From a quote to a flow

At 10:00, ask a partner about the last time they saved something to find again. Follow one real episode from situation to outcome. Read back one anonymous quote before interpreting it.

What happened and what my partner said
Where were they? What happened next? Note one exact phrase and ask whether you understood it correctly.

Our interpretation
What might explain that moment? Name one other explanation or a question to check.

Where in the route does this matter?

Draw the start, action and result. Label each transition with what the visitor does. For example, open the work, save it, then find its title and room in the list.

Start
What can I act on?

Action / response
What do I notice?

Result
How do I know?

Where the flow might fail
Mark the relevant step above. What might the visitor do here?

Return or undo
Show how someone can get back or safely reverse the action.

Question for the next test
What would you see if your interpretation were right?

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