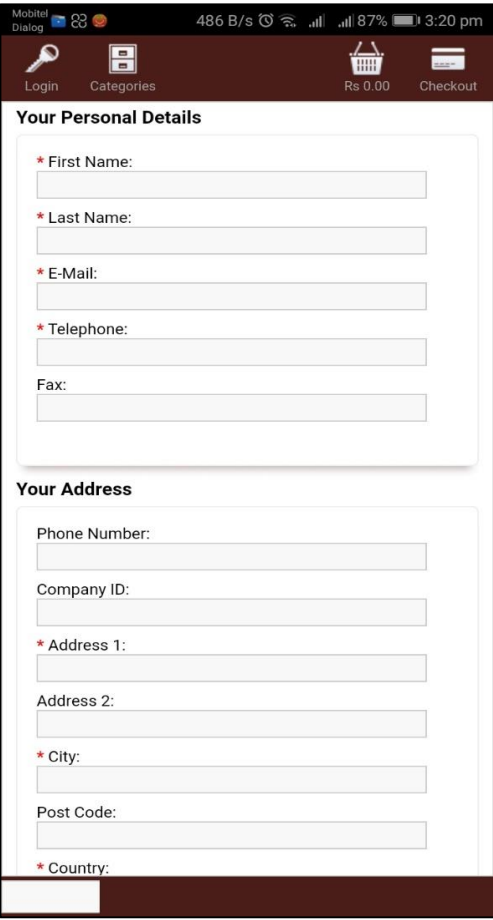
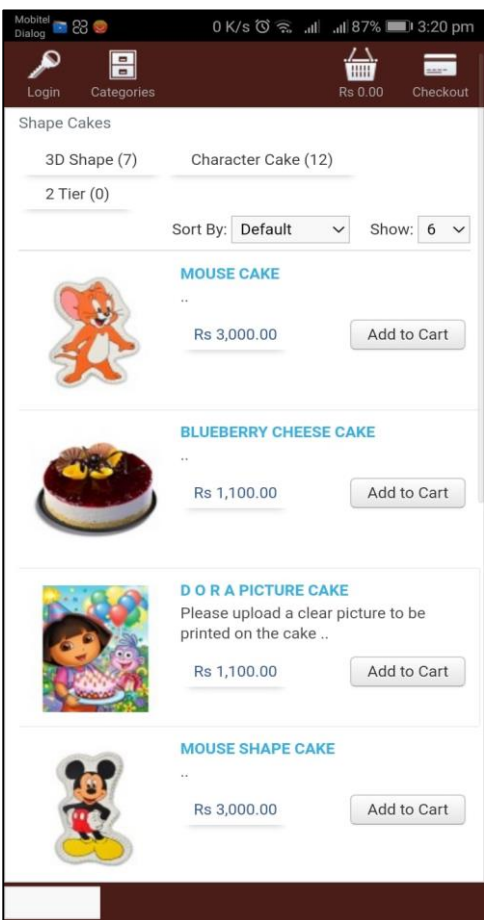


Identify fail-points/blockings in the key-user flow(s)

**IT19953052 – K. A. S. S Rupasinghe**

IT19953052 K. A. S. S Rupasinghe	01 Fail-points/ blocking	02 Fail-points/ blocking
Fail-points/ blocking	Forms fields cannot fill easily they are too small and there are too many fields to fill. cannot touch easily particular field in order to insert data. Login form designed as a small card view.	There are no search options for cakes or category when choose a category he needs to go through all cakes to find desired cake. And this app has no facility to customize their cake.
Evidence	<p>Video timeline - 00:07:25 - 00:08:03, 00:13:31 - 00:13:58</p> 	<p>Video timeline - 00:08:46 - 00:09:38, 00:22:19 - 00:23:00</p> 

Mobitel  
Dialog

1.1 K/s

87%

3:21 pm

Login

Categories

Rs 0.00

Checkout

\* Country:

Other

\* Region / State:

--- Please Select ---

Your Password

\* Password:

\* Password Confirm:

Newsletter

Subscribe:

☐ Yes ☒ No

☐ I have read and agree to the [Privacy Policy](#)

