**BSc (Hons) in Information Technology**

**Software Engineering – Year 3 Lab sheet 05**

**IT3050 – User Experience engineering Semester 2, 2021** Identify fail-points/blockings in the key-user flow(s)

During this lab, you are going to Identify fail-points/blockings in the key-user flow(s). Follow the steps below.

* Analyze your user research data (Lab sheet 02).
* Re-visit the user flow diagrams (Lab sheet 01).
* Individually identify 02 (at least) main fail-points/blockings in the key-user flow(s)
* If you are unable to identify enough number of main fail-points/blockings, conduct the user research again with different users/using different script.



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Identify fail-points/blockings in the key-user flow(s)



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| **Member: IT19116952** | **01**  **Fail-points/blocking** | **02**  **Fail-points/blocking** | **03**  **Fail-points/blocking** |
| **Fail-points**  **/Blocking** | Uploading the prescription, type prescription and ask question are in Order page | Feedback feature is not implemented | User will navigate to the Order page after log into the system. |
| **Evidence** | In the page for placing new order there are 3 buttons. Ask a question could be in a separate page.  Graphical user interface, text, application, chat or text message  Description automatically generated | There is no feature to providing feedback. I planned to implement that | There is no dashboard or homepage. App will navigate to the page for order after login |

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