# **Low Fidelity Prototyping**

# Assignment 02



# Sri Lanka Institute of Information Technology

# **IT3060 - Human Computer Interaction**

3<sup>rd</sup> Year – 1<sup>st</sup> Semester

2023 – WE – S1 – 95 Team Brain Busters

# **Group Member Details**

	Name with Initials	Registration Number	Contact Phone Number	Email
1.	Rashmitha K.M.	IT21284120	0706959277	it21284120@my.sliit.lk
2.	Hemashi T.G.B.	IT21290060	0711880129	it21290060@my.sliit.lk
3.	Theekshana K.T.	IT21280160	0775808653	it21280160@my.sliit.lk
4.	Ranasinghe R.C.C.	IT21285042	0764458053	it21285042@my.sliit.lk
5.	Dangalla D.A.S.I.	IT21339592	0761779514	it21339592@my.sliit.lk

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### **Video Transcripts**

### **Owner Script**

A - Mr. Chiran

B - Mr. Sasindu

A: hi, good evening Mr. Sasindu.

B: hi, good evening, Mr. Chiran.

A: can you go to the official website and login to the website?

B: okay sure, I have login to the website.

A: then Mr. Sasindu how often do you login though the website?

B: I'm login into the website two or three times per day.

A: please can you explore some web pages.

B: okay. this is the home page. and there are some flower pages.

A: do you like to the design of this website?

B: Actually not, because when I going to the login text and buttons are too small and for example in home page the contents are all together there are no spaces between components. I mean the picture is too closer to the text and can't exactly see difference between the kind of components. And also, images are too small.

A: Then, can I know the benefits that you have got from this website?

B: up to some level I have sold some products from this website, actually in pandemic situation I got some benefits, but I think it will be further increase if the website is more user friendly.

A: do you think this web site is better than other online florist web sites?

B: I don't think so because users try to buy something they aspect some kind of user-friendly environment from the website in this website that's not here so I think this website should be more develop like other sites.

A: Are you satisfying with this website?

B: actually not, because this site is not manageable as a example when I go to my account page user cannot see actual account details that's also not user friendly text sizes are too small buttons are shown as links like that things have this web site.

A: Finally, what are the things do you think that website need to be developed?

B: I think this site should be more animations and some kind of popup windows coming for the user interaction and also footer also more visible to navigate easily. And when I go some pages that pages are empty and some pages showing only items are available so that sides need to be improved.

A: Thank you Mr. Sasindu.

B: Welcome Mr. Chiran.

### **Supplier Script**

- A Mr. Tharindu
- B Mr. Sathya
- A: Good Evening Mr. Sathya!!!
- B: Good Evening Mr. Tharindu!!!
- A: can you show how to sign In the website?
- B: sure...I already created the account
- A: can you describe overall experience about this website as a supplier?
- B: my overall experience using this website as a supplier, actually there are some technical issues, layout issues, performance problems. that are overall experience my regarding. the website
- A: Have you encountered any technical issues or errors while using the website? if, so could you provide details about those issues?
- B: yes, sure Tharindu! I have faced some issues in this website, there are some page loading issues, there are some broken link you can see view account page and confusing. navigations. so, I think there are lots of technical issues in this website.
- A: how often do you logging to the website?
- B: Actually, sometimes two times per a day or sometimes it can be three times per day.
- A: how user friendly do you find the navigations and layout of the website, when managing your products and orders?
- B: it is not actually user friendly for me, website navigations, layout far from user-friendly...when managing product and orders as a supplier here and you can. see here when I come how to pay page, we can see this colors are not matching with. fonts and images and this orders and lines are separate by each others, you can. see many blanks and unwanted spaces, after when we come customer reviews we can't say this colors are user-friendly colors, so i think this website is not user-friendly
- A: Is the process of updating product availability, price or descriptions clear and easy to follow?
- B: Updating product information is actually not good, these are not clear and easy to follow you can see here when we come home page you can see here this information of this product is not easy to follow, can't identify clearly product's price, description, they have not use any effects for the text boxes, so this is not good. I see something here also when we come teddy bear page it is blank.
- A: What method do you accept when payment is required?
- B: Actually i accept only PayPal with website and other companies.
- A: Are there any improvements would you suggest to make the website more suitable and efficient for supplier like you?
- B: Yes Tharindu! Actually, significant improvements are required to make the website Suitable and efficient for supplier in this website these colors are not matching, Background colors and images are not matching, and these colors are very dark, actually Like this website selling flowers we should use light colors and attractive colors for this

Website. You can see here when we come to cake you can see there are no any Information including this page actually not attractive customers always looking At attractive details so we must include attractive details. So, and actually this Images are not high-quality images, so I think this is not good for customers. So, this is how think about website, and these are the improvements must do this Website.

A: Thank you Mr. Sathya joining for this interview

B: Ok, sure welcome!

#### Registered User Script

A - Miss. Hemashi

B - Mr. Malith

A: Good evening Mr. Malith. I'm Hemashi.

B: Good evening Hemashi.

A: Are you using this web site for the first time?

B: yes.

A: Do you like the design of this website?

B: Actually, I don't like. Because these colors are not good for my eyes. These font size and exet boxes are very small. Aswell buttons also small. Then really I don't like this website.

A: can you easily place an online order according to given steps on the website?

B: okay. Let's go place an order. I want to buy this flower bouquet. We navigate to this interface and this also not good. All the texts are in small size. We can't read that easily. (Showing Interface) In this form, text boxes are very small then we can't check that's correct or wrong. these buttons also not like a button. It's like a text box.

A: Is this website user-friendly for you?

B: no. This web site is not much user-friendly for me. The navigation is confusing and disorganized.

A: Do you think this website is better than other online florist delivery websites?

B: No, I don't think. The website design and navigation issues make it less user-friendly comparing with other florist websites.

A: What are the suggestions you can give to improve this website?

B: You can use good background color theme for this website. There are some empty interfaces without any items.so you can improve these interfaces. Text boxes are too small. Change these text boxes and text sizes. Then you can improve this website as a user-friendly one.

A: Okay Mr. Malith. Thank you.

B: Thank you.

### **Usability Issues**

- 1. Slow Loading Webpages
- 2. Complicated Navigation
- 3. Pages are not attractive, there are no visually appealing interfaces.
- 4. The design is not well organized.
- 5. There are no user-friendly interfaces.
- 6. Page content is not well organized.
- 7. Pages contains Too much whitespaces.
- 8. The footer and the Navbar of the site is not perfect.
- 9. The color schema of the site is not matching.
- 10. Headings and the Titles of the site are not highlighted, and they are difficult to find.
- 11. Font sizes and the font colors of the site are not matching.
- 12. The quality of the images are not good. Some images are not loading, and some are missing.
- 13. Can't clearly identify buttons and text boxes.
- 14. Forms are not user friendly.
- 15. Background colors, images and styles are not clear.
- 16. Can't identify how to login and register properly.
- 17. The social media links are not displayed.
- 18. Difficult to identify items in the webpages.
- 19. Drop down lists are primary.
- 20. Some hyperlinks are not visible due to the bad color combinations.

