

Project Report

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Product Name	NICF-UI Frameworks
Module Name (ITSF)	NICF-UI Frameworks

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Project title	Design & Develop Front End Community Portal RIA application.
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Learner declaration	
<p>I certify that the work submitted for this assignment is my own and research sources are fully acknowledged.</p>	
Student signature:Chathushi	Date: 22/08/2022

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01) Project Background

➤ Project Definition

ABC Jobs Pte Ltd as a website developer to develop a community portal for software developers. The scope of the project is to design a community portal similar to LinkedIn.com. The platform is primarily used for professional networking and career development, allowing job seekers to post their CVs and job to employers.

According to this project

Using the registration page user can register to the community portal and using the login form users can log in by entering their email/username and password. Only registered users can log in to their profile (community portal). If a user forgets their password, they can recover the password also. After registration users can see user profiles and they can update some features in it. And they can find people, using the search bar in it, and can connect with them also. Mainly angular, HTML, CSS, and bootstrap are used to implement this community portal.

➤ Project Objective

- Create Wireframes & Prototypes**

The software programmers of ABC Jobs Pte Ltd make wireframes and prototypes of what the community portal needs Such as the Community portal Home page, Registration page, registration confirmation page, Update profile page, Search users page, List search results, Public profile page, Registration confirmation email, login page, Forget password page and password confirmation page

- **Angular Installation & Working on it**

Step 1 - Install NodeJS

- ✓ Follow the link - <https://nodejs.org/en/download/>

Step 2 - Download the node.js installer for Windows and install it.

- ✓ npm -v (type in cmd)

Step 3 - Install TypeScript

- ✓ Open the link <https://www.npmjs.com/package/typescript>
- ✓ npm install -g typescript (type in cmd)

Step 4 - Install Angular CLI (Angular command line interface)

- ✓ Open the link <https://cli.angular.io/> and follow the instructions to install Angular CLI and to create your first Angular app.
- ✓ npm install -g @angular/cli
- ✓ ng new <file name>
- ✓ open local host: 4200 using command
- ✓ ng serve --open

Step 5 - After successful installation, we can implement a community portal

- **Functional Requirements**

- ✓ **Community Portal Home Page** - Page with Login and Sign in button
- ✓ **Registration page** - Form to register to the community portal
- ✓ **Registration thank you Page** - Thank you page for registration

- ✓ **Login Page** – Login form to enter the community portal
- ✓ **Forgot Password** – user can request to reset their password
- ✓ **Forgot password confirmation page** – To confirm Email
- ✓ **Public profile** – Once users register to this community portal, they can see their profile
- ✓ **Update Profile** – Using this users can update their profile like profile picture, skills, education etc.
- ✓ **Search user page** – users can search other users using this page.

- **User Research**

- ✓ Conducting user interviews
- ✓ Ideations – Creating personas

- **UX Testing**

The simplest definition of UX or user experience testing is the process of testing all the different elements and aspects of an application to arrive at an iteration that provides the best possible user experience.

➤ Tools and Platforms used

- **Visual Studio Code – To implement this Community portal**

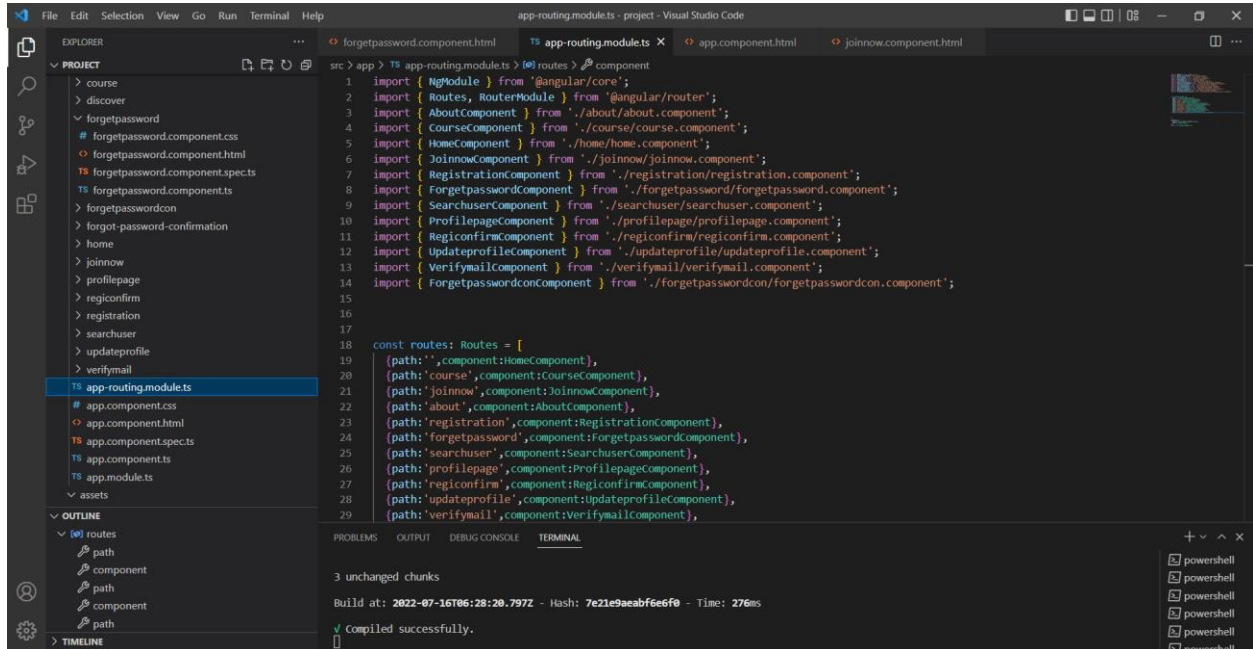


Figure 1: Screenshot of visual studio code

- **Axure RP 10 – To create Prototypes**

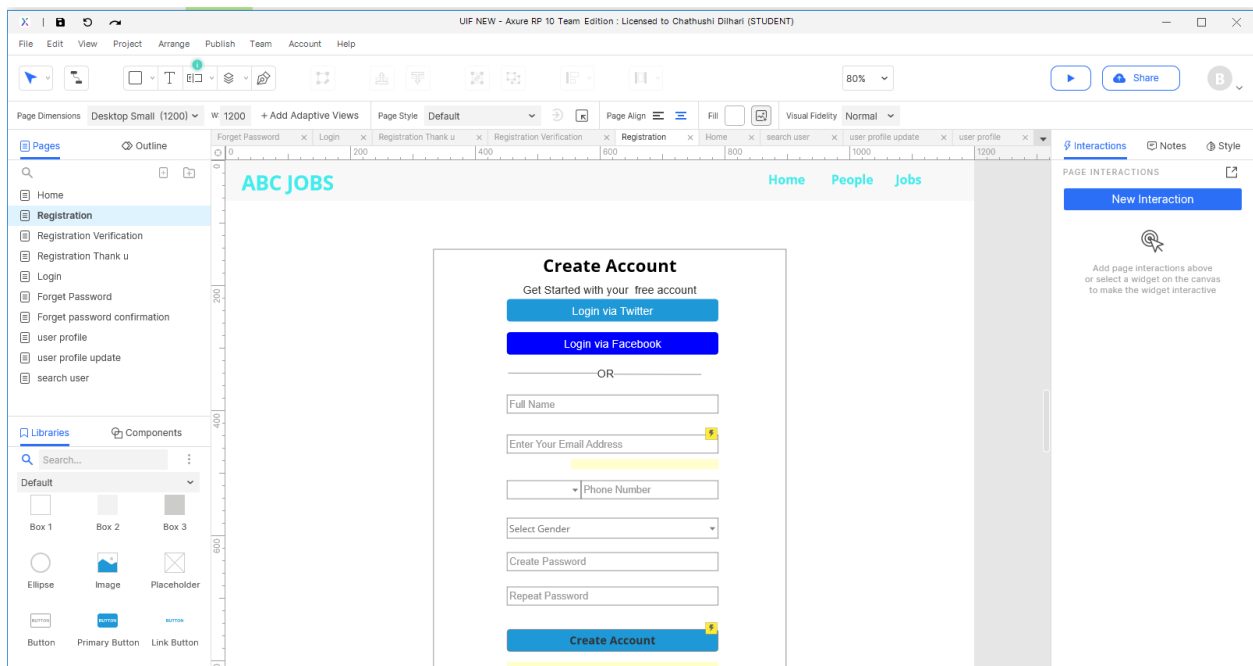


Figure 2: screenshot of axure RP 10

- **Angular CLI – To develop the application**

```
D:\Wangular\Wangular-board>ng version

Angular CLI: 1.6.7
Node: 7.5.0
OS: win32 x64
Angular: 5.2.5
... animations, common, compiler, compiler-cli, core, forms
... http, language-service, platform-browser
... platform-browser-dynamic, router

@angular/cli: 1.6.7
@angular-devkit/build-optimizer: 0.0.42
@angular-devkit/core: 0.0.29
@angular-devkit/schematics: 0.0.52
@ngtools/json-schema: 1.1.0
@ngtools/webpack: 1.9.7
@schematics/angular: 0.1.17
typescript: 2.5.3
webpack: 3.10.0

D:\Wangular\Wangular-board>
```

