

Assignment for QuitSure

To: Nidhi Khandelwal (HR in contact)

By: Shrayanshika (candidate)

1. Problem statement:

I am seeing a whole bunch of unknown Libc.so crashes in Samsung devices running Android 12.

How do you recommend the technical team to proceed? What are the potential solutions for this problem?

Operationally, it will be treated as a bug, which will be pulled in or prioritized in the backlog depending on the datapoints of Samsung user base, **organization policy** against resources used in development and user journey impacts.

To comply with **organization policy** /enterprise standards, it is not advisable to use unknown libraries. Hence, it is important to understand why we used unknown/ unlicensed lib in the application? For which use case?

Recommendation to tech team would be to research on stable or licensed solution to support the use-case. And potential solution would be, once the licensed lib/known open source is finalized then replace the unknown library across the application.

As stable or license brands provides support in implementation and integration with application. Which is a cost-effective approach.

2. Problem statement:

2.1. We feel it is a bit cluttered.

How to solve cluttered user journey?

Approach:

1. Organized user journey on basis of objective
2. Step by step process
3. Not too many steps, however, capture necessary data to form user persona
4. Educating user about the data usage with terms of use and privacy policy followed
5. Allowing users to go back, from all points of process

2. Problem statement:

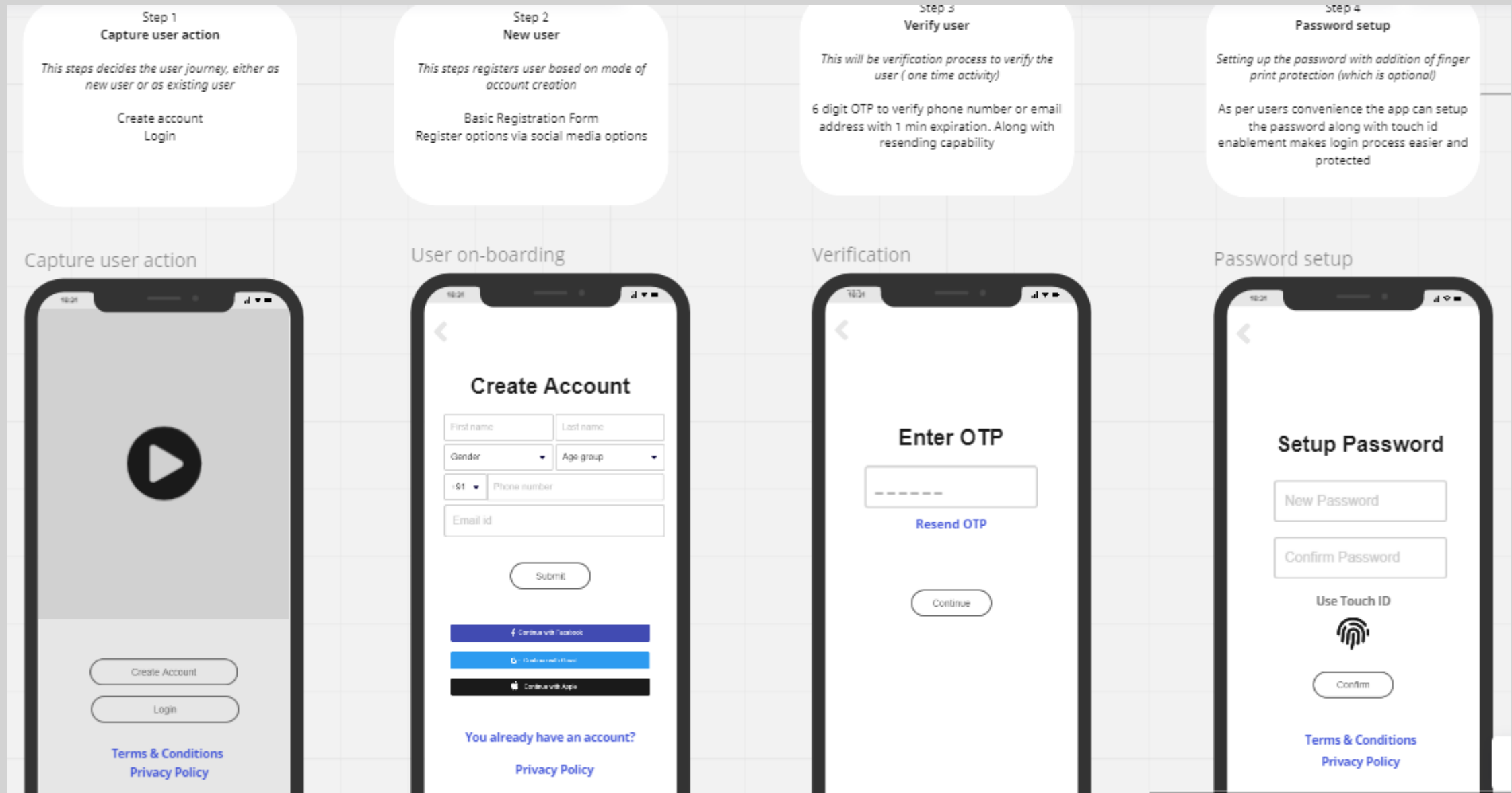
2.2. We are also facing an issue where our existing users create new accounts by mistake (since they can create a new account and login in the same flow).