### **Ideation Techniques Used**

### **Brainstorming**

Brainstorming helped us generate many ideas, freely share thoughts and concepts, compare them, and discuss how to improve the website's UI design.

#### **Brain writing**

This ideation technique proved effective for those of us who excelled in written communication rather than verbal expression. It facilitated a deeper understanding of each other's ideas and ensured clarity in our communication.

#### Worst possible idea

We all listed some bad ideas, compared them, and this helped us figure out which ones were best and which ones were the worst for the UI.

#### Sketching

We used Mock flow to sketch rough designs based on our ideas.

# Justification of the Variants & How the best design was selected.

IT21284120 – Rashmitha K.M.

Interface Name	Justification of the	Justification of the	How the best
interface Name	variant 1	variant 2	design was selected
Home Page	The user may be able to learn more about the Flower Bangkok website and get a sense of what the best-selling products are.  Pros It might be possible to clearly identify the page's content.  Cons The user must search for another page to place an order after seeing the available featured and new products.	The user may be able to gain more knowledge about the website by viewing the slide show of the products.  Pros  After viewing the Featured and new products user can place an order by clicking the order now button without navigating to another page.  Cons  When comparing to the slide show the new and featured product view may not more important.	Selected variant – Variant 2  From these two variants I would like to select variant 2 as the best design because here the interface is more user - friendly and eyecatching for the users by comparing to the variant 1. And also, the side navigation bar is easier to users when using the website because it can identify separately than to variant 1.
Create Account	The user can clearly see the fields they have to fill when registering to the website.  Pros Fields are very clear and easy to understand. The user can upload his/ her photo if they want.  Cons Uploading user photo is not that much necessary	The user can clearly see the fields they have to fill out when registering to the website.  Pros The user fill out fields are very clear. Anyone can understand.  Cons The interface is not much eye — catching.	Selected variant – Variant 1  When comparing these two variants, variant 1 is more user – friendly and eye – catching. The user fill out fields are also very clear. Hence, I chose variant 1 from these variants.

	when registering to the website		
Order Checkout	The user can edit their orders and they can clearly see the relevant details of their placed orders.  Pros It's very user friendly to handle order checkout details.  Cons Users have to read all page to submit their orders.	The user can submit their order using this order checkout page and they can navigate backward if they want to see products again. and also, they can edit their orders.  Pros User can directly see order details and they can submit their orders easily.  Cons Back navigation, edit and submit buttons and in one line so it can be probability click irrelevant button.	Selected variant – Variant 1  From these two variant I would like to select variant 1 because this page is clearer and user friendly than variant 2.

# IT21290060 – Hemashi T.G.B.

Interface Name	Justification of the variant 1	Justification of the variant 2	How the best design was selected
Sign In Page	The user may be able to sign into Flower Bangkok website after filling information.  Pros Possible to clearly identify the sign in information.	The user may be able to sign into Flower Bangkok website after filling information.  Pros Fields are very clear and easy to understand.	Selected Selected variant – Variant 1  When comparing these two variants, variant 1 is more user – friendly and eye – catching. The user fills out fields are also very clear. In variant 1, there is a
	Cons When user view a password, others might see it.	There are lots of white space that is not eye-catching.	view password icon then user can check the password that he/she type. Hence, I chose variant 1.

Forgot Password	The user can clearly understand the guidance then he/she can reset the password.  Pros Fields are very clear and easy to understand.  Cons The interface is not much eye — catching.	The user can clearly understand the guidance then he/she can reset the password.  Pros The user fills out fields are very clear. Anyone can understand.  Cons The interface is not much eye — catching.	Selected variant – Variant 1  When comparing these two variants, variant 1 is more user – friendly and eye – catching. All the components are centered to the page. The user can reset password very easily. In variant 2 all the components are aligned to the left and it's not eye-catching. Hence, I chose variant 1 from these
View Recent Items	The user can see previously viewed items in here. Then the user can select a previously liked item easily.  Pros Being able to revisit previously viewed items is an advantage for user.  Cons The entire interface is filled with items.	The user can see previously viewed items in here. Then the user can select a previously liked item easily.  Pros Being able to revisit previously viewed items is an advantage for user.  Cons The number of items that can be viewed is low.	variants.  Selected variant –  Variant 1  In variant 1 user can see more items than variant 2. As well the navigation bar in variant 2 is not much user friendly. From these two variants I would like to select variant 1.

# IT21280160 - Theekshana K.T.

Interface Name	Justification of the	Justification of the	How the best
	variant 1	variant 2	design was
			selected
Your Account	The user can clearly	The user may be able	Selected variant –
	identify form fields	to gain quick idea	Variant 2
	rather than original	about this form easily.	
	website, because in	Also, there are clean	From these two
	this variant 1 form	button to submit	variants I prefer to
	detail's text boxes	form.	select variant 2 as the
	alignment		best design because
			here the interface is

	Pros It might be possible to clearly identify the form, textboxes, and button.  Cons The user can't see entered password if	Pros User can see clearly form fields and button. And user can clearly identify what should they need to type in the textboxes because using hint.	more user - friendly and form can understand clearly as well as submit button also clearly identify for the users by comparing to the variant 1. And the footer is best comparing variant 1.
	user wants to check what user type inside the textbox, because there are not any 'Show password' option.	Cons The user can't see entered password if user wants to check what user type inside the textbox, because there are not any 'Show password' option.	
Contact Us	The user can clearly see the contacts us descriptions, buttons, and form. Not only there are clean footer and header.  Pros Fields are very clear and easy to understand. Also, buttons, header, footer are clean.  Cons Interface is not attractive	The user can clearly see the website footer and header. There is clean form.  Pros The user fills out fields are very clear. Anyone can understand.  Cons The interface's form is not clean.	Selected variant – Variant 1  When comparing variant 2 this one's form is clearer and more attractive for the user. There are clear header and footer rather than variant
How to pay	User can clearly read payment details.  Pros It's very user friendly to handle order checkout details.	Very user-friendly content, user can clearly identify payment details. Because using table format.  Pros Present bank payment details in a user-friendly table format for	Selected variant – Variant 2  Using table format for bank deposit user can read those data clearly and payment details can identify quickly compare with variant 1.