Figure 3: Screenshot of Angular CLI

- **formerly Draw.io - To create flow charts**

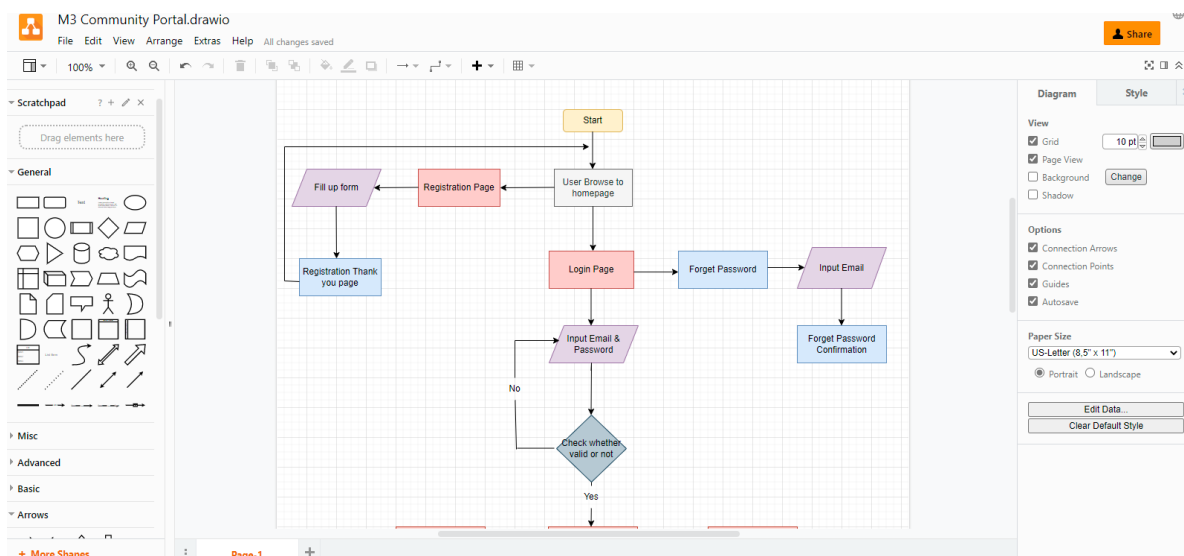


Figure 4: Screenshot of Regi.Drawio

- **Chrome Browser To run the application**

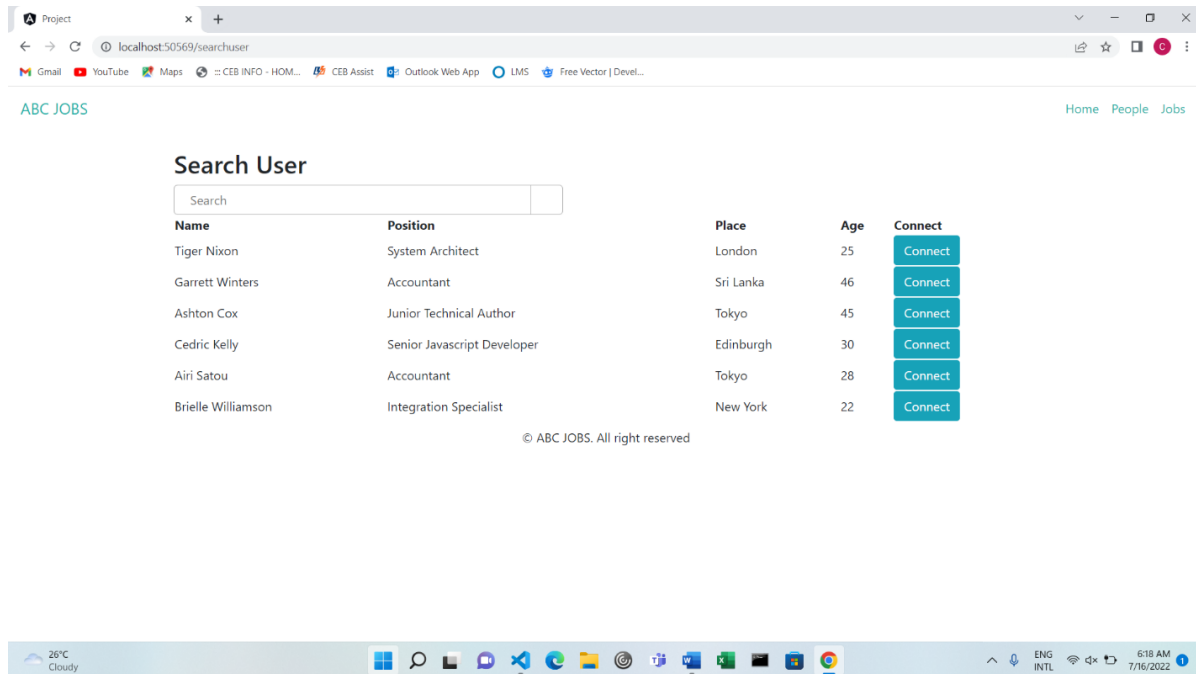


Figure 5: Screenshot of Google Chrome

- **Microsoft Excel – To calculation**

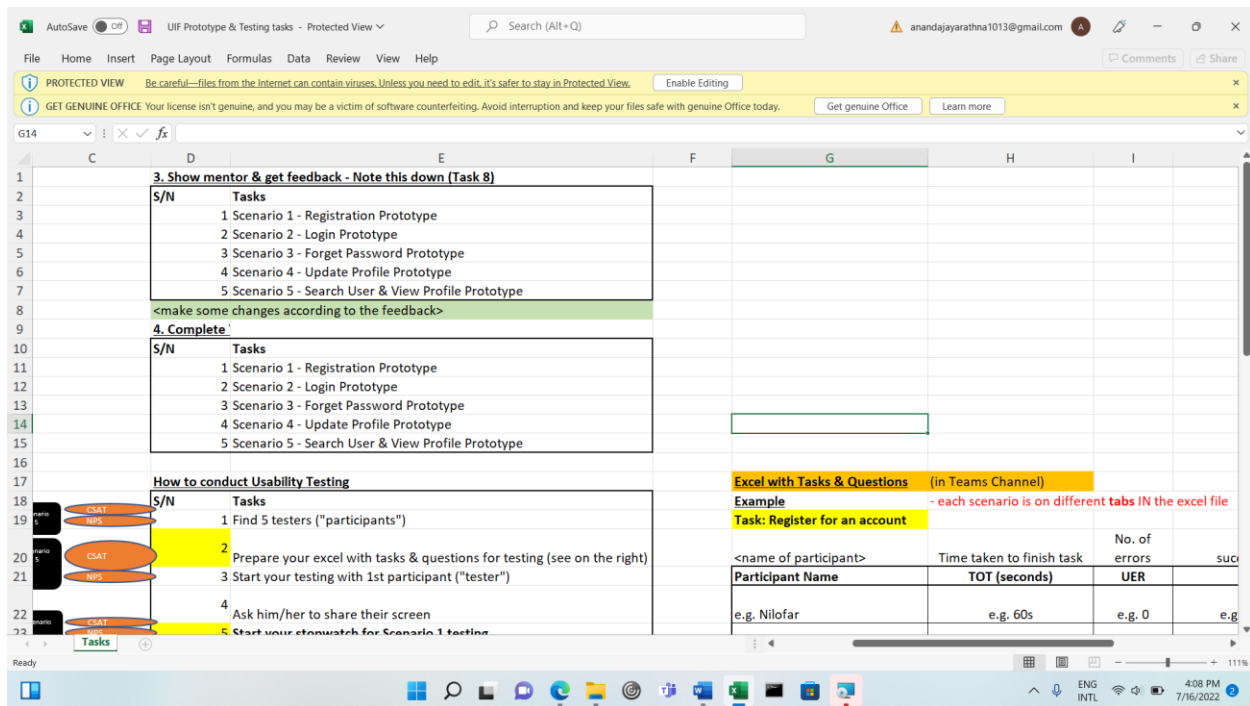


Figure 6: Screenshot of Microsoft Excel

- **Microsoft Word – To create a project Report**

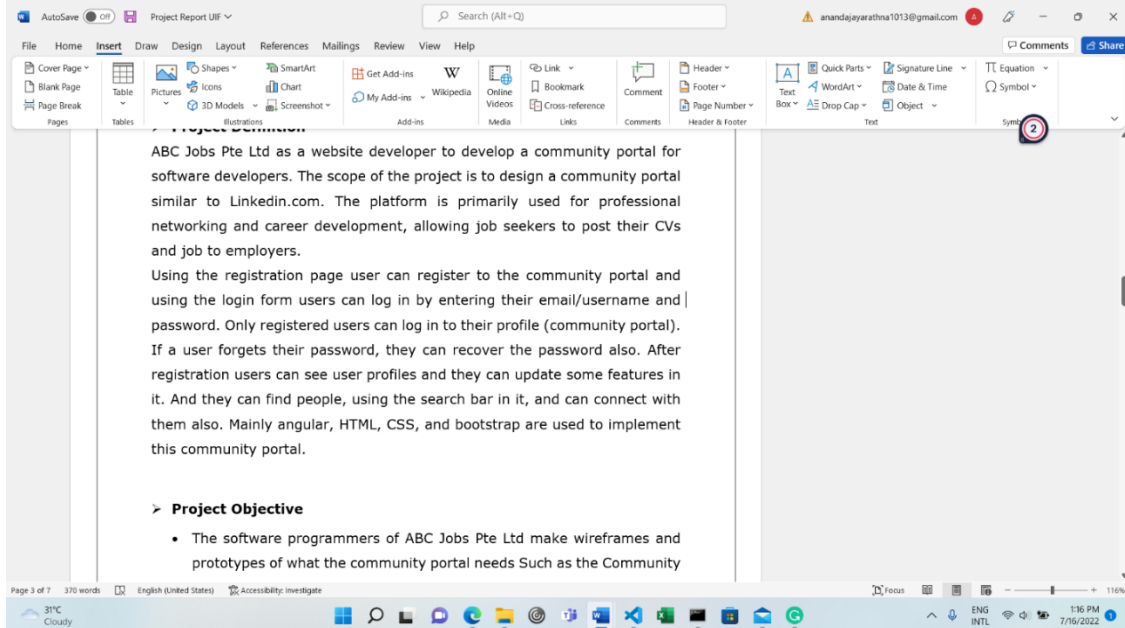


Figure 7: Screenshot of Microsoft Word

- **Microsoft PowerPoint – To create Project Presentations**

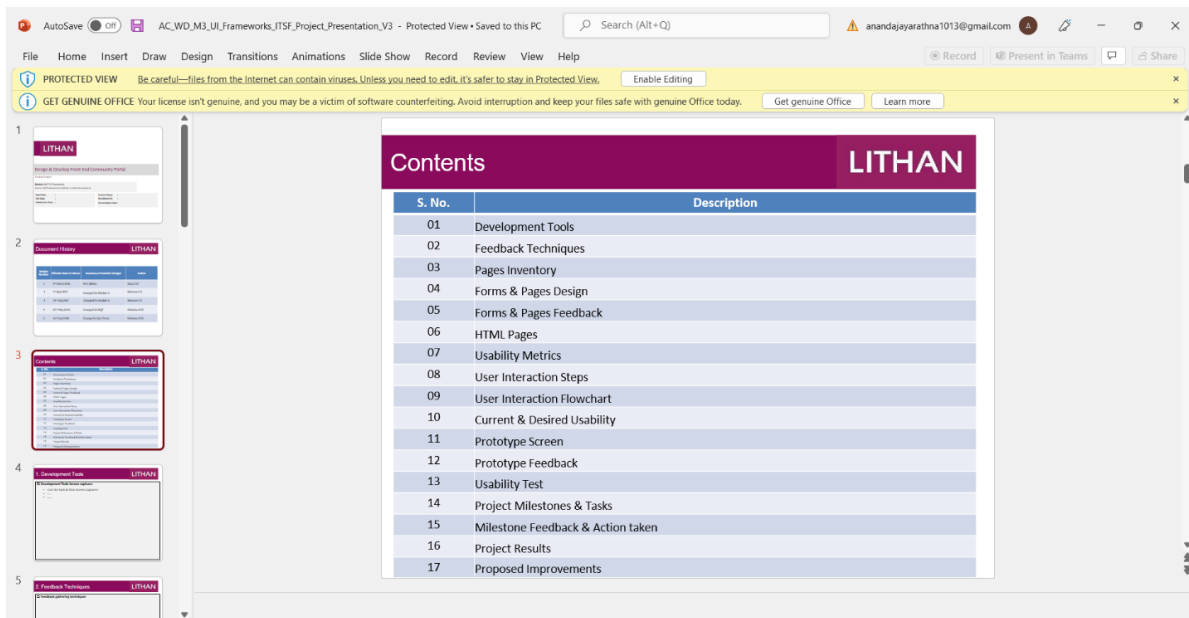


Figure 8: Screenshot of powerpoint

02) Business Process and Solution Architecture

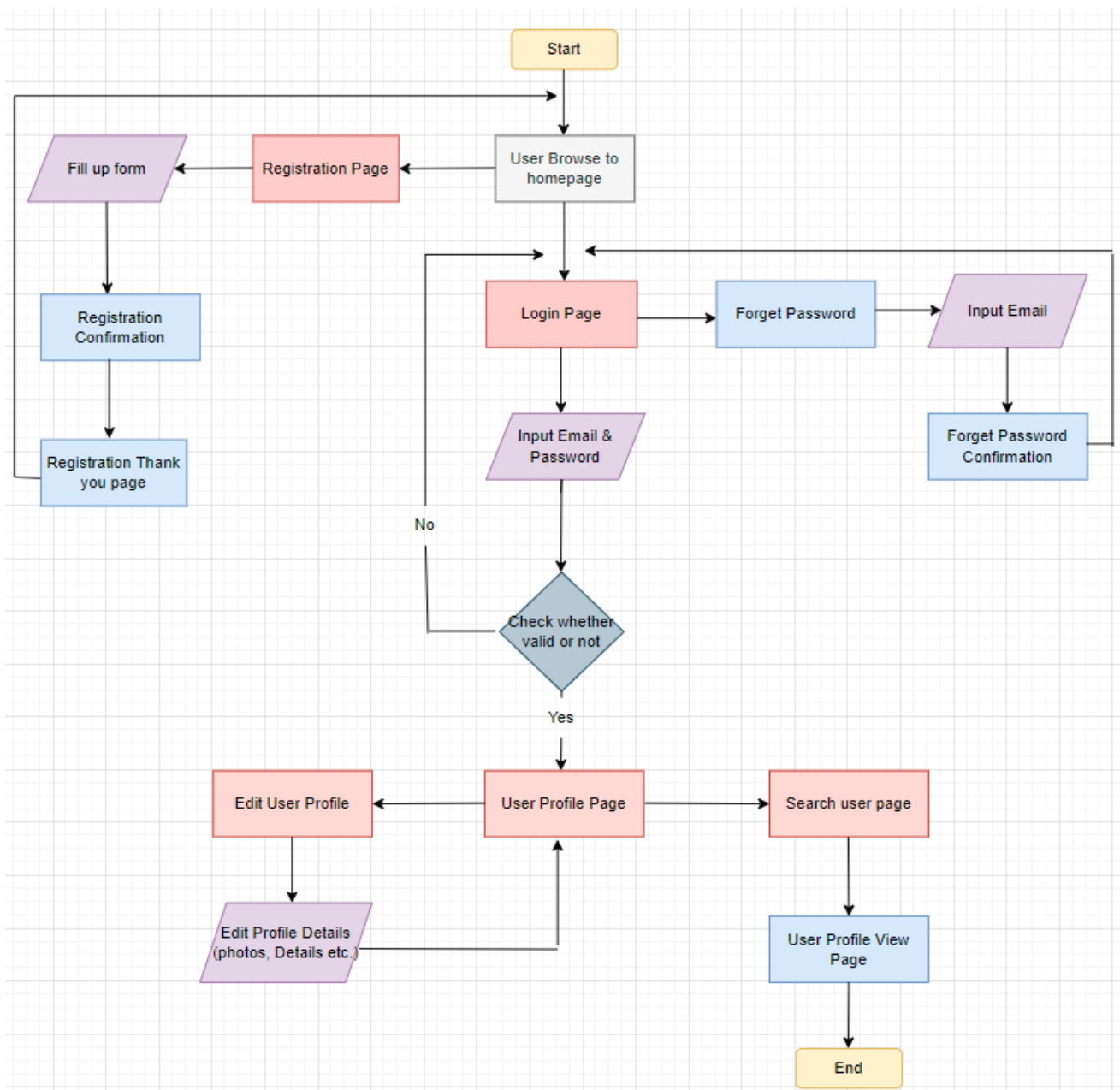



Figure 9: Business Process and Solution Architecture

Wireframes

Home Page

ABC JOBS

HOMEPEOPLEJOBS



Welcome to your Professional Community

Sign Up

Login

ABC JOBS @ all right reserved

Specifications (Widget Table)

Note number	Name	Interactions
1	Hero Banner	Hero Image
2	Sign Up Button	Link to registration
3	Login Button	Link to Login
4	Login button	Link to enter user profile

Login Page

ABC JOBS

HOMEPEOPLEJOBS

Email Address

Password

[FORGOT PASSWORD](#)

LOG IN

ABC JOBS @ all right reserved

Note number

Name

Interaction s

1	Email Address	Text field to input email address
2	Passwor d	Text field to input password
3	Forgot Password d	Link to forgot password
4	Login button	Link to enter user profile

