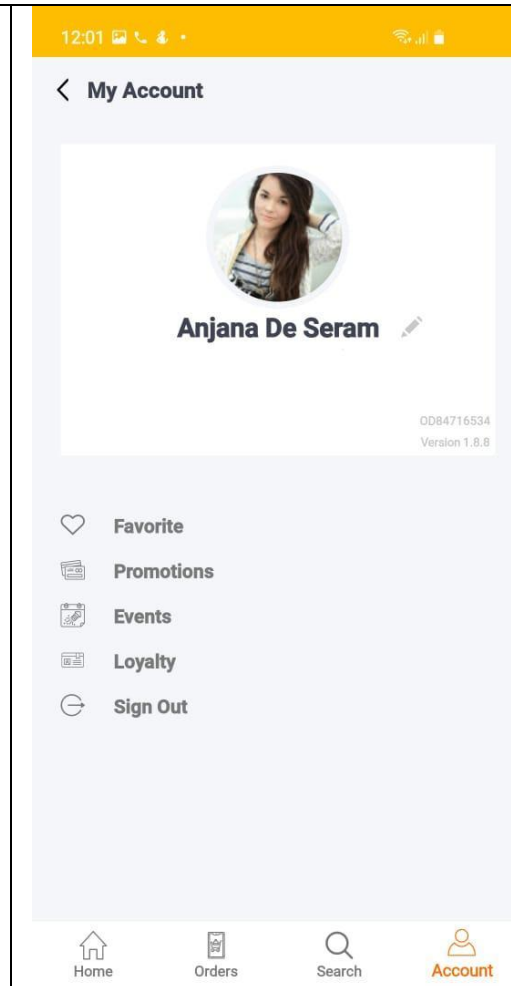
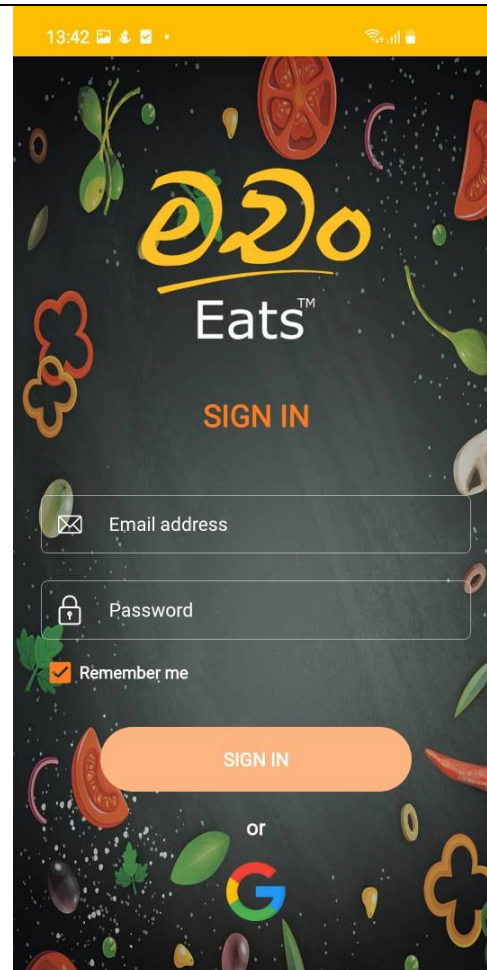