Cons	easy to access and	
Some payments methods should do separate.	easy to use	

# IT21285042 - Ranasinghe R.C.C.

Interface Name	Justification of the variant 1	Justification of the variant 2	How the best design was selected
Your Address Book	Users can edit, delete, or add shipping addresses. Also, the form is designed so that the username, phone number, etc. are in one line. Also, the navigation bar is placed horizontally. Therefore, we can see here that all elements flow in one line.  Pros The navigation bar offers an intuitive experience, and the address book page maintains a straightforward design.  Cons The page appears incomplete, lacking clarity on what requires editing or modification.	Users can edit, delete, or add shipping addresses. Also, the navigation bar is placed on the side of the screen. Also, the username, phone number, and address details are shown separately.  Pros It could potentially be easier to distinctly discern the content of the page.  Cons Compared to the other design, the navigation bar seems unfamiliar.	Selected variant – Variant 2  From these two variants, I would like to select variant 2 as the best design because here the interface is more user-friendly and eye-catching for the users compared to variant 1. Here, users can quickly identify Variant 2 as the shipping address editing page, more so than Variant 1.
Your Address Book Edit	This form allows users to update their previously entered shipping address.	This form allows users to update their previously entered shipping address.	Selected variant – Variant 1  When comparing these two variants, variant 1 is more user–friendly and eye–catching. The user fill-out fields

	Pros Here, you can systematically fill in each input field with clear identification.  Cons No extra space to be seen	Pros The design contains a more- free environment compared to the other and the input fields are contained in two parts.  Cons The interface is not much eye— catching.	are also very clear. Hence, I chose variant 1 from these variants.
Customize order	The user can make their orders and they can customize their orders. They can confirm their order and get information about delivery.  Pros The user can see a familiar environment and an orderly flow of input fields.  Cons Confirm and Cancel buttons in one line so it can be probability to click an irrelevant button.	The user can submit their order using this customized order page and they can navigate backward if they want to cancel. They can confirm their order and get information about delivery.  Pros The design is very clear and eyecatching  Cons The design has some extra space	Selected variant – Variant 2  From these two variants, I would like to select Variant 2 because this page is clearer and more user-friendly than Variant 1.
Christmas	Users can browse flower item details and discover new products on this page.  Pros The design has user-friendly forward navigation  Cons Users have to view all items to select	Users can browse flower item details and discover new products on this page.  Pros Users can see the products easily and eye-catcher.  Cons The design has some unclear	Selected variant – Variant 1  From these two variants, I would like to select variant 1 because this page has clear forward navigation and is more user-friendly than variant 2.

their order.	navigations, and	
	they are not user-	
	friendly	

# IT21339592 – Dangalla D.A.S.I

Interface Name	Justification of the variant 1	Justification of the variant 2	How the best design was selected
Cart	The User can easily review their selected flower product and quantities in the cart, providing a convenient way to finalize their purchase.  Pros  Users can easily review and manage the items in their cart before making a purchase.  It provides a clear and organized overview of the selected products and their quantities.  Cons  Users may need to navigate back to the product pages to explore featured and new products before adding them to their cart.  To place an order, users must proceed to the checkout page from the cart.	The user can gain a better understanding of their selected flower arrangements and complete their order seamlessly on the cart page without the need for additional browsing or information.  Pros  Users can easily review and modify their selected flower arrangements in the cart before proceeding to order.  The "Checkout" button provides a direct path to completing the purchase without the need to navigate to another page.	Selected variant – Variant 2  I have chosen Design Variant 2 as the superior option for our cart page. This choice is based on several factors that enhance user experience and aesthetics compared to Design Variant  Enhanced User-Friendliness: Variant 2 offers a more user-friendly interface, making it easier for customers to navigate and complete their flower orders efficiently.  Eye-Catching Design: Variant 2 incorporates an eye-catching design that appeals to users visually, potentially encouraging them to explore and finalize their purchases.

#### Cons Users may prioritize the engaging product slideshow over the cart page when browsing the website. Selected variant – Add to Cart The user can easily The user can easily review and manage identify and interact Variant 1 with the fields the flower products they've added to their required for managing When comparing cart with clear and their selected flower these two variants. accessible fields. products on the cart variant 1 is more user friendly and it page. provides a more Pros comprehensive Users can easily Pros assessment of the cart The fields for users comprehend and page, considering complete the to fill out are clear both its advantages required fields and easily and potential understandable, when reviewing drawbacks. and finalizing their ensuring a flower orders in straightforward the cart. experience for all users. The inclusion of an option to upload a Cons user photo, while The interface is not not imperative, much eye allows for a catching. personalized touch for those who desire it. Cons The cart page may lack detailed product descriptions or information, which

could make it challenging for users to make informed decisions

	about their flower		
	selections.		
Send flowers	The user can easily edit their sent flower orders and view all relevant details associated with their placed orders.	The user can place their flower orders using the "Sent Flowers" page, allowing them to navigate back to view products again and	Selected variant – Variant 1  From these two variant I would like to select variant 1 because this page is
	Pros	make edits to their	clearer and user
	It's very user friendly to handle	orders as needed.	friendly than variant 2.
	order checkout	Pros	
	details.	Users can	
		conveniently view	
	Users may be required to read through the entire page before they	their order details and effortlessly submit their flower orders.	
	can successfully	Cons	
	submit their flower orders.	The proximity of the "Send Flowers" and "Add Note" buttons may increase the chance of unintended clicks due to their close placement.	

# **Group & Work Distribution**

Student ID	Name	Workload Distribution
IT21284120	Rashmitha K.M.	Variants of the interfaces
		- Home
		- Create Account
		- Order Checkout
		List down Ideation Techniques used.
		Preparing the grant chart.
		Finalize document.
IT21290060	Hemashi T.G.B.	Variants of the interfaces
		- Sign In
		- Forgot Password
		- View recent items.
		Video transcript – Registered User
IT21280160	Theekshana K.T.	Variants of the interfaces
		- Account Details
		- Contact us.
		- How to pay
		Video Transcript – Supplier
IT21285042	Ranasinghe R.C.C.	Variants of the interfaces
	-	- Your address book.
		- Customize order page.
		- Christmas
		Video Transcript – Owner
IT21339592	Dangalla D.A.S. I.	Variants of the interfaces
		- Cart
		- Add to cart.
		- Send flowers.
		List down Usability Issues

# **Time Schedule (Gantt Chart)**

# **Time Schedule (Gantt Chart)**

TASK	Week 1 - 3	Week 4 - 5	Week 6 - 10	Week 11 - 12	Week - 13
Group Formation & Select project Topic					
Assignment 1 : User Research Techniques					
Assignment 2 : Low Fidelity Prototyping					
Assignment 3 : High Fidelity Prototyping					
Final Viva					

# References

- 1. <a href="https://www.youtube.com/watch?v=E5Z1QOly72E">https://www.youtube.com/watch?v=E5Z1QOly72E</a>
- 2. <a href="https://www.youtube.com/watch?v=9Q80QM21TrI">https://www.youtube.com/watch?v=9Q80QM21TrI</a>
- 3. 5 Common Low-Fidelity Prototypes and Their Best Practices | IxDF (interaction-design.org)