Registration Page

ABC JOBS

[HOME](#) [PEOPLE](#) [JOBS](#)

Create Account

Get Started with your free account

Login via Twitter

Login via Facebook

OR

Full Name

Enter Your Email Address

Phone Number

Select Gender

Create Password

Repeat Password

Create Account

ABC JOBS @ all right reserved

Note number	Name	Interactions
1	Login as Twitter button	Link to login twitter
2	Login as Facebook button	Link to login Facebook
3	Full name	Text field to input full name
4	Email Address	Text field to input email
5	Phone number code	Dropdown list to select country code
6	Phone number	Text field to enter phone number
7	Create Password	Text field to enter new password
8	Repeat password	Text field to repeat password
9	Create account button	Link to create account

Forgot Password page

ABC JOBS

[HOME](#) [PEOPLE](#) [JOBS](#)

Register

Forgot Password

Login

Learn More

Forgot Password

Please enter your email address below and we will send you information to change your password

Email address

Enter Your Email Address

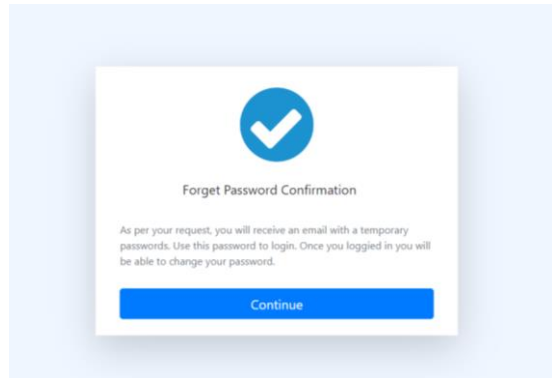
Reset Password

An email has been sent to your address with a reset password you can use to access your account

ABC JOBS @ all right reserved

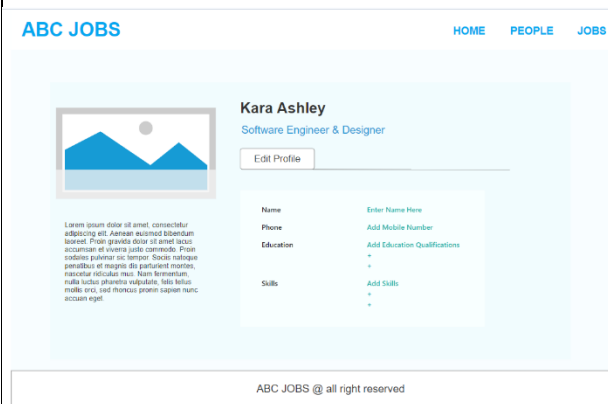
Note number	Name	Interactions
1	Email Address	Text field to enter email
2	Reset Password button	Link to reset password
3	Register	Link to registration
4	Forgot password	Link to Forgot password
5	Login	Link to login