Lab sheet 05**IT3050 – User Experience engineering****Semester 2, 2021**

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

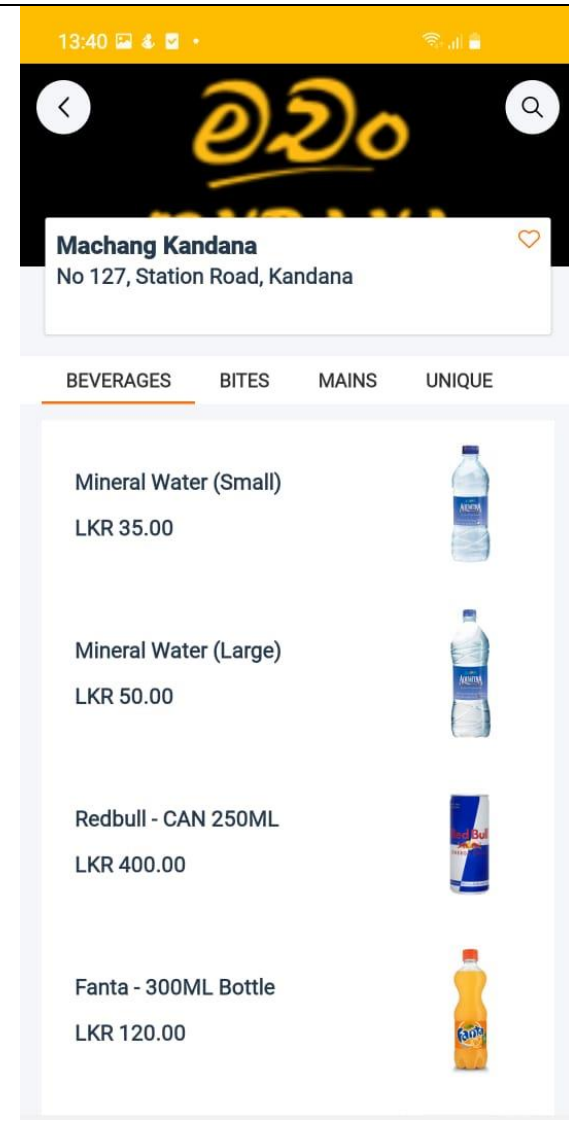
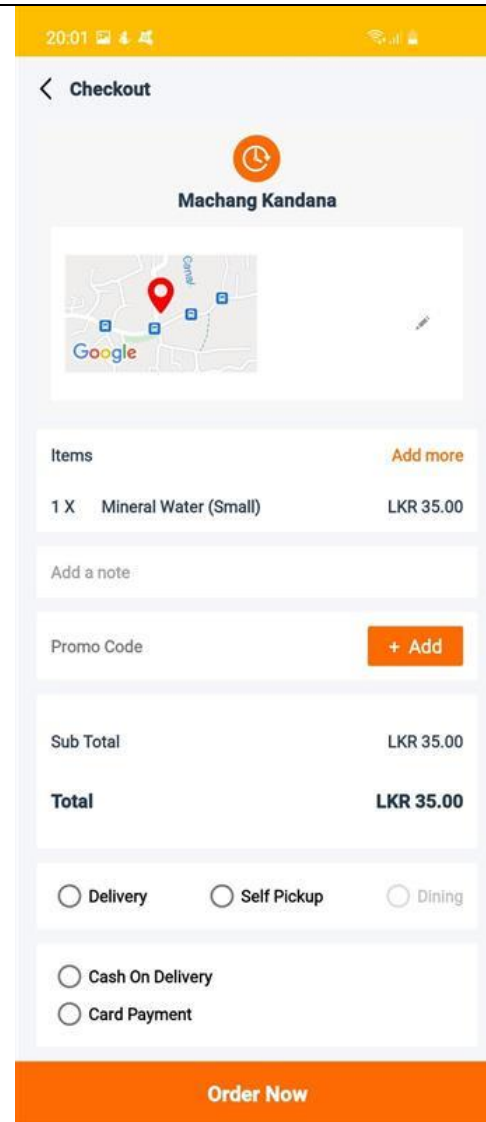
IT19059150	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	User cannot login to the application by providing username and password.	User cannot update their profile details.

Evidence



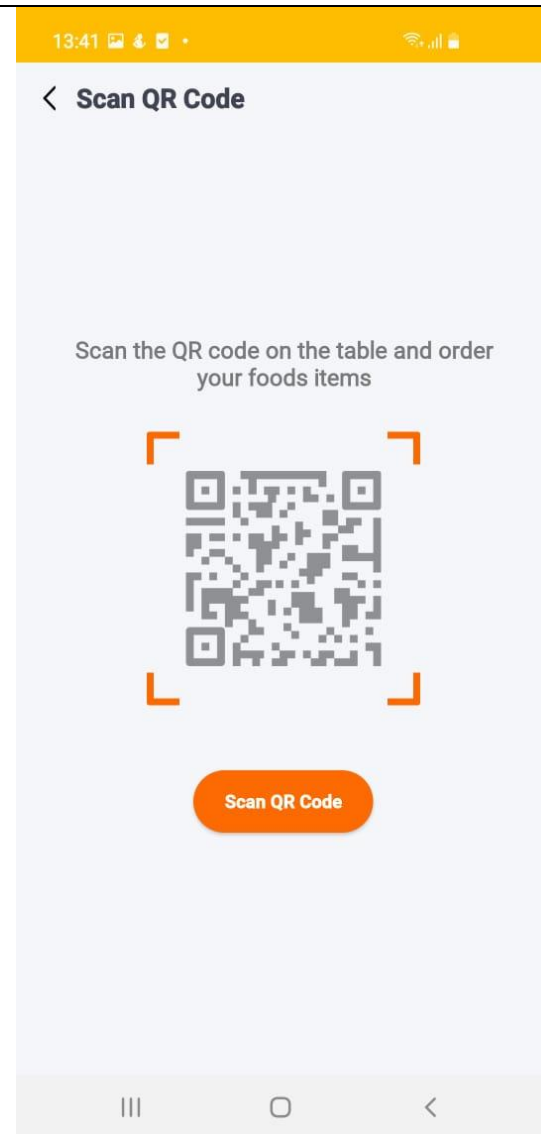
IT19051826	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	When placing an order, the app doesn't allow user to remove items from cart.	The user cannot browse food items during the closed hours of the restaurant.

Evidence



IT19007502	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	In the current application, it has not a functionality to book a table in any Machan restaurant by using mobile application.	The existing method for table ordering using the QR code requires the customer to be on the restaurant premises, which is not suitable currently.

Evidence



IT19021058	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	The functionality of creating or viewing events is not implemented.	User is not given the facility to view the locations that can be reserved available at the restaurant premises.

Evidence