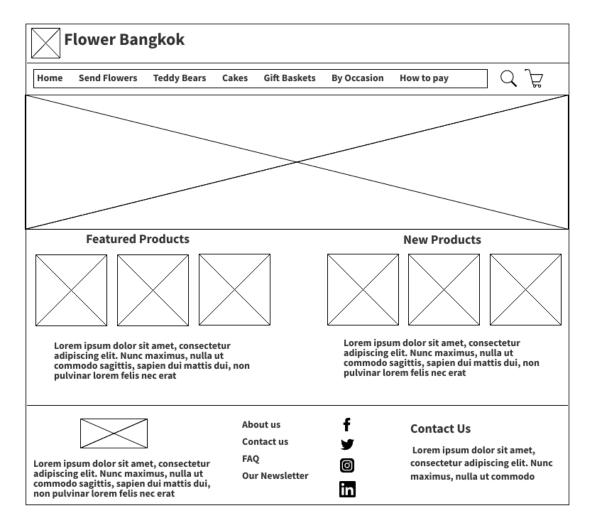
# **Appendix**

Wireframes - Google Drive

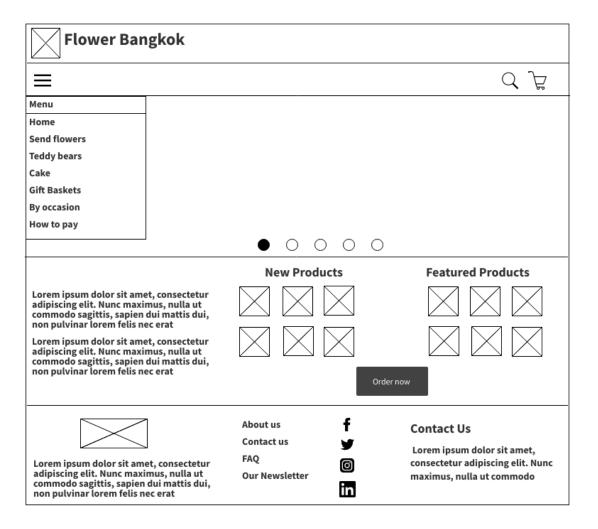
## **Variants of the Interfaces**

#### IT21284120 – Rashmitha K.M.

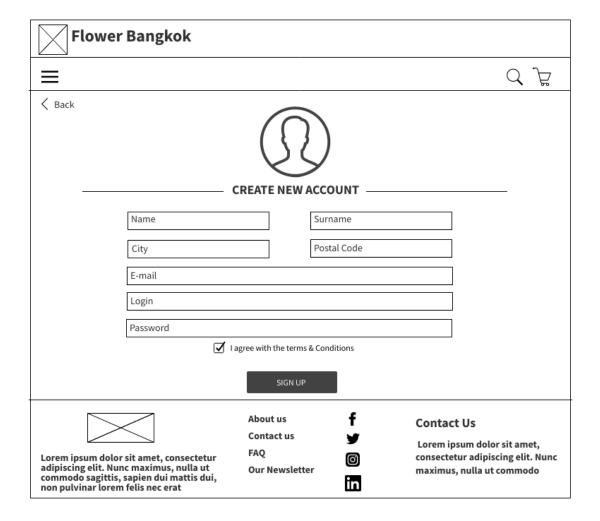
Home Page\_variant 1



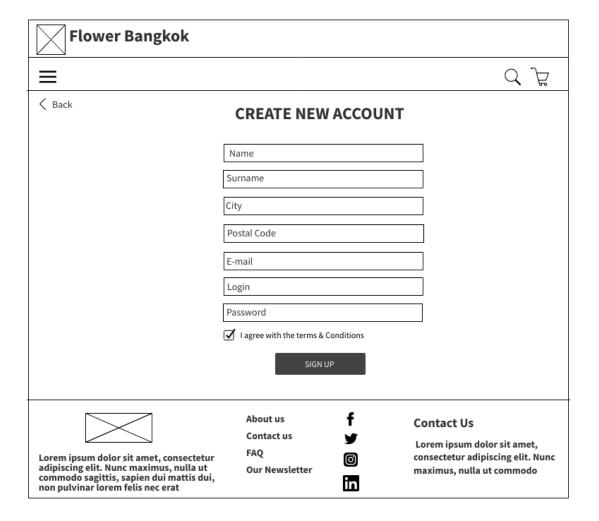
### Home Page\_variant 2



### Create New Account\_variant 1



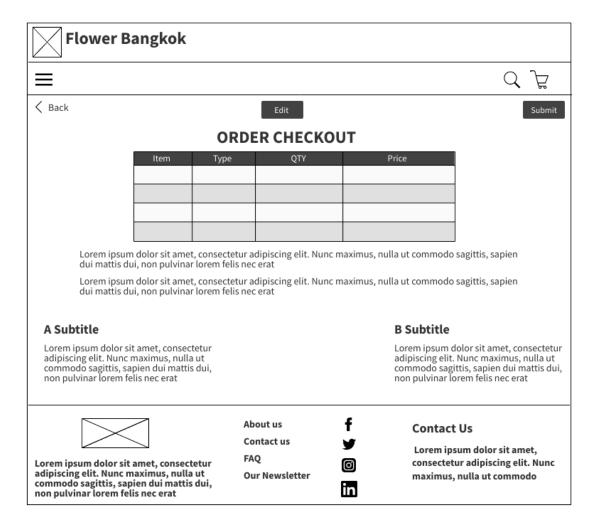
### Create New Account\_variant 2



# Order Checkout\_variant 1

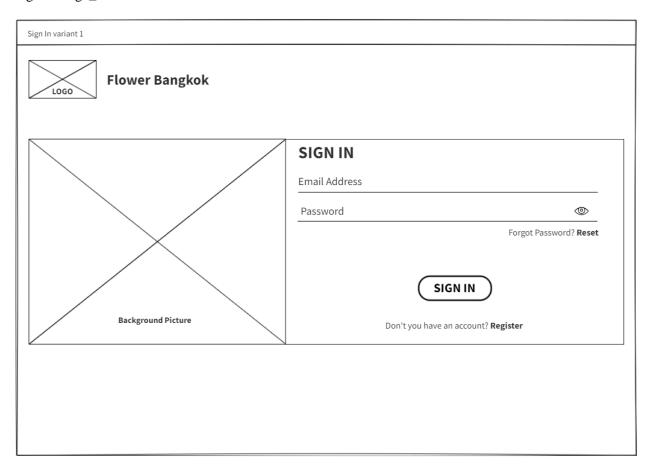
Flower Ba	angkok			
=				Q B
∠ Back	0	RDER CHECK	DUT	Edit
	Item Type	QTY	Price	
	dolor sit amet, consecte i, non pulvinar lorem feli		maximus, nulla ut commodo s	agittis, sapien
	dolor sit amet, consecte i, non pulvinar lorem feli		maximus, nulla ut commodo s	agittis, sapien
A Subtitle			B Subtitle	
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#### Order Checkout\_variant 2

