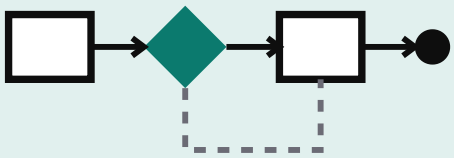
Artifact

User flow

A diagram that shows the steps, screens and decisions a person goes through to complete a specific task in a digital product.



In Spanish

Flujo de usuario

Origin

A widespread practice with no single author; Garrett (2000)

What it's for

It helps you see at a glance how many steps a task takes, where decisions happen and what happens when something goes wrong.

Key elements

One task, one flow

Each diagram follows a specific goal, such as paying or recovering a password.

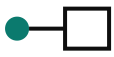
Detours too

Include errors, cancellations and going back, not just the happy path.

Shapes people understand

Screens, actions and decisions are drawn with distinct shapes, always the same.

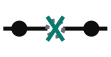
How it's done

1 

Choose the task and where the person starts.

2 

Draw the steps with every screen, action and decision.

3 

Look for bottlenecks and unnecessary steps, and simplify.

Applications in design

When to use it

When a task has several steps or decisions and you need to agree on how it's done before designing the screens.

Avoid

Drawing only the path where everything goes right.

Don't fall for it

The flow is a hypothesis; check it with people in a usability test.

Connections

Used by

- Conversational design
- Interaction design
- UX design

Related to

- User stories
- Journey map
- Usability testing
- Wireframe

Authors and works

2000	**Jesse James Garrett**	In his outline of the elements of user experience, he included developing application flows as part of interaction design.

Sources

Original sources

- Garrett, J. J. (2000). The elements of user experience [diagrama]. jjg.net.

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