

Sri Lanka Institute of Information Technology



B.Sc. (Hons) in Information Technology

Specialization in Software Engineering

User Experience Engineering - SE3050

Assignment 6

Group ID: 2021S1_JUNE_WD_01

Group Details

Group ID : 2021S1_JUNE_WD_01

Project Application : E channeling App

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➤ Sketching

- PCR Test, Covid Vaccination, E-channeling Homecare - IT19187938

The sketches illustrate the user flow for booking a Covid Vaccination slot:

- Booking Step 1:** Shows a header "e channeling" and a "Covid Vaccination" section. Below are two buttons: "Colombo" and "Gampaha". There are also four empty rectangular input fields.
- Booking Step 2:** Shows the same header and "Covid Vaccination" section. A "Search" button is added above a list of two hospitals: "Ruhuna Hospital" and "Arogya Hospital", each with a "Book Now" button.
- Booking Step 3:** Shows the header and "Covid Vaccination" section. The "Search" button is now above a table listing three slots for "Ruhunu medi Hospital". The table columns are Date, Time, and Status. The first slot is "Available", the second is "Waitlist", and the third is "Available".
- Confirmation Step 1:** Shows the header and "Covid Vaccination" section. A message says "Thank you for registering Covid-19 Vaccination". Below are two sections: "Venue" (empty) and "Vaccination Details" (empty).
- Confirmation Step 2:** Shows the header and "Covid Vaccination" section. A message says "Enter OTP On Your Phone". Below are six empty square input fields for OTP digits and a "Submit" button.
- Patient Details Step:** Shows the header and "Covid Vaccination" section. A "Patient Details" section contains five input fields: Name, NIC, Address, Telephone, and Email, each with a "Submit" button below it.

e-channelling

Medicine	Find	Covid	PCR	Rathna
L&B Services	Doctors	Vaccination	Test	Muthiy Homecare

Echannelling Homecare

Package 1

Package 2

e-channelling

			Echannelling Homecare
--	--	--	-----------------------

Echannelling Homecare Patient Details

Name	
NIC No	
Telephone	
Email	
Address	

e-channelling

		Echannelling Homecare
--	--	-----------------------

Echannelling Homecare Enter Card Details

Card Number	
Expiry Date	
Security Code	
Amount	

e-channelling

		Echannelling Homecare
--	--	-----------------------

Echannelling Homecare

payment method
choose your payment method

Select

e-channelling

	PCR Test	
--	----------	--

PCR TEST

(Colombo)

(Hambantota)

e-channelling

	PCR Test	
--	----------	--

PCR TEST

Ruhunu Hospital

Sri Jayawardhana Pura Hospital

e-channelling

	PCR Test	
--	----------	--

PCR TEST

2021/08/09 08:30-10:30 Available

2021/08/09 10:30-12:30 Web-Stop

2021/09/09 9:30-12:30 Available

e-channelling

	PCR Test	
--	----------	--

PCR TEST

Enter card Details

Card Number	
Expiry Date	
Security Code	
Amount	

e-channelling

	PCR Test	
--	----------	--

PCR TEST

payment method
choose your payment method

Select

e-channelling

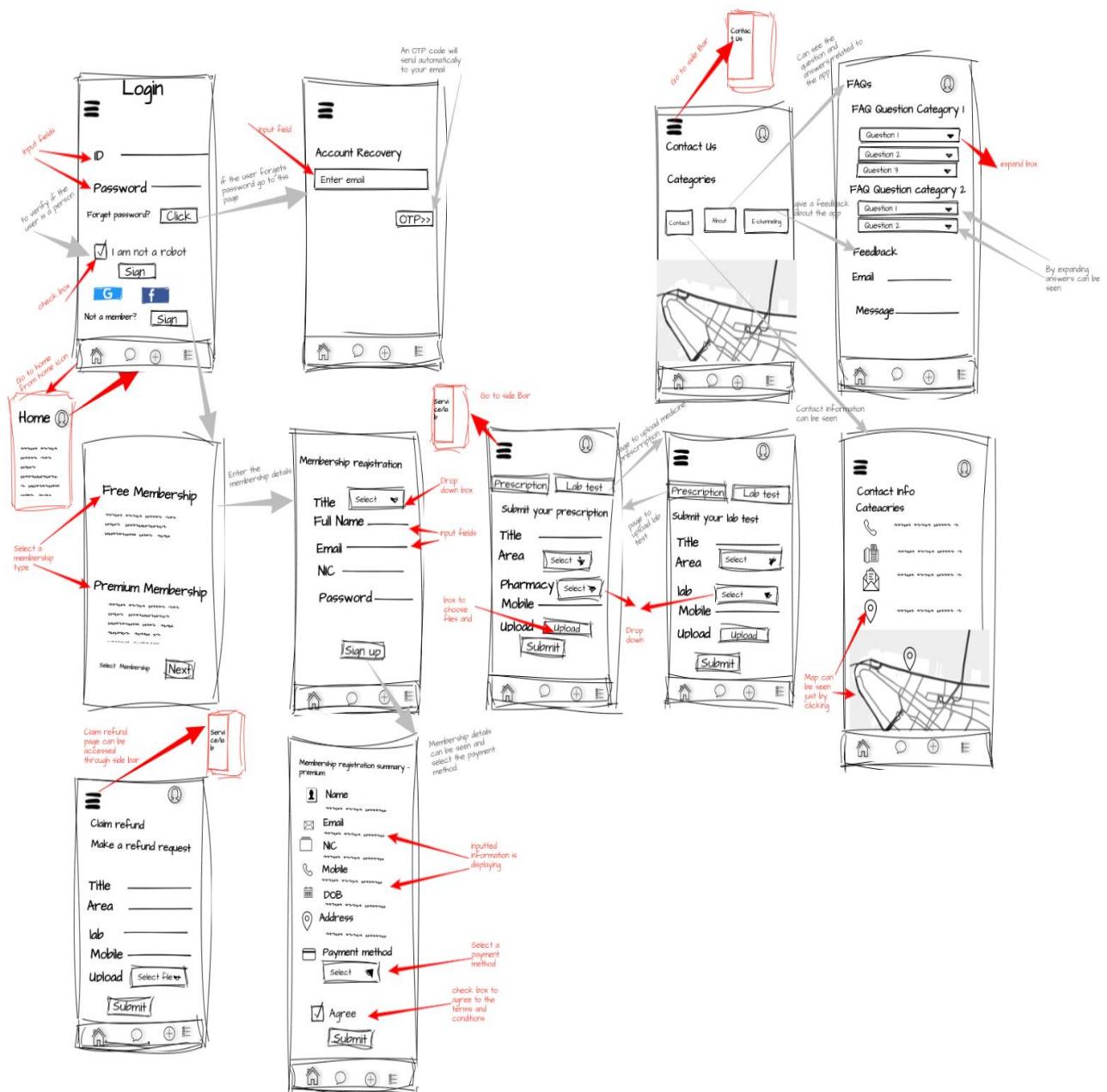
	PCR Test	
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PCR TEST

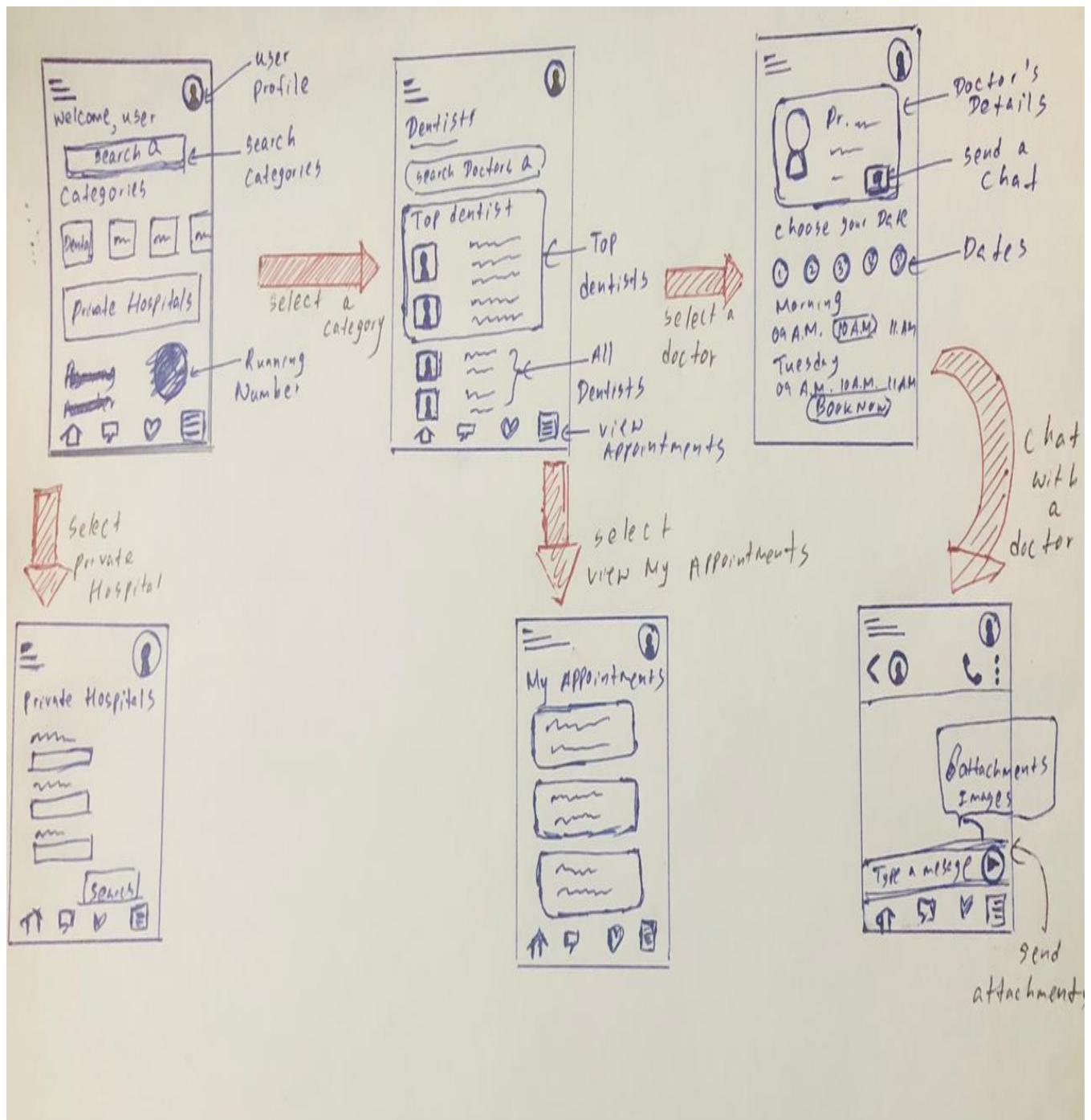
Patient Details

Name	
NIC	
Address	
Telephone	
Email	

▪ Sign up/Sign in/Claim Refund /Contact Us/Medicine or Lab Services- IT19986654

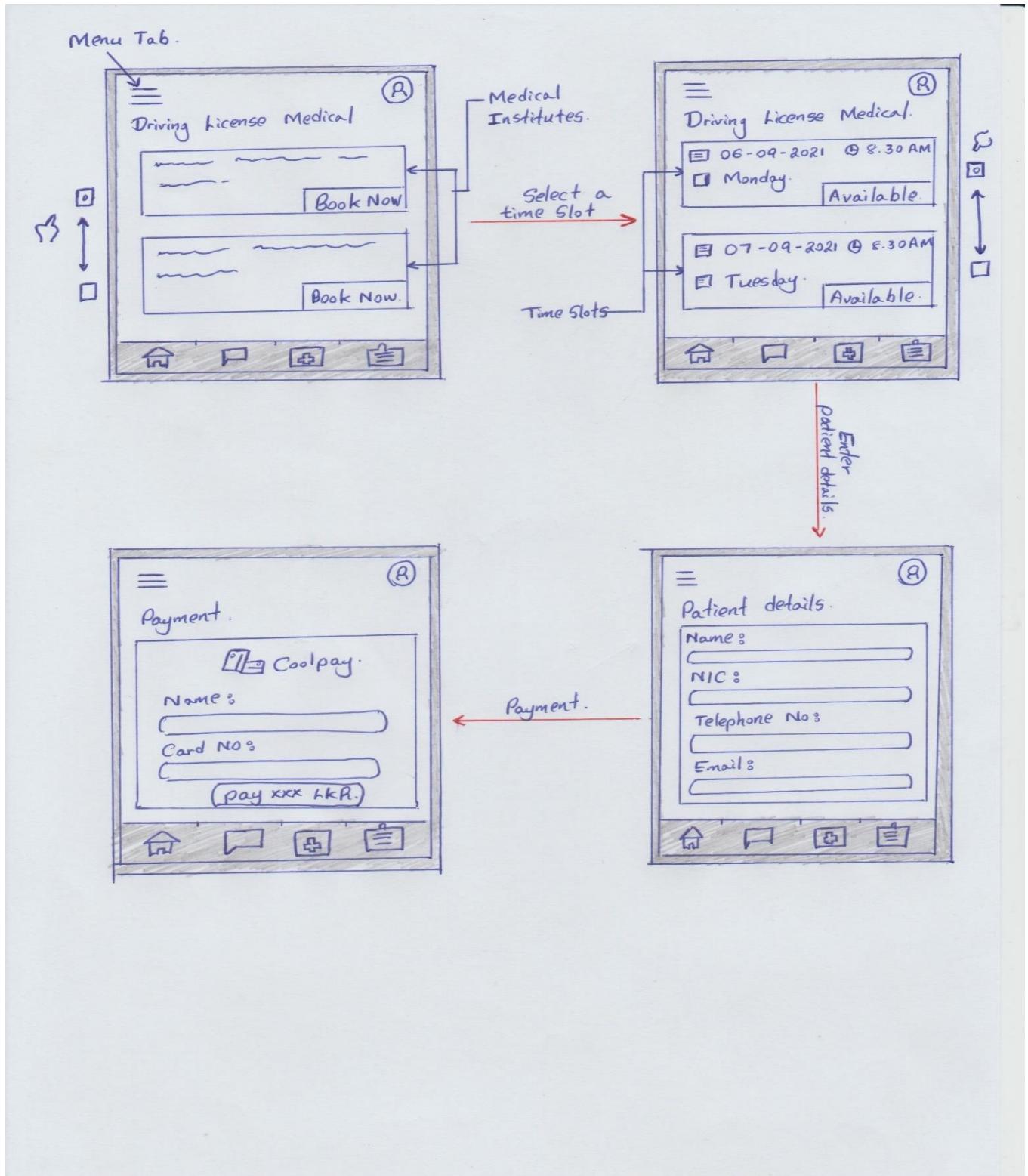


■ Home/Chatting/My appointments/Online Booking/Hospitals - IT19251110



■ Driving License Medical/ Channel History/ Running Number - IT19184722

✓ Driving License Medical:



✓ Channel History:

Option 1:

The diagram shows two side-by-side wireframes for a 'Channel History' feature.

