Select Online Account Set Up
4. Enter Reward Zone Member ID or Email Address
5. Enter phone number
6. Enter zip code
7. Read Welcome page
8. Click Get Started
9. Review Information
10. Create password
11. Confirm password
12. Select a reminder question
13. Give reminder answer
14. Click Save and continue.
15. Select e-mail or US mail for preference to receive reward certificates.
16. Select point preference when to receive certificate.
17. Select month you were born.
18. Select Save and continue.
19. Select your interest
20. Select yes or no if you own a business.
21. Select finish.
22. Select print card
23. Select take a tour, take me to myrewardzone.com or close window

### Redesign Path 2: Reward Zone Online Access

1. Select Reward Zone
2. Review Program Overview
3. Select Already a Member
4. Enter Email Address or Reward Zone Member ID



5. Enter Password
6. Click Sign In

## **Account Management: Interface Changes**

## **Search by Product: Task Analysis**

## **Search by Product: Interface Changes**

## Purchasing and Wish List: Task Analysis

Section Detail?

### Current Path 1: Purchase a Product

1. Click Cart
2. Choose Shipping & Handling
3. Enter Zip Code (for tax calculation)
4. Click Go (to calculate tax)
5. Click Checkout
6. Enter Password or Create an Account prompt (already signed in)
7. Click Sign In & Continue
8. Enter Address, Phone Number
9. Check Billing and Shipping Address are the Same
10. Click Continue
11. Enter Credit Type, Credit Number, Expiration Date, CID
12. Uncheck Save my Credit Card Information for my Next Visit
13. Ensure correct Billing Address Displayed
14. Optional fields: Use a Gift Card, Redeem Reward Certificates, Redeem Promotional Code
15. Scroll Down
16. Click Continue
17. Review & Submit Order
18. Scroll Down
19. Click Submit Your Order
20. View Confirmation Page

### Redesigned Path 1: Purchase a Product

1. Click Cart
2. Choose Shipping & Handling
3. Choose State from drop down menu (for tax calculation)
4. Click Checkout
5. Enter Password (if not signed in) or Create an Account prompt
6. Click Sign In
7. Billing and Shipping Address (information filled in for user) (Step1 page)
8. Click Continue
9. Enter Credit Type, Credit Number, Expiration Date, CID (Step 2 page)
10. Click Continue
11. Review & Submit Order (Step 3 page)
12. Click Submit Your Order
13. View Confirmation Page

### Current Path 2: Purchase a Gift Card

1. Select Gift Cards
2. Select a theme for the card
3. Scroll down to select card value

4. Select add to cart
5. Select check out or continue shopping

**Redesigned Path 2: Purchase a Gift Card**

1. Select Gift cards
2. Select a value amount from drop down menu (Step 1)
3. Select theme of card from down menu (Step 2 – same page)
4. Select add to cart
5. Select check out or continue shopping

**Current Path 3: Create a Wish List**

1. Select 'Wish List' from top navigation
2. Enter e-mail address
3. Enter password
4. Click 'Sign In'
5. Shop for product
6. Click on product name
7. Select add to wish list or add to cart on product information page
8. Scroll down to the bottom of the 'Your Wish List' page to view list
9. Select 'email your wish list' or 'add to cart'

**Redesign Path 3: Create a Wish List**

1. Select 'Wish List' from top navigation
2. Enter e-mail address
3. Enter password
4. Click 'Sign In'
5. Shop for product
6. Select add to wish list or add to cart
7. Select 'email your wish list', 'continue shopping' or 'add to cart'

## Purchasing and Wish List: Interface Changes

Logo

Not a Member?  
[Create an Account](#)  
[Password Reset](#)

Account Login:

[Sign Out](#)  
  
[Sign In](#)

Global Navigation

Search for:

[My Account](#)  
[Orders](#)  
[Repair Status](#)  
[Returns Info](#)  
[Wish List](#)  
[E-mail Address](#)  
[Password](#)  
[Communication](#)  
[Preferences](#)  
[Shipping](#)  
[Addresses](#)  
[Preferred](#)  
[Stores](#)  
[Credit Cards](#)

