Sri Lanka Institute of Information Technology

Lab Sheet 06

SE3050 – User Experience Engineering – 2021

Group ID: 2021S1_JUNE_WD_09

Submitted by:

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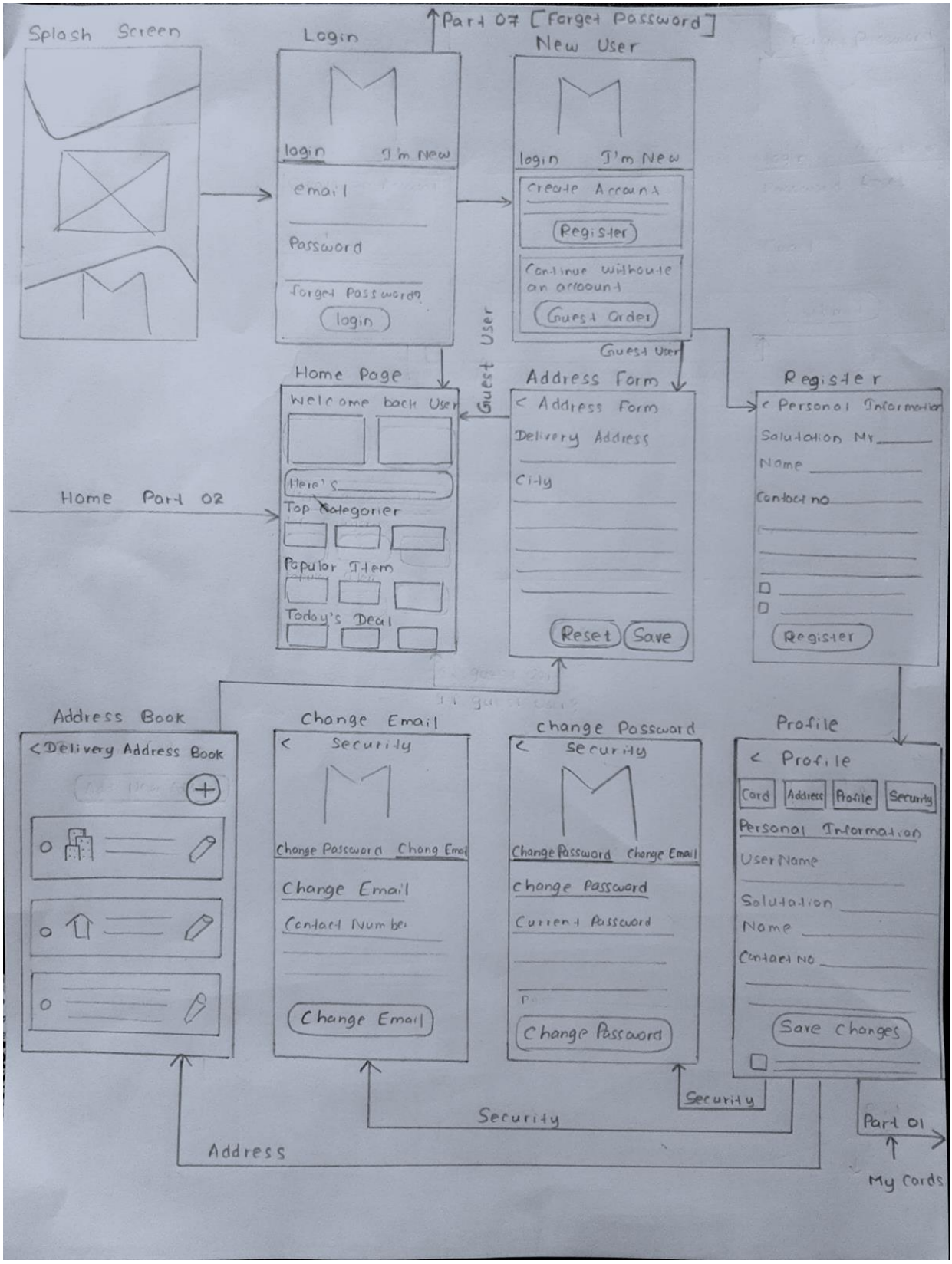
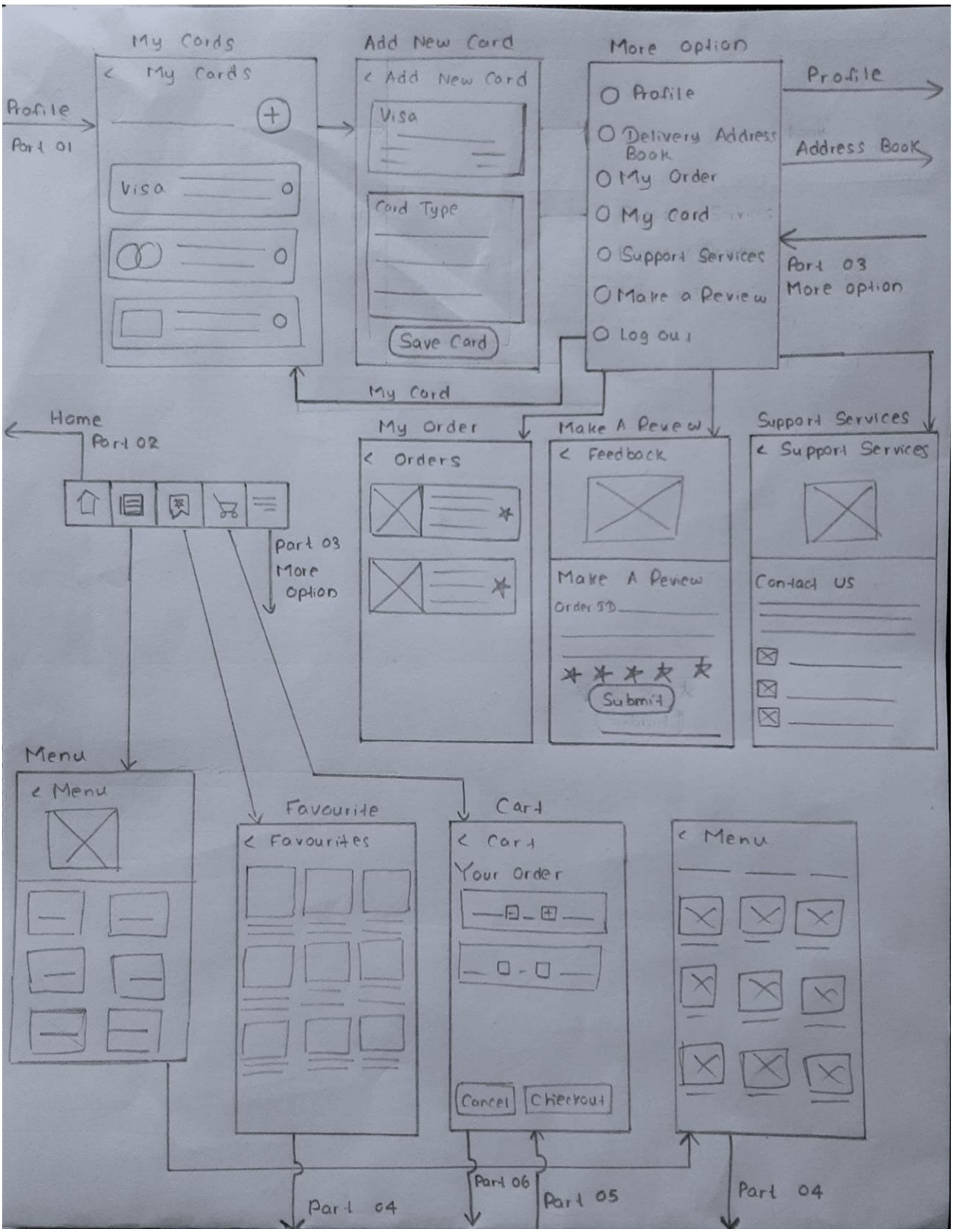
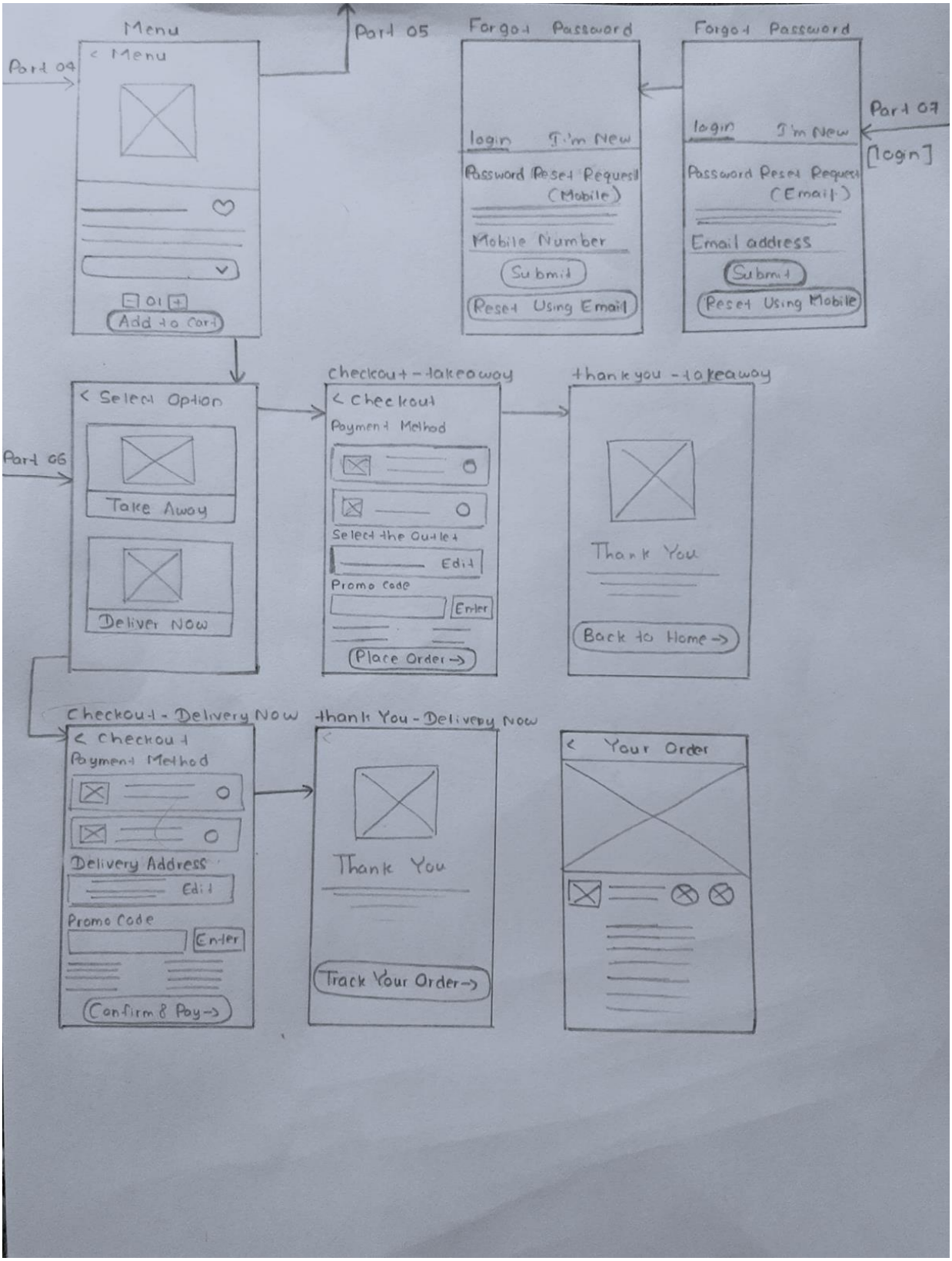
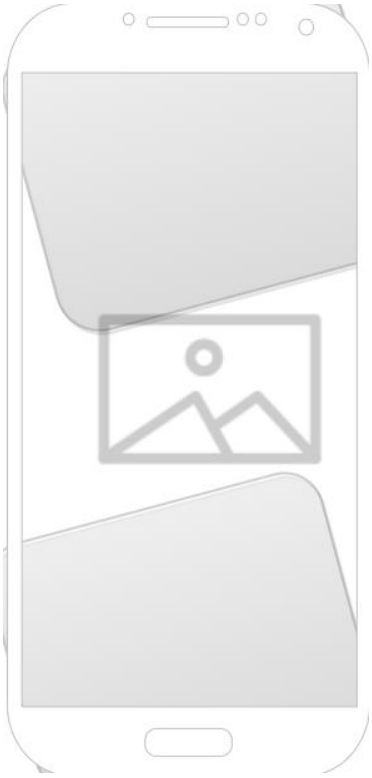
Sketches