Option 1: On the left, there are two radio buttons at the top labeled 'option 1' and 'option 2'. Below them are two text fields labeled 'NIC' and 'Reference No:'. A note indicates 'NIC' is for channelling (web) and 'Reference No:' is for channel. At the bottom is a 'Search' button and a row of four icons: house, speech bubble, plus sign, and a document icon. A 'Driving license Tab.' is located below the icons.

Option 2: On the right, there are two radio buttons at the top labeled 'option 1' and 'option 2'. Below them are two text fields labeled 'NIC' and 'phone No:'. A note indicates 'NIC' is for channelling (web) and 'phone No:' is for channel. At the bottom is a 'Search' button and a row of four icons: house, speech bubble, plus sign, and a document icon. A 'Driving license Tab.' is located below the icons.

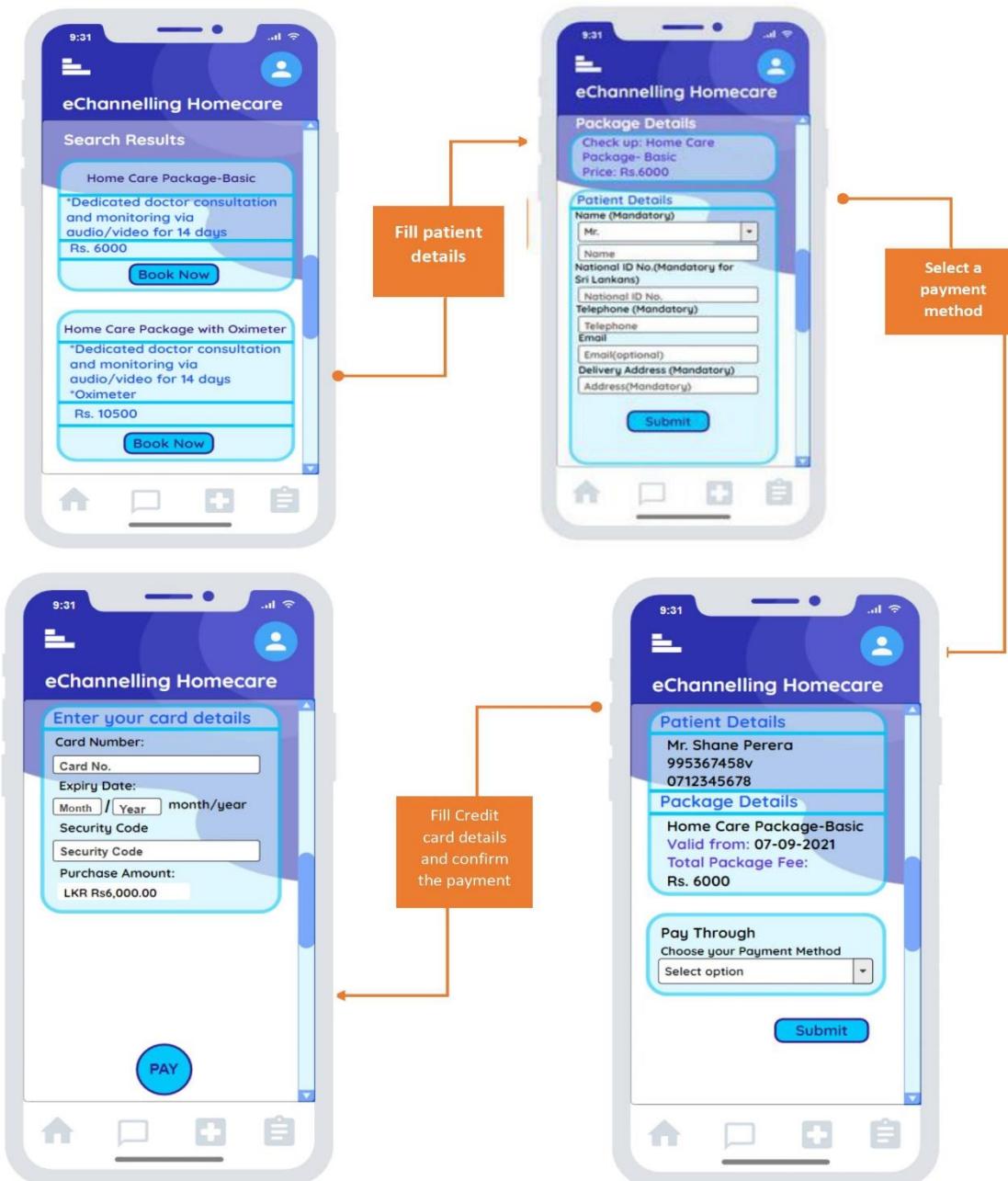
✓ Running Number:

The diagram shows a single wireframe for 'Appointment Details'.

At the top is a 'Menu Tab.' icon. Below it is a header 'Appointment Details.' with a user icon. The main area contains two text fields labeled 'Reference No:' and 'Phone No:'. At the bottom is a 'Search' button and a row of four icons: house, speech bubble, plus sign, and a document icon. A 'Text fields.' label points to the two text input fields.

➤ Wireframes

▪ PCR Test, Covid Vaccination, e-channeling Homecare - IT19187938





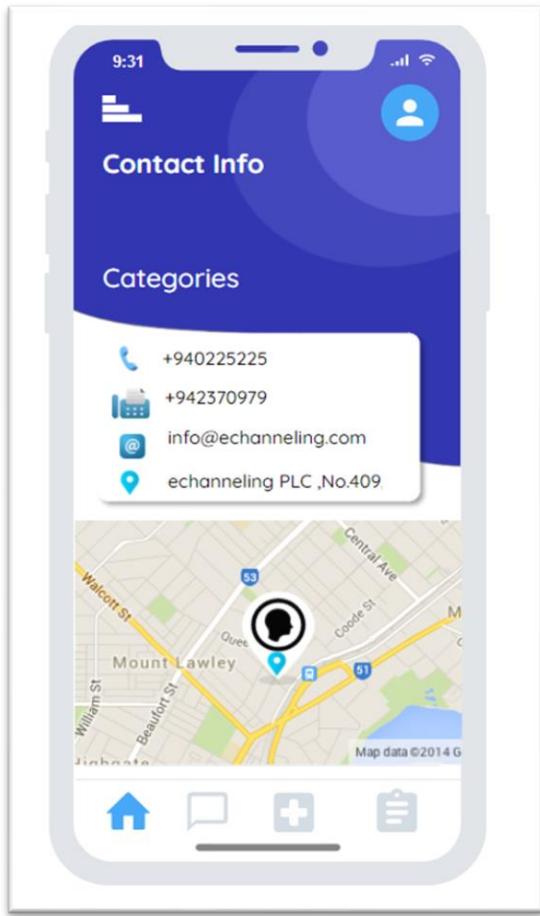


- [Sign up/Sign in/Claim Refund /Contact Us/Medicine or Lab Services- IT19986654](#)

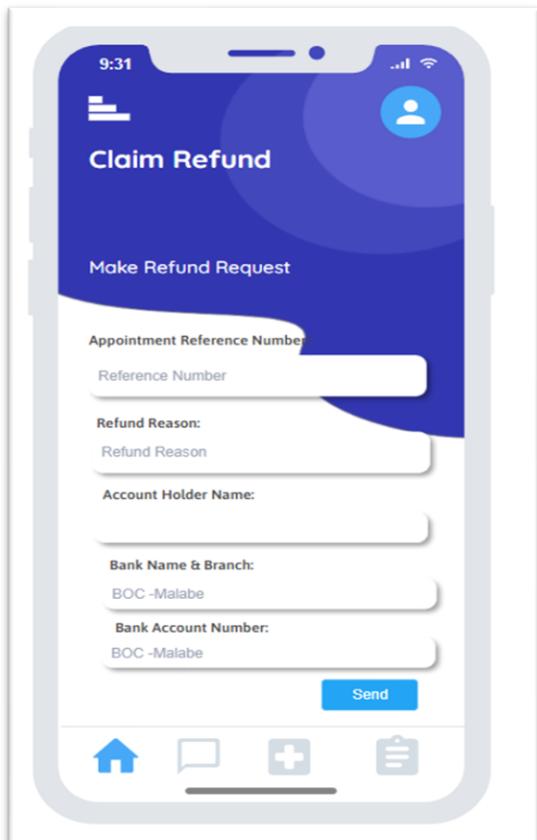
✓ **Contact Us**

The image displays two screenshots of a mobile application interface. The left screenshot shows a 'Contact Us' screen with a blue header. It features a 'Categories' section with three buttons: 'E-channelin' (with a person icon), 'About' (with an info icon), and 'Contact' (with a phone icon). The 'Contact' button is highlighted with a blue background. Below this is a map showing a location in Mount Lawley, Western Australia. The right screenshot shows a 'FAQs' screen with a list of questions: 'What is e-channelling loyalty schema?', 'How to obtain e-channeling membership?', 'E-channeling Drug delivery service', 'How can we obtain the service ?', and 'What are the delivery charges?'. A large blue 'Feedback' button is at the bottom. Below it are fields for 'Email:' and 'Message:'.

