

## Scenario

Candice works at a call center at Geico Insurance Co. She spends her time at work assisting with multiple irritated customers, who had issues with their policies. Once she's done, she drives home for the day. Exhausted from customer service, Candice decided to fix her usual hot cup of herbal fruit tea, but realized that she's running out of the tea. Despite of buying her tea from her usual shop, she wanted to try another tea store. Candice did not want to drive, but rather shop online with her phone or tablet to look for the tea that she wanted to buy. She was also hoping that the website included a responsive navigation menu that shows all of the teas, including her favorite Apricot Apple tea, available for purchase. Therefore, Candice wanted a simple, quick user experience without any difficulties.

Candice discovered an online tea store called, 'Xiang Herbs Tea', through Google search. Then, she clicked on the link to view the website and loved the colors, theme, and tea images used for the design. To have a better understanding of the company, Candice clicked 'About' from the drop-down menu to learn more about the company and she was interested. Then, she clicked 'Our Farm' to see where the natural teas were grown.

After gaining more information about the company, Candice decided to create an account. She clicked on the 'My Account' link on the navigation menu, which included 'Sign Up' and 'Log In', she has chosen 'Sign Up' to land on the Sign-up page. After her credentials were successful, Candice was able to login using her newly created information. She used the navigation menu to view the selection of teas. On the menu there were a choice of 6 teas, Black, Blended, Green, Red, White, Yellow, and Special Teas. She clicked on 'Blended' and saw different flavors of tea, including Apple Apricot.

Candice clicked on her favorite tea and landed on the details page, where she can read its descriptions, benefits, reviews, and then choose the size (2oz and 4oz.), and quantity of the tea. She ordered a 4oz of Apple Apricot for \$10.00. After choosing her tea, she added her order to the cart. Next, she viewed the 'Cart' to make sure her order is correct and decided to add two more 4oz. of Apple Apricot tea. Her Subtotal is \$30.00. Candice clicked the 'Checkout' button to complete her order.

Here, they have the express checkout option, where Candice could use either PayPal and Cash delivery. She has chosen Cash delivery as her choice of payment, then she entered her shipping address. Afterwards, she placed her order. Finally, she signed out of 'Xiang Herbs Tea'.

Candice have found her experience with the 'Xiang Herbs Tea' website to be satisfactory. After her tea was delivered, she left a review and also shared a tea product for her Twitter followers. Later, she subscribed to the website for sales, coupons, and updates.