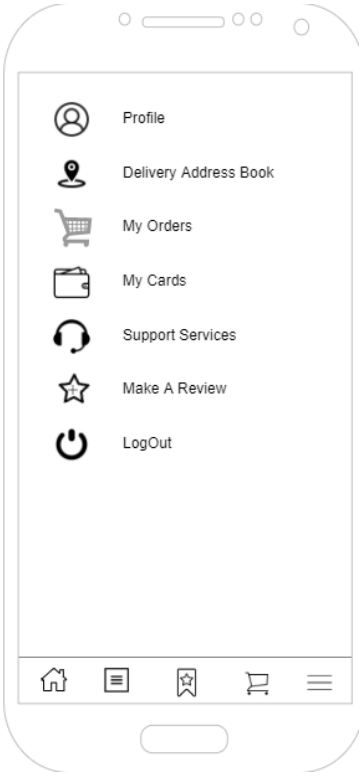

Splash Screen
Login
Part 07 [Forget Password]
New User
login
I'm New
email
Password
forget password
login
Create Account
Register
Continue without an account
Guest Order
Guest User
Guest User
Home Page
Welcome back User
Here's
Top Categories
Popular Item
Today's Deal
Address Form
< Address Form
Delivery Address
City
Reset
Save
Register
< Personal Information
Salutation Mr
Name
Contact no
Register
Home Part 02
Address Book
< Delivery Address Book
Change Email
< Security
Change Password
Change Email
Change Email
Contact Number
Change Email
change Password
< Security
Change Password
Change Email
change Password
Current Password
Change Password
Profile
< Profile
Card
Address
Profile
Security
Personal Information
User Name
Salutation
Name
Contact No
Save Changes
Security
Security
Address
Part 01
My Cards


My Cards
My Cards
Visa
Add New Card
Add New Card
Visa
Card Type
Save Card
More option
Profile
Delivery Address Book
My Order
My Card
Support Services
Make a Review
Log out
Profile
Address Book
Part 03
More option
Profile
Part 01
My Card
Home
Part 02
Part 03
More option
My Order
Orders
Make A Review
Feedback
Make A Review
Order ID
Submit
Support Services
Support Services
Contact US
Menu
Menu
Favourite
Favourites
Cart
Cart
Your Order
Cancel
Checkout
Menu
Part 04
Part 06
Part 05
Part 04

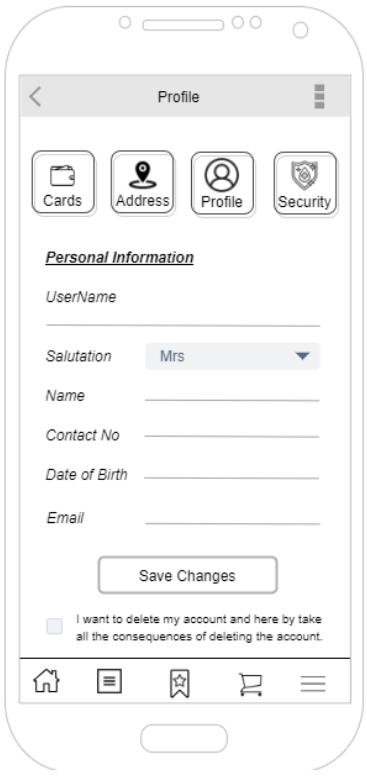

Menu
Part 04
< Menu
Add to Cart
Part 05
Forgot Password
login
I'm New
Password Reset Request (Mobile)
Mobile Number
Submit
Reset Using Email
Forgot Password
login
I'm New
Password Reset Request (Email)
Email address
Submit
Reset Using Mobile
Part 07
[login]
< Select Option
Part 06
Take Away
Deliver Now
checkout - takeaway
< Checkout
Payment Method
Select the Outlet
Edit
Promo code
Enter
Place Order->
thank you - takeaway
Thank You
Back to Home->
Checkout - Delivery Now
< Checkout
Payment Method
Delivery Address
Edit
Promo code
Enter
Confirm & Pay->
thank You - Delivery Now
Thank You
Track Your Order->
< Your Order

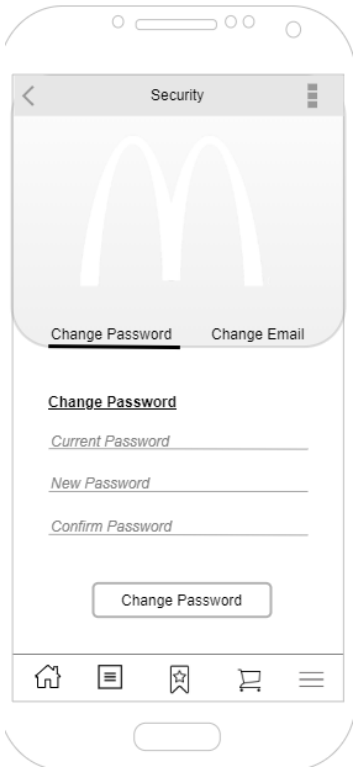
Wireframes

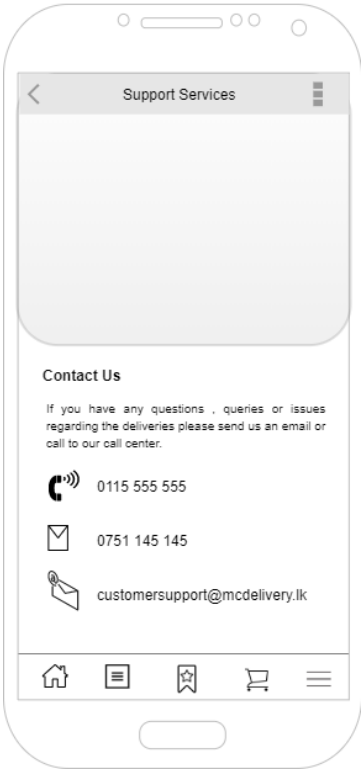


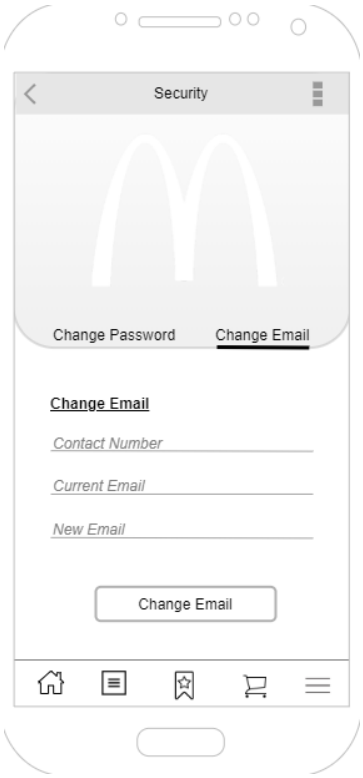

Profile
Delivery Address Book
My Orders
My Cards
Support Services
Make A Review
LogOut