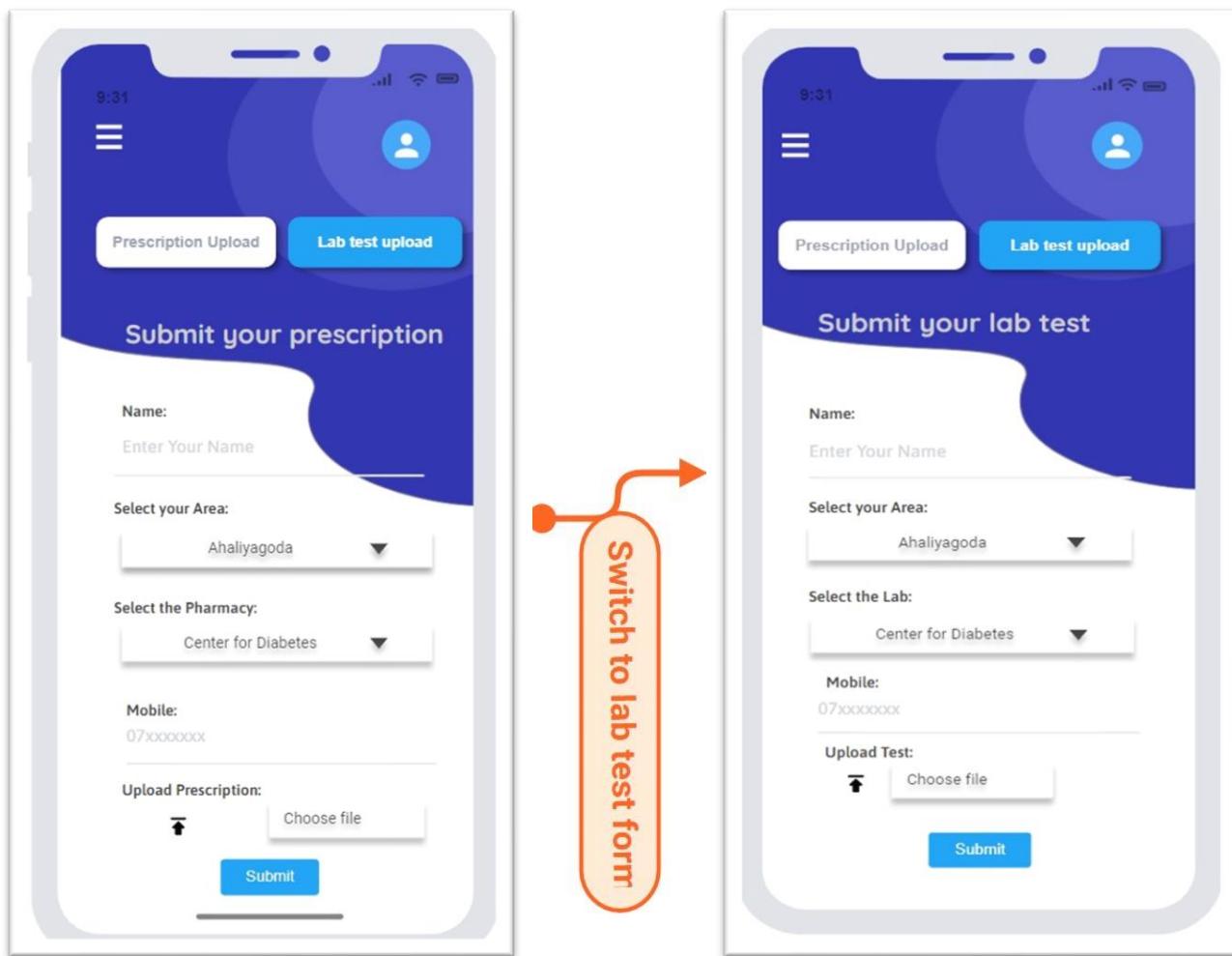




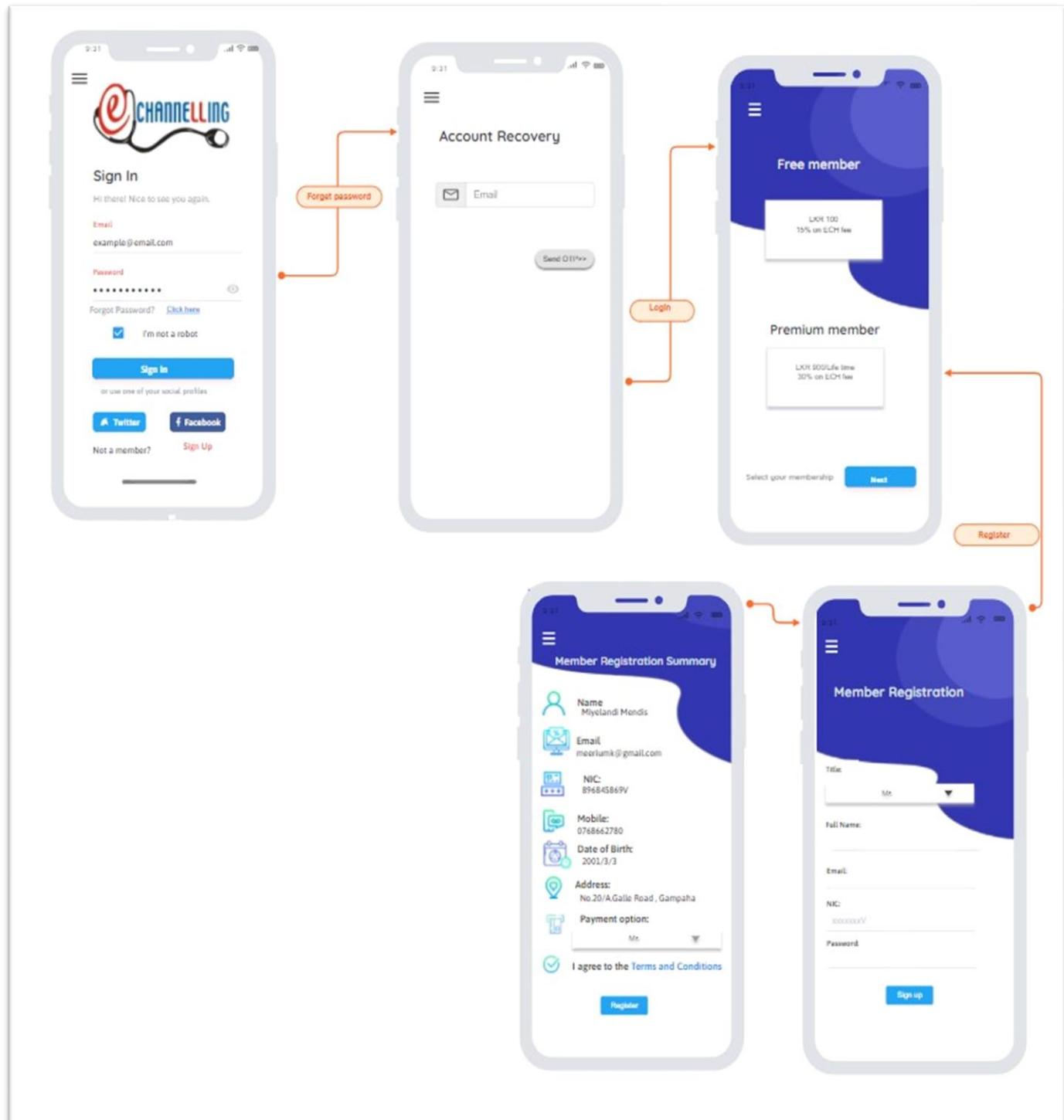
✓ **Claim Refund**



✓ Lab test /Pharmacy services

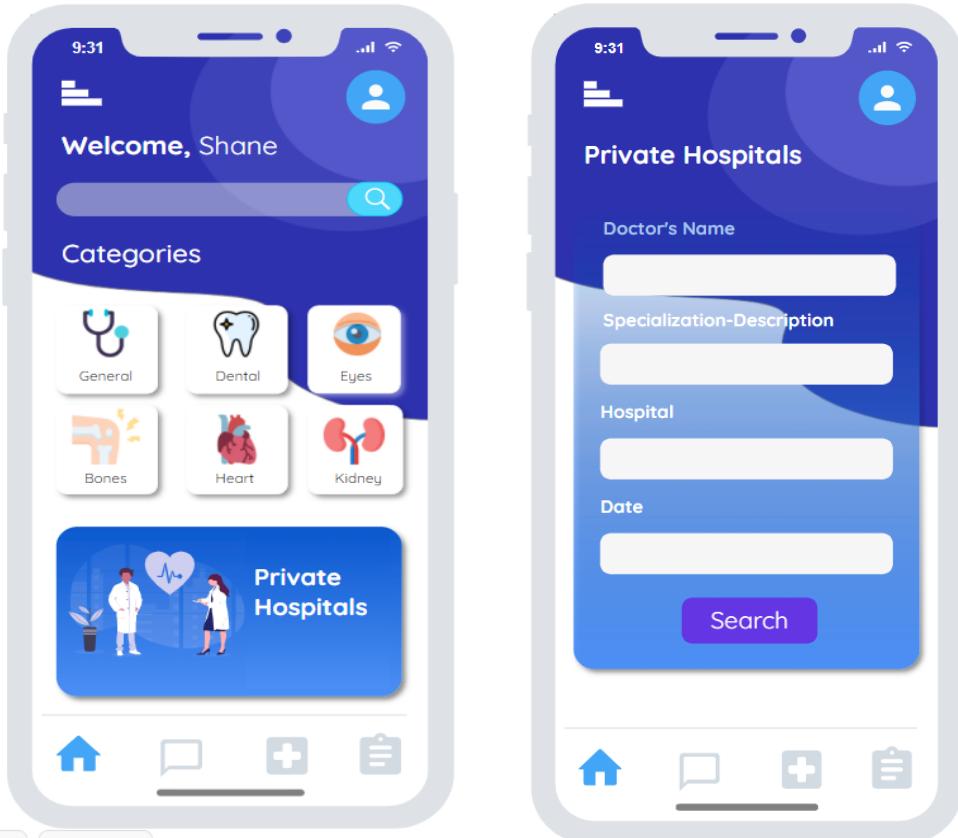


✓ Sign Up/Sign In

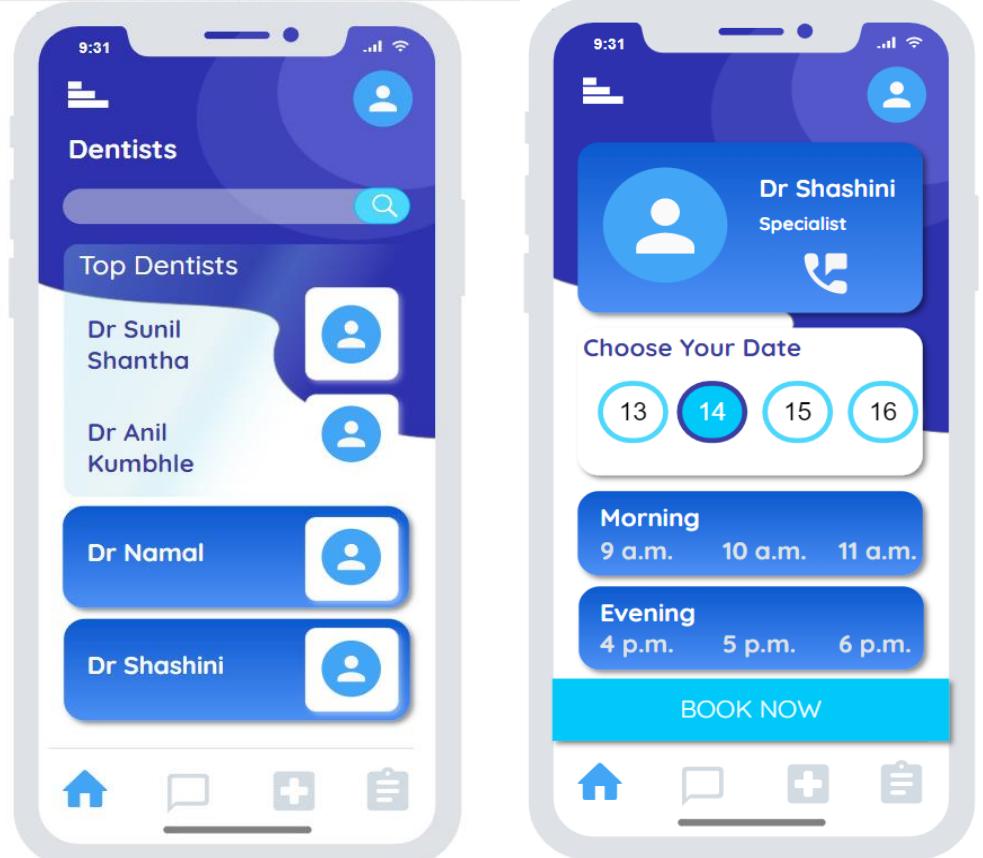


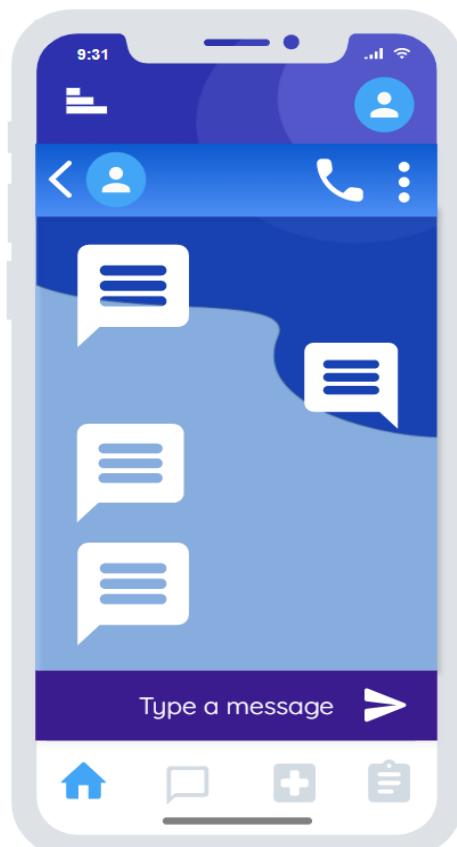
▪ Home/Chatting/My appointments/Online Booking/Hospitals - IT19251110

