## 2.3 Laboratory Sessions

**Exercise 1: Improvements to Application Software Functions**

**Messenger** – send messages

* exchange photos, videos, audio, stickers and files
* react to other users’ messages
* interact with bots
* support voice and video call

**Improved features**

– Send and receive cash gifts

* group chat poll games
* birthday expression tools
* new way to share contact

**Exercise 2: Improvements to Business Processes**

Online shop

* Facebook for advertising
* Messenger for customer service
* Excel for collecting data
* Canva for photo editing
* Kpay/Wave/PayPal for online payment
* Grab for delivery service

**Exercise 3: Software Display Design Elements**

With reference to two application software packages that you use regularly, describe which of the software display design elements (see Topic 2 Slide 22) are included in each package, how effective you think they are, and how you think they could be improved. You may also make reference to the effectiveness or ineffectiveness of text, color, image and sound.

Eg. text, color, icons, command buttons, checkbox image and sound

Effectiveness

* user can understand how to use this application
* easy to use
* optimal readability for text
* can quickly search for what the user is looking for
* can communicate with other (video conferencing, audio)

Ineffectiveness –

* complicated and unnecessary design elements can confuse users
* Lack of social interaction (Attracting the users that
* Readability issues( people can’t feel their way around quite easily)