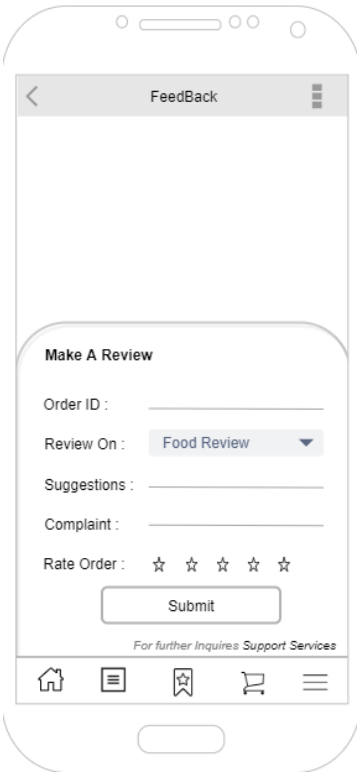
IT19973166

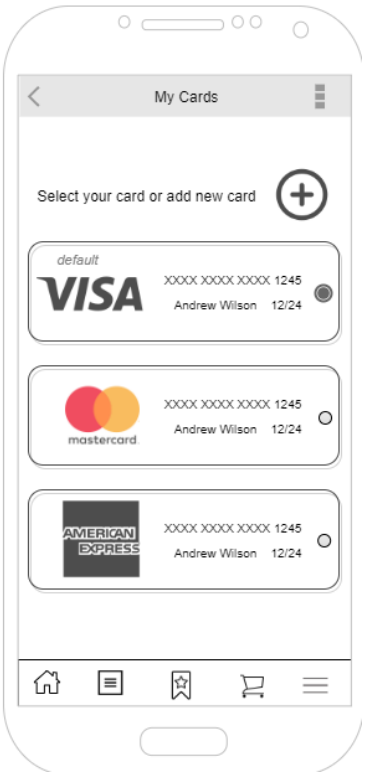

Profile
Cards
Address
Profile
Security
Personal Information
UserName
Salutation
Mrs
Name
Contact No
Date of Birth
Email
Save Changes
I want to delete my account and here by take all the consequences of deleting the account.

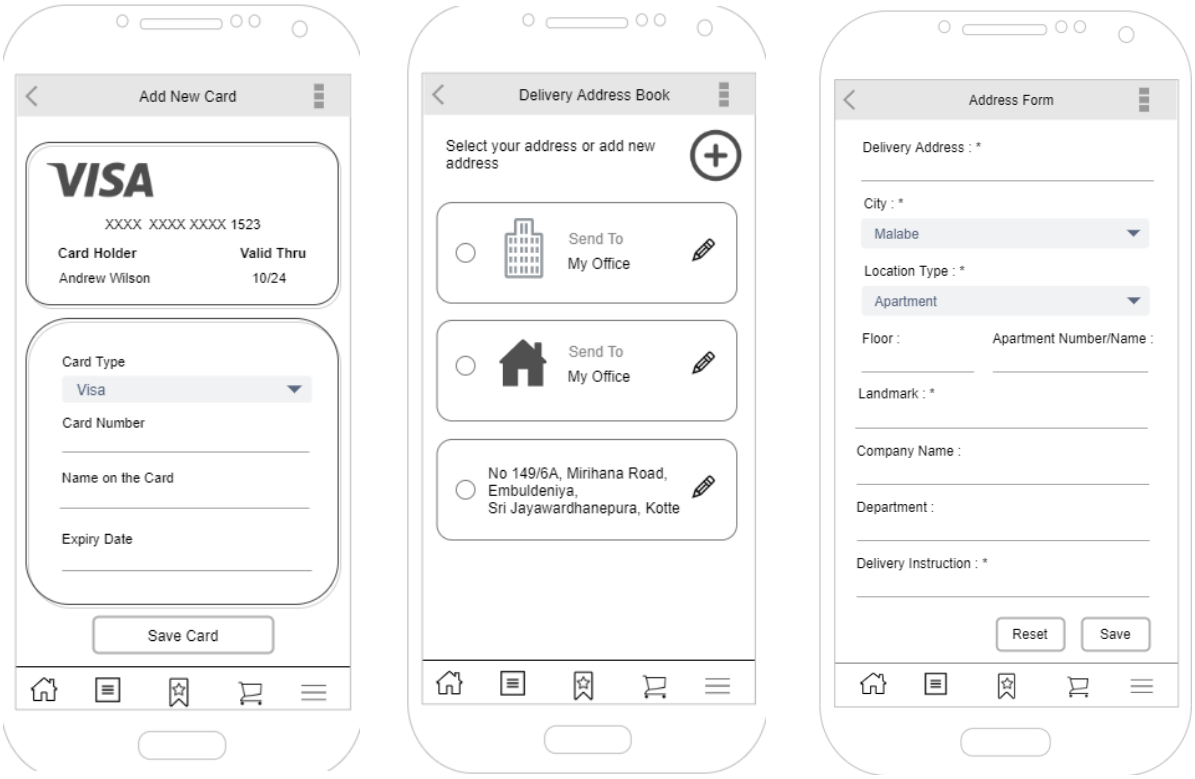

Security
Change Password
Change Email
Change Password
Current Password
New Password
Confirm Password
Change Password


Support Services
Contact Us
If you have any questions , queries or issues regarding the deliveries please send us an email or call to our call center.
0115 555 555
0751 145 145
customersupport@mcdelivery.lk

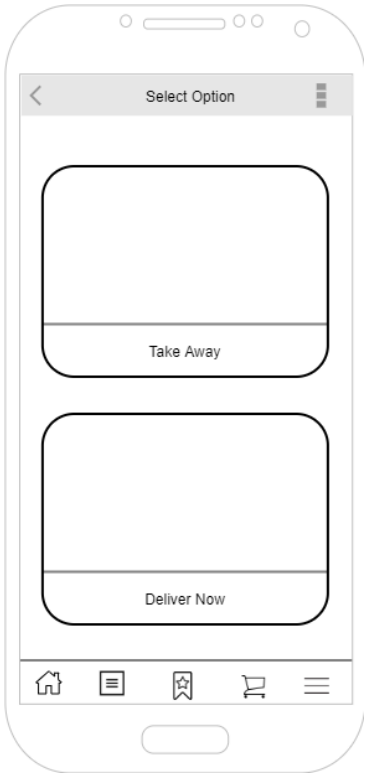

Security
Change Password
Change Email
Change Email
Contact Number
Current Email
New Email
Change Email

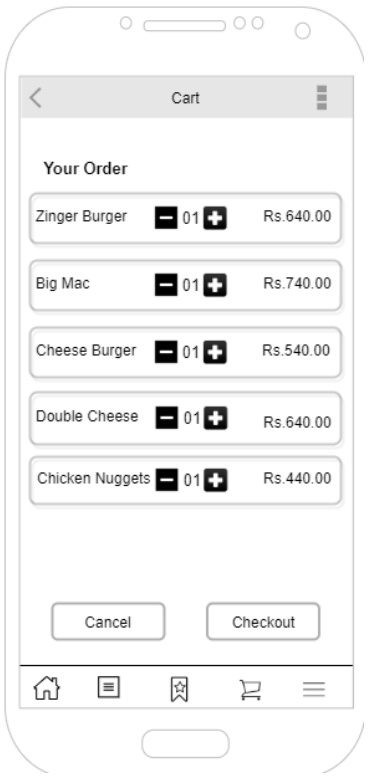

FeedBack
Make A Review
Order ID :
Review On :
Food Review
Suggestions :
Complaint :
Rate Order :
Submit
For further Inquires Support Services

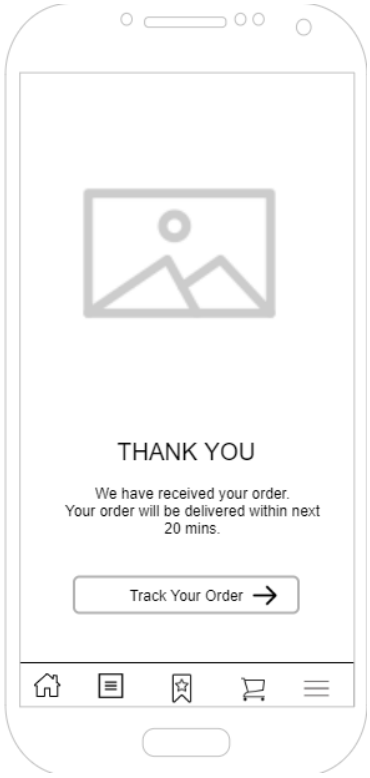

My Cards
Select your card or add new card
default
VISA
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
mastercard
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
AMERICAN EXPRESS
XXXX XXXX XXXX 1245
Andrew Wilson 12/24


Add New Card
VISA
XXXX XXXX XXXX 1523
Card Holder
Andrew Wilson
Valid Thru
10/24
Card Type
Visa
Card Number
Name on the Card
Expiry Date
Save Card
Delivery Address Book
Select your address or add new address
Send To
My Office
Send To
My Office
No 149/6A, Mirihana Road,
Embuldeniya,
Sri Jayawardhanepura, Kotte
Address Form
Delivery Address : *
City : *
Malabe
Location Type : *
Apartment
Floor :
Apartment Number/Name :
Landmark : *
Company Name :
Department :
Delivery Instruction : *
Reset
Save

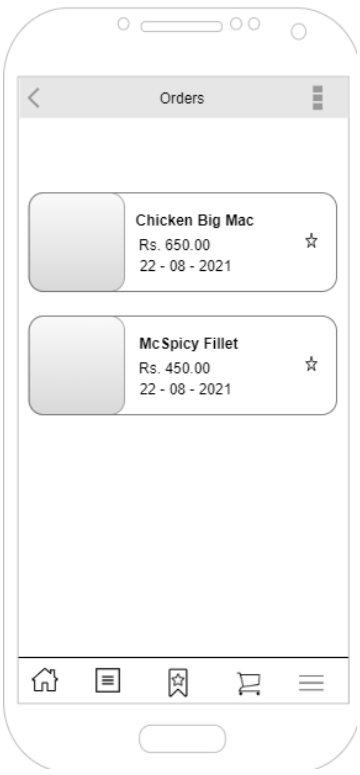
IT19962726


Select Option
Take Away
Deliver Now


Cart
Your Order
Zinger Burger 01 Rs.640.00
Big Mac 01 Rs.740.00
Cheese Burger 01 Rs.540.00
Double Cheese 01 Rs.640.00
Chicken Nuggets 01 Rs.440.00
Cancel
Checkout