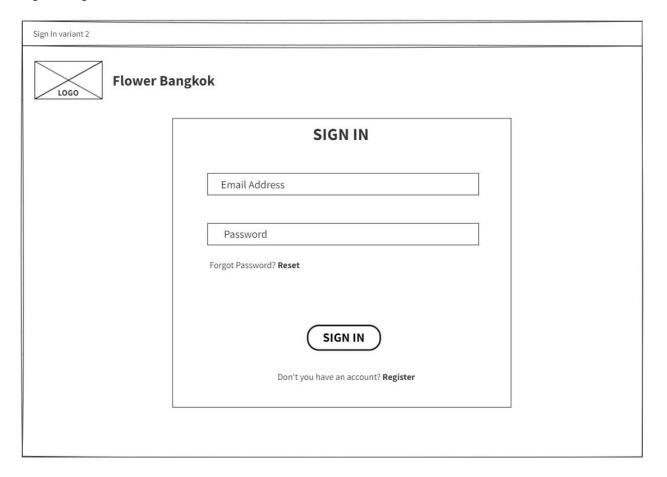


# IT21290060 – Hemashi T.G.B.

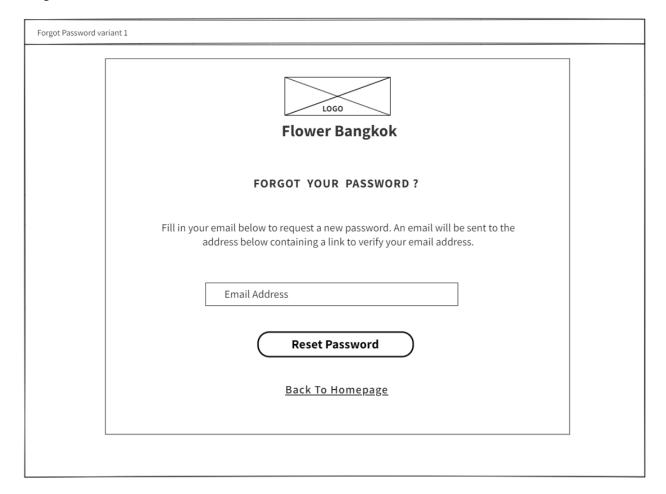
# Sign In Page\_variant 1



# Sign In Page variant 2



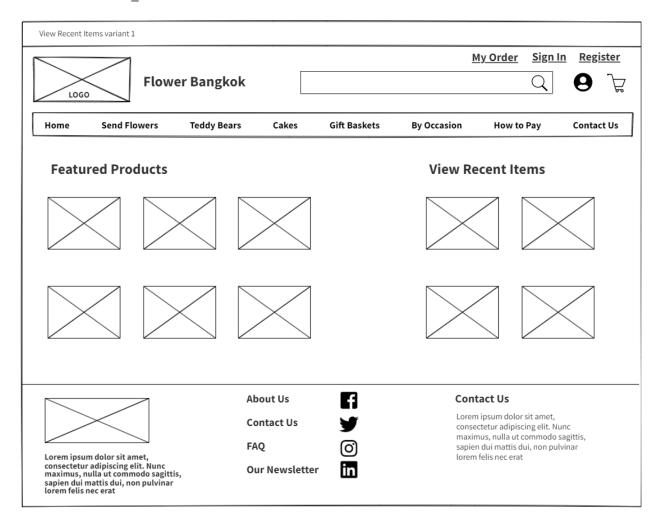
# Forgot Password\_Variant 1



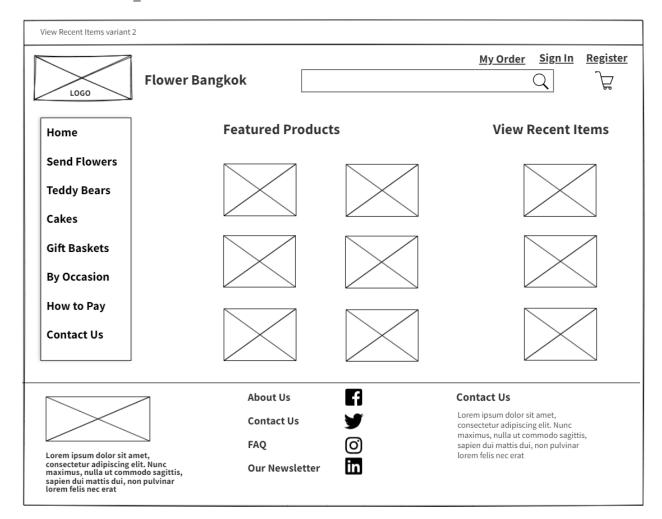
# Forgot Password\_Variant 2

Forgot Password variant	2
	Flower Bangkok
FORGOT Y	OUR PASSWORD?
Fill in your er	nail below to request a new password.
An email will address.	be sent to the address below containing a link to verify your email
Email Add	ress
Reset	t Password
	Back To Homepage