Forgot password Confirmation



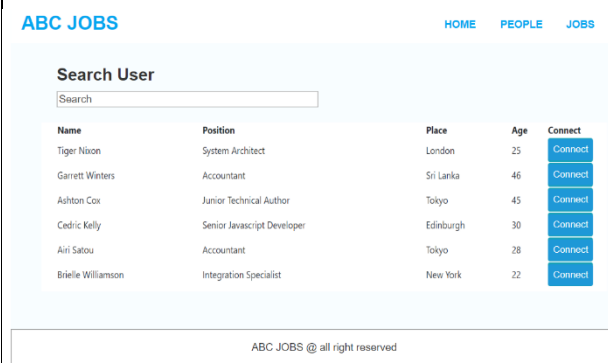
Note number	Name	Interactions
1	Forget Password Confirmation button	Link to login

Update Profile page



Note number	Name	Interactions
1	Profile photo	Update Profile photo
2	Edit Profile button	Link to edit profile
3	Name	Edit name text field
4	Phone	Edit phone number text field
5	Education	Add educations
6	Skill	Add Skills

Search User Page



Note number	Name	Interactions
1	Search bar	Search user text field
2	Lists of user	Search user list
3	Connect button	Link to connect user profile

03) Techniques and methods for gathering and analyzing user feedback.

Live chats, short surveys, and social media are among the most common tools for gathering user feedback. Live chat is a way of direct communication with your customers. You can ask specific real-time questions or sort incoming feedback.

There are 2 types to collecting data, such as

- Quantitative

Quantitative data is, quite simply, information that can be quantified. It can be counted or measured, giving a numerical value such as length in centimeters or income in dollars. Quantitative data tend to be structured in nature and lend themselves to statistical analysis.

- ✓ Surveys, tests, or questionnaires – administered in groups, one-on-one, by mail, or online
- ✓ Reviews of records or documents using rubric: or
- ✓ Observations

- Qualitative.

Qualitative data refers to both descriptive and descriptive data. Quality data can be monitored and reported. This data type is non-numeric in nature.

- ✓ Shadow Sessions (Observe the user when using the program)
- ✓ A/B Testing (Compare between 2 programs and decide which one is better)

Understand the overview of the Community Portal from the Project Mentor.

No	Questions	Answers
01	What are the Community Portal that you are using?	LinkedIn
02	How many times a day do you	About 3 or 4 times

	use it?	
03	From which device do you log in?	Laptop or mobile phone but mostly Laptop
04	Why do you use it?	Find out what's going on in the IT (Software) industry. Such as what are the updated companies, what are the positions in those companies etc.
05	Can you share your experience with others?	Yes

Persona

List the different personas who will be using the Community Portal, with a brief description of each of the personas.

No	Persona	Brief Description
01	Ashley (Unemployed)	Ashely is a 26 years old girl who is a web designer. She wants to be a web designer in the World Recognize IT Company
02	Kevin (Graduated)	Kevin is a 20 years old boy who is a school leaver. He archived excellent grades at GCE A/L Combined Maths, Physics, and IT and graduated from NSBM University. He is keen to pursue a career in the IT industry.
03	Nethu (Employed)	Nethu is 35 years old Nurse who cares for people recovering from surgery. Has been a nurse for 8 years. She likes having the opportunity to help people feel better.

Create a Personas profile with Demographics, Behaviors & Beliefs, Characteristics & Goals for 2 Personas defined.

Persona (1):	Kevin
Demographics:	20 years, Male, Single, Sri Lanka, School Leaver
Behaviors and Beliefs:	Behaviors – Finding everything about computer software Beliefs - "Cast your net wide. Be courageous about meeting people, about having a go at something you haven't done before."
Characteristics:	Hard-Working Active Brave
Goals:	To be a Software Developer, Hacker

Persona (2):	Nethu
Demographics:	35 years, Female, Married, Romania, Nurse
Behaviors and Beliefs:	Behaviors – Finding all-new medical methods in the world Beliefs – “I can do anything I want to do”
Characteristics:	Hard-working Responsible
Goals:	More interactions with patients She wants to provide the best care

04) User Experience on 2 community portal websites

1. LinkedIn.com

When I visit linkedin.com, my eyes are instantly drawn to a beautiful color combination. The text is easy to read and easy to find what I want to do. Then I tried to register by clicking the "join now" button. The registration form was good and easy to fill with validation to avoid user errors. After signing up I logged in and it was very smooth transitioning from page to page. I like the flow of the site.

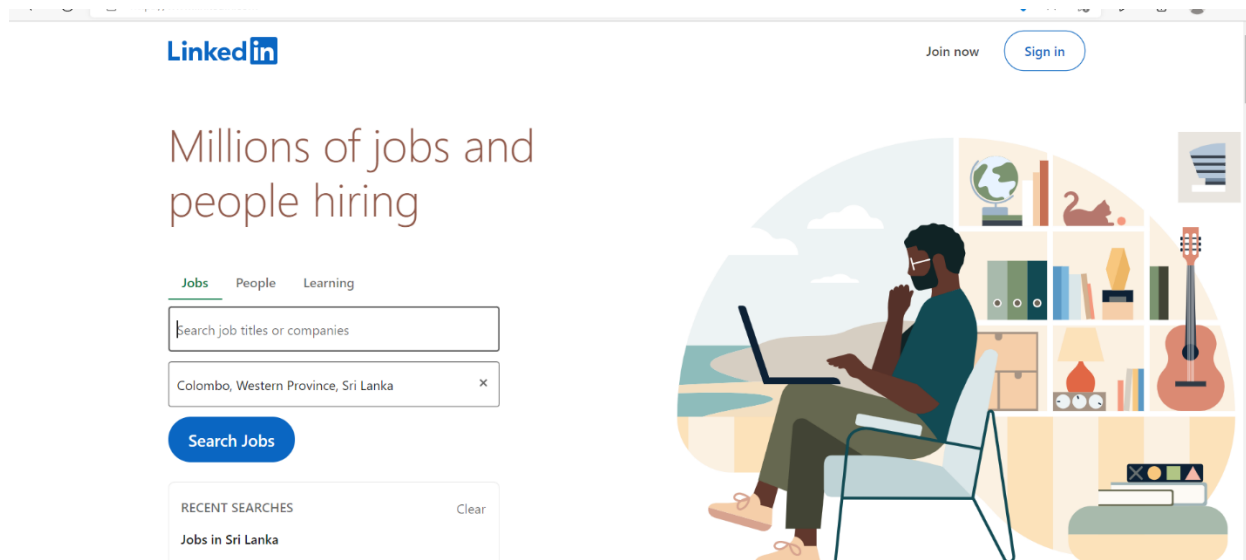


Figure 10: Screenshot of LinkedIn

2. Glassdoor.com

When I go to the glassdoor website, the home page is not really good when I first arrive on the website. We can directly use this community portal. I tried to register to the website. It takes little time to sign up process. They also provide way to register with google or Facebook that speeds up the registration progress for me. After that I tried to log in to the website and overall the layout and color of the website is very good and I like the color too.

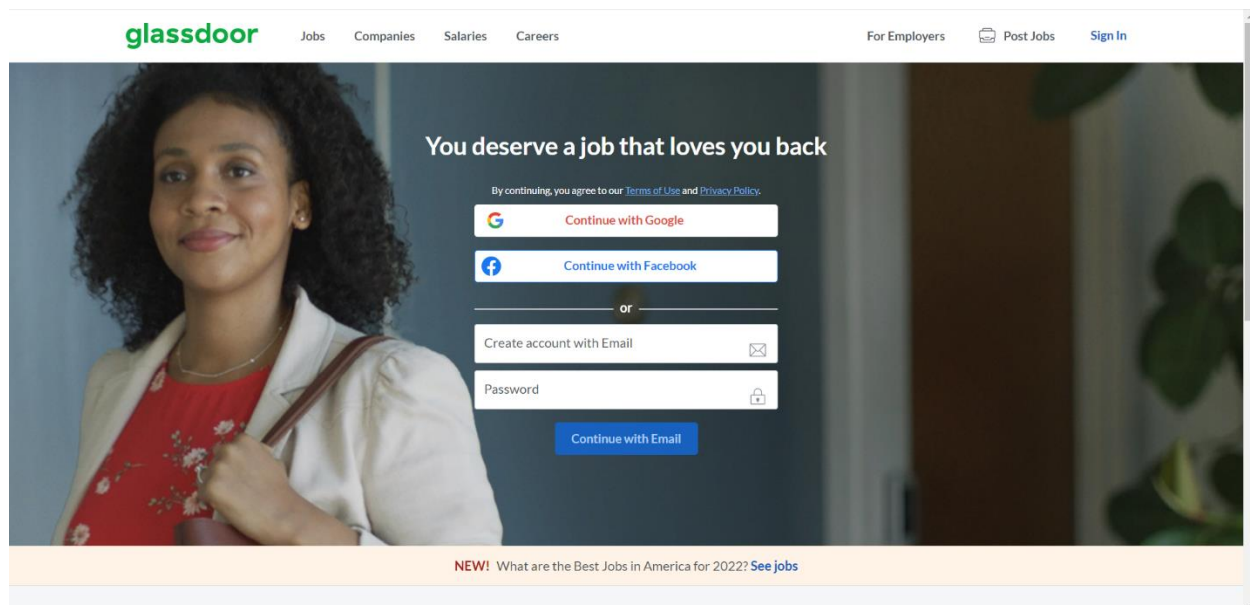


Figure 11: Screenshot of Glassdoor.com Home Page

05) Analyze the user experience based on the observations

✓ Likdein.com

• Scenario - Register Page

The opportunity to register on LinkedIn.com is a great experience. The way the registration form pops up first displayed 2 fields, email and password, this way the user won't experience too many forms at once and won't get bored fast. Validation also alerts users for invalid or incorrect data entry.

