

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	