## View Recent Items\_Variant 1

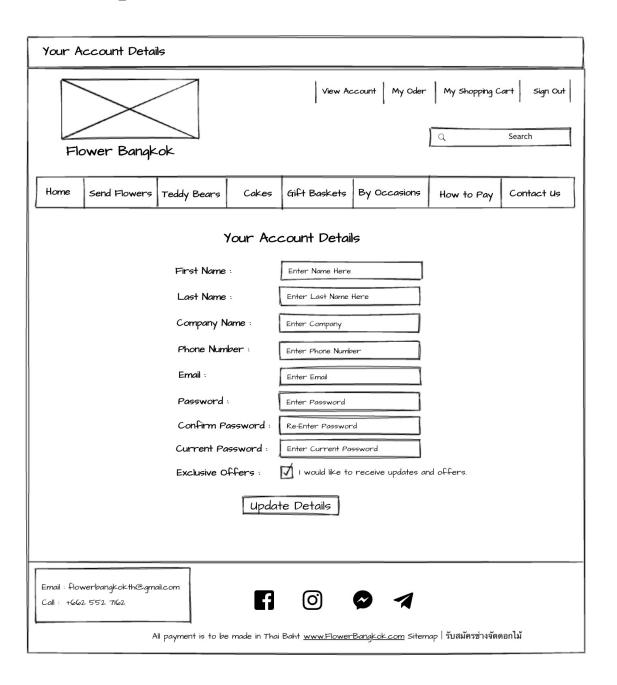


## View Recent Items\_Variant 2

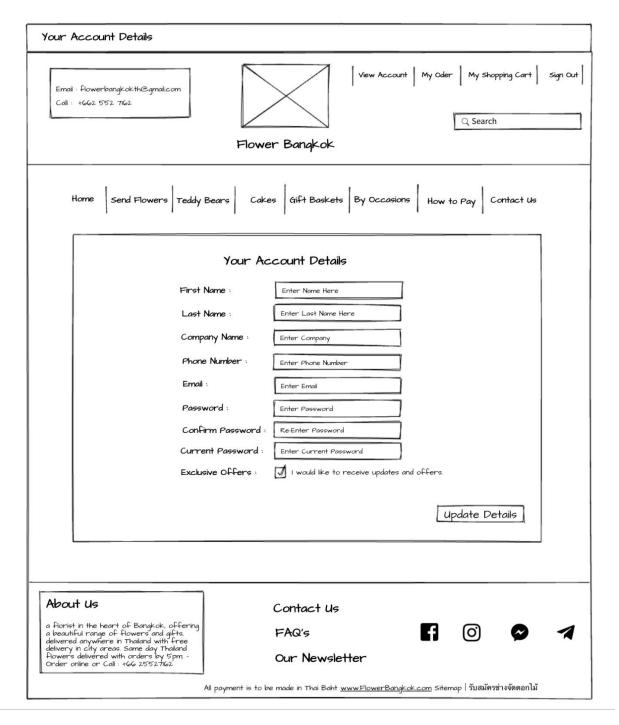


#### IT21280160 - Theekshana K.T.

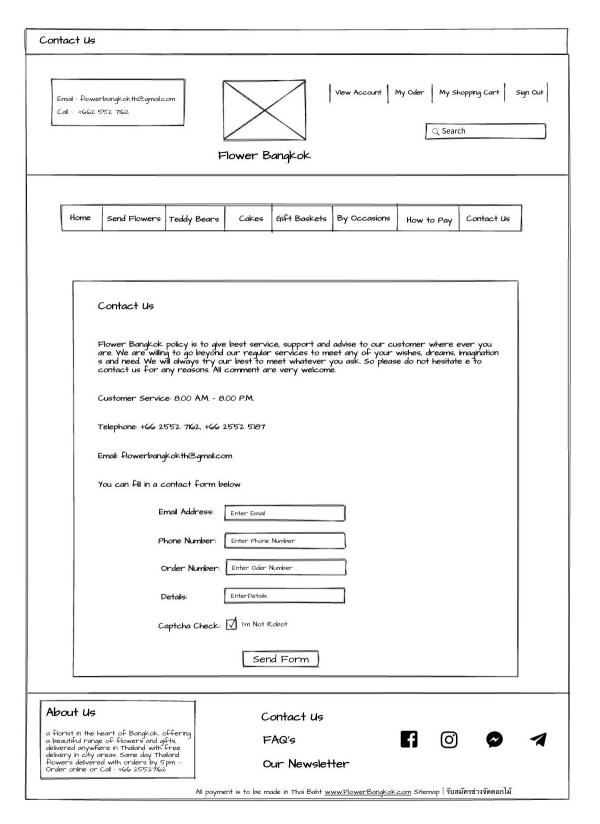
Your Account Details\_Variant 1



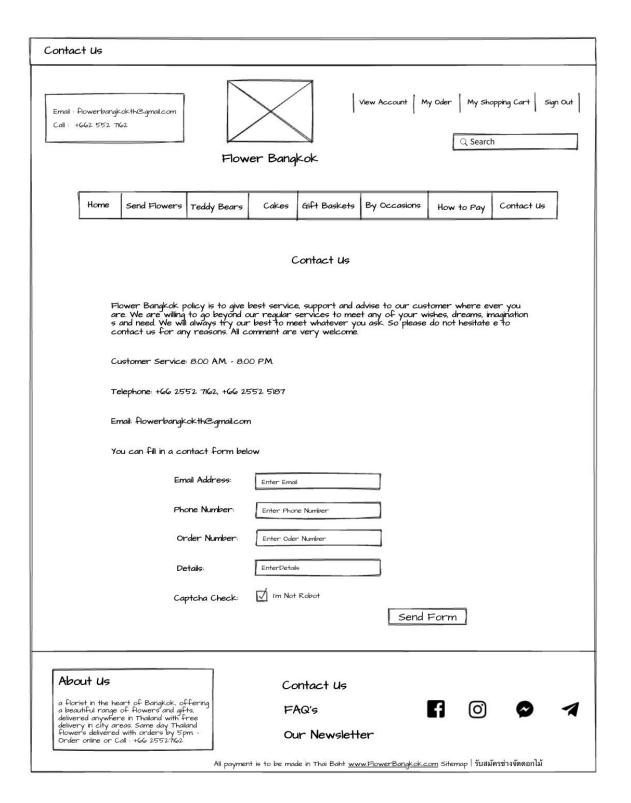
#### Your Account Details\_Variant 2



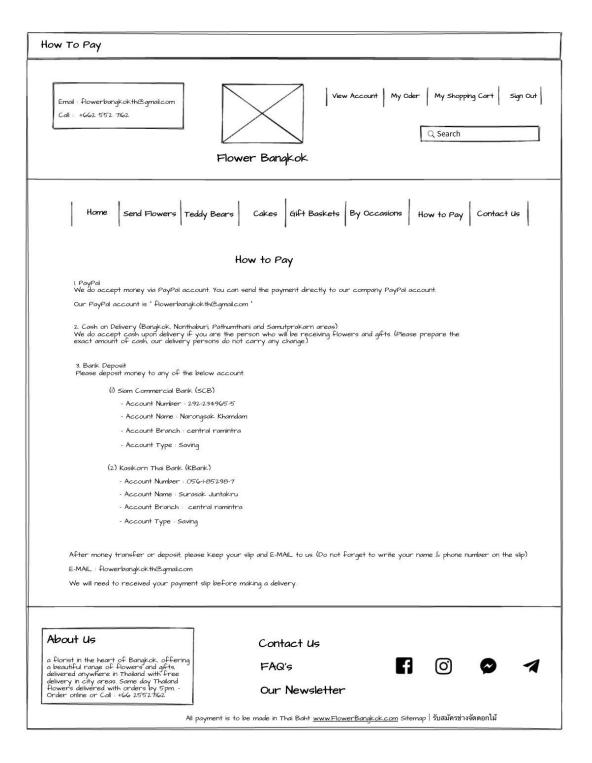
#### Contact Us\_Variant 1



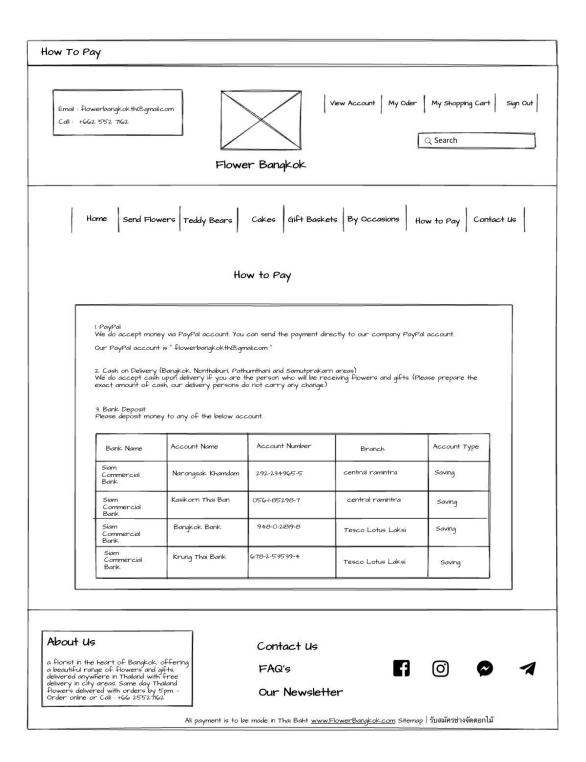
#### Contact Us\_Variant 2



#### How To Pay\_Variant 1

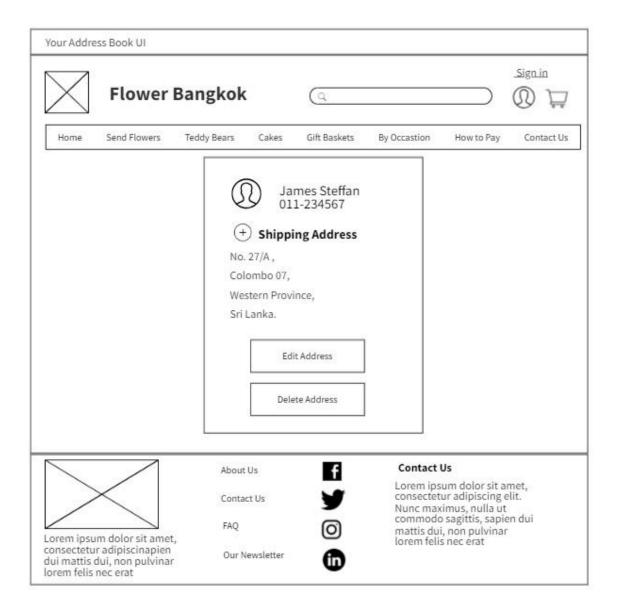