✓ Home and Hospitals

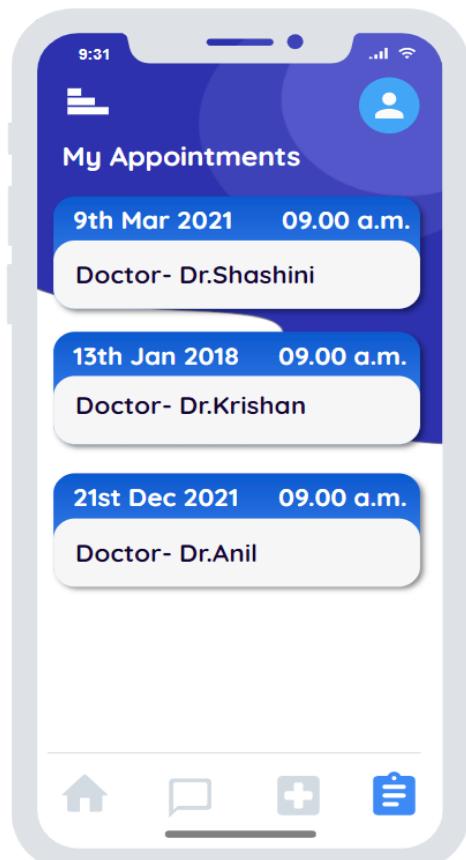


✓ Online Booking and Chatting





✓ My Appointments

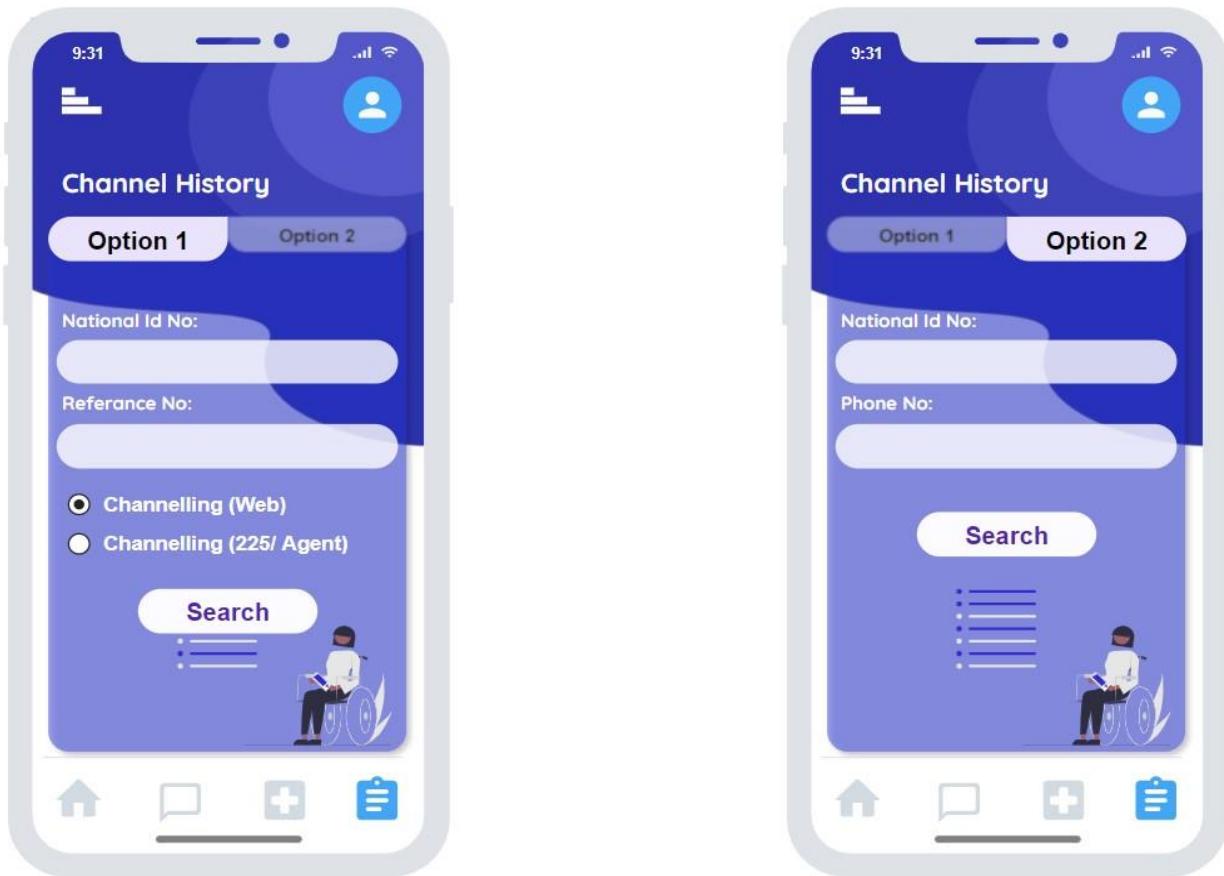


- Driving License Medical/ Channel History/ Running Number - IT19184722

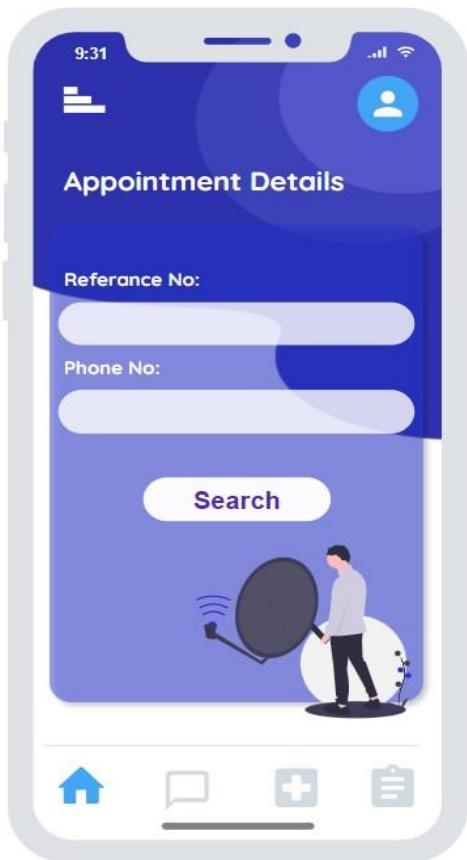
- ✓ Driving License



✓ **Channel History**



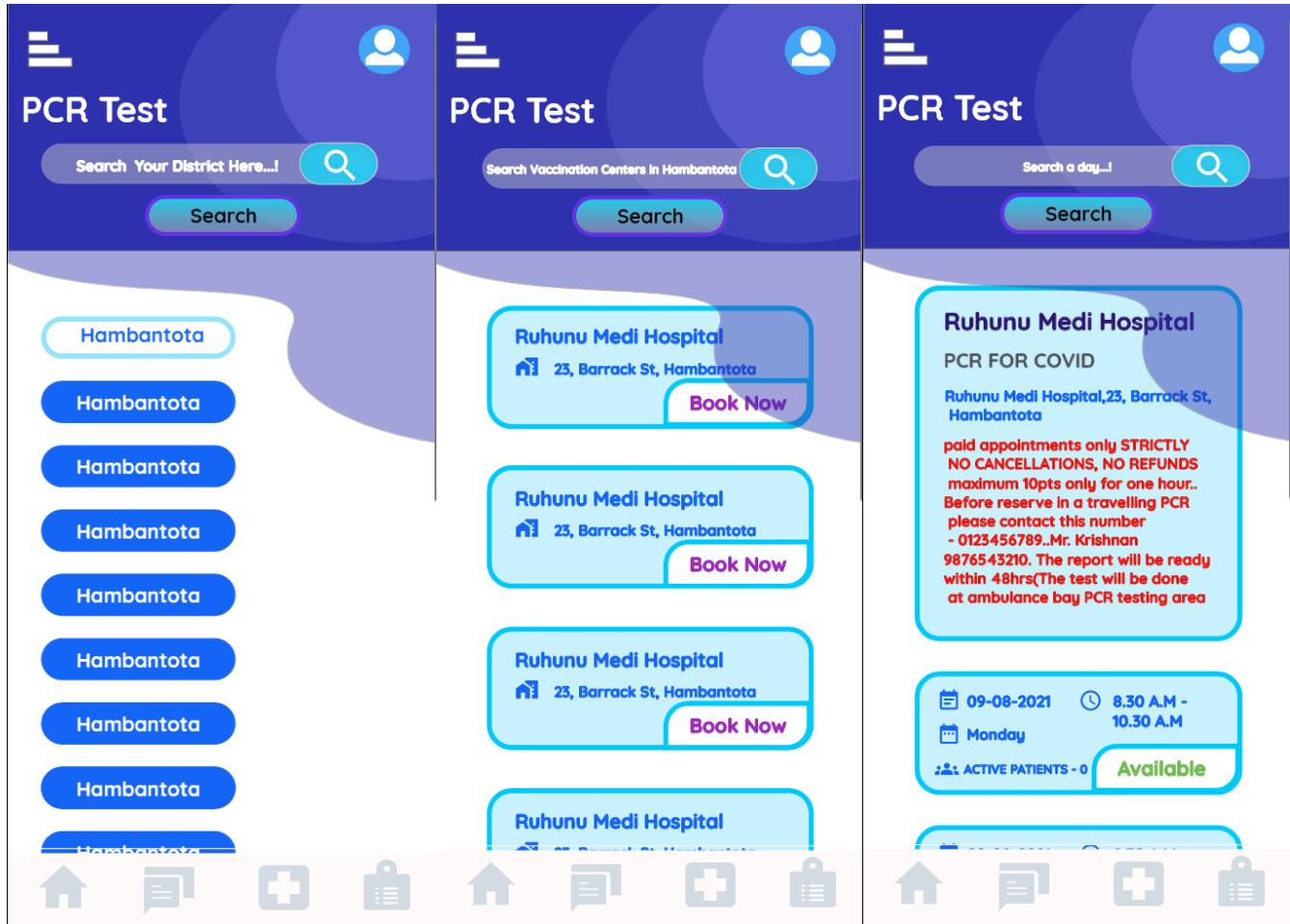
✓ **Running Number**

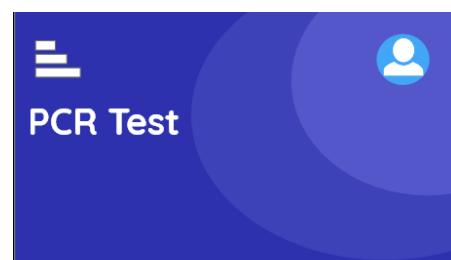
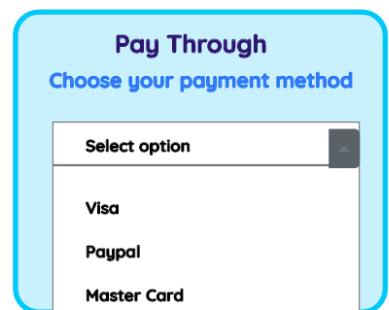
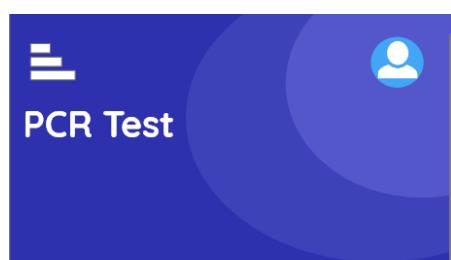
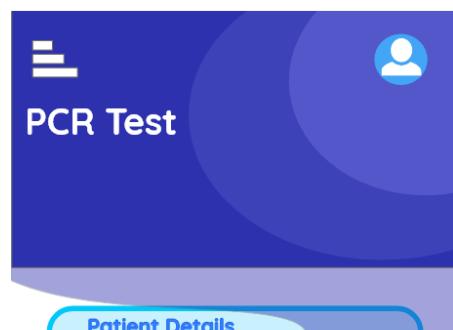
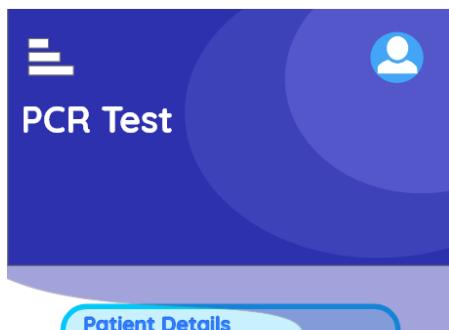


- Prototype
- Screenshots of Prototype[1.0]

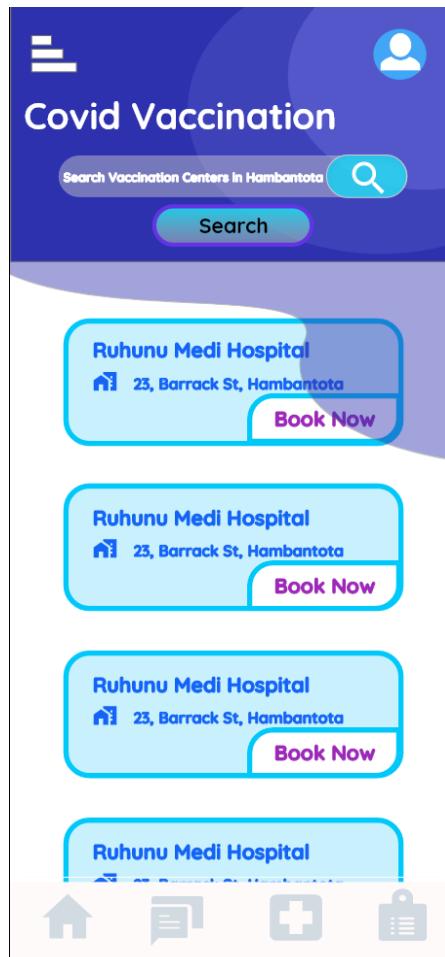
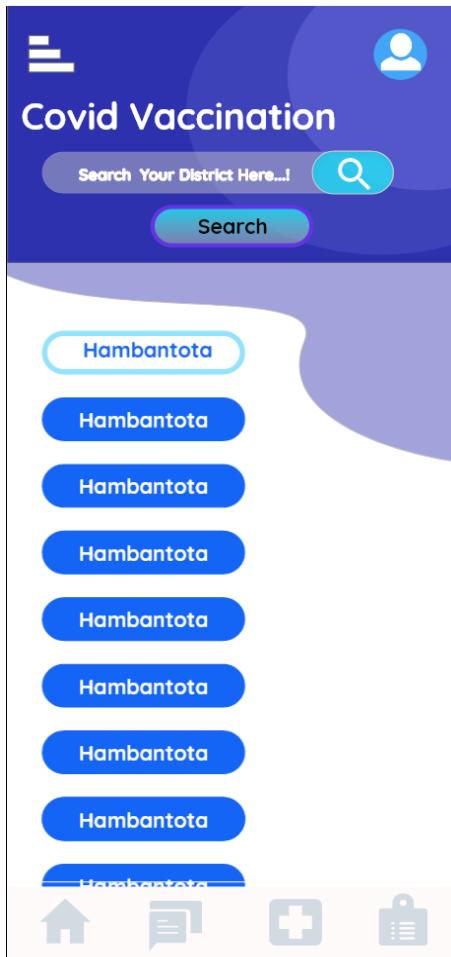
- PCR Test, Covid Vaccination, E-channeling Homecare - IT19187938

✓ PCR Test

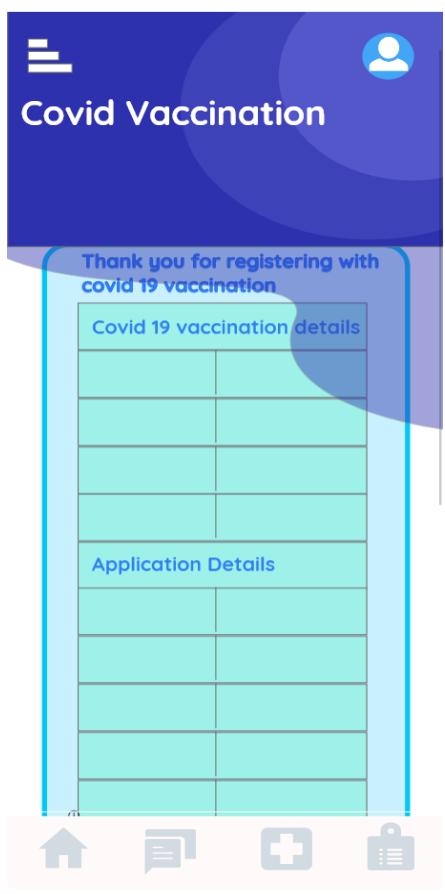
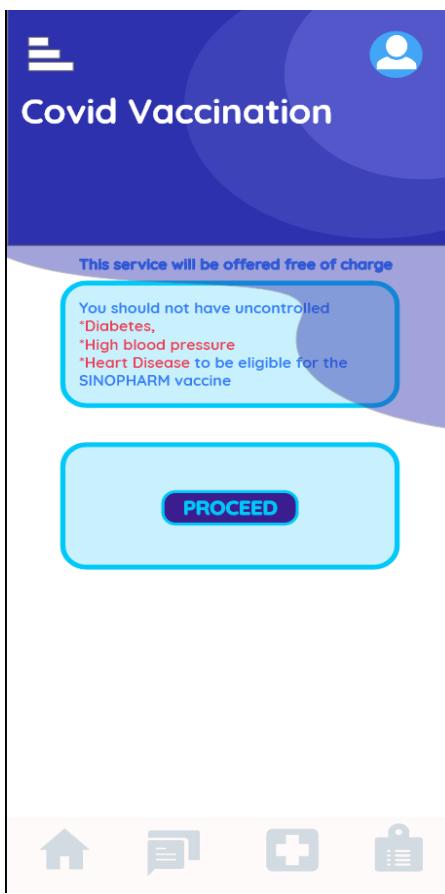




✓ Covid Vaccination



This screen shows a 'Patient Details' form. At the top, there is a section for 'Name (Mandatory)' with a dropdown menu showing 'Mr.' and a text input field. Below it is a section for 'National ID No.(Mandatory for Sri Lankans)' with a text input field. There are also fields for 'Address (Mandatory Please Enter Postal/Mailing Address)', 'Telephone (Mandatory)', and 'Email'. At the bottom of the form are two buttons: 'Local' and 'Foreign', followed by a large blue 'PROCEED' button. At the very bottom is a horizontal navigation bar with icons for Home, Chat, Health, and Profile.



✓ E-channeling Homecare

The image displays three sequential mobile application screens for booking a homecare package:

- Screen 1:** Shows two package options: "Homecare Package Basic" and "Home Care Package with Oximeter". Both packages include a 14-day audio/video consultation and monitoring via audio/video, and cost Rs. 6000. Each has a "Book Now" button.
- Screen 2:** Displays the selected "Check Up: Homecare Package: Basic" with a price of "Rs. 6000". It also shows a "Patient Details" section with fields for Name (Mr. / Name), National ID No. (for Sri Lankans), Telephone, Email, and Delivery Address, along with a "Submit" button.
- Screen 3:** Shows "Patient Details" for "Mr. Shane Perera" with ID "123456789v" and phone "0123456789". It also shows "Package Details" for the selected package, valid from "07/09/2021", and a total package fee of "Rs.10500". A "Pay Through" section with a "Select option" dropdown and a "Submit" button is at the bottom.

