

Introduction:

This scenario is being used to exemplify how the website Car-Part.com could be used by a consumer to make an online purchase after adjustments have been made to increase the efficiency of the site.

Scenario:

Blake O'Connor is an 18 year old senior in high school. He enjoys working on vehicles and often does minor repairs for his friends. One day Blake's girlfriend mentions to him that her car has trouble starting after it rains and he determines the distributor cap and rotor on her 2005 Toyota Camry. Living in a small rural town makes driving to a nearby city necessary to pick up the parts, so instead of making the drive Blake decides to order a part online. Car-Part.com appears in a list provided by a search engine and Blake selects it.

The home page has a search system automatically displayed but encourages creating an account so user activity is saved for future use. Blake creates an account then proceeds to fill out the specifications for the car and the necessary parts. The search provides a price and description of the wanted parts and Blake adds them to his shopping cart and checks out.

The next day Blake receives an email confirming his purchase and giving information regarding the ETA of his order. The parts arrive and Blake fixes the Camry.

A few weeks later Blake is asked to fix his friends truck, and he decides to use Car-Part.com again. This time he logs in and orders the required parts from the same distributor.

