

**IT3050 – User Experience engineering****Semester 2, 2021****Identify fail-points/blockings in the key-user flow(s)**

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During this lab, you are going to Identify fail-points/blockings in the key-user flow(s). Follow the steps below.

- Analyze your user research data (Lab sheet 02).
- Re-visit the user flow diagrams (Lab sheet 01).
- Individually identify 02 (at least) main fail-points/blockings in the key-user flow(s)
- If you are unable to identify enough number of main fail-points/blockings, conduct the user research again with different users/using different script.



## **2021S2\_REG\_WD\_06**



IT19123196	K.H.T.N Dewangi
IT19159072	A.N.S Thenuwara
IT19129518	R.M.D.M Rathnayake
IT19161884	B. S. L. Fernando



**IT3050 – User Experience engineering**

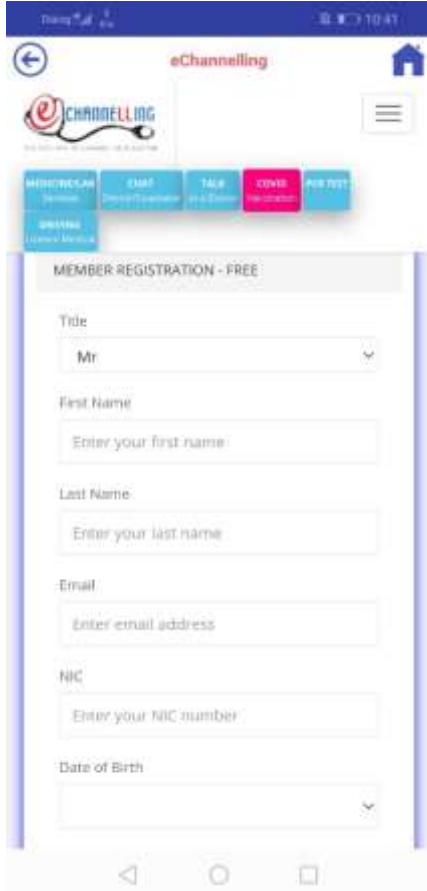
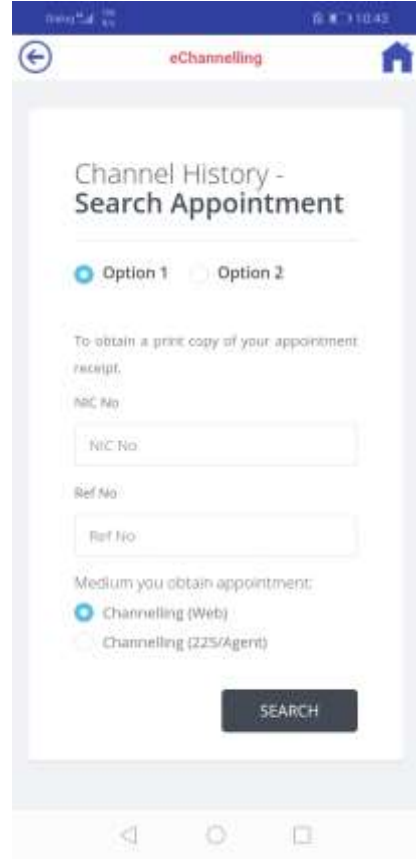
**Semester 2, 2021**

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

IT19123196 K.H.T.N Dewangi	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	There are 4 pages to one task (same like that interface)it divided in to 4 tasks related hospital type .it is not user friendly	Header navigation bar always highlight in Covid vaccination tab then user can't recognize which interface in there
Evidence		
Video timeline	5:00 – 6:00	6:00 – 6:25

IT19159072 A.N.S.Thenuwara	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	<ul style="list-style-type: none"> <li>Get more time to load the process</li> </ul>	<ul style="list-style-type: none"> <li>User can not view The form properly in UI.</li> </ul>
Evidence		
Video timeline	2:34 – 3:00	3:00 – 3:30

IT19129518 R.M.D.M Rathnayake	01 Fail- points/blocking	02 Fail-points/blocking
Fail-points/blocking	<ul style="list-style-type: none"> <li>Difficult to find hospital for driver's license medical certificate because there is no any search field.</li> </ul>	<ul style="list-style-type: none"> <li>Some pages are not good user experience.(difficult to understand details)</li> </ul>
Evidence		
Video timeline	6:40 – 7:20	7:45 – 8:00

IT19161884 B. S. L. Fernando	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	<ul style="list-style-type: none"> <li>In registering, the application does not focus for getting necessary details from the user to identify the user/patient.</li> </ul>	<ul style="list-style-type: none"> <li>To view channel history, Always user should search by entering details.(no option to view latest appointments details)</li> </ul>
Evidence		
Video timeline	10:25 – 10:40	10:45 – 11:30