### Your Wish List

Item	Product Description	Pricing and Promotions	
<div style="border: 1px solid black; width: 30px; height: 30px; margin-bottom: 5px;"></div> <p>Image</p>	<p><a href="#">GE - Profile 22.2 Cu. Ft. _____</a> ✓ <b>On Sale</b>  <a href="#">Side-by-Side Refrigerator _____</a> ✓ <b>Free Shipping</b>  <a href="#">with Bottom-Mount Freezer _____</a>                      - White                      PFS22MISWW  <a href="#">See Similar Items</a></p>	<p>Reg. Price: \$1,649.99                      You Save: \$82.50                      Sale: \$1,567.49</p>	<p><input type="checkbox"/> <a href="#">Remove Item</a></p> <p><input type="button" value="Add to Cart"/></p>

**Delivery:** Most areas [Check Delivery availability](#) .  
**Store Pickup:** Not Available

Bottom navigation

## **Customer Services: Task Analysis**

Details Here?

### **Current Path 1: Store Locator**

1. Select Store Locator
2. Enter zip code and/or street address, city, select a state
3. Click find store

**No changes to tasks steps, changes occur in interface.**



## **Customer Services: Interface Changes**

## Applying for a Credit Card: Task Analysis

Details here?

### Current Path 1: Apply for Best Buy Credit Card

1. Select Credit Cards
2. Select which card to apply for
3. Select apply now
4. Enter personal information (first name, last name, ss number, dl number, state issued, date of birth)
5. Enter contact and resident information (address, phones numbers)
6. Enter financial information (income, checking and savings information)
7. Enter consent to receive information electronically
8. Select yes or no to purchase account shield
9. Select continue
10. Review terms and conditions
11. Select I agree
12. Select Submit Application

### Redesigned Path 1: Apply for Best Buy Credit Card

1. Select Credit Cards
2. Select which card to apply for
3. Select apply now
4. Step 1
  - a) Enter all personal information
    - i. first name
    - ii. last name
    - iii. social security number
    - iv. driver license number
    - v. state issued
    - vi. date of birth
    - vii. address
    - viii. phone numbers
5. Step 2
  - a) Enter financial information (income, checking and savings information)
  - b) Enter consent to receive information electronically
  - c) Select yes or no to purchase account shield
6. Select continue
7. Step 3 - Review terms and conditions
8. Select I agree
9. Select Submit Application

## **Applying for a Credit Card: Interface Changes**

## Employment: Task Analysis

Details Here?

### Current Path 1: Apply for a Job – Stores and Services Hourly Retail

1. Scroll to the bottom and select careers
2. Select Stores and Services
3. Select Hourly Retail
4. Enter Zip Code or State and Distance in Miles
5. Select Search
6. Select location
7. Select apply now
8. Review Introduction page and select next
9. Review Introduction page and select next
10. Review Introduction page and select next
11. Review Introduction page and select next
12. Review Introduction page and select next
13. Select yes or no to Create a Restart Code and Password
14. Select Next
  - a) If yes
    - i. create a code and password
    - ii. select next
    - iii. review and select next
  - b) If no
    - i. review
    - ii. check I understand box
    - iii. select next
15. Enter Home Zip Code
16. Enter Social Security Number
17. Confirm Social Security Number
18. Select Next
19. Enter Personal Information
  - a) Last Name
  - b) Legal First Name
  - c) Suffix
  - d) Preferred Name
  - e) Select yes or no for middle name
  - f) Select next
20. Enter Middle Name
21. Select Next
22. Enter Telephone Numbers (home, work and alternate numbers)
23. Enter email address
24. Enter Present Address Information
  - a) Address
  - b) Apartment
  - c) City
  - d) State