This mobile screen shows the "Enter Your Card Details" form:

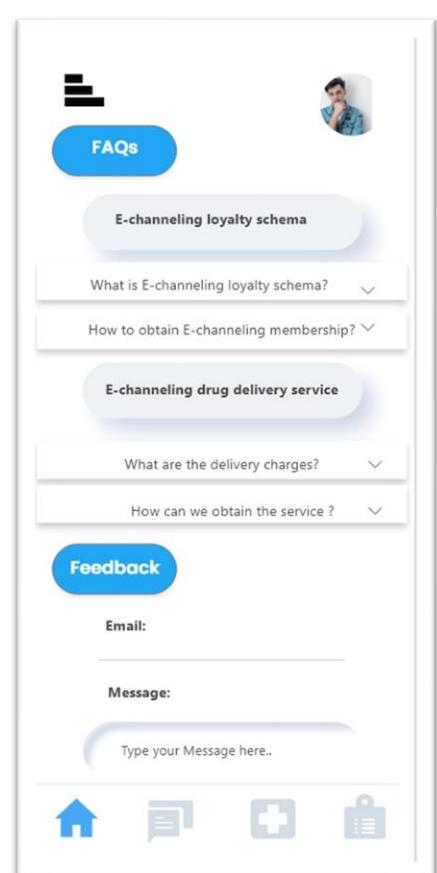
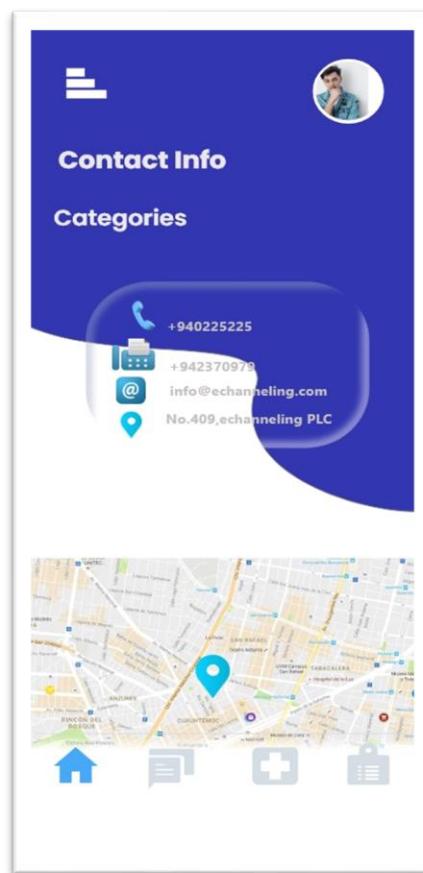
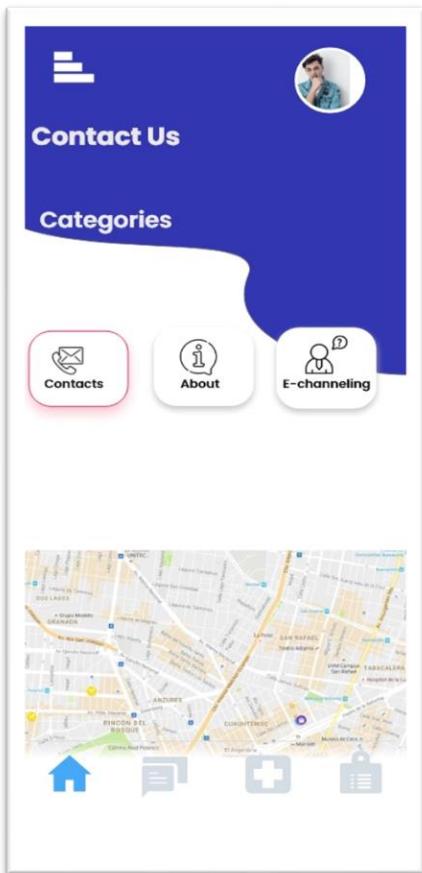
- Card Number:** Card No. (input field)
- Expiry Date:** Month / Year / Month/Year (input fields)
- Security Code:** Security Code (input field)
- Purchase Amount:** Amount (input field)
- A large blue "PAY" button at the bottom.

At the bottom of the screen are four navigation icons: a house, a speech bubble, a medical cross, and a clipboard.

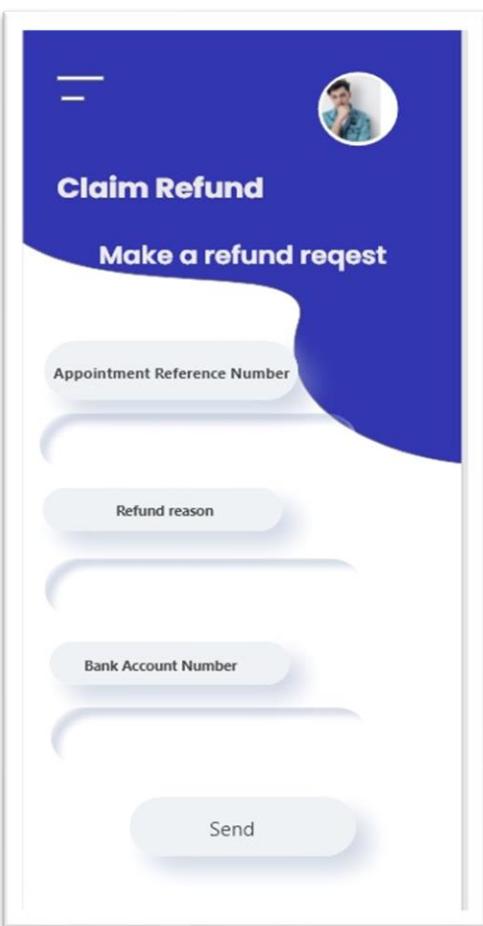
- **Sign up/Sign in/Claim Refund /Contact Us/Medicine or Lab Services- IT19986654**

✓ **Sign Up/Sign In**

✓ Contact Us



✓ Claim Refund



✓ **Pharmacy/Lab Services**

Submit your prescription

Name:
Enter your name

Select your Area:
Ahaliyagoda

Select the pharmacy:
Center for diabetes

Mobile:
077xxxxxx

Upload Prescription
choose file

Submit

Submit your lab test

Name:
Enter your name

Select your Area:
Ahaliyagoda

Select the lab:
Center for diabetes

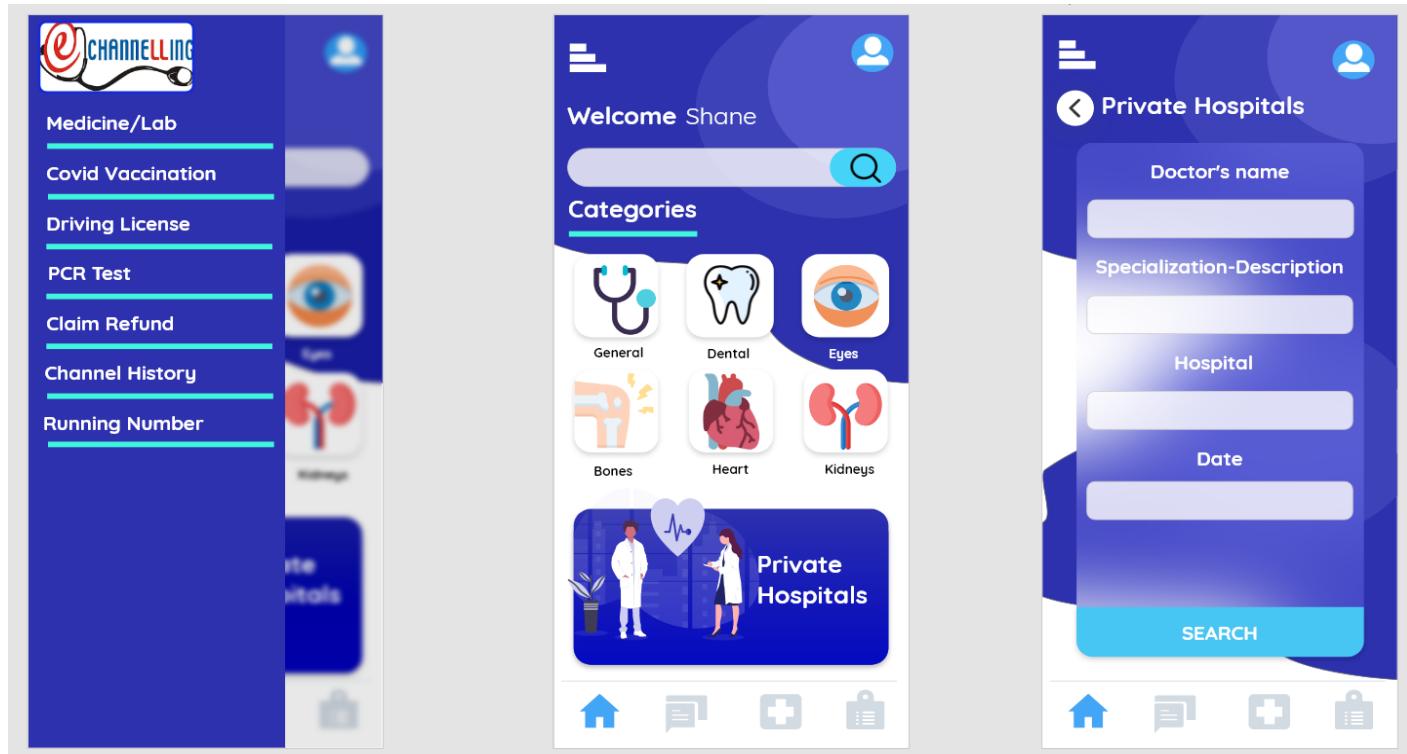
Mobile:
077xxxxxx

Upload Test
choose file

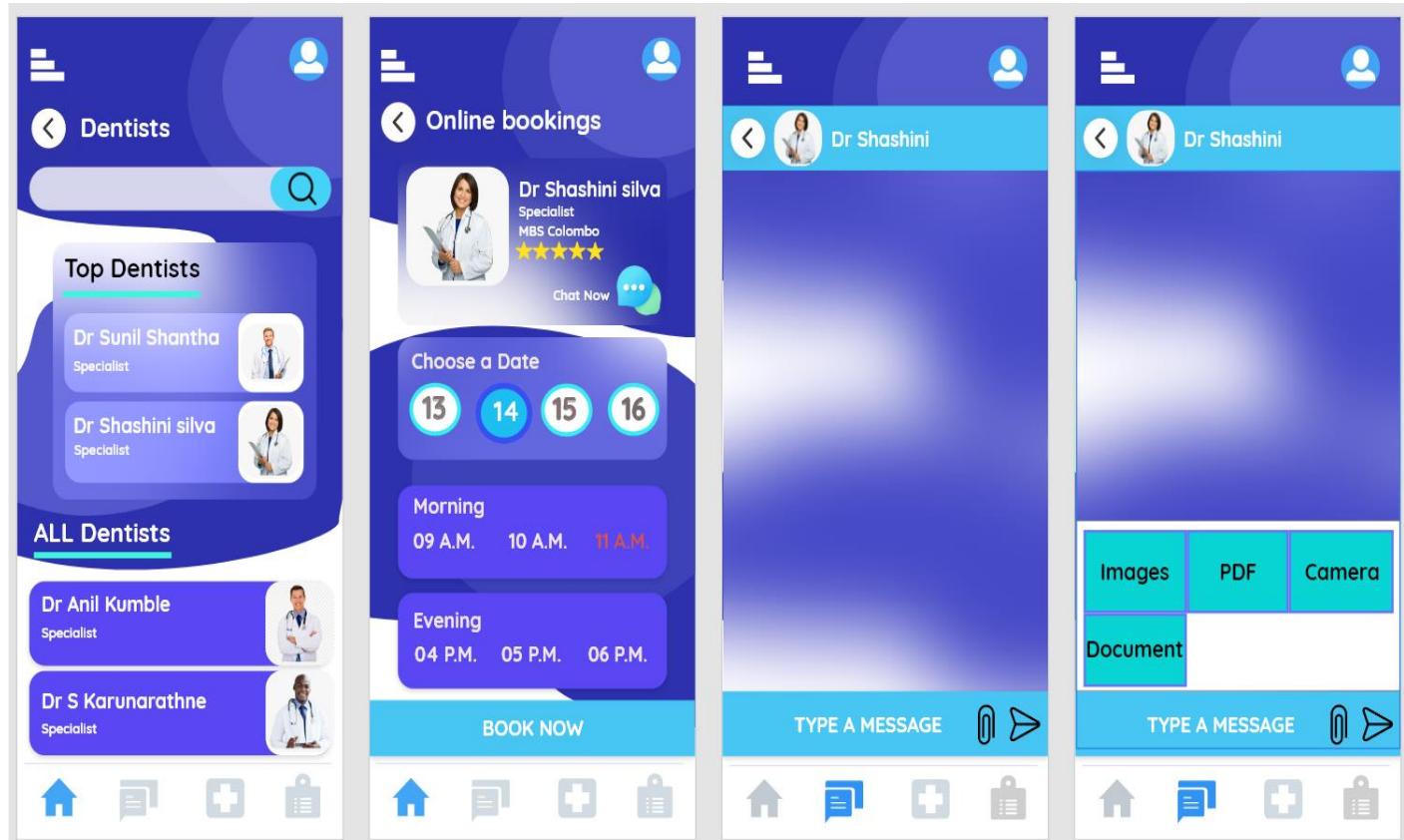
Submit

▪ Home/Chatting/My appointments/Online Booking/Hospitals - IT19251110

✓ Home and Hospitals



✓ Online Booking and Chatting



✓ My Appointments



▪ Driving License Medical/ Channel History/ Running Number - IT19184722

✓ Driving License

The image displays four screenshots of a mobile application interface, likely for booking driving license medical examinations. The interface is divided into two main sections: a left sidebar and a main content area.

Left Sidebar:

- Driving License Medi...**: The title for the sidebar.
- Driving License Medical**: The main heading for the service.
- National Transport Medical Institute**: Listed with locations: Putthalam, Ampara, Anuradhapura, Badulla, Galle, Gampaha, Hambantota, Jaffna, Kaluthara, Rajapihila Mv, Kegalle, Kithulgah, Kurunegala, Mannar, and Matale.
- Book Now**: A button to book an appointment at each location.

Main Content Area:

- Driving License Medi...**: The title for the main content area.
- Driving License Medical**: The main heading for the service.
- Booking Options:**
 - 06-09-2021**: Monday, **Available**
 - 07-09-2021**: Tuesday, **Available**
 - 08-09-2021**: Wednesday, **Web-Stop**
 - 09-09-2021**: Thursday, **Available**
- Booking Options (Second Column):**
 - 13-09-2021**: Monday, **Available**
 - 06-09-2021**: Tuesday, **Available**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Web-Stop**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Web-Stop**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Web-Stop**
 - 06-09-2021**: Monday, **Available**
 - 06-09-2021**: Monday, **Available**

Patient Details UI

This screen shows a form for entering patient information:

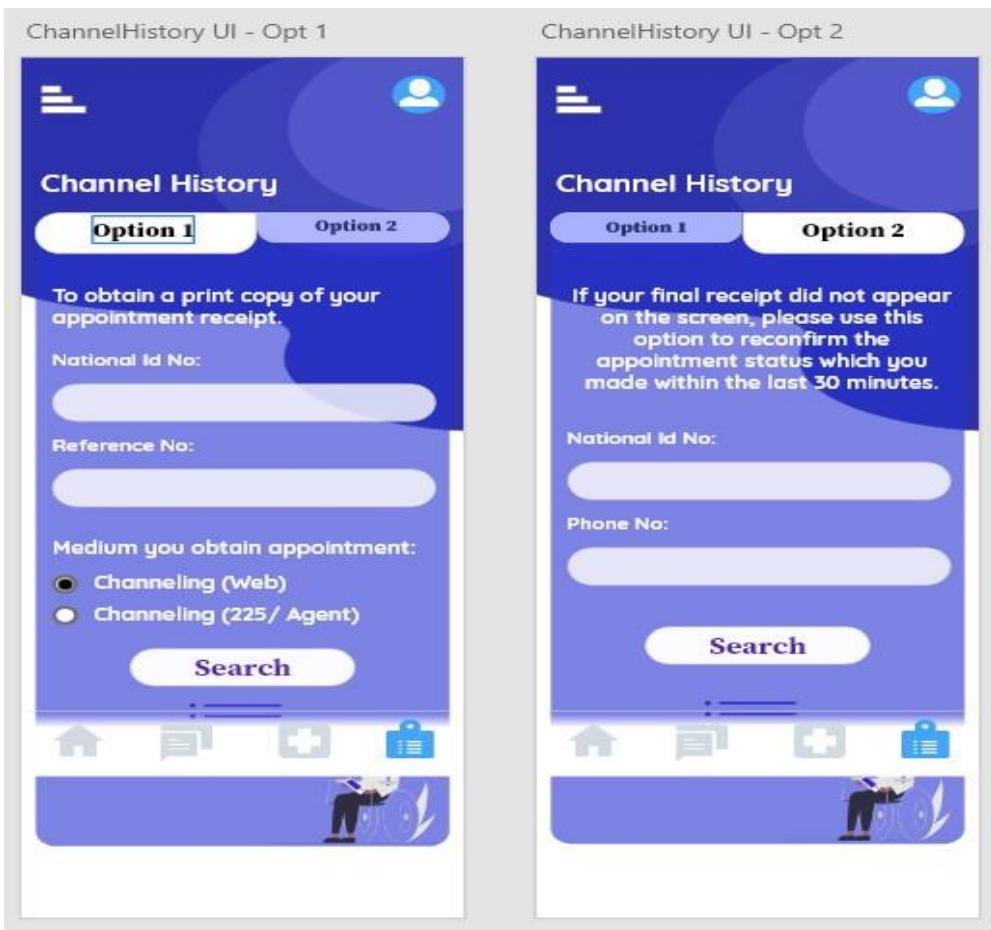
- Patient Details**: The title.
- Fields:**
 - Patient Name: [Text Input]
 - National Id No: [Text Input]
 - Telephone No: [Text Input]
 - Email: [Text Input]
- Submit**: A button to submit the form.

