

BSc (Hons) in Information Technology Software Engineering – Year 3

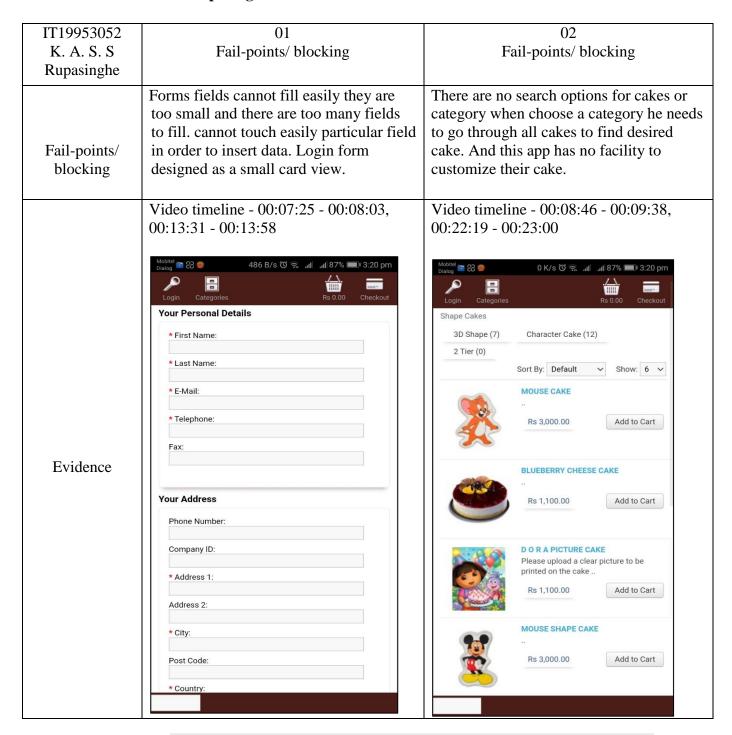
Lab sheet 05

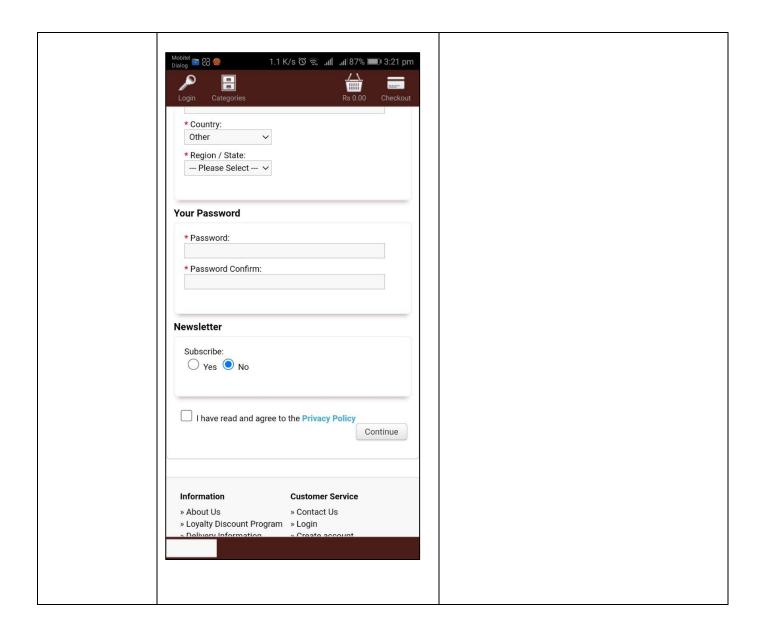
IT3050 - User Experience Engineering

Semester 2, 2021

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

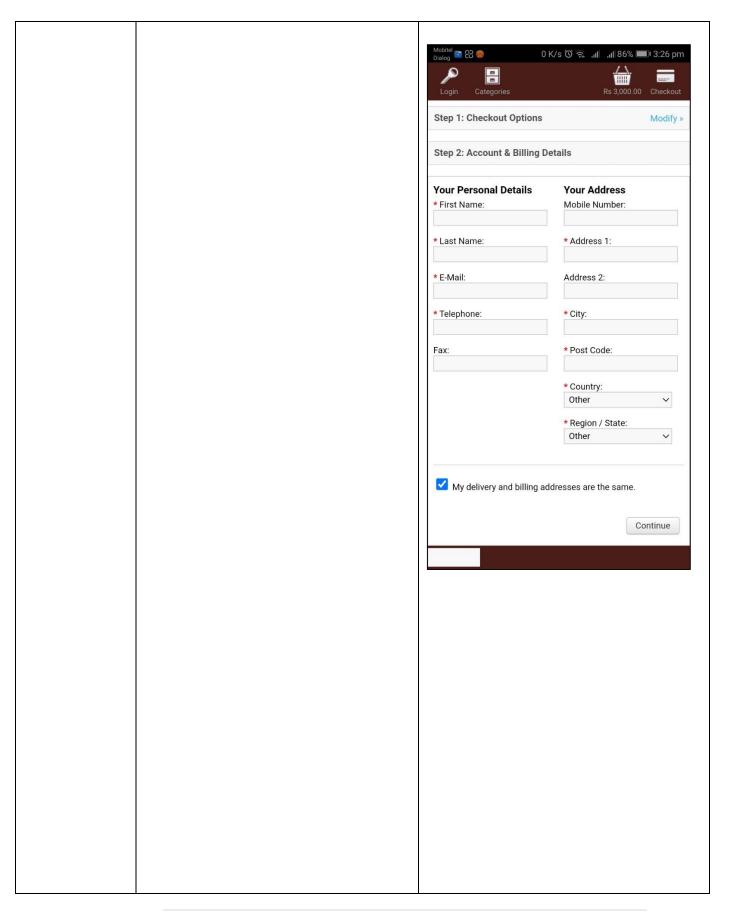
IT19953052 – K. A. S. S Rupasinghe

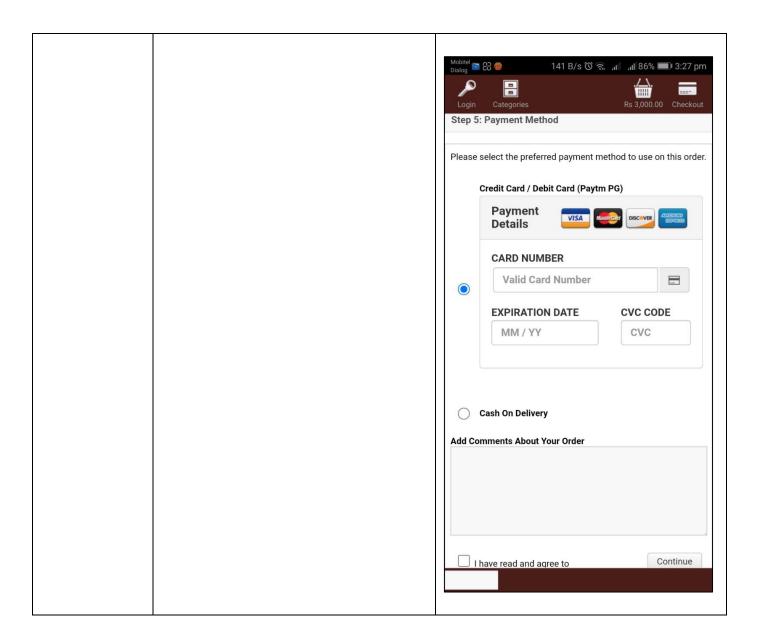




IT19047720 – B. N. V Mendis

IT19047720	01	02
B. N. V Mendis	Fail-points/ blocking	Fail-points/ blocking
Fail-points/ blocking	There is no navigation for the home page. If user wants to select another cake or choose another category user has to go back through all steps which he finished so far or has to close app and login again.	Payments process has 6 separate steps since this app take too much time to load one page user has to spent considerable time for finish payment process
	Video timeline - 00:05:58 - 00:06:59, 00:21:49 - 00:22:19	Video timeline - 00:06:59 - 00:07: 22, 00:08:03 - 00:08:46, 00:17:10 - 00:20:31, 00:23:56 - 00:25:06
	Mobile Results	Modifel ■ 3
	2 Tier (0) Sort By: Default Show: 6	New Customer Returning Customer Checkout Options: I am a returning customer
Evidence	HEART SHAPE Shape cakes should be placed one day	Register Account Guest Checkout By creating an account you will be able to shop faster, be up to date on an order's status, and keep track of the orders you have previously made. You Will Recevie LOYALTY DISCOUNT if you are a registered Customer Continue E-Mail: Password: Forgotten Password Login
		Step 2: Account & Billing Details
		Step 3: Delivery Details
		Step 4: Delivery Method
		Step 5: Payment Method
		Step 6: Confirm Order