Linkedin.com also provides registration with Google, which speeds up the process of registering on the site. The page color is nice and simple.

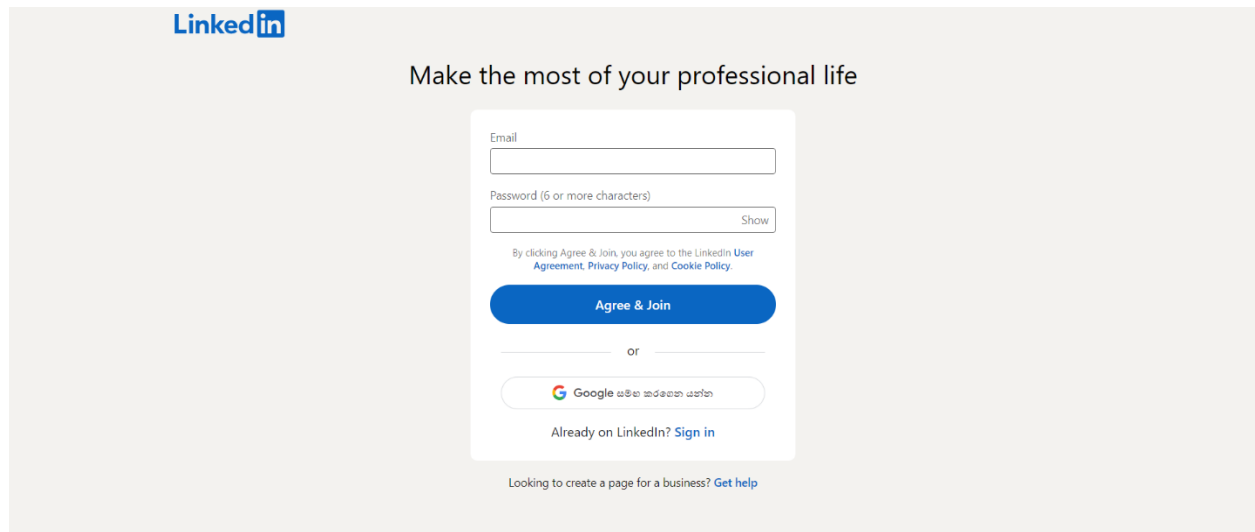
The image is a screenshot of the LinkedIn registration page. At the top left is the LinkedIn logo. Below it, the text "Make the most of your professional life" is centered. The registration form is a white box with a light gray border. It contains an "Email" input field, a "Password (6 or more characters)" input field with a "Show" button to its right, and a line of text stating "By clicking Agree & Join, you agree to the LinkedIn User Agreement, Privacy Policy, and Cookie Policy." Below this is a large blue "Agree & Join" button. Underneath the button is the word "or" flanked by horizontal lines. Below the lines is a button with the Google logo and the text "Google አገልግሎት ለመጠቀም". At the bottom of the form is the text "Already on LinkedIn? Sign in". Below the form, centered, is the text "Looking to create a page for a business? Get help".

Figure 12: Screenshot of LinkedIn Registration Form

- **Scenario: Login Page**

LinkedIn.com login option provides a "Show" password feature, so if the user types in the correct password, it's easy. The login page also provides a forgotten password, which is great for users who have forgotten their password. The LinkedIn.com login page also has a feature to remember login history, so when you log out and want to log back in, you need to click on your previous account and type the password again to enter the page.



Sign in

Stay updated on your professional world

Email or Phone

Password [show](#)

[Forgot password?](#)

Sign in

or

Sign in with Google

Sign in with Apple

New to LinkedIn? [Join now](#)

Figure 13: Screenshot of LinkedIn Login Form

✓ Glassdoor.com

• Scenario: Registration

The opportunity to register on Glassdoor.com is a great experience. The way the registration form pops up first displayed 2 fields, email and password, this way the user won't experience too many forms at once and won't get bored fast. Validation also alerts users for invalid or incorrect data entry. Glassdoor.com also provides registration with Google and Facebook which speeds up the process of registering on the site. The page color is nice and simple

Sign Up to get instant access to millions of salaries and reviews

By continuing, you agree to our [Terms of Use](#) and [Privacy Policy](#)

Continue with Google

Continue with Facebook

or

Create account with Email

Continue with Email

Already have an account? [Sign In](#)

Figure 14: Screenshot of Glassdoor Registration

- **Scenario: Login**

Glassdoor.com login option is directly provided in the home page. User can easily log in to this community portal. They added validations also. So if the user types in the correct password, it's easy. The login page also provides a forgotten password, which is great for users who have forgotten their password. The Glassdoor.com login page also has a feature to remember login history, so when you log out and want to log back in, you need to click on your previous account and type the password again to enter the page.

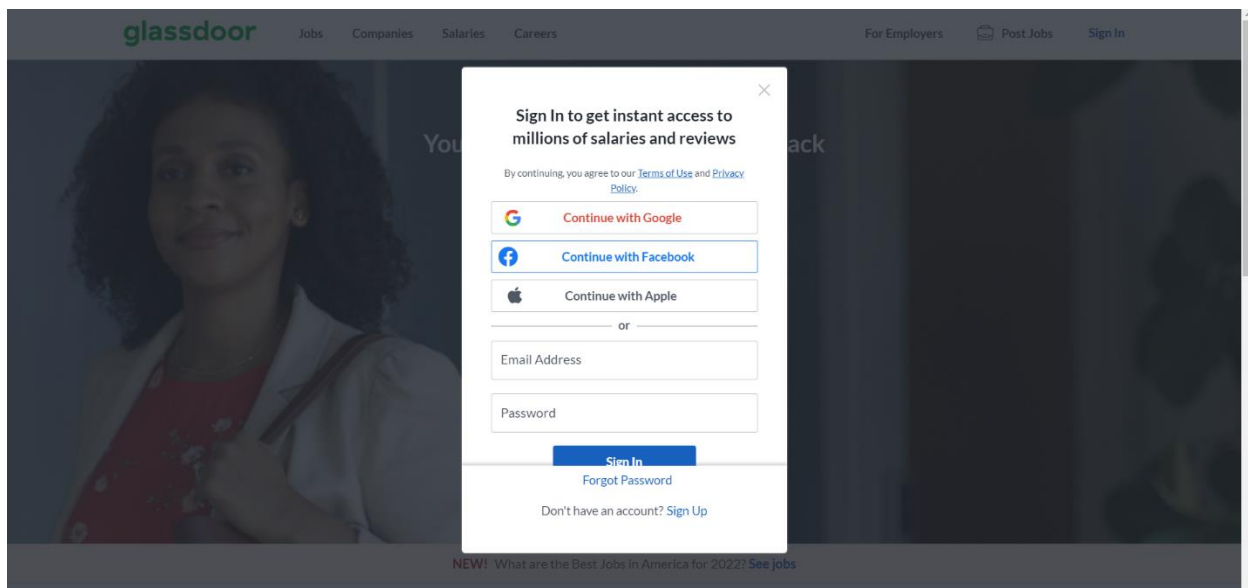


Figure 15: Screenshot of Glassdoor Login

06) The performance level & gaps between user experience & desired user experience along with level of user engagement

- **LinkedIn.com**

Scenario	TOT (seconds)	Expect TOT	Performance Gaps	UER
Register	65	60	5	2
Login	20	22	2	0
Forgot Password	40	70	30	0

- **Glassdoor. com**

Scenario	TOT (seconds)	Expect TOT	Performance Gaps	UER
Register	50	60	10	0
Login	30	20	10	2
Forgot Password	40	22	18	0

..

07) Develop and Document 3 user metrics

- TOT (Time on Task): How long the time that user take to complete the task
- UER (User Error Rate): Number of the mistakes that user make
- TSR (Task Success Rate): Success or fail when do the task. Success is 1 and fail is 0