Payment UI

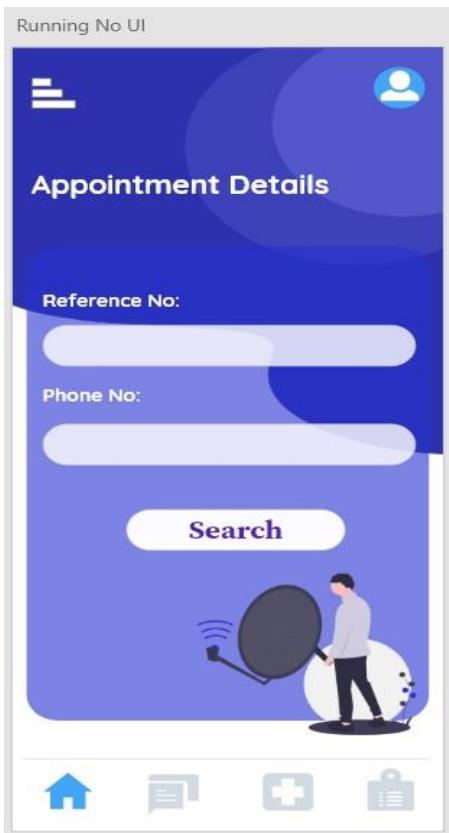
This screen shows a payment interface:

- Payment**: The title.
- CoolPay**: The payment method.
- Fields:**
 - Card Holder Name: [Text Input]
 - Card No: [Text Input]
 - Expire Date: [Text Input]
 - CVV: [Text Input]
- Pay XXX.xx LKR**: A button to complete the payment.

✓ **Channel History**



✓ **Running Number**



▪ Screenshots of Prototype[2.0]

▪ PCR Test, Covid Vaccination, E-channeling Homecare - IT19187938

✓ PCR Test

The screenshots show a mobile application interface for booking PCR tests. The top navigation bar includes a menu icon, user profile, and search bar. The main search bar is labeled "Search Your District Here...". Below the search bar, there is a "Search" button and a list of districts: Hambantota (repeated 10 times). The middle section shows search results for "PCR Test" in "Hambantota". It lists three entries for "Ruhunu Medi Hospital" at "25, Barrack St, Hambantota", each with a "Book Now" button. The bottom section displays service icons (Home, Chat, Medical Cross, File) and a detailed view for the first hospital entry. This view includes the hospital name, address, a "Book Now" button, and a schedule table for "09-08-2021" (Monday) from 8:30 A.M. to 10:30 A.M., showing "Available" status.

PCR Test

Search Your District Here...

Search

Hambantota

Ruhunu Medi Hospital
25, Barrack St, Hambantota

Ruhunu Medi Hospital
PCR FOR COVID

Ruhunu Medi Hospital,25, Barrack St, Hambantota

paid appointments only STRICTLY NO CANCELLATIONS, NO REFUNDS maximum 10pts only for one hour. Before reserve in a travelling PCR please contact this number - 0125456789..Mr. Krishnan 9876543210. The report will be ready within 48hrs(The test will be done at ambulance bay PCR testing area)

09-08-2021	8.30 A.M - 10.30 A.M
Monday	
ACTIVE PATIENTS - 0	
Available	

09-08-2021	8.30 A.M - 10.30 A.M
Monday	
ACTIVE PATIENTS - 0	
Web-Stop	

09-08-2021	8.30 A.M - 10.30 A.M
Monday	
ACTIVE PATIENTS - 0	
Available	

09-08-2021	8.30 A.M - 10.30 A.M
Monday	
ACTIVE PATIENTS - 0	
Available	

PCR Test

Patient Details

Name (Mandatory)	Mr.
Name	
National ID No.(Mandatory for Sri Lankans)	National ID No.
Address (Mandatory Please Enter Postal/Mailing Address)	Address(Mandatory)
Telephone (Mandatory)	Telephone
Email	Email(optional)
Local	
Foreign	
PROCEED	

Home **Message** **Medical** **Profile**

PCR Test

Patient Details

Doctor	COVID 19 PCR FOR RUHUNU MEDI HOSPITAL
Specialization	PCR TEST
Arrival Time	08:00 hrs
Your time	-
App Date	09-09-2021
App No	1
Hospital	PCR TEST
Patient	08:00 hrs
NIC/Passport	996578457v
Contact No.	0771234567
Total fee	6599.00 LKR

PROCEED

Home **Message** **Medical** **Profile**

PCR Test

Terms & Conditions

- ① [View Terms and Conditions](#)
- ② [View Terms and Conditions](#)

I Agree To Terms and Conditions

PROCEED

Pay Through
Choose your payment method

Select option

PROCEED

Home **Message** **Medical** **Profile**

PCR Test

Enter Your Card Details

Card Number:	Card No.
Expiry Date:	Month / Year
Security Code:	Security Code
Purchase Amount:	Amount

PAY

Home **Message** **Medical** **Profile**

✓ E-channeling Homecare

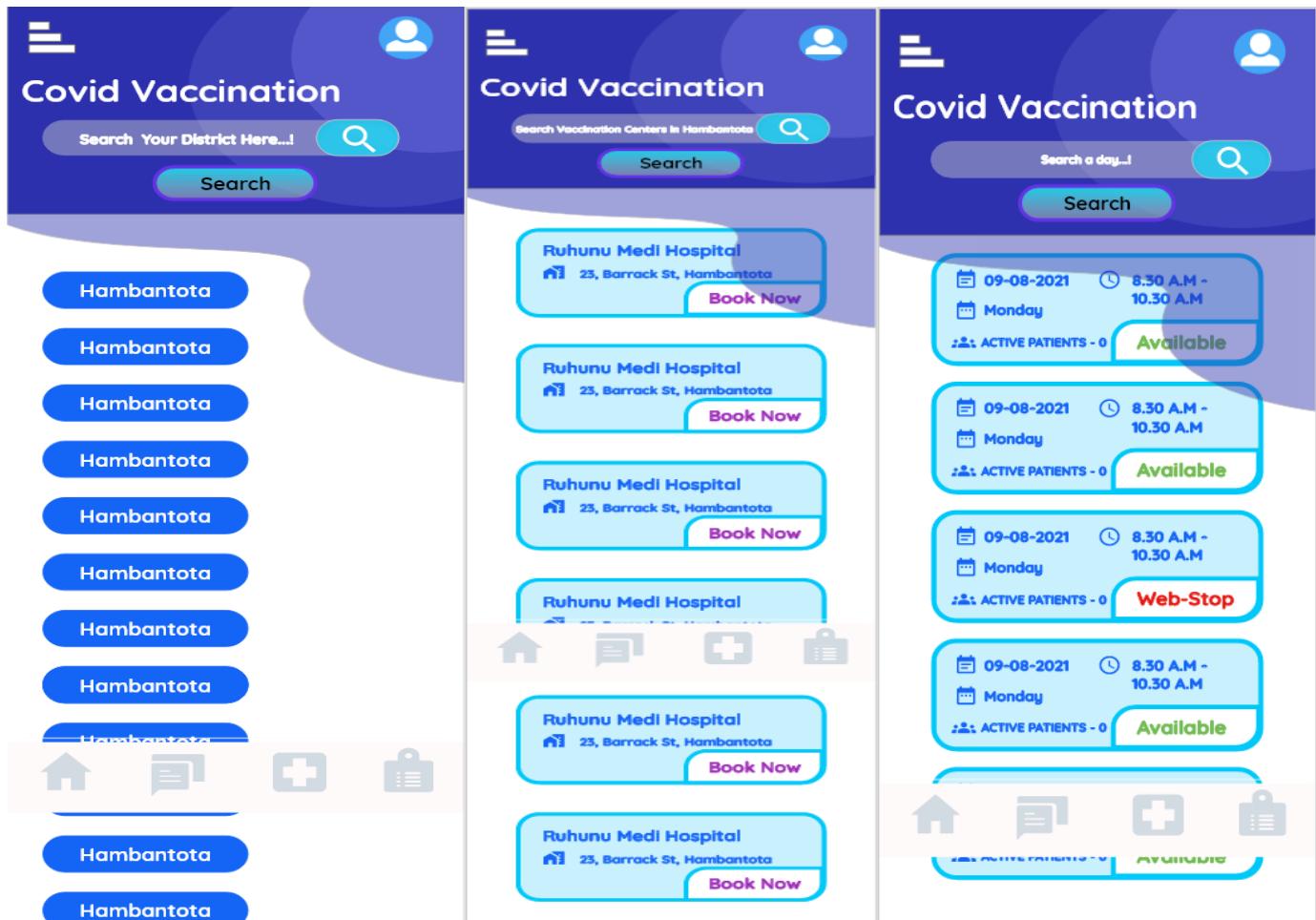
The screenshots illustrate the steps to book a package:

- Homecare Package Basic:** Shows a package for "Homecare Package Basic" priced at "Rs. 6000". It includes a "Book Now" button.
- Check Up: Homecare Package: Basic Price: Rs. 6000:** Shows the selected package details.
- Patient Details:** Shows patient information (Mr. Shane Perera) and package details (HomeCare package: basic, Valid from: 07/09/2021, Total package fee: Rs.10500).
- Terms & Conditions:** Shows terms and conditions with a checkbox for "I Agree To Terms and Conditions" and a "PROCEED" button.
- Choose your payment method:** Shows a dropdown menu for "Select option" and a "PROCEED" button.

The screen shows the following fields:

- Enter Your Card Details:**
- Card Number:** Card No. (input field)
- Expiry Date:** Month / Year (input fields), Month/Year (input field)
- Security Code:** Security Code (input field)
- Purchase Amount:** Amount (input field)
- Card Examples:** Displays sample credit cards (Visa, Mastercard, American Express) with arrows pointing to the security code areas.
- PAY** button at the bottom.

✓ Covid Vaccination



The image displays four sequential screenshots of a mobile application for COVID-19 vaccination registration, arranged vertically and side-by-side.

Screenshot 1: Shows the initial "Patient Details" screen. It includes fields for Name (Mandatory), National ID No. (Mandatory for Sri Lankans), Address (Postal/Mailing Address), Telephone, and Email. There are two location buttons: "Local" and "Foreign", and a "PROCEED" button at the bottom right. Navigation icons for Home, Chat, Health, and Profile are at the bottom.

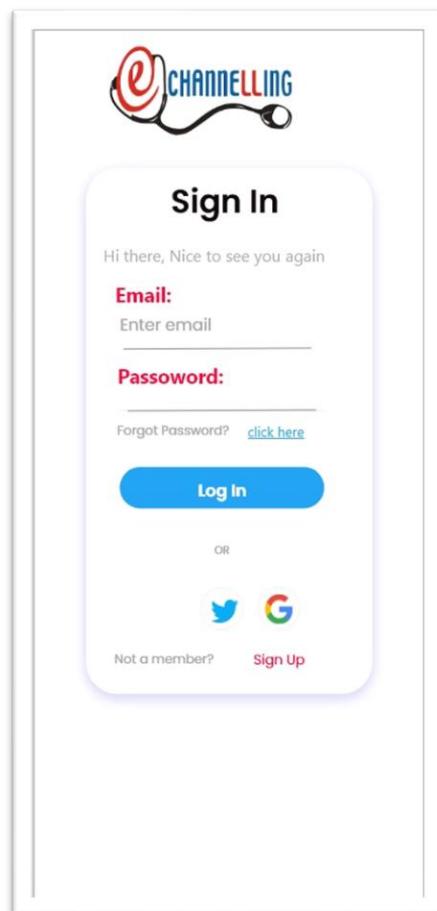
Screenshot 2: Displays a message stating, "This service will be offered free of charge". Below it, a note says, "You should not have uncontrolled 'Diabetes', 'High blood pressure' or 'Heart Disease' to be eligible for the SINOPHARM vaccine". A large "PROCEED" button is centered at the bottom.

Screenshot 3: Shows a message: "Check your mobile phone for the OTP. OTP expires in 1m 31s". Below it is an "Enter OTP" field with six input boxes and a purple submit button. A "PROCEED" button is also present. Navigation icons are at the bottom.

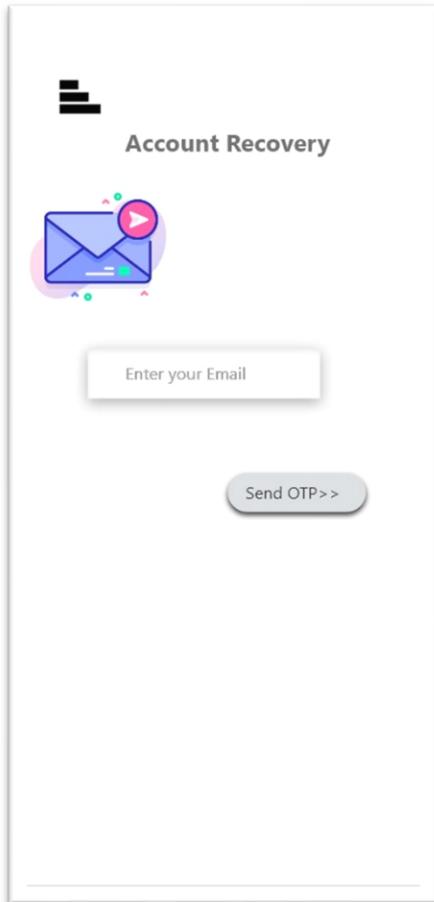
Screenshot 4: A confirmation screen with the message, "Thank you for registering with covid 19 vaccination". It shows sections for "Covid 19 vaccination details" and "Application Details", each with several rows of placeholder text. A "PROCEED" button is at the bottom right, and navigation icons are at the bottom.