Continue

Information

Customer Service

» About Us

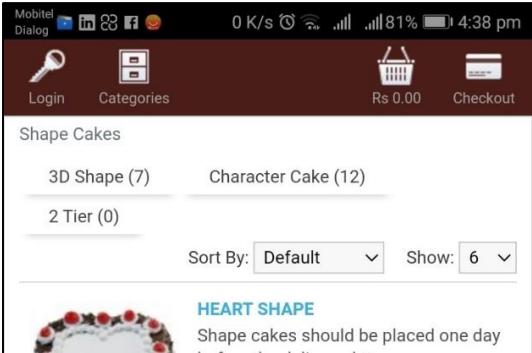
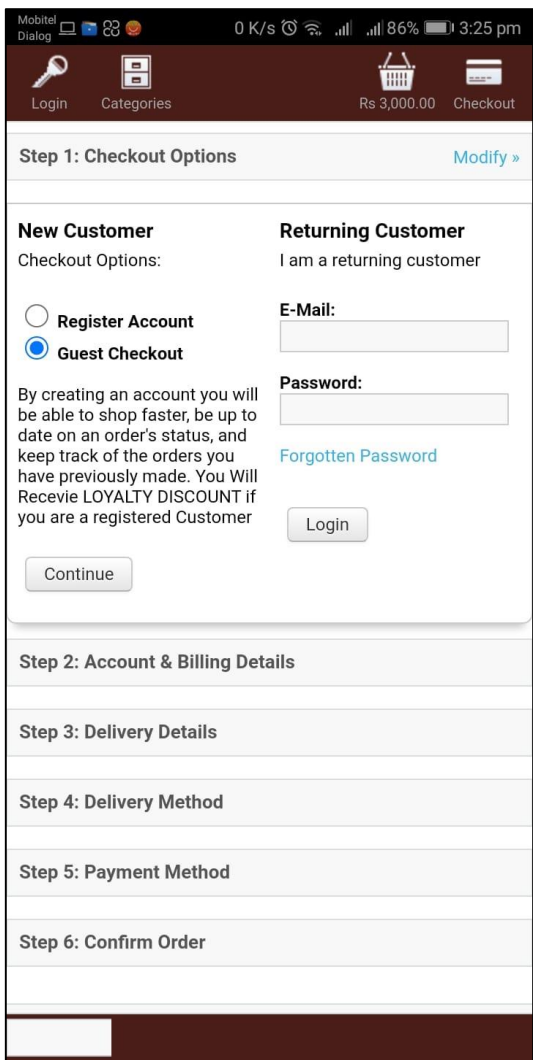
» Contact Us

» Loyalty Discount Program

» Login

» Delivery Information

» Create account

IT19047720 B. N. V Mendis	01 Fail-points/ blocking	02 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
Evidence	<p>Video timeline - 00:05:58 - 00:06:59, 00:21:49 - 00:22:19</p> 	<p>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</p> 

Mobitel Dialog0 K/s86%3:26 pm

LoginCategories

Rs 3,000.00Checkout

Step 1: Checkout Options

Modify »

Step 2: Account & Billing Details

Your Personal Details

\* First Name:

\* Last Name:

\* E-Mail:

\* Telephone:

Fax:

Your Address

Mobile Number:

\* Address 1:

Address 2:

\* City:

\* Post Code:

\* Country:

Other

\* Region / State:

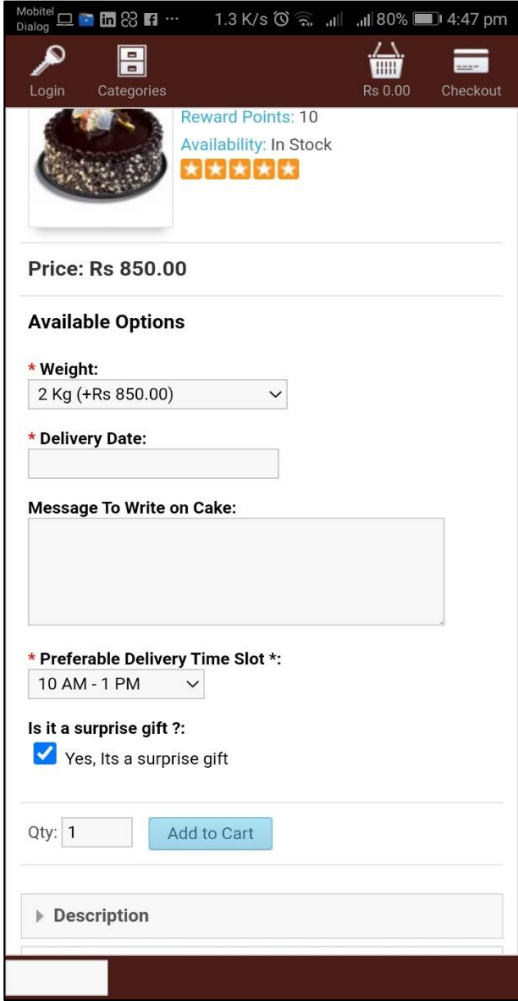
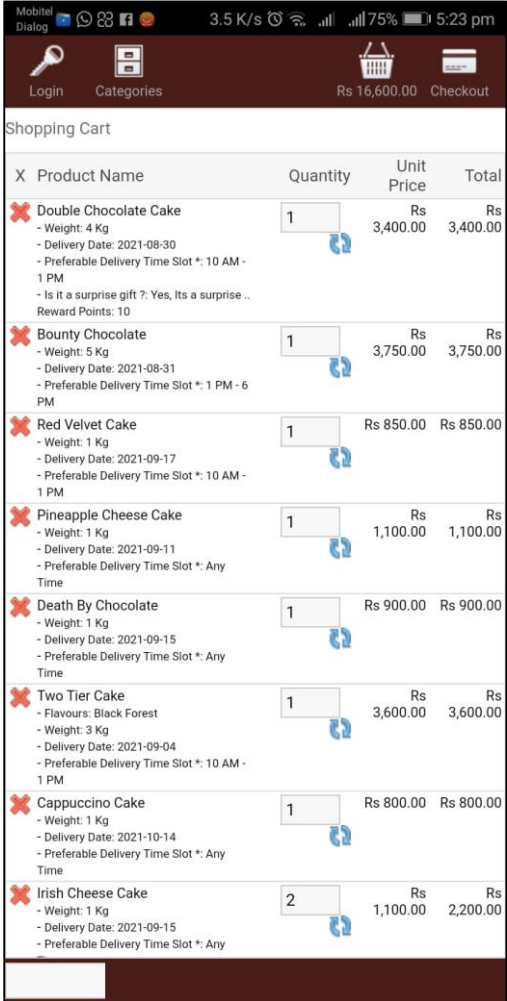
Other