- e) County
  - f) Select Next
25. Enter Telephone Numbers (home, work and alternate numbers)
  26. Enter email address
  27. Enter number of years at present residence
  28. Select back, exit or next
  29. Review information regard Background Check
  30. Select back, exit or next
  31. Review additional information regard Background Check
  32. Select back, exit or next
  33. Select I do or do not know to access the web
  34. Select back, exit or next
  35. Review and Select Back Exit or Next
  36. Review and Select Back Exit or Next
  37. Review and Select Back Exit or Next
  38. Select I do or do not give consent
  39. Select Back Exit or Next
  40. Enter last four digits of Social Security Number
  41. Select Back Exit or Next
  42. Select which state you have previously worked in
  43. Select Back Exit or Next
  44. Select yes or no if you have a driver's license
  45. Select Back Exit or Next
  46. Review FCRA rights
  47. Select yes or no
  48. Select Back Exit or Next
  49. Select Back Exit or Next to continue on with the application
  50. Select age range
  51. Select Back Exit or Next
  52. Select Back Exit or Next
  53. Select which position you are applying for
  54. Select Back, Exit or Next
  55. Select desired schedule
  56. Select Back, Exit or Next
  57. Choose whether to apply for another position or not
    - a) If yes
      - i. Select other position
      - ii. Select Back, Exit, or Next
    - b) If no, continue to next step
  58. Indicate hourly rate and when available
  59. Select Back, Exit, or Next
  60. Indicate date of available to start
  61. Select Back, Exit, or Next
  62. Indicate days and time available to work
  63. Select Back, Exit, or Next
  64. Select yes or no if you have worked at Best Buy in the last 12 months
  65. Select Back, Exit, or Next
  66. Check how you were referred

67. Select Back, Exit, or Next
68. Indicate Gender and Ethnic
69. Select Back, Exit, or Next
70. Answer yes or no to questions
71. Select Back, Exit, or Next
72. Review information regarding drug screening
73. Select Back, Exit, or Next
74. Select yes or no for drug screening
75. Select Back, Exit, or Next
76. Select yes or no to willingness to submit a criminal background check
77. Select Back, Exit, or Next
78. Answer yes or no to questions
79. Select Back, Exit, or Next
80. Answer yes or no to questions
81. Select Back, Exit, or Next
82. Answer yes or no to questions
83. Select Back, Exit, or Next
84. Select Back, Exit, or Next
85. Select which state you are applying to work in
86. Select Back, Exit, or Next
87. Answer more information regarding Criminal Background Check
88. Select Back, Exit, or Next
89. Select which state you are applying to work in
90. Select Back, Exit, or Next
91. Select yes or no if you have been charged with a felony
  - a) If yes
    - i. Enter explanation of conviction
    - ii. Enter date of conviction
    - iii. Enter City
    - iv. Enter State
    - v. Enter disposition of the defense
    - vi. Select Back, Exit, or Next
  - b) If no
    - i. Select Back, Exit, or Next
92. Select yes or no if you have committed other crimes.
  - a) If yes
    - i. Enter explanation of conviction
    - ii. Enter date of conviction
    - iii. Enter City
    - iv. Enter State
    - v. Enter disposition of the defense
    - vi. Select Back, Exit, or Next
  - b) If no
    - i. Select Back, Exit, or Next
93. Enter birthday
94. Select Back, Exit, or Next
95. Enter yes or no if you are in high school
96. Select Back, Exit, or Next