- **Sign up/Sign in/Claim Refund /Contact Us/Medicine or Lab Services- IT19986654**

- ✓ **Sign In/Sign Up**



The sign-in page features the eCHANNELLING logo at the top left. Below it is a large "Sign In" button. A welcome message "Hi there, Nice to see you again" is displayed. The form includes fields for "Email:" (with placeholder "Enter email") and "Password:" (with placeholder "Enter password"). Below these fields is a "Forgot Password?" link with a "click here" button. A blue "Log In" button is centered below the password field. Below the log-in area, there's an "OR" separator followed by social media icons for Twitter and Google. At the bottom, links for "Not a member?" and "Sign Up" are provided.



The account recovery page has a header "Account Recovery" with a small icon of an envelope with a play button. It contains a text input field labeled "Enter your Email" and a "Send OTP >>" button below it.



This page displays two membership options: "Free Membership" (LKR 100, 15% off ECF fee) and "Premium Member" (LKR 900/Life time, 30% off ECF fee). A "Select a membership" button is at the bottom left, and a "Next" button is at the bottom right.

Member Registration

Title: Mr.

Full Name: Type Name Here..

Email: example@gmail.com

NIC: xxxxxxxxV

Mobile: 077XXXX

Date of Birth: Year/month/date

Address: Type Address here..

Password: Password length should be 6 characters or numbers

Sign Up





Member Registration Summary-Premium

Name: Miss.Miyelandi Mendisa

Email: meeriumk@gmail.com

NIC: 97520322V

Mobile: 0768662780

Date of Birth: 2001/3/3

Address: No.90/A, Galle Road, Colombo 02

Payment Method: Select Option

I agree to [Terms And Conditions](#)

Submit

✓ **Pharmacy/Lab Services**

The image displays two side-by-side mobile application screens for "Pharmacy/Lab Services".

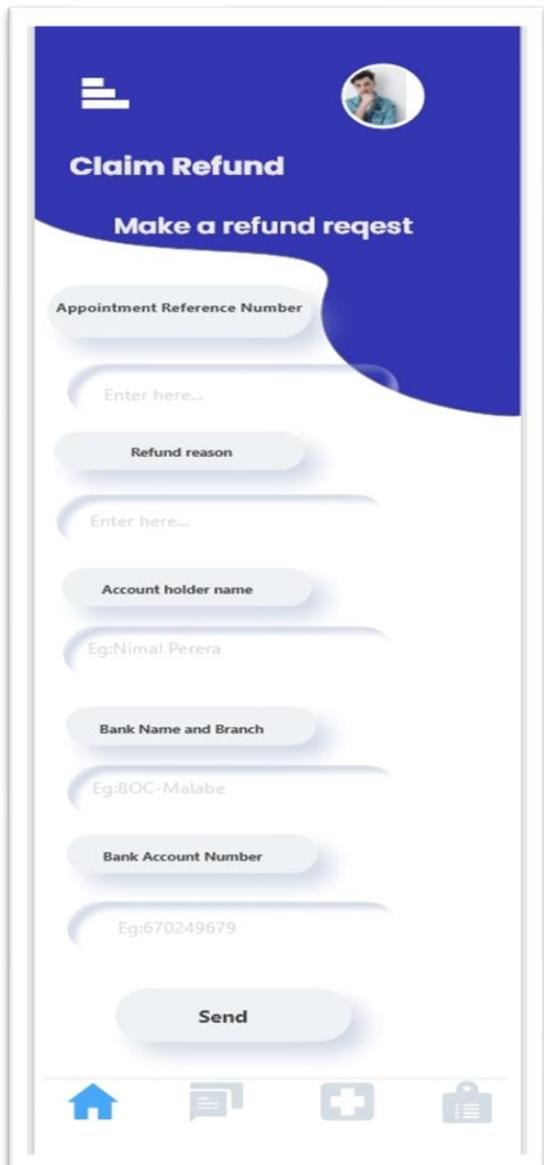
Left Screen (Prescription Submission):

- Header: "Prescription Upload" (white button) and "Lab test upload" (blue button).
- Title: "Submit your prescription".
- Form fields:
 - Name: [Text input field]
 - Select your Area: [Dropdown menu showing "Ahaliyagoda"]
 - Select the pharmacy: [Dropdown menu showing "Center for diabetes"]
 - Mobile: [Text input field showing "077xxxxxx"]
 - Upload Prescription: [File upload button with "choose file" label and "Submit" button]
- Bottom navigation icons: Home, Chat, Health, Bag.

Right Screen (Lab Test Submission):

- Header: "Prescription Upload" (white button) and "Lab test upload" (blue button).
- Title: "Submit your lab test".
- Form fields:
 - Name: [Text input field]
 - Select your Area: [Dropdown menu showing "Ahaliyagoda"]
 - Select the lab: [Dropdown menu showing "Center for diabetes"]
 - Mobile: [Text input field showing "077xxxxxx"]
 - Upload Prescription: [File upload button with "choose file" label and "Submit" button]
- Bottom navigation icons: Home, Chat, Health, Bag.

✓ Claim Refund



✓ Contact Us

The image displays two side-by-side mobile application screens. Both screens have a blue header bar at the top.

Left Screen (Contact Us):

- Header:** "Contact Us" and a small profile picture of a man.
- Section:** "Categories" (in white text on a dark blue background).
- Buttons:** Three rounded rectangular buttons labeled "Contacts" (with envelope icon), "About" (with info icon), and "E-channeling" (with person icon).
- Map:** A map of a city area with several icons: a blue house, a speech bubble, a cross (hospital), and a grid (office).

Right Screen (Contact Info):

- Header:** "Contact Info" and a small profile picture of a man.
- Section:** "Categories" (in white text on a dark blue background).
- Information:** A large rounded rectangular callout bubble containing:
 - A phone icon followed by the number **+940225225**
 - An envelope icon followed by the number **+942370979**
 - An '@' symbol followed by the email address **info@echanneling.com**
 - A location pin icon followed by the address **No.409, echanneling PLC**
- Map:** A map of the same city area with a blue location pin and the same four icons (blue house, speech bubble, cross, grid) as the left screen.

The image shows a mobile application screen with a white background. At the top left is a black icon consisting of three horizontal bars of decreasing height. To its right is a circular profile picture of a man with dark hair and a beard, wearing a blue shirt. Below the profile picture is a blue rounded rectangle containing the text "FAQs".

Below the "FAQs" button is a section titled "E-channeling loyalty schema" in a blue rounded rectangle. It contains two questions with dropdown arrows: "What is E-channeling loyalty schema?" and "How to obtain E-channeling membership?".

Below this is another section titled "E-channeling drug delivery service" in a blue rounded rectangle. It contains two more questions with dropdown arrows: "What are the delivery charges?" and "How can we obtain the service ?".

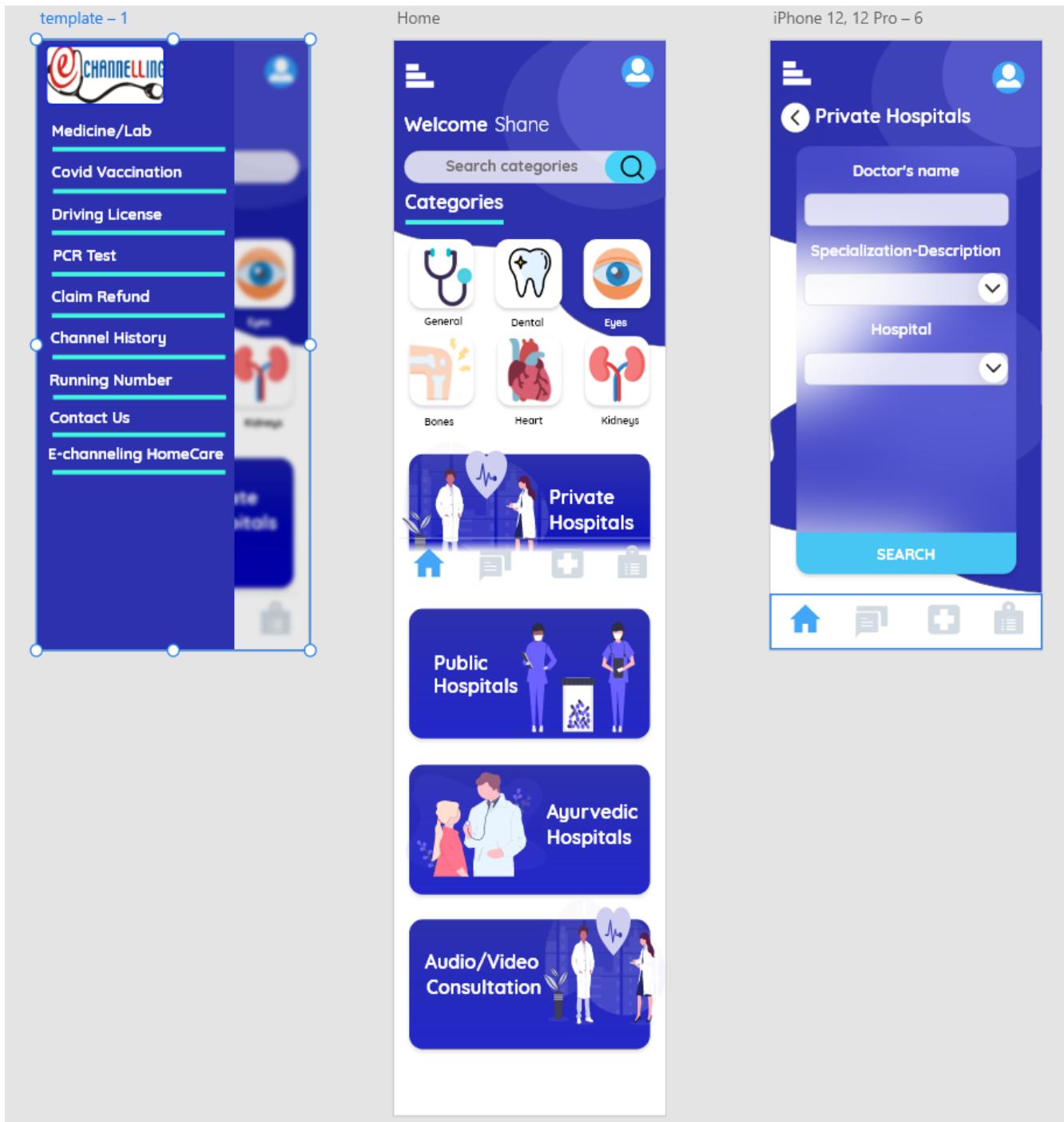
At the bottom of the screen is a blue rounded rectangle containing the word "Feedback".

Below the "Feedback" button are two input fields: one labeled "Email:" with a text input field below it, and one labeled "Message:" with a text input field below it containing the placeholder "Type your Message here..".

At the very bottom of the screen is a navigation bar with four icons: a house (Home), a clipboard (List/Notes), a plus sign (Add/Service), and a shopping bag (Cart). The entire application interface is contained within a white rectangular frame.

■ Home/Chatting/My appointments/Online Booking/Hospitals - IT19251110

✓ Home and Hospitals



✓ Online Booking

The image displays two screenshots of a mobile application interface for online doctor bookings.

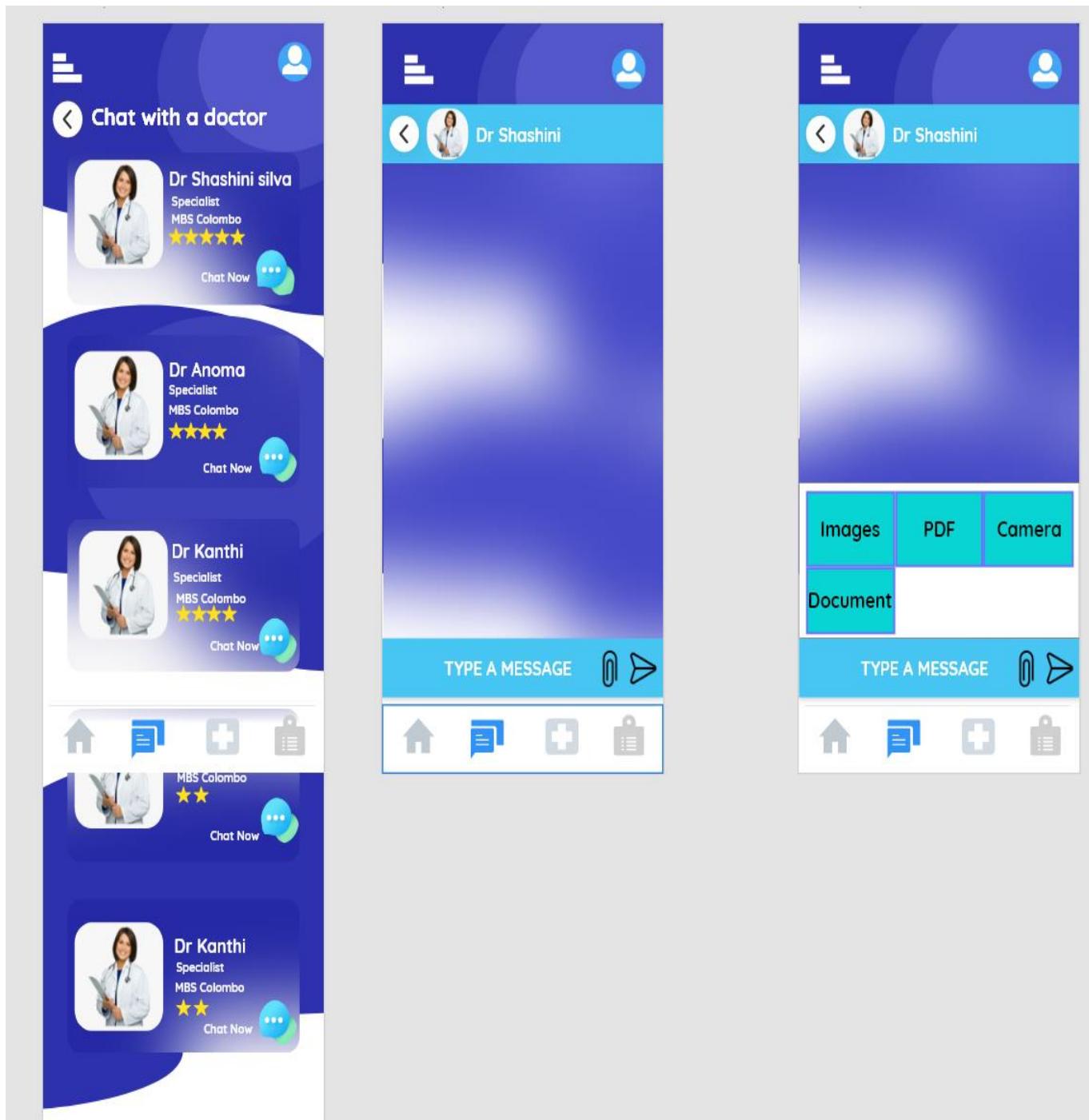
Screenshot 1: Dentists

- Top Dentists:**
 - Dr Sunil Shantha (Specialist)
 - Dr Shashini Silva (Specialist)
- ALL Dentists:**
 - Dr Anil Kumble (Specialist)
 - Dr S Karunaratne (Specialist)