### How To Pay\_Variant 2

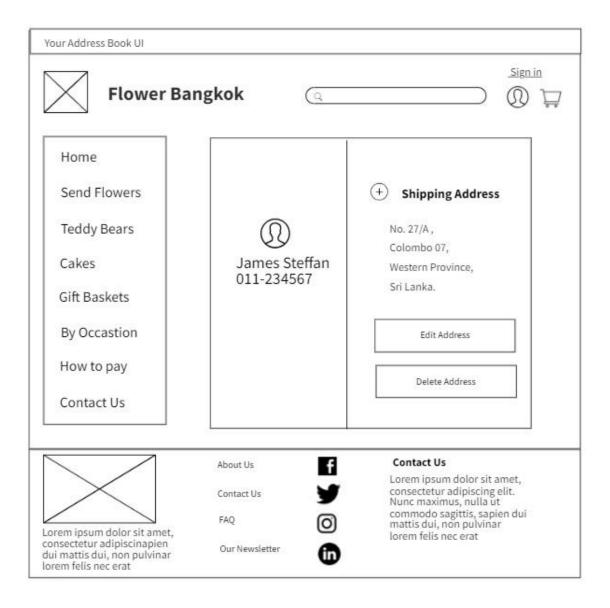


## IT21285042 – Ranasinghe R.C.C.

Your Address Book\_Variant 1



#### Your Address Book\_Variant 2



# Your Address Book Edit\_Variant 1

		Sign
Flower Bang	Flower Bangkok	
	<b>Edit Shipping Address</b>	
Name		
Phone Number		
Address		
City		
Province		
Country		
Postcode		
	Save Changes	

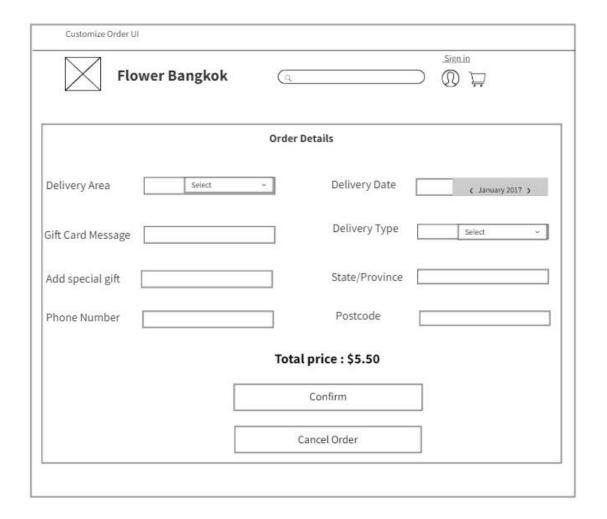
# Your Address Book Edit\_Variant 2

r Address Edit UI	Cientin
Flower Bangkok	Signin D
Edit Sh	ipping Address
Name	City
Phone Number	Province
Address	Country
Postcode	
-	
	Save Changes