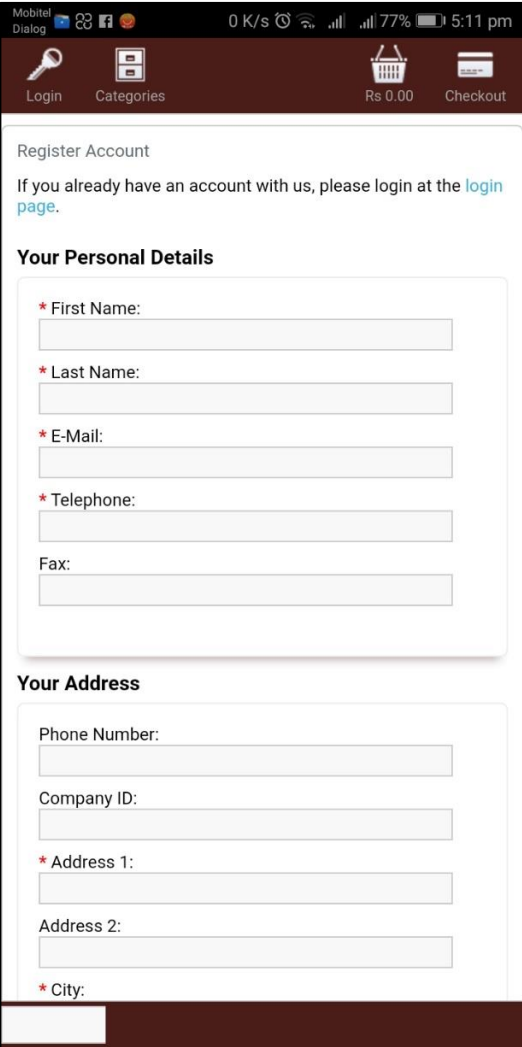
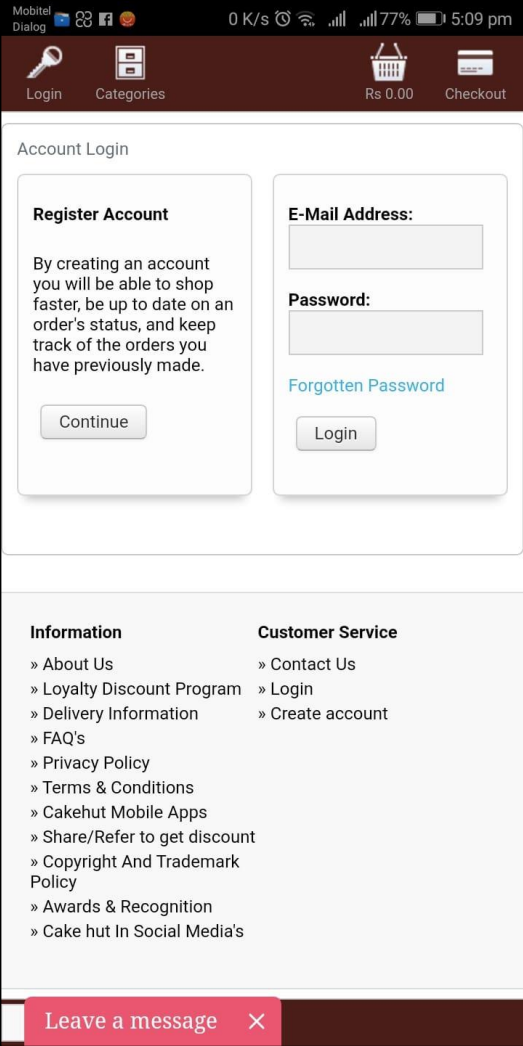
☒ My delivery and billing addresses are the same.

Continue

4 | Page

**5 | Page**

IT19953984 Y. N Sajani	01 Fail-points/ blocking	02 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	 <p>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 field is not filled.</p>	

IT19974774 N. A. C. H Dasanayake	01 Fail-points/ blocking	02 Fail-points/ blocking
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		

Mobiletel Dialog 2 K/s 77% 5:12 pm

Login Categories Rs 0.00 Checkout

Post Code:

\* Country: Other

\* Region / State: --- Please Select ---

**Your Password**

\* Password:

\* Password Confirm:

**Newsletter**

Subscribe:

☐ Yes ☒ No

☐ I have read and agree to the [Privacy Policy](#)

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Information Customer Service