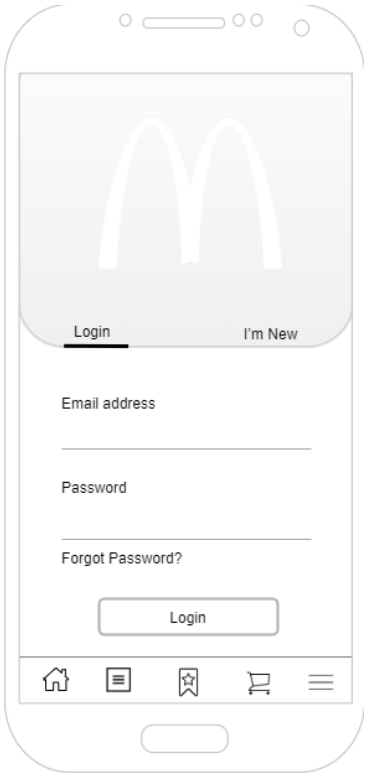

THANK YOU
We have received your order.
Your order will be delivered within next 20 mins.
Track Your Order

Checkout
Payment Method
default
VISA
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
Delivery Address
3rd floor "Samagam Medura" Edit
,400, D.R. Wijewardena Mawatha,
Colombo 10
Promo Code
Enter
Item Rs. 3000.00
Delivery Rs. 300.00
Discount Rs. 100.00
Total Cost Rs. 3200.00
Confirm & Pay

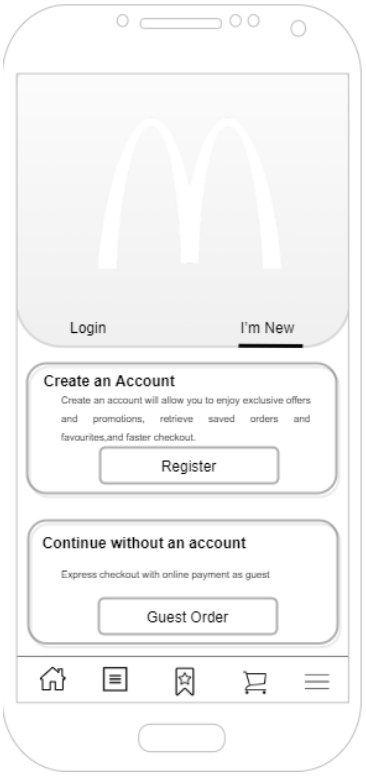

Orders
Chicken Big Mac
Rs. 650.00
22 - 08 - 2021
McSpicy Fillet
Rs. 450.00
22 - 08 - 2021

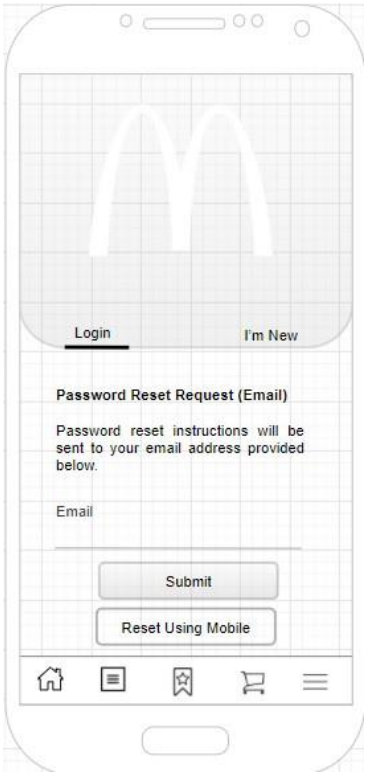
Your Order
Delivery Person
Est. Delivery Time : 20 mins
To
Home
Lorem ipsum dolor sit amet,
consectetur adipiscing elit.
18.00PM
From
McDonald's Colombo 10
Lorem ipsum dolor sit amet,

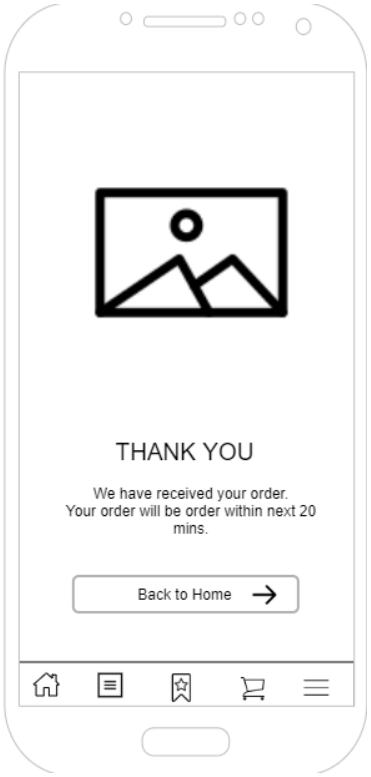
IT19973098

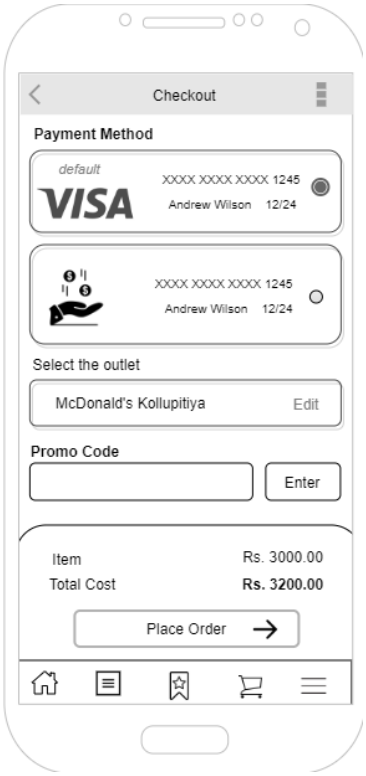

Login
I'm New
Email address
Password
Forgot Password?
Login

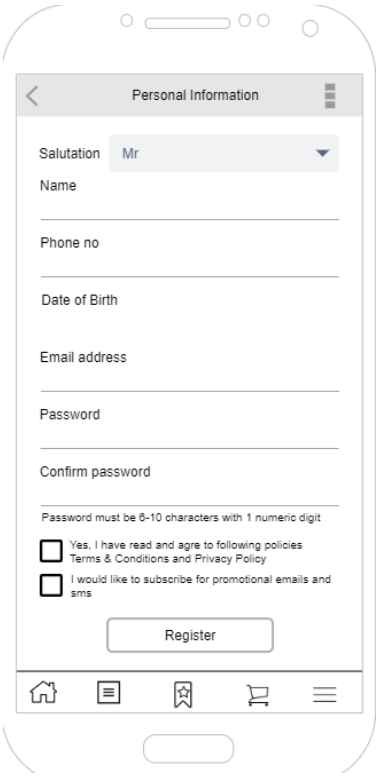
Login
I'm New
Password Reset Request (Mobile)
Password reset code will sent to your mobile which you provide below.
Mobile Number
Submit
Reset Using Email


Login
I'm New
Create an Account
Create an account will allow you to enjoy exclusive offers and promotions, retrieve saved orders and favourites,and faster checkout.
Register
Continue without an account
Express checkout with online payment as guest
Guest Order

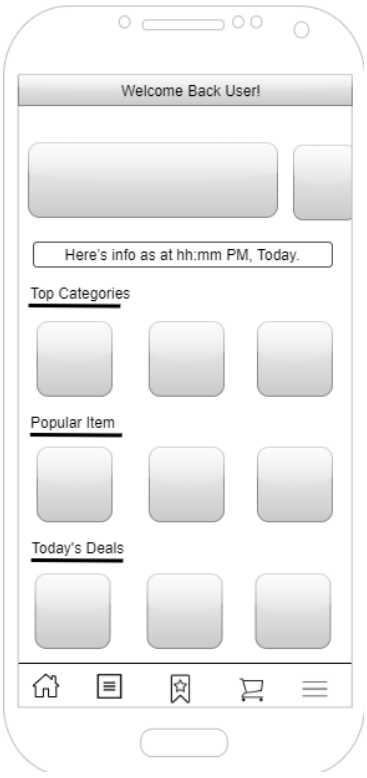

Login
I'm New
Password Reset Request (Email)
Password reset instructions will be sent to your email address provided below.
Email
Submit
Reset Using Mobile

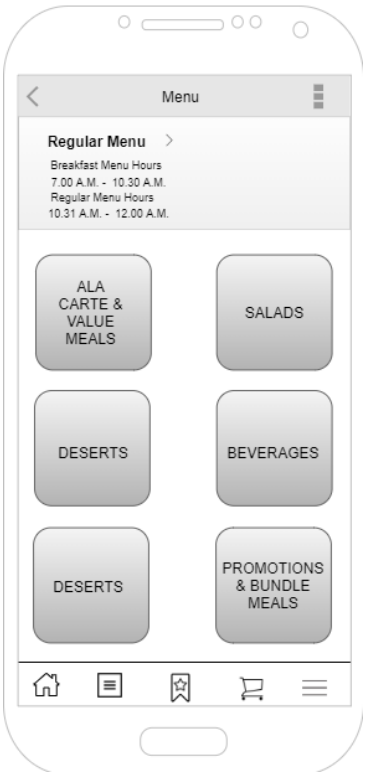

THANK YOU
We have received your order.
Your order will be order within next 20 mins.
Back to Home

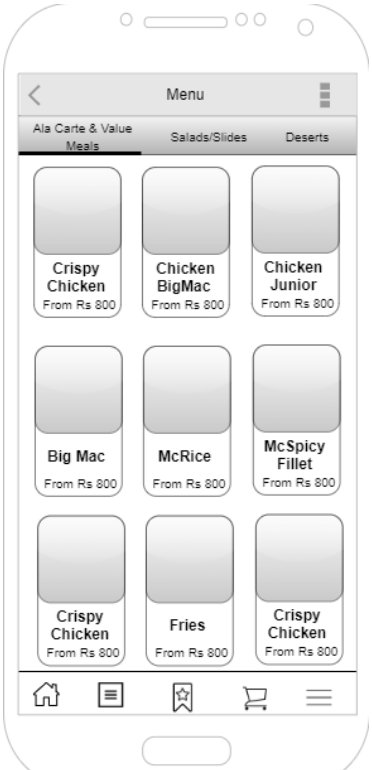

Checkout
Payment Method
default
VISA
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
XXXX XXXX XXXX 1245
Andrew Wilson 12/24
Select the outlet
McDonald's Kollupitiya
Edit
Promo Code
Enter
Item
Rs. 3000.00
Total Cost
Rs. 3200.00
Place Order