IT19953984 – Y. N Sajani

IT19953984	01	02
Y. N Sajani	Fail-points/ blocking	Fail-points/ blocking
Fail-points/ blocking	When adding items to the cart if user missed to fill some fields and click submit button form does not notify user about the fault even it won't submit	When added items to the cart it cannot recognize easily. It will appear as a too small view even without particular image of the item. No order history in this app. Users cannot see order details after placed the orders
Evidence	Mobited I I I I I I I I I I I I I I I I I I I	Video timeline - 00:04:32 - 00:05:46, 00:15:24 - 00:16:43, 00:23:56 - 00:25:06 Mobite S 8 8 3.5 K/s 8 3.1 11/75% 5:23 pm Login Categories Rs 16,600.00 Checkout Shopping Cart X Product Name Quantity Unit Price Total Mobite S 9 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
	Available Options * Weight: 2 Kg (+Rs 850.00) * Delivery Date: Message To Write on Cake:	1 PM - Is it a surprise gift ?; Yes, Its a surprise Reward Points: 10 8 Bounty Chocolate - Weight: 5 Kg - Delivery Date: 2021-08-31 - Preferable Delivery Time Slot *: 1 PM - 6 PM 8 Red Velvet Cake - Weight: 1 Kg - Delivery Date: 2021-09-17 - Preferable Delivery Time Slot *: 10 AM - 1 PM 9 Pineapple Cheese Cake - Weight: 1 Kg - Delivery Date: 2021-09-11 - Preferable Delivery Time Slot *: Any Time
	* Preferable Delivery Time Slot *: 10 AM - 1 PM Is it a surprise gift ?: Yes, Its a surprise gift	Death By Chocolate
	Qty: 1 Add to Cart	1 PM Cappuccino Cake - Weight: 1 Kg - Delivery Date: 2021-10-14 - Preferable Delivery Time Slot * Any Time
	In here, user has missed to fill the Delivery Date field. But after clicking the Add to Cart button, user is not notified that above	Irish Cheese Cake 2 Rs Rs - Weight: 1 Kg 2,200.00 - Delivery Date: 2021-09-15 - Preferable Delivery Time Slot *: Any
	Cart button, user is not notified that above field is not filled.	

IT19974774 – N. A. C. H Dasanayake

IT19974774	01	02
N. A. C. H	Fail-points/ blocking	Fail-points/ blocking
Dasanayake		
Fail-points/ blocking	Registration form has too many steps to go through	Login screen is complicated and hard to use because of too much information and footer has covered half of an interface as a barrier to viewing other information clearly and footer contain message box which is not a suitable place to locate
Evidence	Mobitel ≥ 88 日 ● 0 K/s 🌣 📶 all 77% 🔲 5:11 pm Login Categories Rs 0.00 Checkout	Video timeline - 00:02:32 - 00:03:10, 00:13:58 - 00:15:05 Mobile
	Register Account If you already have an account with us, please login at the login page.	Account Login Register Account E-Mail Address:
	* First Name: * Last Name: * E-Mail: * Telephone:	By creating an account you will be able to shop faster, be up to date on an order's status, and keep track of the orders you have previously made. Continue Password: Forgotten Password Login
	Fax: Your Address	Information Customer Service » About Us » Contact Us » Loyalty Discount Program » Login » Delivery Information » Create account
	Phone Number: Company ID: * Address 1: Address 2: * City:	» FAQ's » Privacy Policy » Terms & Conditions » Cakehut Mobile Apps » Share/Refer to get discount » Copyright And Trademark Policy » Awards & Recognition » Cake hut In Social Media's

