Hi (Name) Nice to meet you once again.

How are you doing today?

Thank you for taking the time to talk to us today!

My name is (name). I and (name)will be walking you through today's session, and (name) and (name) will be taking notes during our call.

We have created a prototype for the E-channeling mobile application based on your suggestions in the previous interview. If you wonder what a prototype is, A prototype is a sample model of the app designed to test the app. So, this is not an actual mobile app. It's just a prototype, you won't be able to type anything but you will be able to navigate around the app by clicking the buttons. So today we are testing this prototype of E-channeling mobile application to make sure we have solved the previously identified usability issues and to identify any other usability issues before starting to implement the actual application.

During this session, We will give you some task . We will give you a link to the prototype. We will use your ideas for improve this mobile application. So please give your honest idea.

Do you have any concerns or questions before we begin?

With your permission we would like to record this session, could you please confirm that you are okay with this session being recorded and shared with our module in charge? [Wait for reply]

Awesome! I will start the recording now. [PRESS RECORD]

Can you also share your screen with me?

Thank you. Here's the link for the prototype. Can you please open it using your browser.

Now I'm going to ask you to respond to the following few scenarios. I'm going to read each scenario out loud.

Login/Register, Refund, History

First of all, thanks for reaching out to us about again.

Now, I'm going to show initial view in this mobile application. Starting form here user can login or register with the application. For that user should enter their credentials correctly.

- **What do you think about that 2 user interfaces?**

Ok, Now I will demonstrate another functionality. If the user wants to make refund request, user can go that particular page through the navigation drawer.
These are the all refunding details that created by the user recently.

Form this page, user can make a refund request by filling necessary details.

If the user wants to see all channeling details before he created, he should move channeling History page.

- **Are you satisfying with this flow?**

- **Do you have any suggestions to improve availability on this application?**

PCR TEST

Thanks .Now let's look at the PCR testing .Go to the PCR test tab .

Navodya: In this UI can see all the hospital for PCR test ?Can you select on the first hospital.

Navodya:Ok thank you   .In this Ui you can see all the dates and time in that particular hospital. Now Pick one of the times.

Navodya: Now you have navigate to registration page. In this Ui you can register for the PCR test by fill in the details.

Now click on Register Button.

Navodya: Now you can see the details of that particular patient .Including the amount. Then click on proceed button .Then you will navigate to payment process. In here you can select payment method Click on one of the payment method.

Navodya: Now you will navigate to payment Ui .Ok that is all in this task.

i). What do you think of the patient details UI?

Me:ok thank you.I will consider about your idea.

ii). Is there anything we can improve?

I)What do you think about the user interfaces in payment process?

Me:ok thank you.I will consider about your idea.

II)Can you rate the user interface you were able to see during this process between 1-5 . 1 is poor and 5 is excellent

Channeling

me-Thanks .Now let's look at about the channeling .can you Go to the channeling tab .

me-These are all information related to check availability of doctors when we fill all information we can presss check availability button.can you press check availability button

me-These interface display all the information about available doctors also you can select one doctor pressing consult now button

me-Then that ui display all the information related to doctor is it all ok you can press book now button

me-Yes you can insert these details and navigate nxt page

me-These are all information related to booking if you want to edit something you can presss edit and else you can continue

me-Ok now you can give your acc information and make payment

me-Yes.What do you think about the user interfaces?

me-Ok I will consider about it any issues that you think

me-Ok)Can you rate the user interface you were able to see during this process between 1-5 .1 is poor and 5 is excellent

me-Ok .Are you satisfied within this channeling process?

Driving License Medical

thank you!

Minoli-Let's we move to driving license medical tab

Here you can veiw a list of hospitals where available for driver's license medical.

Minoli - Ok sure, In here you can select a hospital with your needs and click on 'Book' button. Next you navigate to page with available times and date.In this page you can select a time and date with your needs and click on availble button.

Upto now do you clear?

Minoli - No there is a another button 'Full' But you can't click it becase that time and date is full.

Minoli - Ok after click on available button you navigate to form and need to fill it with your details.

Minoli - what do you think about this interface?

Minoli -Well, after we navigate to page with all details about your booking.Do you have any suggessions for that interface?

Minoli - Ok then you can pay for your booking using payment interface, In here you need to select paymont pethod and need add add account details.

Minoli - Yes, this is 100% secure and we protect all your details.

Finaly, Do you have any suggestions to improve this process?

Minoli - Thank you