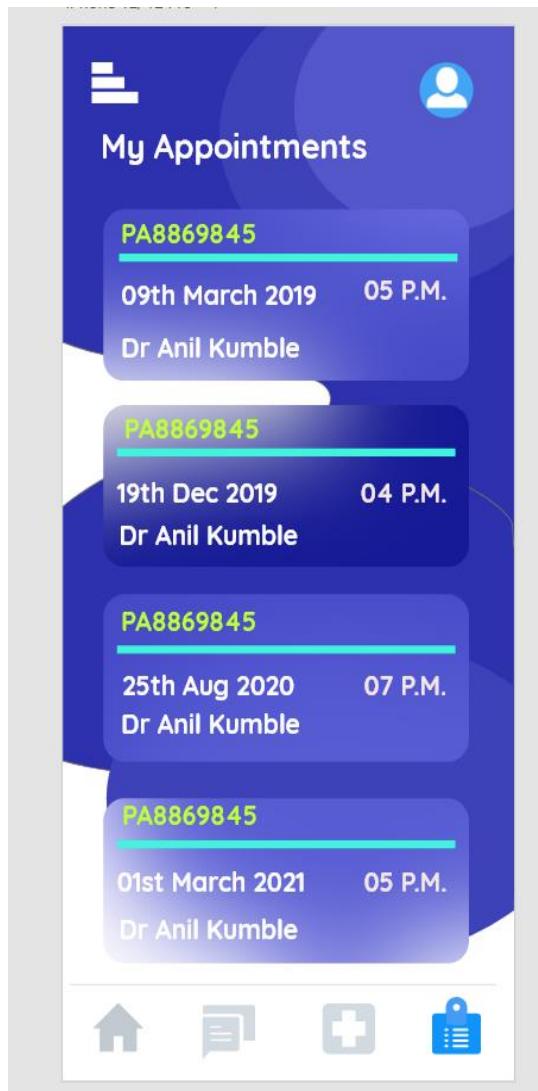
Screenshot 2: Online bookings

- Profile:** Dr Shashini Silva, Specialist, MBS Colombo, 5 stars.
Options: Chat Now, ...
- Choose a Date:** 13, 14, 15, 16
- Morning:** 09 A.M., 10 A.M., 11 A.M.
- Evening:** 04 P.M., 05 P.M., 06 P.M.
- BOOK NOW**

✓ Chatting



✓ My Appointments



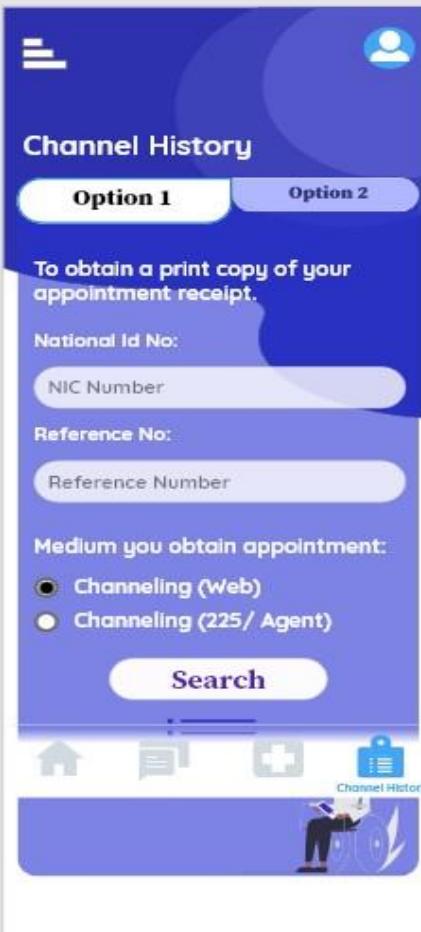
▪ Driving License Medical/ Channel History/ Running Number – IT19184722

✓ Driving License

The image displays four screenshots of a mobile application interface, likely for a digital platform named "Driving License Medical".

- Driving License Med... (Left):** This screen shows a list of booking options for various National Transport Medical Institutes across Sri Lanka. Each entry includes the institute's name, location, and a "Book Now" button.
- Driving License Med... (Second from Left):** This screen shows a detailed list of booking slots for a specific institute on a specific day. It includes time, date, day, and status (Available or Web-Stop).
- Patient Details UI (Third from Left):** This screen is for entering patient information. Fields include Patient Name, National ID No., NIC Number, Telephone No., Phone No., and Email. A "Submit" button is at the bottom.
- Payment UI (Right):** This screen is for payment processing using a service called "CoolPay". It requires Card Holder Name, Card No., Expire Date, and CVV. It also shows a placeholder for "Pay XXX.XX LKR".

✓ **Channel History**

ChannelHistory UI - Opt 1	ChannelHistory UI - Opt 2
 A screenshot of the ChannelHistory UI - Opt 1. It features a blue header with a profile icon. Below the header, the title "Channel History" is displayed. Two buttons, "Option 1" and "Option 2", are shown. A text box below the buttons contains the instruction: "To obtain a print copy of your appointment receipt." Below this, there are two input fields: "National Id No:" and "NIC Number". Further down are fields for "Reference No:" and "Reference Number". A section titled "Medium you obtain appointment:" contains two radio buttons: "Channeling (Web)" (selected) and "Channeling (225/ Agent)". A large "Search" button is located at the bottom of this section. At the very bottom of the screen are icons for Home, Chat, Health, and Channel History, along with a small illustration of two people.	 A screenshot of the ChannelHistory UI - Opt 2. It has a similar layout to Opt 1 but with different content in the central area. The text box below the buttons contains the instruction: "If your final receipt did not appear on the screen, please use this option to reconfirm the appointment status which you made within the last 30 minutes." Below this, there are fields for "National Id No:", "NIC Number", "Phone No:", and "Phone Number". A large "Search" button is located at the bottom of this section. The bottom icons and illustration are identical to Opt 1.

✓ **Running Number**



- **User Feedback for your Prototype**

User Feedback Session Link: <https://web.microsoftstream.com/video/04f9db60-0584-4177-96bc-022e1813de6b>

Hello Mr. Nimesh,

First, I would like to thank you for allocating your valuable time to share your opinions about the prototype 1.0 of our e-channeling app.

I hope that you will find the errors of our interfaces while the presentation and inform us. It will be more useful if you can share your ideas about the app without any hesitation.

First, I am going to the home page in our home page. It is totally deriving from the original app. In our app and we use many categories and different tabs for different purposes. In the original app we can only see an interface for doctor channeling.

By clicking the search button on the home page, we can search up our functions that we are going to perform. First, I would like to go to the login function by clicking that relevant Avatar icon. When a user is a registered customer. When user is a registered user, he should give the email address and password to log into the system

When he is not a registered customer, He should click the signup icon and he will redirect to the page containing the type of membership that he is going to choose. After choosing any membership, he should Please next button and then he will redirect to the membership registration page. There user should add these details in this form, title, full name email like that and he should click the signup button and then he will redirect to the member registration summary page. There he can find his details that he used in the previous member registration page. Then after clicking sign up button, he will redirect to the homepage.

Then I would like to go to the categories part. There I can choose general dental or any other specialization part. I would like to choose dental icon. Then the page redirect into this Dentists' page there we can find, all the dentist who are registered in this system. By this search button user can search up preferring dentist to channel. I would like to choose doctors Sachini Silva.

Then I would like to click this tab. Then user redirects to the online booking page there have doctors' details and the dates that he is available. Also, the time slot is also displaying. By clicking "Book Now" Button, user can book a time slot and a date to meet doctors and then when he is willing to have a chat with the doctor about medical issues, he should choose this chat now button. After clicking that user redirects to the chat. User can attach images, pdf, documents in the chat by clicking this pin icon.

Then I would like to go to the home page again. Here we can find private hospitals, public hospitals, Ayurvedic Hospitals, audio video consultation tabs. Then I will click private hospitals. After clicking that, a form will appear. By filling this form doctor's name, specialization description, hospital, date and after clicking search button a user can find a relevant doctor in a particular hospital.

Then I would like to go to the sidebar. There we can find so many tabs. in the first step we have Medicine/ lab tab. After clicking that, there are two types of tabs. They are prescription upload and lab

test upload. After clicking prescription upload button it will redirect to this page. There he should enter name, area, pharmacy, mobile and the prescription that he received from the Doctor. Then after clicking submit button he can place an order to buy medicines online according to his prescription.

Then when we go into the lab test upload tab. There user can upload lab test reports. In this tab and also he showed up. Failed these UM. This column they are name, area, left mobile uh after clicking submit button up. He submission get a hit submission. Details will retrieve by the app authorization.

Then let's go to the Covid vaccination function. In there, 25 districts in Sri Lanka are appearing and user can search them according to the preferring. Then after clicking his preferred district he will redirect into the order page that all the hospitals in that particular district are appear in this page. He can also use the search button to search preferring hospital. Then after clicking book now he can, find available time slots in the particular hospital. The available time slots linking with another pages while non-available time slots are web stopped automatically by the system. After clicking available button user redirects to this form and there user have to enter patient details and he should choose whether he is a local or a foreign customer patient then he should click proceed button then he will redirect to this page and there user has to confirm that he/she has uncontrolled health condition. Then after confirming that he should proceed and then an OTP number is received to the phone automatically. Then you should enter that OTP numbers and then after clicking submit button and then the registration will happen successfully. And the details regarding to the registration now appearing in this page.

Then let's go to the Driving license page. In there, in this driving license medical page, all the authorized institutes in Sri Lanka related to driving license medical issuing are appearing in here. There are many institutes and we can click book now button to find whether there is any other available timeslots to take his driving license. Medical. Then, like in the previous function and then the web stop is available in this page. After clicking available button he will redirect to this form page. After completing this form, he should enter patient details like patient name, national ID, telephone number and email and he should click the submit button. Then the payment page appearing. There customer has to enter his card details like cardholders' name, card number and other relevant details. Then he can confirm his payment and also his appointment.

Then let's go to PCR test. There like in the previous function, they are also all the disruptions. Will uncles appear like here then after clicking relevant a district here redirect to this Hospitals, then after clicking book now he redirects to the available time slots after selecting a relevant time slot and he should enter all the details that are asking from this form. Then he should click proceed button to go forward. Then place all the patient details are appearing in this page. All of the users can be all the terms and conditions and he should click the proceed button to go forward after clicking proceed button terms and conditions are appearing up regarding the payment. He can we hold the payment details by these links and then he should agree the terms and conditions. every month. To proceed a function, then after selecting any other payment option he can proceed. Then he will redirect to the UCAR details page. They are user should enter all the card details that are requiring to confirm the transaction. Then you should click pay button. Then let's go to claim refund. There we use claim refund function.

In order to take any, refund that is when hoping function is not Happened through the app then, uh in order to complete this claim, refer a user has to enter appointment reference number, refund reason and bank account number and he should click a send button.

Then let's go to channel history. There a user can see his channel history. If he has a print copy of his appointment receipt, he can use option one otherwise if he is not having his receipt, he can use Option

2 Internal history and then let's go to running number tab after clicking running number tab up this page will appear. There we should enter reference number phone number in order to search appointment details after clicking search button and user can find appointment details and

Then the contact us page has three main components in contact us function. They are contact us about us and e channeling App. After clicking contact us, user can find the contact information which are relevant to the channeling app and also the map is in there for user can find the relevant destination of the relevant authorities of the app. In the about us function after clicking most asking questions by the customers and answers for the questions are appearing and also there is a feedback function which user can add his email and the message that he is going to give as a feedback to the app. By clicking each handling tab user here read it to their relevant information regarding the E channel link.

Then the last step is a e-channeling home care. By clicking each other home care, redirects to the page that is displaying all the packages given by the each handling service up. There are two packages that I have to display here. After clicking book Now I user redirects to the form on this page that is containing a form and then he should enter all the details. That is asking from the form and then after clicking submit button. He will redirect to the next page of a payment confirmation. There are other package details and patient details are appearing as also a payment method also up. User has to choose their relevant payment method in this a page after clicking submit button. A user has to enter all the credit card details up, then he can, confirm his payment. And then that's all, enough function. I think you are a well understood about, the explanation about our app. If you have any doubts and errors regarding our app, you can express those information with us.

User's Feedback:

In the home page I found few problems. in the bottom menu bar when I clicked on the chat button, it navigated directly to a chat. I couldn't choose a doctor to chat there. Also, in the search bar you haven't given any hint what I can search here. And when I searched a doctor from private hospitals section, I had to enter a date. But when I was going to book a doctor again, it asked to enter a date. I think it is not a good idea to keep asking same thing again and again and I had to enter specialization and hospital manually. It was difficult and I think it should allow us to select specialization and hospital from a drop-down menu.

OTP number is large. please limit it to about 5 or 6 numbers. Please add a photo of a Credit card which displays clearly the required details. Otherwise, there may be conflict when finding required details on the card. Please add a facility to choose a preferring language when filling covid vaccination, E-channeling homecare and PCR patient details forms. Please add a terms and condition area in E-channeling homecare when selecting a payment method. Therefore, we can get a better idea about the transaction.

When we are going to fill the registration form there's no any guide to fill the form. I wonder why membership selection page's free membership section requesting a payment Please show the length of the password When we are going to register When we are going to fill the refund request there's no any guide to fill the form.

Thank you.

▪ **Contribution to the Assessment**

Student ID	Contribution
IT19187938	<ul style="list-style-type: none"> ✓ Drawing sketch designs, ✓ Designing wireframes and ✓ Designing prototypes [1.0] / [2.0] of: <ul style="list-style-type: none"> • Covid Vaccination function UIs • PCR Test function UIs • E-channeling Homecare function UIs ✓ Participating to conduct the user feedback session.
IT19986654	<ul style="list-style-type: none"> ✓ Drawing sketch designs, ✓ Designing wireframes and ✓ Designing prototypes [1.0] / [2.0] of: <ul style="list-style-type: none"> • Sign In /Sign Up UIs • Contact Us UIs • Claim Refund UI • Medicine/Lab Services UIs ✓ Participating to conduct the user feedback session.
IT19251110	<ul style="list-style-type: none"> ✓ Drawing sketch designs, ✓ Designing wireframes and ✓ Designing prototypes [1.0] / [2.0] of: <ul style="list-style-type: none"> • Home/Sidebar menu and private Hospitals UIs • Chatting UIs • Online Booking UIs • My appointments UI ✓ Participating to conduct the user feedback session.
IT19184722	<ul style="list-style-type: none"> ✓ Drawing sketch designs, ✓ Designing wireframes and ✓ Designing prototypes [1.0] / [2.0] of: <ul style="list-style-type: none"> • Driving License Medical UIs • Channel History UIs • Running Number UIs ✓ Participating to conduct the user feedback session.