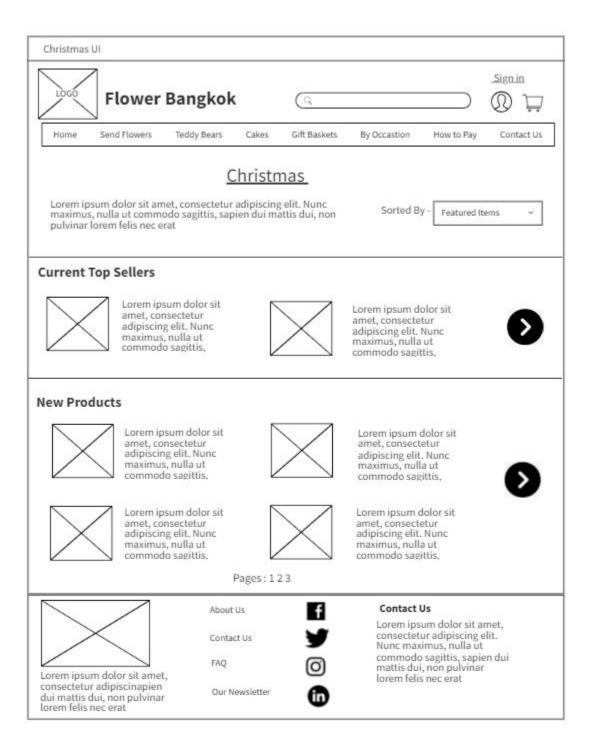
## Customize order page\_variant 1



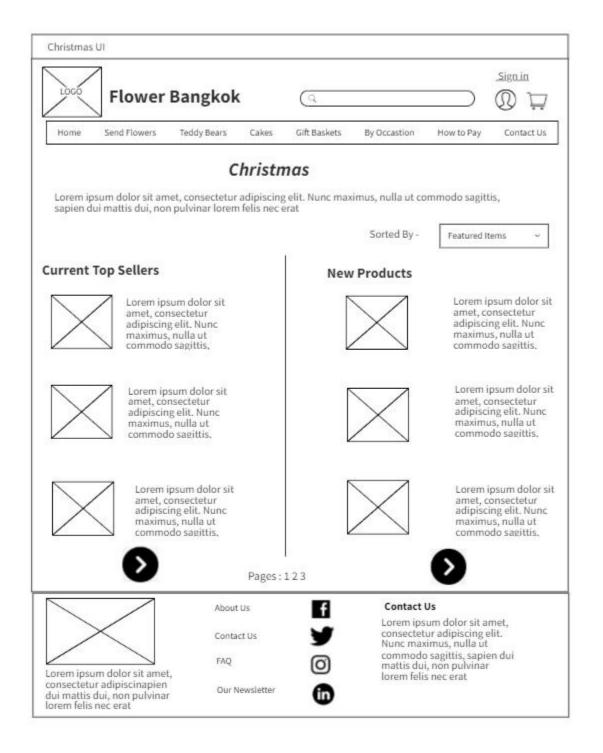
## Customize order page\_variant 2



#### Christmas\_Variant 1

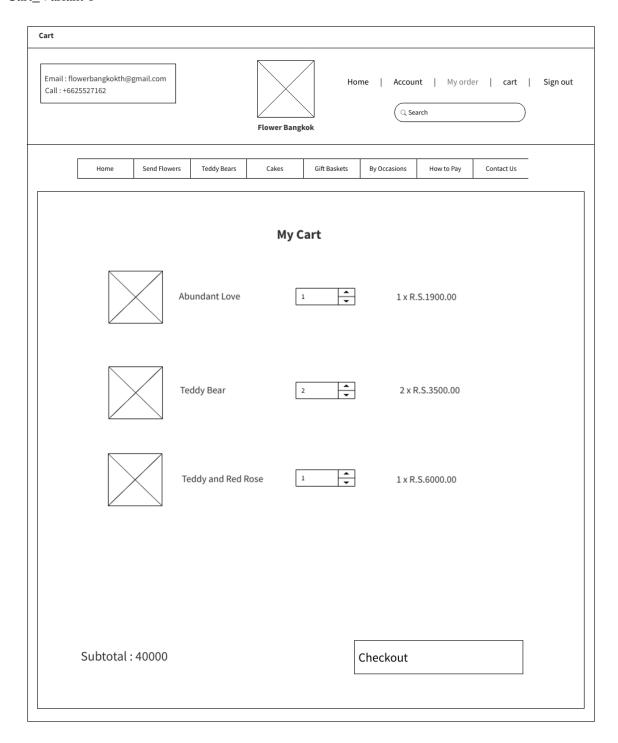


#### Christmas\_Variant 2

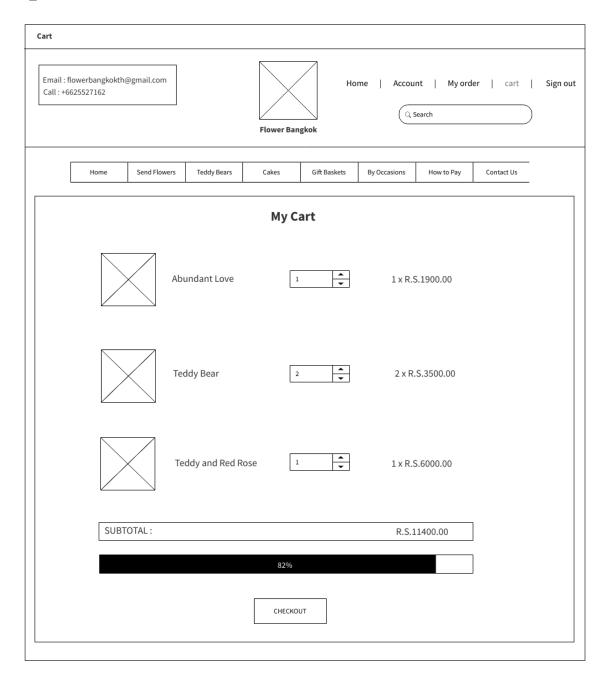


## IT21339592 – Dangalla D.A.S.I

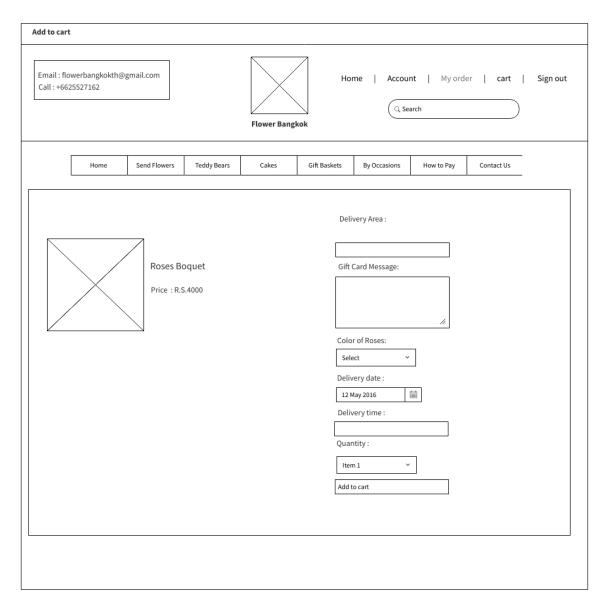
## Cart\_Variant 1



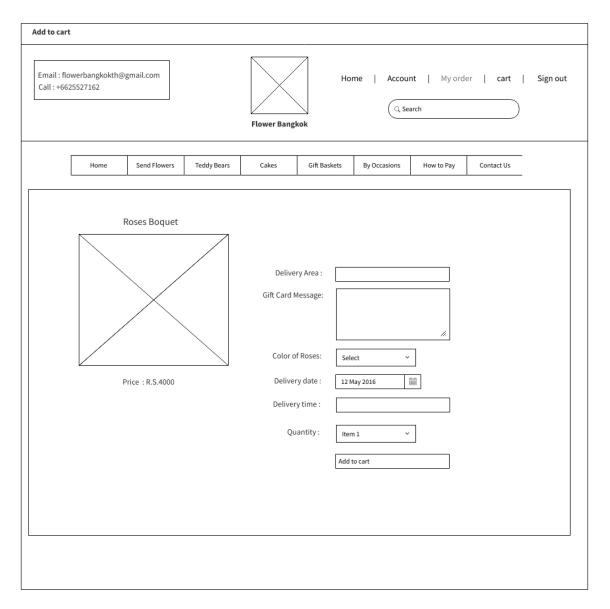
## Cart\_Variant 2



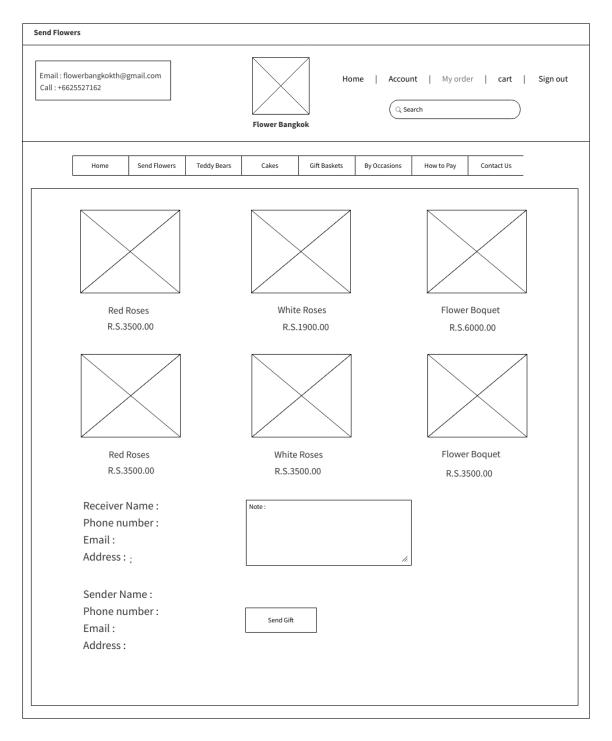
## Add to Cart\_Variant 1



## Add to Cart\_Variant 2



## Send flowers\_Variant 1



## Send flowers\_Variant 2