- a) If yes, Enter school name and date of graduation
  - b) If no, Select Back, Exit, or Next
97. Enter yes or no if you are in college
98. Select Back, Exit, or Next
- a) If yes, Enter name of College and course of study
  - b) If no, Select Back, Exit, or Next
99. Enter yes or no if you have attended trade school
100. Select Back, Exit, or Next
- a) If yes, Enter name of College and course of study
  - b) If no, Select Back, Exit, or Next
101. Enter yes or no if you have previous work experience
102. Select Back, Exit, or Next
- a) If yes
    - i. enter employer information
    - ii. Select Back, Exit, or Next
    - iii. Indicate current job title, wages and responsibilities
    - iv. Select Back, Exit, or Next
    - v. Indicate date of hire
    - vi. Select Back, Exit, or Next
    - vii. Complete addition current employment information
    - viii. Explain how your education would benefit you in this job
    - ix. Select Back, Exit, or Next
  - b) If no, explain how your education would benefit you in this job
103. Enter yes or no if you have any references.
104. Select Back, Exit, or Next
- a) If yes
    - i. enter reference name
    - ii. enter reference phone number
    - iii. Select Back, Exit, or Next
    - iv. If no, Select Back, Exit, or Next
105. Review and Select Back, Exit, or Next
106. Answer page 1 of 20 questions
107. Select Exit, or Next
108. Answer page 2 of 20 questions
109. Select Exit, or Next
110. Answer page 3 of 20 questions
111. Select Exit, or Next
112. Answer page 4 of 20 questions
113. Select Exit, or Next
114. Answer page 5 of 20 questions
115. Select Exit, or Next
116. Answer page 6 of 20 questions
117. Select Exit, or Next
118. Answer page 7 of 20 questions
119. Select Exit, or Next
120. Answer page 8 of 20 questions
121. Select Exit, or Next
122. Answer page 9 of 20 questions

123. Select Exit, or Next
124. Answer page 10 of 20 questions
125. Select Exit, or Next
126. Answer page 11 of 20 questions
127. Select Exit, or Next
128. Answer page 12 of 20 questions
129. Select Exit, or Next
130. Answer page 13 of 20 questions
131. Select Exit, or Next
132. Answer page 14 of 20 questions
133. Select Exit, or Next
134. Answer page 15 of 20 questions
135. Select Exit, or Next
136. Answer page 16 of 20 questions
137. Select Exit, or Next
138. Answer page 17 of 20 questions
139. Select Exit, or Next
140. Answer page 18 of 20 questions
141. Select Exit, or Next
142. Answer page 19 of 20 questions
143. Select Exit, or Next
144. Answer page 20 of 20 questions
145. Select Exit, or Next
146. Read and Select Back, Exit, or Next
147. Choose which state you are applying in
148. Select Back, Exit, or Next
149. Enter yes or no if you are in an apprentice program
150. Select Back, Exit, or Next
  - a) If yes
    - i. Select yes or no if you are in a GED test program
  - b) If no continue to next question regarding welfare
    1. if yes,
      1. Select yes or no if you apprentice hours are more than 4,000.
      2. If no continue to next question regarding welfare
151. Select Back, Exit, or Next
152. Enter yes or no to questions regarding welfare
  - a) If yes, answer next 4 questions
  - b) If no, continue
153. Select Back, Exit, or Next
154. Enter yes or no regarding military background
  - a) If yes answer next 2 questions
  - b) If no, continue
155. Select Back, Exit, or Next
156. Enter yes or no if you have been convicted of a felony
  - a) If yes answer next 4 questions
  - b) If no, continue
157. Select Back, Exit, or Next
158. Enter yes or no if your family receives food stamps.



- a) If yes answer next 2 questions
- b) If no answer next question then continue
- 159. Select Back, Exit, or Next
- 160. Enter yes or no regarding tax credit
- 161. Select Back, Exit, or Next
- 162. Enter yes or no if you were referred by a work force agency
- 163. Select Back, Exit, or Next
- 164. Select Back, Exit, or Next
- 165. Close window

### **Redesign Path 1: Apply for a Job – Stores and Services Hourly Retail**

1. Scroll to the bottom and select careers
2. Step 1 - Select Stores and Services
3. Step 1
  - a) Enter a zip code or state for the location in which you are interested in working in.
  - b) Select Search
4. Step 2
  - a) Select location
  - b) Select position
  - c) Select apply now
5. Step 3
  - a) Review introduction page and select next (combine all 5 previous pages)
  - b) Select yes or no to create a Restart Code and Password
  - c) Select Exit or Next
    1. If yes
      1. Create a code and password
      2. Select Exit or Next
      3. Read confirmation
      4. Select Exit or Next
    2. If no
      1. Review
      2. Check I understand box
      3. Select Exit or Next
6. Step 4 - Enter personal information
  - a) Social Security Number
  - b) Confirm Social Security Number
  - c) Birthdate
  - d) Last Name
  - e) Legal First Name
  - f) Suffix
  - g) Preferred Name
  - h) Middle Name
7. Step 5
  - a) Telephone Numbers (home, work and alternate numbers)
  - b) E-mail address
  - c) Address
  - d) Apartment
  - e) City

