

Sri Lanka Institute of Information Technology



B.Sc. (Hons) in Information Technology

Specialization in Software Engineering

**User Experience Engineering - SE3050**

Assignment 5

**Group ID: 2021S1\_JUNE\_WD\_01**

### Group Details

Group ID : 2021S1\_JUNE\_WD\_01

Project Application : E channeling App

Student ID	Student Name
IT19187938	Ariyaratna D.D.C.M
IT19986654	Mendis G.L.M.M
IT19251110	Deshan W.M.Y
IT19184722	Nirmal H.I.D

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

IT19187938 - Ariyarathna D.D.C.M	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	<p>While clicking COVID Vaccination tab the color of the tab(pink) remains same as before clicking the tab. Therefore, user can get into a wrong idea that the tab is clicked or not. Totally it can be concluded that color combination is in a poor level. Difficult to handle buttons because they were small. Sometimes after bookings and reaching to the hospital they say that only a relevant dosage is given.</p> <p>Therefore, specifying the dosage or vaccine in the app is needed.</p>	<p>In both COVID Vaccination and PCR TEST tabs there is no search button to search the closest hospitals to the users. Therefore, users have to scroll up and down until they find the relevant hospital. There are too much wordings in those tabs where show complex interfaces. Without adding many buttons like “book now”, it is reducing the complexity when allowing users to search and select the hospital and after selecting booking page will appear. Once the tab is clicked the color of the tab is remained same.</p> <p>Therefore, cannot identify clearly whether the relevant tab is clicked or not.</p>
Evidence <<Video Timeline>>	Video name: Microsoft Teams -V1 Timeline: 03:21 – 04:04	Video name: Microsoft Teams -V1 Timeline: 09:11 – 10:23

IT19986654 - Mendis G.L.M.M	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Payment gateway does not properly work where the section available to get the membership before registering. There is no security for the user's online payment. Refunding is not possible.	Contacting page would not directly navigate user to the particular app such as location, mail, phone's contact. Cannot go to the About Us page. It is not user friendly.
Evidence <<Video Timeline>>	Video name: Microsoft Teams -V1 TimeLine: 00.46 - 1.21	Video name: Microsoft Teams -V1 TimeLine: 01.53 - 2.26

IT19251110 - Deshan W.M.Y	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	When chatting with a doctor users could not send any attachments like photos and documents other than text messages	After making an appointment through app users could not see any details of their previous or upcoming appointments.
Evidence <<Video Timeline>>	Video Name: MicrosoftTeams – V1 Timeline: 8.00.00 - 8.26.00	Video Name: MicrosoftTeams – V1 Timeline: 8.30.00 - 9.10.00

IT19184722 - Nirmal H.I.D	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	When placing a driving license medical appointment, it is not successful though the payment is deducted from the account.	The payment gateway user interface is not much user friendly and after placing an appointment, response is not received whether the payment is successful or not.
Evidence <<Video Timeline>>	Video Name: MicrosoftTeams – V2 Timeline: 10.24 - 11.25	Video Name: MicrosoftTeams – V2 Timeline: 10.24 - 11.25