✓ Home Page

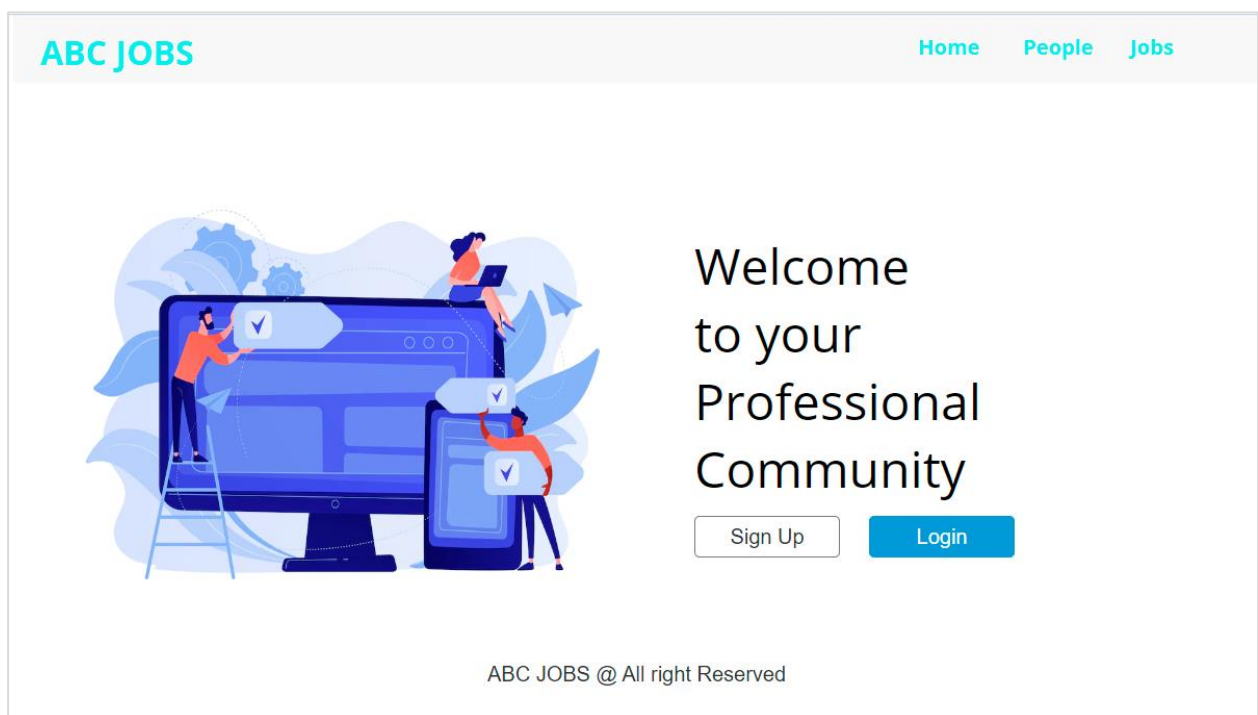


Figure 16: Screenshot of home page (prototype)

✓ Login Page

The screenshot shows a web page for 'ABC JOBS'. The header has the logo 'ABC JOBS' in teal on the left and navigation links 'Home', 'People', and 'Jobs' in teal on the right. The main content area is a light gray rectangle containing a white login form. The form has two input fields: 'Email address' with the placeholder 'Enter Your Email Address' and 'Password' with the placeholder 'Create Password'. Both fields have a yellow eye icon on the right. Below the password field is a blue link 'Forgot Password' with a yellow eye icon. At the bottom of the form is a blue 'Log In' button with a yellow eye icon. The footer of the page is white and contains the text 'ABC JOBS @ All right Reserved'.

Figure 17: Screenshot of Login page (prototype)

✓ Forgot Password Page

The screenshot shows a web page for 'ABC JOBS'. The header has the logo 'ABC JOBS' in teal on the left and navigation links 'Home', 'People', and 'Jobs' in teal on the right. The main content area is a light gray rectangle. On the left side, there is a vertical sidebar with four items: 'Register', 'Forgot Password' (highlighted in red), 'Login', and 'Learn More' (highlighted in teal). The main content area has a teal header with the text 'Forgot Password'. Below this header, there is a paragraph: 'Please enter your email address below and we will send you information to change your password'. Below the paragraph is an 'Email address' input field with the placeholder 'Enter Your Email Address' and a yellow eye icon on the right. Below the input field is a teal 'Reset Password' button with a yellow eye icon. Below the button is a paragraph: 'An email has been sent to your address with a reset password you can use to access your account'. The footer of the page is white and contains the text 'ABC JOBS @ All right Reserved'.

Figure 18: Screenshot of forgot password (prototype)

✓ Forgot Password Confirmation

The screenshot shows a web page for 'ABC JOBS' with a navigation bar containing 'Home', 'People', and 'Jobs'. The main content area features a large blue checkmark icon inside a circle. Below the icon, the text reads 'Forgot Password Confirmation'. A paragraph follows: 'As per your request you will receive an email with temporary passwords. Use this password to login. Once you logged in you will be able to change your password'. At the bottom of this section is a blue 'Continue' button. The footer of the page states 'ABC JOBS @ All right Reserved'.

Figure 19: Screenshot of forgot password confirmation (prototype)

✓ Registration Page

The screenshot displays the 'Create Account' page for 'ABC JOBS'. The navigation bar includes 'Home', 'People', and 'Jobs'. The main heading is 'Create Account', followed by the subtext 'Get Started with your free account'. There are two buttons for social login: 'Login via Twitter' and 'Login via Facebook'. Below these is a separator with 'OR' in the center. The registration form consists of several input fields: 'Full Name', 'Enter Your Email Address' (with a yellow highlight below it), 'Phone Number' (with a dropdown arrow), 'Select Gender' (with a dropdown arrow), 'Create Password', and 'Repeat Password'. At the bottom of the form is a blue 'Create Account' button.

Figure 20: Screenshot of registration (prototype)

✓ Registration Confirm Email

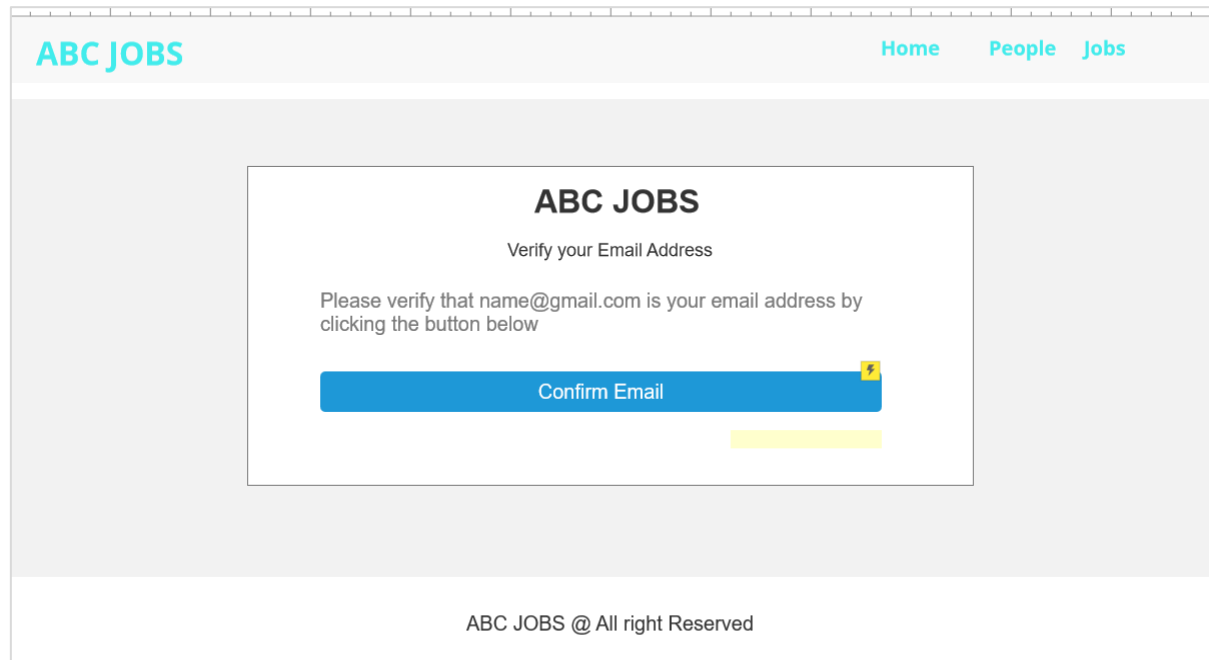


Figure 21: Screenshot of registration confirmation (prototype)

✓ Registration Thank you

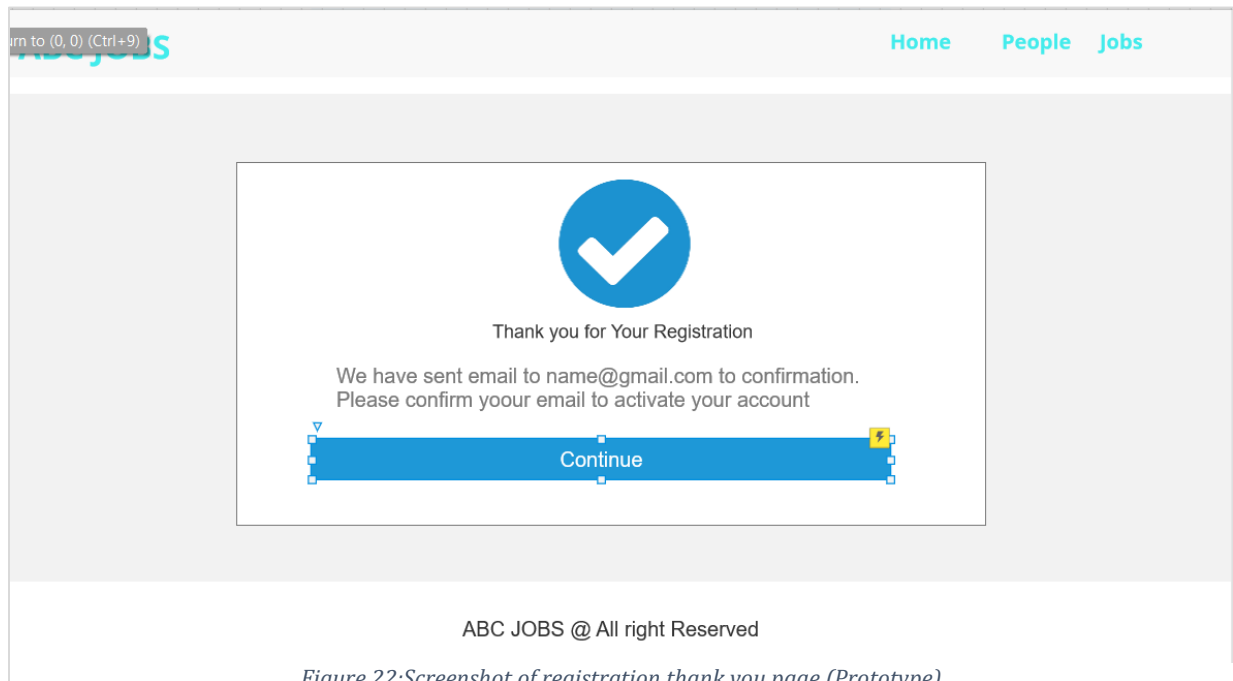


Figure 22: Screenshot of registration thank you page (Prototype)