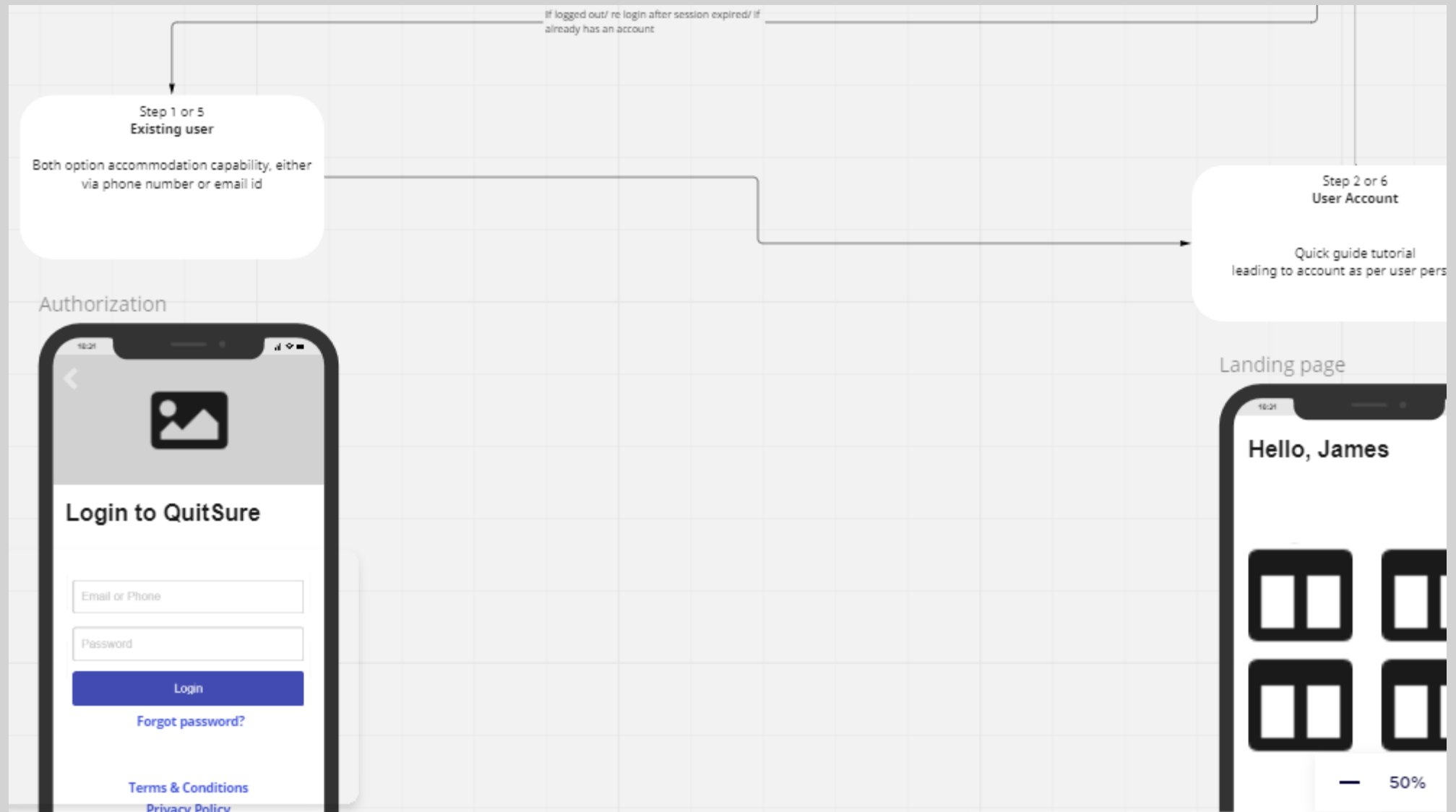
How to solve user mistake in case wrong action is performed? (clicked on account creation)

Approach:

1. Less, content
2. Highlight the quick call backs. In this case, back option or ALREADY HAVE AN ACCOUNT
3. Inform user if the email address used already exists, while creating account

UX screenshots- [Miro board Link](#)





Thank You

Disclaimer: To use the ideas in the assignment, organization should have written consent from candidate, these ideas should be strictly used for judgement of candidate's profile not for organization benefit.