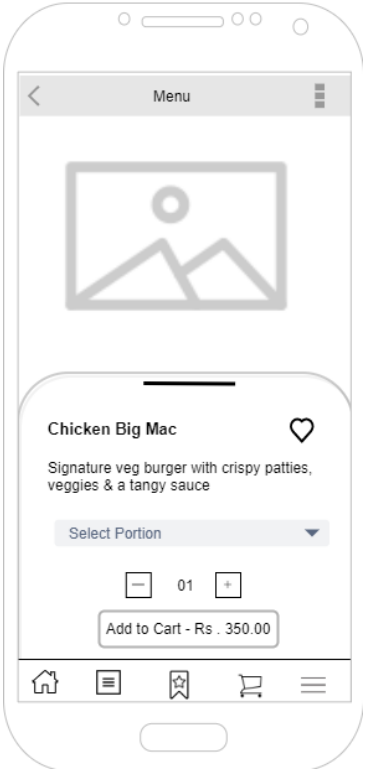

Personal Information
Salutation
Mr
Name
Phone no
Date of Birth
Email address
Password
Confirm password
Password must be 6-10 characters with 1 numeric digit
Yes, I have read and agre to following policies Terms & Conditions and Privacy Policy
I would like to subscribe for promotional emails and sms
Register

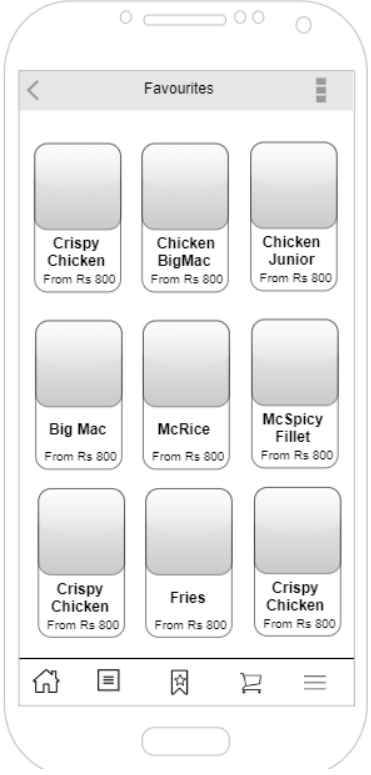
IT19977508


Welcome Back User!
Here's info as at hh:mm PM, Today.
Top Categories
Popular Item
Today's Deals

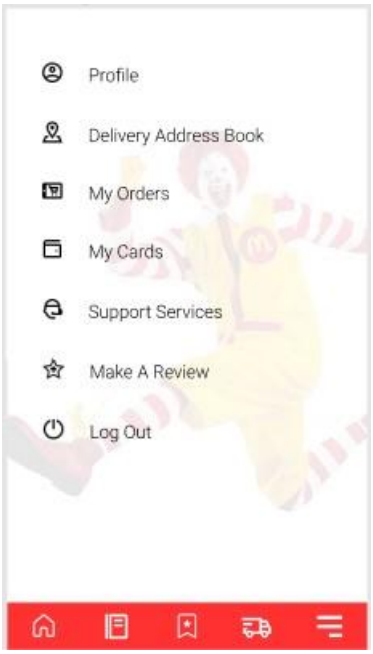

Menu
Regular Menu
Breakfast Menu Hours
7.00 A.M. - 10.30 A.M.
Regular Menu Hours
10.31 A.M. - 12.00 A.M.
ALA CARTE & VALUE MEALS
SALADS
DESERTS
BEVERAGES
DESERTS
PROMOTIONS & BUNDLE MEALS


Menu
Ala Carte & Value Meals
Salads/Slides
Deserts
Crispy Chicken From Rs 800
Chicken BigMac From Rs 800
Chicken Junior From Rs 800
Big Mac From Rs 800
McRice From Rs 800
McSpicy Fillet From Rs 800
Crispy Chicken From Rs 800
Fries From Rs 800
Crispy Chicken From Rs 800


Menu
Chicken Big Mac
Signature veg burger with crispy patties, veggies & a tangy sauce
Select Portion
01
Add to Cart - Rs . 350.00


Favourites
Crispy Chicken From Rs 800
Chicken BigMac From Rs 800
Chicken Junior From Rs 800
Big Mac From Rs 800
McRice From Rs 800
McSpicy Fillet From Rs 800
Crispy Chicken From Rs 800
Fries From Rs 800
Crispy Chicken From Rs 800

High Fidelity Diagrams – version 1.0



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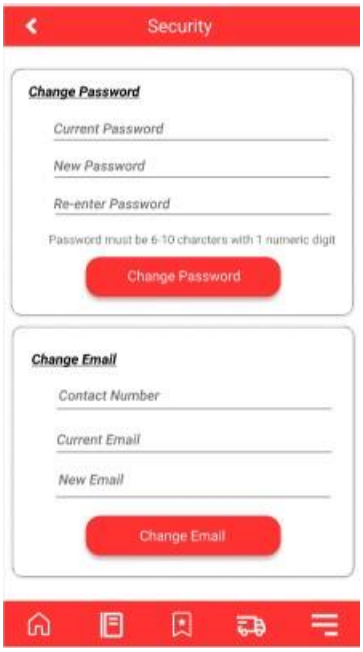
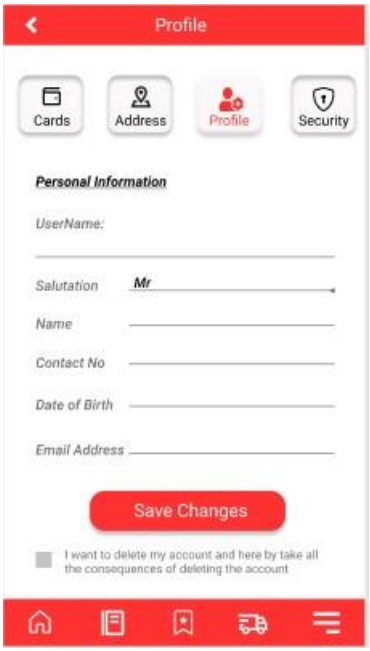
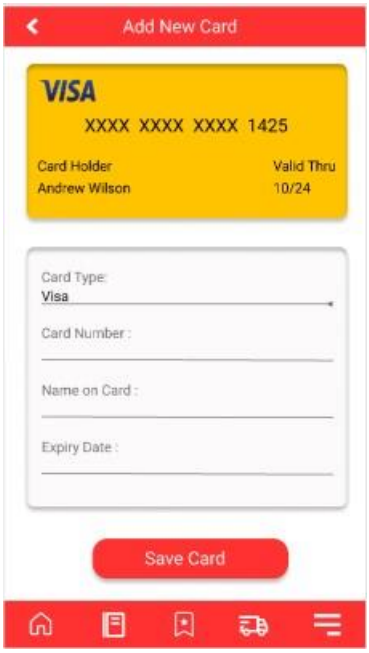

Security
Change Password
Current Password
New Password
Re-enter Password
Password must be 6-10 charcters with 1 numeric digit
Change Password
Change Email
Contact Number
Current Email
New Email
Change Email

Support Services
Contact Us
If you have any questions , queries or issues regarding the deliveries please send us an email or call to our call center.
0115 555 555
0751 145 145
customersupport@mcdelivery.lk

FeedBack
Make A Review
Order ID
Review On
Suggestions
Complaints
Rate Order
Submit
For furthur Inquires Support Services


Profile
Cards
Address
Profile
Security
Personal Information
UserName:
Salutation
Mr
Name
Contact No
Date of Birth
Email Address
Save Changes
I want to delete my account and here by take all the consequences of deleting the account

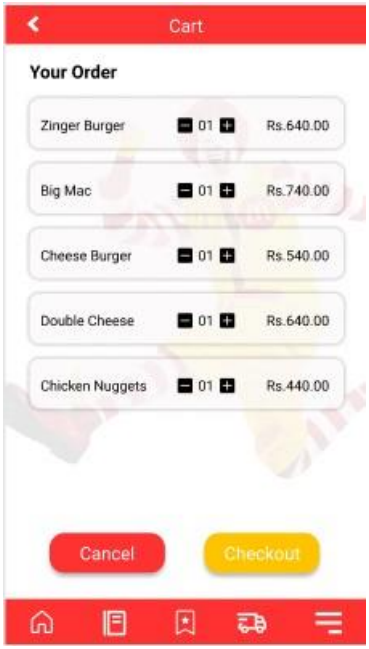
My Cards
Select your card or add a new card
default
XXXX XXXX XXXX 1425
Andrew Wilson 10/24
XXXX XXXX XXXX 5678
Andrew Wilson 12/25
XXXX XXXX XXXX 7812
Andrew Wilson 05/22

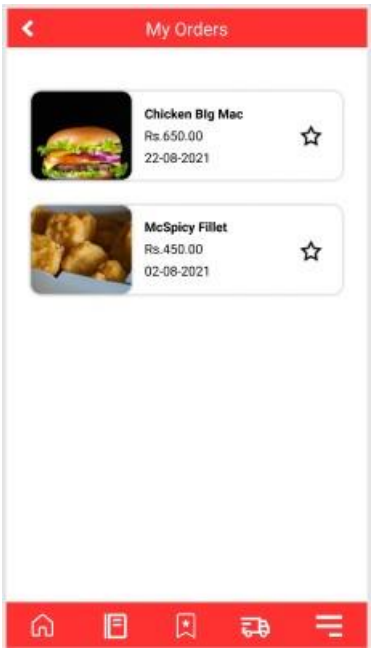

Add New Card
XXXX XXXX XXXX 1425
Card Holder
Andrew Wilson
Valid Thru
10/24
Card Type
Visa
Card Number :
Name on Card :
Expiry Date :
Save Card

