

The task performed in the video is appointment booking for covid vaccination.

There are two people in the video, one of them knows how to use the app to book an appointment and the other person is a new user who is frustrated from using the available vaccine booking options. Akash asks Parth if he knew any other ways, he could get vaccinated. Parth tells him that he recently got vaccinated and he used an app to do that. Parth shows Akash the app and tells him how he could use it to book an appointment. Since Akash is a new user, Parth explains to him in details all the steps he should take to book an appointment. Akash appreciates the help and downloads the app. Akash followed all the steps Parth told him but when he was looking for vaccine appointments, he wanted to use postal code for searching for location but unfortunately he could find this option.

One of the strengths of the app when booking is that it allows users to look for booking appointments either by typing in the name of the clinic or by selecting from the nearby available locations from the map within the application. This feature can be considered as a strength because the user can just type in the name of the clinic, and he/she will be given an entire list of all the available locations or see all the locations nearby all at once and after that booking confirmation is just one click away.

The second strength of the app is that navigation throughout the app is easy and if a new user learns how to use the app, then he/she will be familiar with the app use and navigation in no time. What I mean by navigation is that all the main features of the app: new and policy updates, book an appointment, view profile and home can easily be navigated as they can be found at the bottom of the screen. The use of appropriate icons makes it easier for users when they are looking for what to do with the app. i.e., without use of manual or tutorial.

Another strength of the app is that after booking for the appointment the user gets an instant response of booking confirmation that has all the booking details of the user, and they have an option of rescheduling their appointments. The app also shows the details of the vaccine doses received along with the proof of vaccination. This all-in-one package i.e., search for vaccine availabilities, book an appointment, get confirmation, and have all the information along with proof of vaccination stored and managed from one device rather than using different applications and websites to do all this things. The app has a login feature that makes this app safe to use as all the personal and health information are stored from within the app.

One of the weaknesses with the app when booking an appointment is that whenever you are looking for available clinics for vaccine, you do not have the option to search based on the postal code. Searching based on postal code rather than a full search would be a good feature to have because if the user doesn't know the exact location or is not around the preferred location for vaccine then he/she will not know if booking is available at the location they have in mind. The designing was not appropriate for context evaluation because this feature adds convenience to the user and more there are features like this the more will be the users for the app.

Another weakness of the app is that there should be more shortcut features like when you double press the volume up button it should open the proof of vaccination or press the home button to open the news and guidelines page. I feel there should be more shortcut features added as this would add more convenience for the user to use the app. Users can sometimes be frustrated just touching the screen to do most of the app functions one by one. Adding shortcuts just adds convenience.

Another weakness of the app is that when the user is booking for an appointment, they do not see any information regarding the type of vaccination dose they will get at that location i.e., moderna, Pfizer, covishield etc. Providing this information to the user is important so that they can decide what vaccine to get, and they don't end up mixing those vaccinations. The app should also check the vaccine eligibility of the user i.e., are they eligible to get vaccinated.

Another weakness of the app is that information is too cluttered on the screen. By clutter I mean a lot of information is displayed on the screen. This can confuse the users as users are only going to remember relevant information rather than everything. Only relevant information should be displayed on the screens.

Another weakness of the app is that users who are looking for booking slots must check for availabilities every time through the app may be like once or twice a day. This may be a tiring task to do. It would be better if the user could get notifications or like a message of when availabilities open so that the user does not have to use the phone every time and look and search for locations.