Homework Assignment 0

Jayasree Dondapati

| Person ID | Problem | App/ Website found | Likes | Don't likes | Improvements | Age | Gender | Education /occupation | Comments [optional] |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Difficulty Managing e-mails | Gmail | 1.user friendly and simple layouts 2.Authentication and security | 1.Inadequate sophisticated filtering options 2.Missing out important e-mails 3.Limited storage capacity in free version | 1.Introducing more advanced filtering options 2.More storage for free | 33 | Male | Software Engineer | |
| 2 | server crashing issues during prime days or big sale days | Amazon | 1.Fast shipping options 2.good return policies 3. Availability of different products | 1.Not so user friendly and appealing interface. | 1.Providing extensive search filters for accurate product results 2.introducing user friendly and appealing interface 3. Maintaining enough servers to handle traffic surge on prime day or sale days | 26 | female | student | |

| 3. | Delay in transaction updates | chase | 1.Security 2.Authentication | 1.Not so user-friendly application 2.complicated steps for personal information changes 3. Delays in transaction updates | 1.Improving Transaction Updates in Real Time 2.reducing steps for small changes | 38 | female | Homemaker | |
|---|---|---|---|---|---|---|---|---|---|
| 4 | Having trouble handling emails and calendar events | outlook | Easy-to-use interface, effective email organization | Occasionally, there are synchronizing delays with the mobile app. | Improving device syncing in real time | 26 | male | IT Engineer | |
| 5 | Stability during large group calls | Teams | Video conferencing, chat, and file sharing are all seamless. | 1. difficulties with huge meetings. 2.Application crashes | Increasing the stability of big group video conferences | 30 | male | Engineer | |