Delivery Address Book
+ Add New Address
SEND TO
My Office
default
SEND TO
My Home
No 149/6A, Mirihana Road,
Embulideniya,
Sri Jayawardhanepura, Kotte

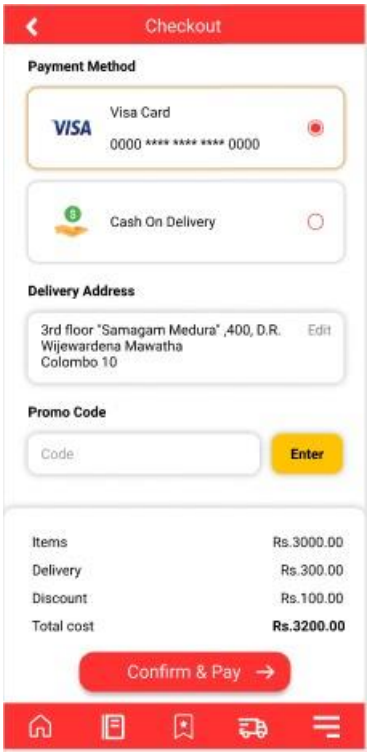
Address Form
Delivery Address: *
City : *
Location Type : *
Floor :
Apartment Number/Name :
Landmark : *
Company Name :
Department :
Delivery Instructions : *
Reset
Save

IT19962726

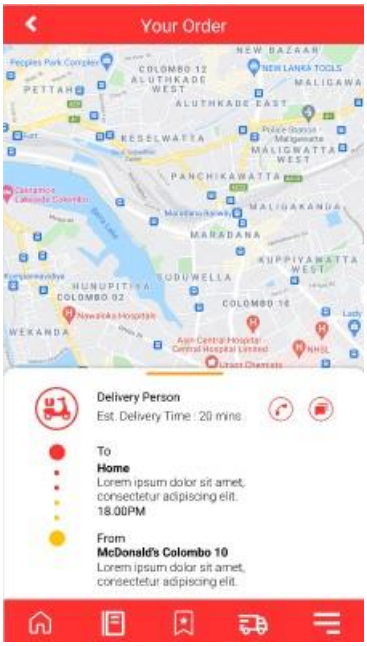

Cart
Your Order
Zinger Burger 01 Rs.640.00
Big Mac 01 Rs.740.00
Cheese Burger 01 Rs.540.00
Double Cheese 01 Rs.640.00
Chicken Nuggets 01 Rs.440.00
Cancel
Checkout


My Orders
Chicken Big Mac
Rs.650.00
22-08-2021
McSpicy Fillet
Rs.450.00
02-08-2021

Select Option
Take Away
Deliver Now

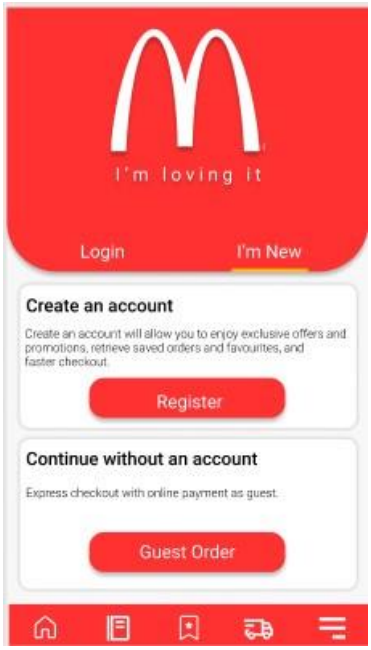

Checkout
Payment Method
Visa Card
0000 **** **** **** 0000
Cash On Delivery
Delivery Address
3rd floor "Samagam Medura" ,400, D.R. Wijewardena Mawatha Colombo 10
Edit
Promo Code
Code
Enter
Items Rs.3000.00
Delivery Rs.300.00
Discount Rs.100.00
Total cost Rs.3200.00
Confirm & Pay

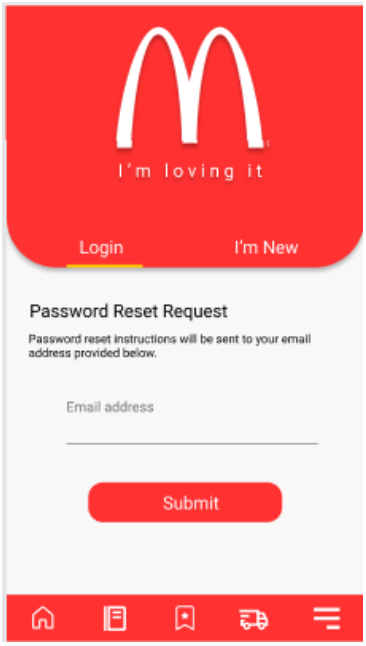
THANK YOU
We have received your order.
Your order will be delivered within next 20 mins.
Track Your Order


Your Order
Delivery Person
Est. Delivery Time : 20 mins
To
Home
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
18.00PM
From
McDonald's Colombo 10
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

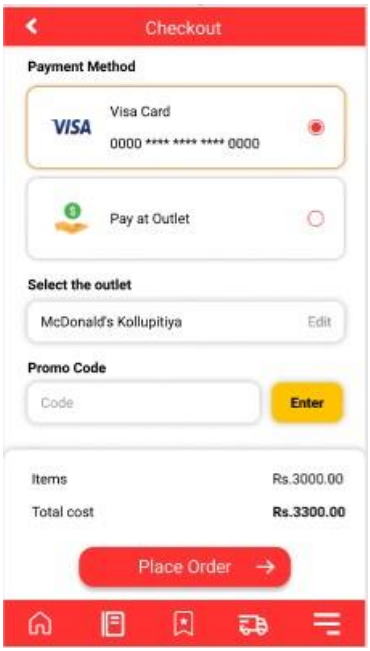
IT19973098

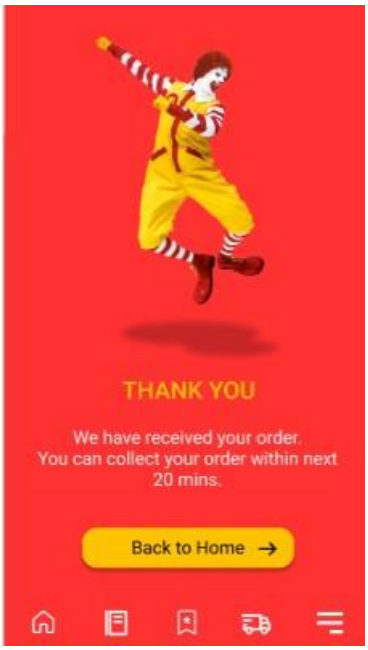
I'm loving it
Login
I'm New
Email address
Password
Forgot password?
Login


I'm loving it
Login
I'm New
Create an account
Create an account will allow you to enjoy exclusive offers and promotions, retrieve saved orders and favourites, and faster checkout.
Register
Continue without an account
Express checkout with online payment as guest.
Guest Order


I'm loving it
Login
I'm New
Password Reset Request
Password reset instructions will be sent to your email address provided below.
Email address
Submit

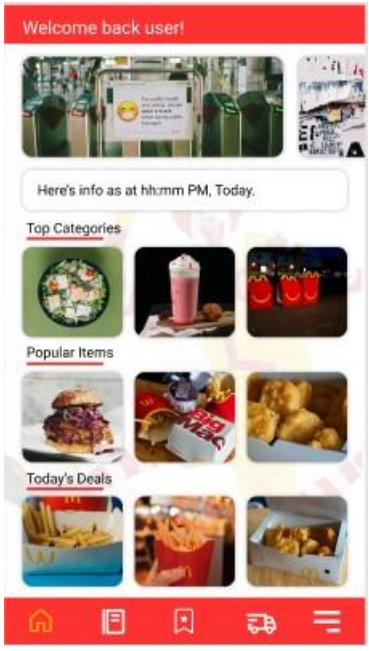
Personal Information
Salutation
Mr
Name
Contact No
Date of Birth
Email address
Password
Confirm password
Password must be 6-10 charcters with 1 numeric digit
Yes, I have read and agre to following policies
Terms & Conditions and Privacy Policy
I would like to subscribe for promotional emails and sms
Register

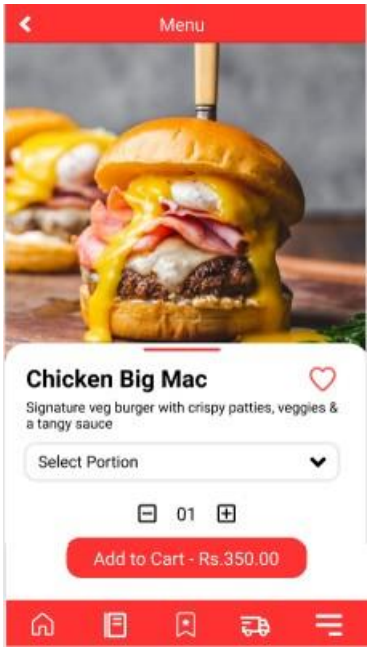

Checkout
Payment Method
VISA
Visa Card
0000 **** **** **** 0000
Pay at Outlet
Select the outlet
McDonald's Kollupitiya
Edit
Promo Code
Code
Enter
Items
Rs.3000.00
Total cost
Rs.3300.00
Place Order


THANK YOU
We have received your order.
You can collect your order within next 20 mins.
Back to Home

IT19977508

Menu
Ala Carte & Value Meals
Salads /Slides
Desserts
Crispy Chicken
From Rs 800
Chicken BigMac
From Rs 800
Chicken Junior
From Rs 800
Big Mac
From Rs 800
McRice
From Rs 800
McSpicy Fillet
From Rs 800
Crispy Chicken
From Rs 800
Fries
From Rs 800
McSpicy Wings
From Rs 800


Welcome back user!
Here's info as at hh:mm PM, Today.
Top Categories
Popular Items
Today's Deals


Menu
Chicken Big Mac
Signature veg burger with crispy patties, veggies & a tangy sauce
Select Portion
01
Add to Cart - Rs.350.00

Favourites
Crispy Chicken
From Rs 800
Chicken BigMac
From Rs 800
Chicken Junior
From Rs 800
Big Mac
From Rs 800
McRice
From Rs 800
McSpicy Fillet
From Rs 450
Crispy Chicken
From Rs 800
Fries
From Rs 800
McSpicy Wings
From Rs 800

Menu
REGULAR MENU
Breakfast Menu Hours
7:00 A.M. - 10.30 A.M.
Regular Menu Hours
10.31 A.M. - 12.00 A.M.
ALA CARTE & VALUE MEALS
SALADS
DESERTS
BEVERAGES
HAPPY MEALS
PROMOTIONS & BUNDLE MEALS

User Feedback for Prototype 1.0

Link for Interview:

https://drive.google.com/file/d/10bmPKil7PvuC3ukyy8noY3reuVbI0I6x/view?usp=sharing

Script

Hello……., thank you again for spending your precious time with us to complete this research study.