- f) State
  - g) County
  - h) Zip Code
  - i) Indicate Gender
  - j) Ethnic
  - k) Select yes or no if you have a driver's license.
  - l) Enter Driver's license
  - m) Number of years at present resident
  - n) Answer yes or no if able to provide documentation to prove identity
  - o) Select Back Exit or Next
8. Step 6 -
- a) Review information regarding drug screening
  - b) Select yes or no for drug screening
9. Step 7
- a) Review information regarding Background Check
  - b) Select I do or do not know how to access the web
  - c) Select Back Exit or Next
10. Step 8 – FCRA Disclosure and Authorization
- a) Select I do or do not give consent
    - 1. If consent is given continue
    - 2. If consent is not given exit the system
    - 3. Select Back Exit or Next
  - b) Review information (combine next several pages)
    - 1. Select yes or no to received a copy of the report
    - 2. Select Back Exit or Next
11. Step 9 – Criminal Background Check
- a) Select yes or no if willing to submit to a criminal background check
  - b) Select Back, Exit, or Next
  - c) Select yes or no if you have been charged with a felony.
    - 1. If yes,
      - 1. Enter explanation of conviction
      - 2. Enter date of conviction
      - 3. Enter City
      - 4. Enter State
      - 5. Enter disposition of the defense
      - 6. Select Back, Exit, or Next
    - 2. If no, select Back, Exit, or Next to continue
  - d) Select yes or no if you have committed other crimes.
    - 1. If yes,
      - 1. Enter explanation of conviction
      - 2. Enter date of conviction
      - 3. Enter City
      - 4. Enter State
      - 5. Enter disposition of the defense
      - 6. Select Back, Exit, or Next
    - 2. If no, select Back, Exit, or Next to continue
12. Step 10
- a) Click on title to review job descriptions

- b) Select position (pull down menu)
  - c) Select desired schedule (pull down menu)
  - d) Indicate hourly rate
  - e) Indicate available start date
  - f) Select Back, Exit, or Next
13. Step 10
- a) Indicate days and time available to work
  - b) Select Back, Exit, or Next
14. Step 11
- a) Select yes or no if you have worked at Best Buy in the last 12 months.
  - b) If yes, indicate which location and position.
  - c) Check how you were referred (pull down menu)
  - d) Select Back, Exit, or Next
15. Step 12 – Education Background
- a) Enter yes or no if you are in high school
    - 1. If yes, enter school name and date of graduation
    - 2. If no, select Back, Exit, or Next
      - 1. Select yes or no if you are in a GED test program
  - b) Enter yes or no if you are in college
    - 1. If yes, enter name of College and course of study
    - 2. If no, select Back, Exit, or Next
  - c) Enter yes or no if you have attended trade school
    - 1. If yes, enter name of College and course of study
    - 2. If no, select Back, Exit, or Next
  - d) Select yes or no if you are in an apprentice program
  - e) Select yes or no if you apprentice hours are more than 4,000.
  - f) Explain how your education would benefit you in this job
  - g) Select Back, Exit, or Next
16. Step 13 – Military Background
17. Step 14 – Work Experience
- a) Enter yes or no if you have previous work experience.
    - 1. If yes, enter employer information
    - 2. Indicate current job title, wages and responsibilities
    - 3. Indicate date of hire
    - 4. Select Back, Exit, or Next
  - b) Additional employment information
  - c) Select Back, Exit, or Next
18. Step 15 - References
- a) reference name
  - b) phone number
  - c) relation to you
19. Step 16
- a) Answer yes or no to next 20 questions
  - b) Select Back, Exit, or Next
20. Step 17
- a) Enter yes or no if you were referred by a work force agency
  - b) Select Back, Exit, or Next
  - c) Close window

**Note: Information regarding Welfare and Tax Credits have been omitted.**

## **Employment: Interface Changes**