✓ User Profile Page

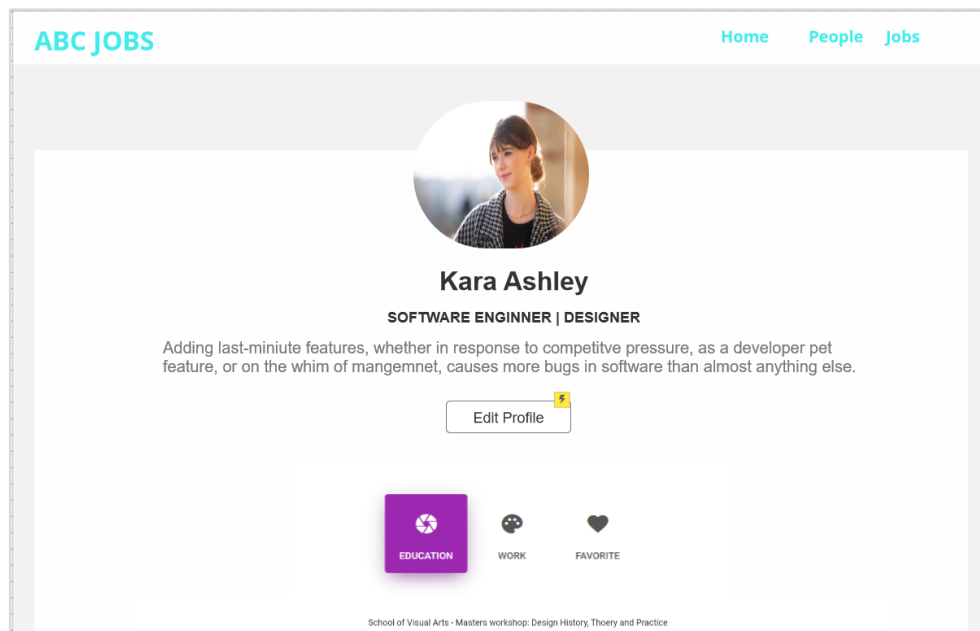


Figure 23: Screenshot of user profile page (prototype)

✓ Update Profile Page

The screenshot shows a user profile update page for Kara Ashley, a Software Engineer & Designer. The page features a circular profile picture of Kara, her name, and her job title. Below this is a bio: "Adding last-minute features, whether in response to competitive pressure, as a developer pet feature, or on the whim of mangemnet, causes more bugs in software than almost anything else." There is an "Edit Profile" button with a small yellow flag icon. Below the bio are three icons: a purple square with a camera icon labeled "EDUCATION", a black circle with a gear icon labeled "WORK", and a black heart icon labeled "FAVORITE". At the bottom, there is a small text line: "School of Visual Arts - Masters workshop: Design History, Theory and Practice". The top navigation bar includes "ABC JOBS" and links for "Home", "People", and "Jobs".

Update Profile Form:

SKILLS

Software Engineer
Designer
UX Designer

Name

Phone

Education

Skills

Figure 24: Screenshot of update profile (prototype)

✓ Search User Page

ABC JOBS[Home](#)[People](#)[Jobs](#)

Search User

Name	Position	Place	Age	Connect
Tiger Nixon	System Architect	London	25	Connect
Garrett Winters	Accountant	Sri Lanka	46	Connect
Ashton Cox	Junior Technical Author	Tokyo	45	Connect
Cedric Kelly	Senior Javascript Developer	Edinburgh	30	Connect
Airi Satou	Accountant	Tokyo	28	Connect
Brielle Williamson	Integration Specialist	New York	22	Connect

ABC JOBS @ All right Reserved

Figure 25: Screenshot of search user page (prototype)

07) User Interaction Process along with the flow chart

Scenario 1: Login Page

Interaction Process

Form Portal Home Page

- User clicks on "Login" button link and reaches the Login page
- User is required to key in all the required information (Email address and password)
- Upon clicking on the login button validation checks will be performed and error messages will be promoted
 - If cannot remember password user can click "Forgot password" link and reaches the forgot password page to reset password
 - User is required to add email address
 - Upon clicking on reset password button user can reset password
- If their no invalid details user will enters to the community portal successfully

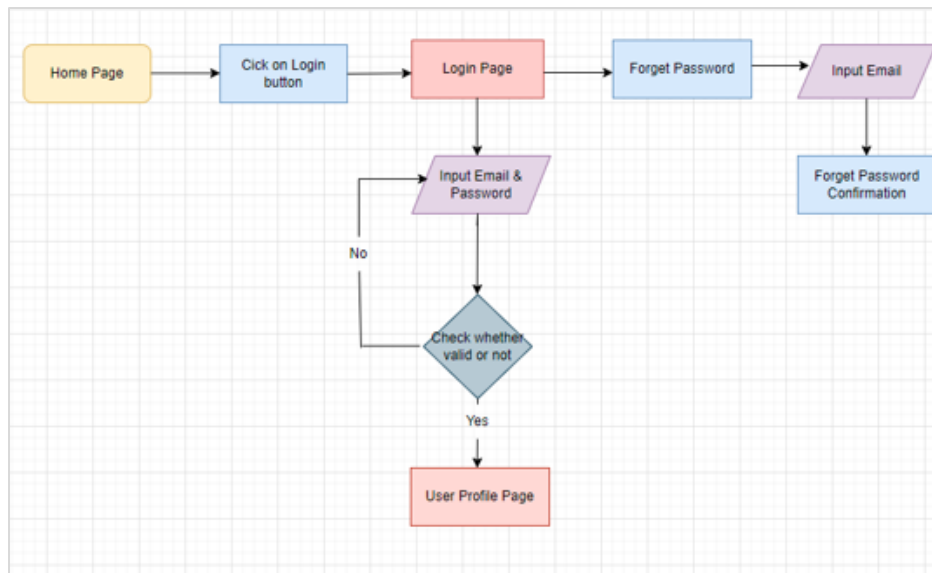


Figure 26: Screenshot of flow of Login

Scenario 2 : Registration Form

Interaction Process

Form initial home page

1. User click on the "sign up" button reaches the login page.
2. User is required to key in the required information(first name last name email and password) and click on the "sign up" button
3. Upon clicking on the sign-up button, validation checks will be performed and error messages will be prompted to the user if any required information is missing.
4. Displaying the Registration confirmation page
5. Upon clicking on the "Continue" button reaches the registration confirmation mail page
6. Upon clicking the "Verify Email address" button reaches the Login page
7. User clicking "sign in" link reaches the login page

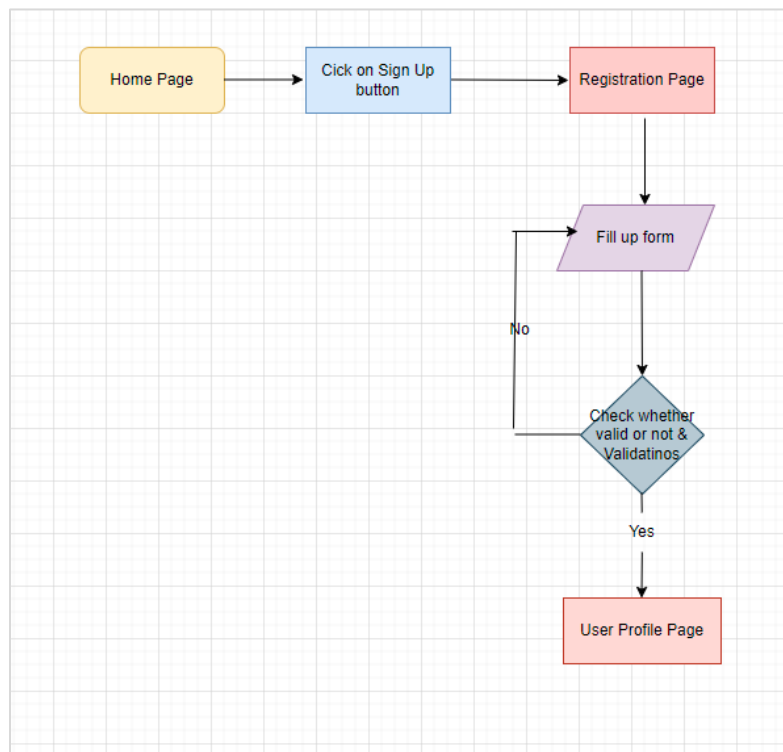


Figure 27: Screenshot of Flow of Registration

08) File for the details of the widget prototypes

✓ Registration Page

ABC JOBS Home People Jobs

Create Account

Get Started with your free account

Login via Twitter

Login via Facebook

OR

Full Name

Enter Your Email Address

Phone Number

Select Gender

Create Password

Repeat Password

Create Account

Figure 28: Screenshot of Registration Page

Note number	Name	Interaction	Note
	Email Address	<div><div>CLICK OR TAP</div><div><div>Case 1</div><div>If text on equals "admin@gmail.com"</div><div>+</div><div>Case 2</div><div>Else If true</div><div>Show/Hide</div><div>Show Email error message</div><div>+</div></div></div>	Text field to input email
..	Create account button	<div><div>CLICK OR TAP</div><div><div>Case 1</div><div>If text on FullName Text Field equals "admin" and text on Signup-Email Text Field equals "admin@gmail.com" and text on phone Text Field equals "0123456789" and text on Signin-CPassord Text Field equals "admin" and text on Signin-Password Text Field equals "admin"</div><div>Open Link</div><div>Registration Verification</div><div>+</div><div>Case 2</div><div>Else If true</div><div>Show/Hide</div><div>Show signup-error</div><div>+</div></div></div>	Link to create account