Before we start I will provide you a brief overview on the overall process of today's test that we will be conducting.

The session today will be straightforward – I'll be providing you several tasks to complete and along with that I will ask some questions regarding that. So with each task, before you begin I will provide you brief context on what you might be doing and hope to achieve

Also I would like to mention that we are only testing on the prototype that we have developed according to the requirements gathered during the previous interview session. So please feel free to make any comments regarding anything you like or dislike when doing the task, especially if you are confused it won't hurt our feelings just freely express your ideas.

Once more, I'd like you to "think aloud" as much as possible. By that, I mean that I'd like you to speak your thoughts as often as you can while going through the task. For example, you may be looking at a page, suddenly feels like this needs to be changed in color or font size or even something more than that so please let us know.

If at any point you have questions, please don't hesitate to ask. Do you have any questions so far? Ok, Let's get started.

First, just tell any thoughts you have about the McDelivery App?

[Background Info: For a first timer user of the app, the facility to register with the application is provided. And for a user that does not want to register can simply continue his/her journey as a guest user and place the orders.]

TASK 1

1. Assuming that you are a new user of the application please try to register to the app?

Expected Actions:

1. Clicks on "I'm New" section

2. Clicks “Register” Button

3. Fill’s Personal Information form

4. Clicks the “Register” button

1) Did you understand how to access the register option?

2) Were there any confusions when registering?

[Background Info: For a registered user, by mistake if they forget their password he/she can request for a password change]

TASK 2

1. Since you are already registered to the mobile app, can you try to reset password assuming that you have forgotten your password?

Expected actions:

1. Open the app

2. Select option as forget password.

3. Enter email address and submit.

1) So, can you understand the process of password resetting?

2) Do you have any suggestions to improve this password resetting process?

3) Overall about the password reset process, what is your opinion?

[Background Info: Either as a registered user or a guest user by using the app, by adding all the food items to the cart, user can check-out the delivery as a deliver now or a take-away and track the order if it is a deliver now order.]

TASK 3

1) Can you try to add some items to the cart try to proceed with the checkout?

Expected Actions:

1. From the selected single food item click add to cart. (Add items as required)

2. Can make changes to the cart by clicking on edit option.

3. Click on checkout button.

4. Clicks on either take-away or deliver now option

5. Select the payment option and delivery address

6. Confirm the order

    a) If take-away option selected – directed back to home page

    b) If deliver now option selected –

        Clicks on track order button.

1) When editing the cart can you understand how the procedure works?

2) How about take-away and deliver now options?

3) Did you have any trouble in accessing the cart back and forth?

4) What is your idea upon take-away option?

5) Other than the questioned I asked, are there any issues you would like to mention?

[Background Info: For a registered user who is already logged into the app, can make changes within the user profile by either adding a new delivery address or linking a new card or make some security changes such as changing password or email and then save those details.]

TASK 4

1) Assuming that you are successfully logged into the app, can you try to make some changes within the profile details like add new address or card or make security changes in any order you prefer?

Expected Actions:

1. Clicks on the more option Icon

2. Clicks on My Profile Option

3. Clicks on either Cards button / Address button / Security button

    a) If Cards button clicked

        1. Clicks the plus button

        2. Add a new card detail and save

    b) If Address button clicked

        1. Click the "Add new address button"

        2. Add a new address and save

    c) If Security button clicked

1. Change the password or email.

1) So did you understand that to access the user profile, you will have to make use of the “more” icon option?

2) How was the navigation and processing within the address list and card list?

3) Now in the address form you will have to input your address as text but not as several drop downs? Is it troublesome to type the address?

4) When having to change the password, are there any confusion?

5) Could you successfully delete the cards and addresses as needed?

[Background Info: After receiving the delivery the registered users who are logged into the app can provide a feedback by making a review on the delivery or the food delivered.]

TASK 5

1. Assuming the fact that you have received the requested order as a registered user can you try to make access the feedback option?

Expected Actions:

1. Clicks on the more option Icon

2. Clicks on Make a Review Option

3. Add a review and submit.

1) For the order Id input, do you understand what it is?

2) The dropdown to select what the review is about, was it confusing for you to understand?

3) What is your overall opinion on feedback function?

[Background Info: For both unregistered and registered users the app provides the ability to view the food items however only a logged in user has the ability mark food items as favorites and view the marked favorites in a list]

TASK 6

1. Assuming that you are logged in to the app, can you try to mark food item as your favorites and view them?

Expected actions:

1. Navigate to menu.

2. Select one food item and view it.

3. Click on heart icon to mark it as favorite.

4. Click on favorite list icon to favorite food list.

1) Do you perhaps agree with the requirement of a mark favorite option when we view a single food item?

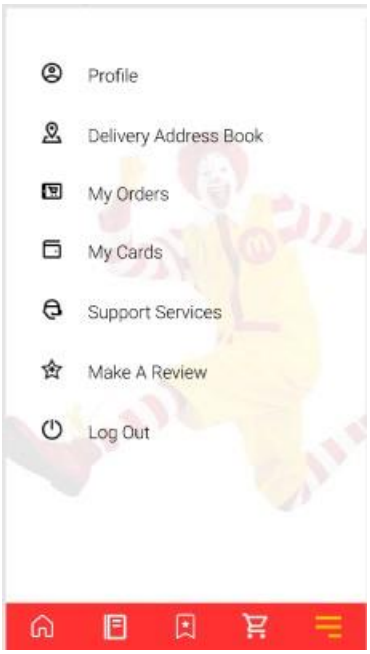
2) Tell me your experience on the task which was assigned for you.

3) Are there any suggestions that you like to include in this process?

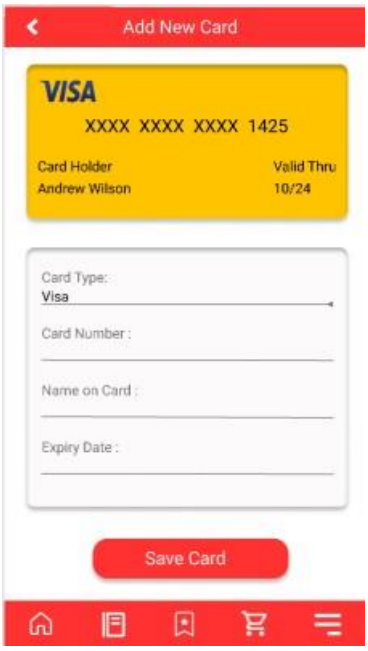
Q)That concludes all the tasks to be done in this session so furthermore, did you come across any kind of icons or images that caused you be confused about what you were supposed to do?

Then that's concludes our session, if you have any questions please feel free to ask and thankyou for participating.

High Fidelity Diagrams – version 2.0



IT19973166


Add New Card
VISA
XXXX XXXX XXXX 1425
Card Holder
Andrew Wilson
Valid Thru
10/24
Card Type:
Visa
Card Number :
Name on Card :
Expiry Date :
Save Card

Address Form
Delivery Address: *
City : *
Location Type : *
Floor :
Apartment Number/Name :
Landmark : *
Company Name :
Department :
Delivery Instructions : *
Reset
Save

Security
I'm loving it
Change Password
Change Email
Change Email
Contact Number
Current Email
New Email
Change Email

Security
I'm loving it
Change Password
Change Email
Change Password
Current Password
New Password
Re-enter Password
Password must be 6-10 charcters with 1 numeric digit
Change Password

Support Services
Contact Us
If you have any questions , queries or issues regarding the deliveries please send us an email or call to our call center.
0115 555 555
0751 145 145
customersupport@mcdelivery.lk

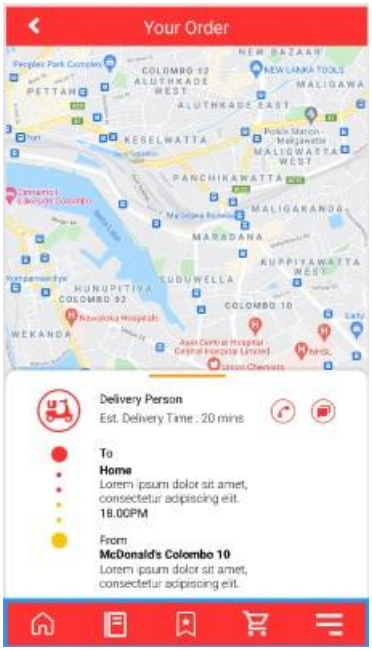
Delivery Address Book
Select your address or add a new address
SEND TO
My Office
default
SEND TO
My Home
No 149/6A, Mirihana Road,
Embuldeniya,
Sri Jayawardhanepura, Kotte

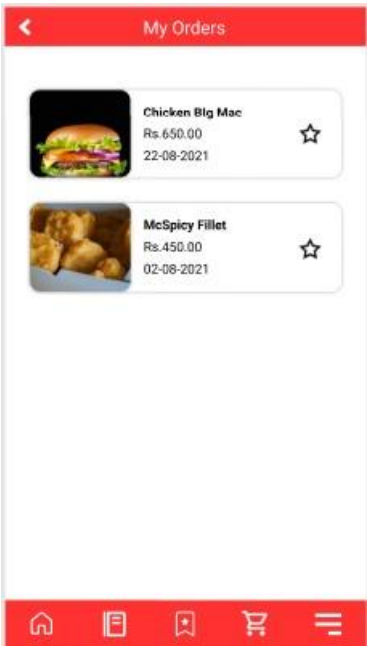
Profile
Cards
Address
Profile
Security
Personal Information
UserName:
Salutation
Mr
Name
Contact No
Date of Birth
Email Address
Save Changes
I want to delete my account and here by take all the consequences of deleting the account

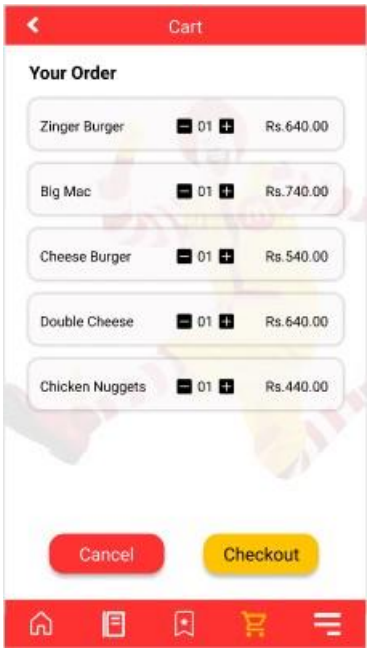
My Cards
Select your card or add a new card
default
VISA
XXXX XXXX XXXX 1425
Andrew Wilson 10/24
mastercard
XXXX XXXX XXXX 5678
Andrew Wilson 12/26
AMERICAN EXPRESS
XXXX XXXX XXXX 7812
Andrew Wilson 05/22

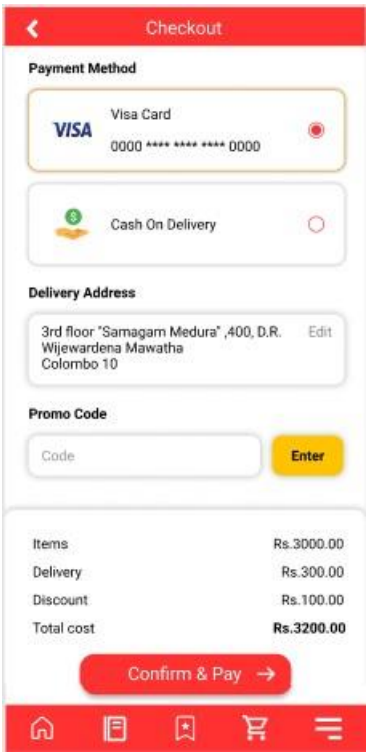
FeedBack
Make A Review
Order ID
Review On
Suggestions
Complaints
Rate Order
Submit
For furthur Inquires Support Services

IT19962726


Your Order
Delivery Person
Est. Delivery Time : 20 mins
To
Home
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
18.00PM
From
McDonald's Colombo 10
Lorem ipsum dolor sit amet, consectetur adipiscing elit.


My Orders
Chicken Big Mac
Rs.650.00
22-08-2021
McSpicy Fillet
Rs.450.00
02-08-2021

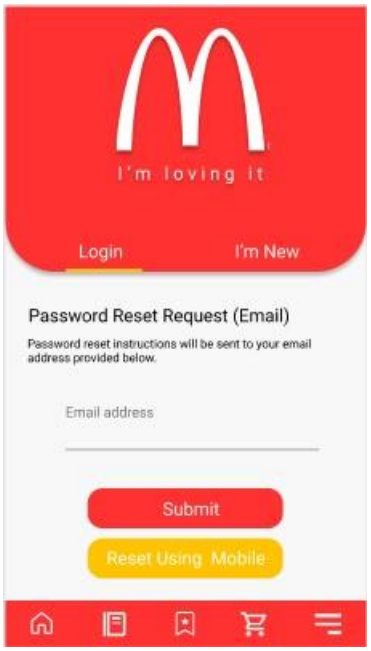

Cart
Your Order
Zinger Burger 01 Rs.640.00
Big Mac 01 Rs.740.00
Cheese Burger 01 Rs.540.00
Double Cheese 01 Rs.640.00
Chicken Nuggets 01 Rs.440.00
Cancel
Checkout

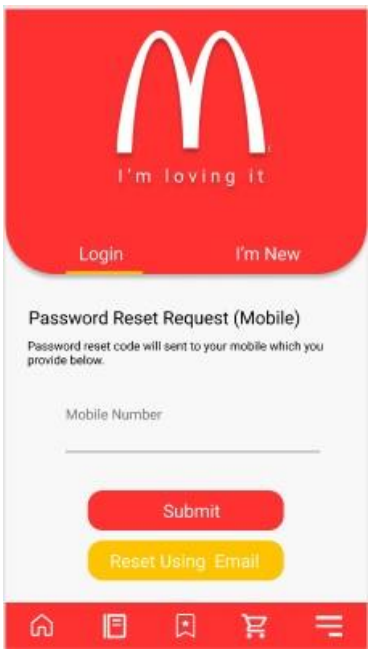

Checkout
Payment Method
Visa Card
0000 **** **** **** 0000
Cash On Delivery
Delivery Address
3rd floor "Samagam Medura" ,400, D.R. Wijewardena Mawatha Colombo 10
Edit
Promo Code
Code
Enter
Items Rs.3000.00
Delivery Rs.300.00
Discount Rs.100.00
Total cost Rs.3200.00
Confirm & Pay

Select Option
Take Away
Deliver Now

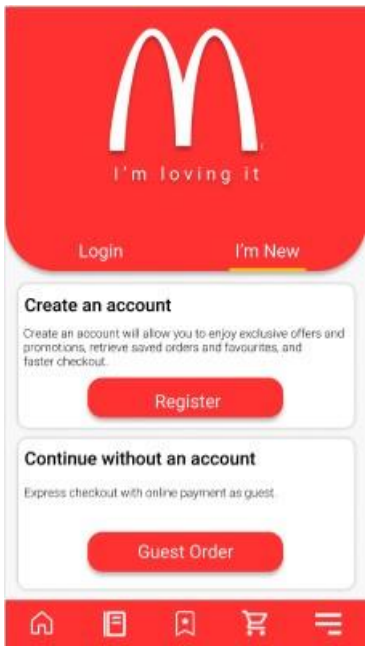
THANK YOU
We have received your order.
Your order will be delivered within next 20 mins.
Track Your Order

IT19973098


I'm loving it
Login
I'm New
Password Reset Request (Email)
Password reset instructions will be sent to your email address provided below.
Email address
Submit
Reset Using Mobile


I'm loving it
Login
I'm New
Password Reset Request (Mobile)
Password reset code will sent to your mobile which you provide below.
Mobile Number
Submit
Reset Using Email

I'm loving it
Login
I'm New
Email address
Password
Forgot password?
Login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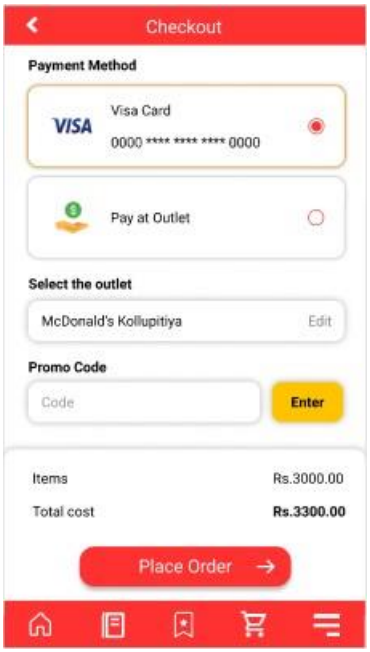
Continue without an account
Express checkout with online payment as guest
Guest Order

Personal Information
Salutation
Mr
Name
Contact No
Date of Birth
Email address
Password
Confirm password
Password must be 6-10 charcters with 1 numeric digit
Yes, I have read and agre to following policies
Terms & Conditions and Privacy Policy
I would like to subscribe for promotional emails and sms
Register

THANK YOU
We have received your order.
You can collect your order within next 20 mins.
Back to Home


Checkout
Payment Method
VISA
Visa Card
0000 **** **** **** 0000
Pay at Outlet
Select the outlet
McDonald's Kollupitiya
Edit
Promo Code
Code
Enter
Items
Rs.3000.00
Total cost
Rs.3300.00
Place Order

IT19977508

Favourites
Crispy Chicken
From Rs 800
Chicken BigMac
From Rs 800
Chicken Junior
From Rs 800
Big Mac
From Rs 800
McRice
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McSpicy Fillet
From Rs 450
Crispy Chicken
From Rs 800
Fries
From Rs 800
McSpicy Wings
From Rs 800

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From Rs 800
McSpicy Fillet
From Rs 800
Crispy Chicken
From Rs 800
Fries
From Rs 800
McSpicy Wings
From Rs 800

Menu
REGULAR MENU
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SALADS
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BEVERAGES
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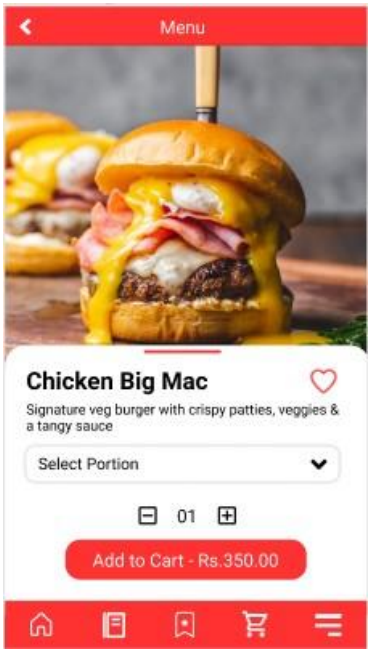
PROMOTIONS & BUNDLE MEALS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Signature veg burger with crispy patties, veggies & a tangy sauce
Select Portion
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Add to Cart - Rs.350.00