✓ Login Page

ABC JOBS

Home People Jobs

Email address

Enter Your Email Address

Password

Create Password

[Forgot Password](#)

[Log In](#)

ABC JOBS @ All right Reserved

Figure 29: Screenshot of Login page

Note number	Name	Interactions	Note
1	Email Address	<div> <div>CLICK OR TAP</div> <div> <div>Case 1</div> <div>If text on login-Email Text Field equals "admin@gmail.com"</div> <div>+</div> <div>Case 2</div> <div>Else If true</div> <div>Show/Hide</div> <div>Show error error message</div> <div>+</div> </div> </div>	Text field to input email address
2	Password	<div> <div>CLICK OR TAP</div> <div> <div>Case 1</div> <div>If text on login-Password Text Field equals "admin"</div> <div>+</div> <div>Case 2</div> <div>Else If true</div> <div>Show/Hide</div> <div>Show p-error message</div> <div>+</div> </div> </div>	Text field to input password
3	Forgot Password	<div> <div>CLICK OR TAP</div> <div>Open Link</div> <div>Forget Password</div> <div>+</div> </div>	Link to forgot password
4	Login button	<div> <div>CLICK OR TAP</div> <div> <div>Case 1</div> <div>If text on login-Email Text Field equals "admin@gmail.com" and text on login-Password Text Field equals "admin"</div> <div>Open Link</div> <div>user profile</div> <div>+</div> <div>Case 2</div> <div>Else If true</div> <div>Show/Hide</div> <div>Show login-error message</div> <div>+</div> </div> </div>	Link to enter user profile

✓ Home Page

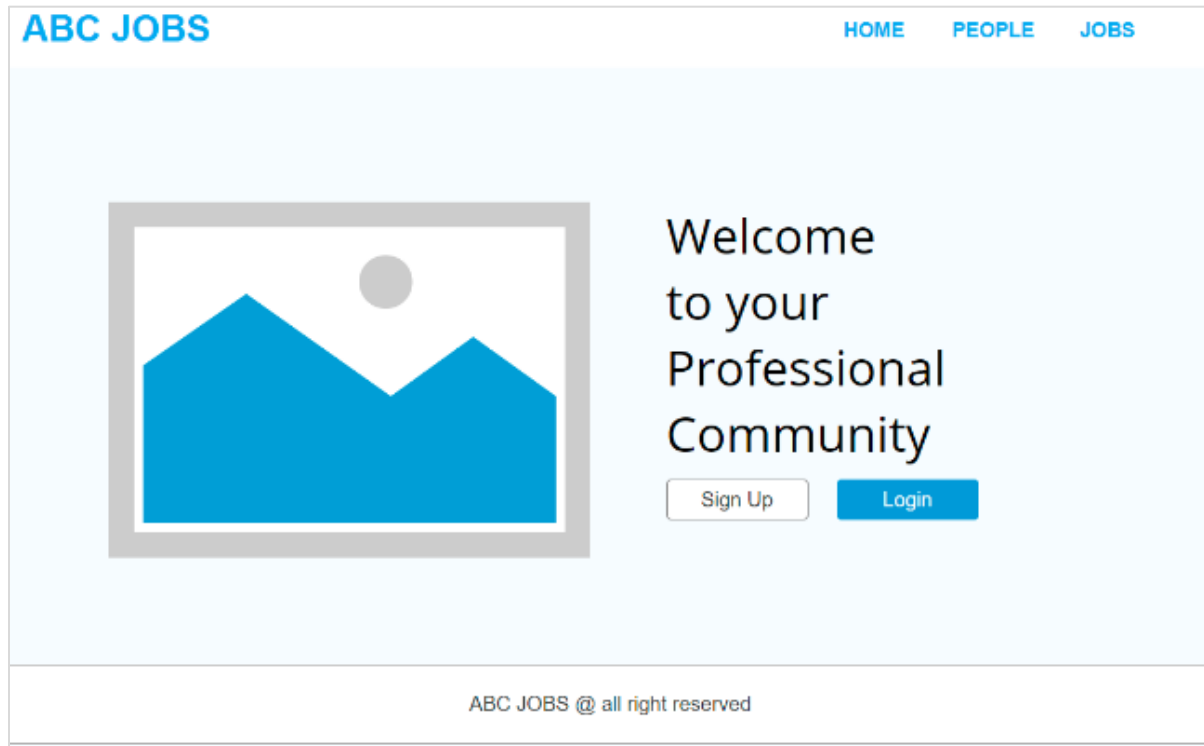


Figure 30: Screenshot of Home page

Note number	Name	Interactions	Note
1	Sign Up Button	<div><div>CLICK OR TAP</div><div>Open Link</div><div>Login</div><div>+</div></div>	Link to registration
2	Login Button	<div><div>CLICK OR TAP</div><div>Open Link</div><div>Registration</div><div>+</div></div>	Link to Login

09) Usability tests and execute the usability test with a user

- **Registration**

Participant Name	TOT (Seconds)	UER	TSR	Observation	Feedback
Chathu	47	0	Success	All good	No feedback
Tharuka	53	2	Success	Not entering phone code	Easy to register
Thusith	39	1	Success	Not select gender	Better to add county field
Cara	41	0	Success	All good	You could make the font size little bit bigger
Rahul	43	0	Success	All good	Change colors

	TOT	UER	TSR
Average Score	30	30%	100%

Analysis & Suggested

- password input field not yet been added a show password feature

Improvements

- adding validations for text fields

- **Update Profile**

Participant Name	TOT (Seconds)	UER	TSR	Observation	Feedback
Chathu	32	0	Success	All good	Try to add profile cove
Tharuka	52	1	Success	Trying to change email	Add dark colors
Thusith	44	0	Success	All good	You could make the font size little bit bigger
Cara	32	1	Success	Trying to change email	No feedback
Rahul	20	0	Success	All good	Add other qualification section

	TOT	UER	TSR
Average Score	36%	28%	100%

Analysis & Suggested

- add phone number change filed

CSAT

Participant Name	Satisfaction Score	Reason
Chathu	9	Good color palette
Tharuka	10	Easy to Handle
Thusith	7	Cool website
Cara	8	Superb website
Rahul	8	like the color

Average CSAT Score	20%
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NPS

Participant Name	Promoting Score	Reason
Chathu	9	Good functionality
Tharuka	5	Could be improved at some point
Thusith	9	Easy to use
Cara	8	Easy to handle
Rahul	7	Cool website

NPS	40%
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10) Gather feedback for the prototypes and document, make suggestions for improvement.

c	Forms / Pages	Feedback Received	Modifications Implemented
01	Update Profile Page	It would be great if you could upload a cover photo	Add cover photo section

- **Before**

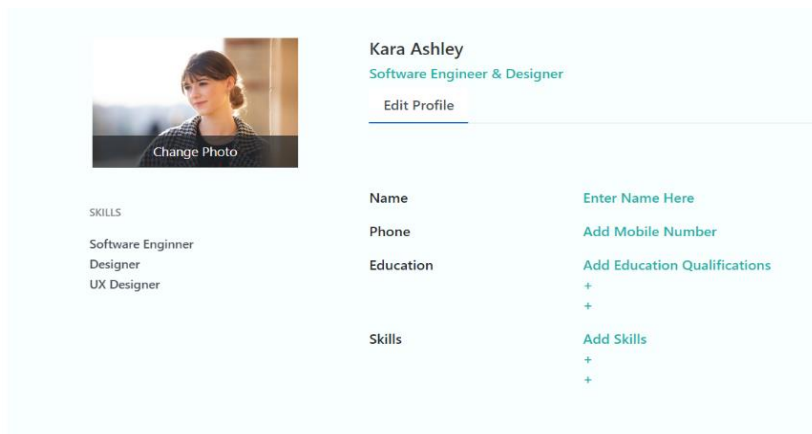


Figure 31: Screenshot of profile page before edit

- **After**

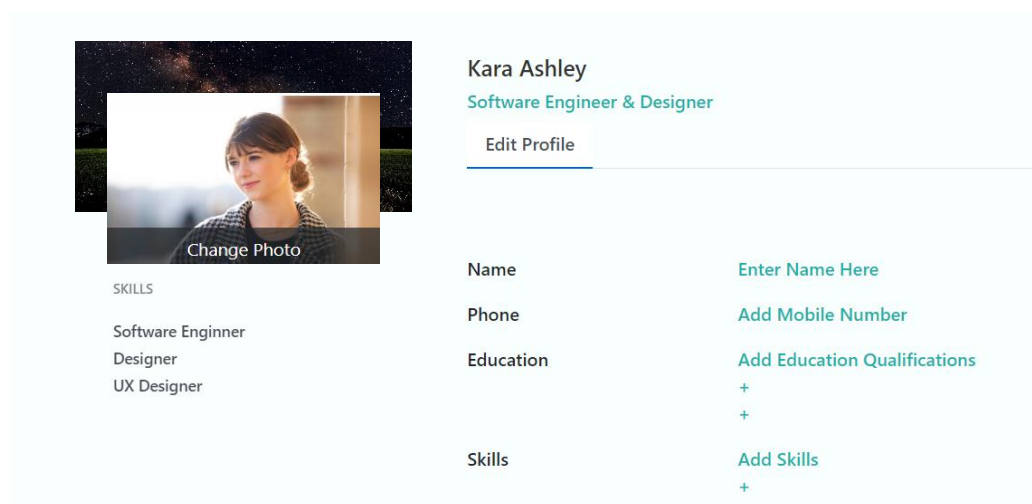


Figure 32: Screenshot of profile page after edit

11) Prototype and Wireframe File



Wireframes.rp



Prototypes.rp

