

Lab Sheet 03

User Experience Engineering

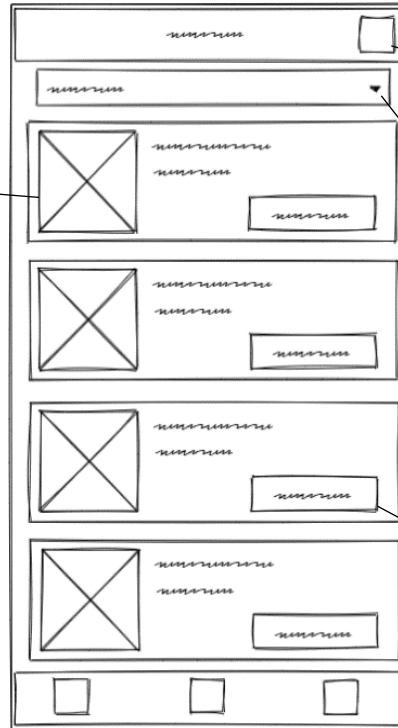
2021S1\_JUNE\_WD\_12

	Registration No	Name
01	IT19993416	P.M. Ratnayake
02	IT19965000	P.R.G.H.H. Bandara
03	IT19990446	P.L.J.O. Cooray
04	IT19985428	K.D.M.M. Rathnasiri

# Sketches

IT19993416 – P.M.Ratnayke

In here user can see the items which are already in stock with the price of each item.

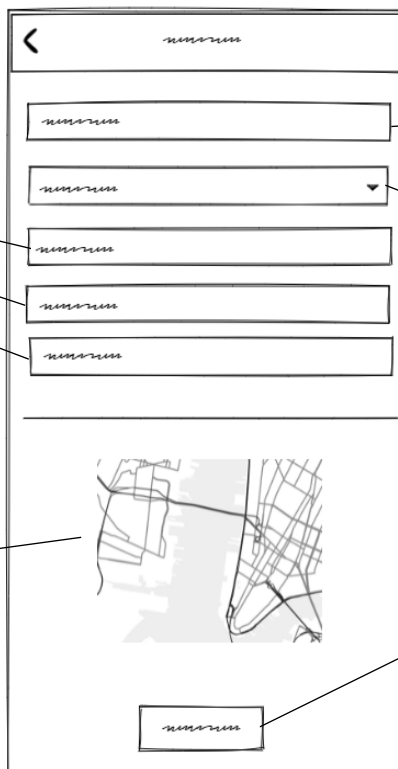


By clicking this icon button user will direct to the My cart page

By clicking this icon user can select the one of the provided delivery address or user can add a new new delivery address using this dropdown menu.

By clicking this button user will direct to the current order page.

In here user have to add their address according to the relevant instructions.

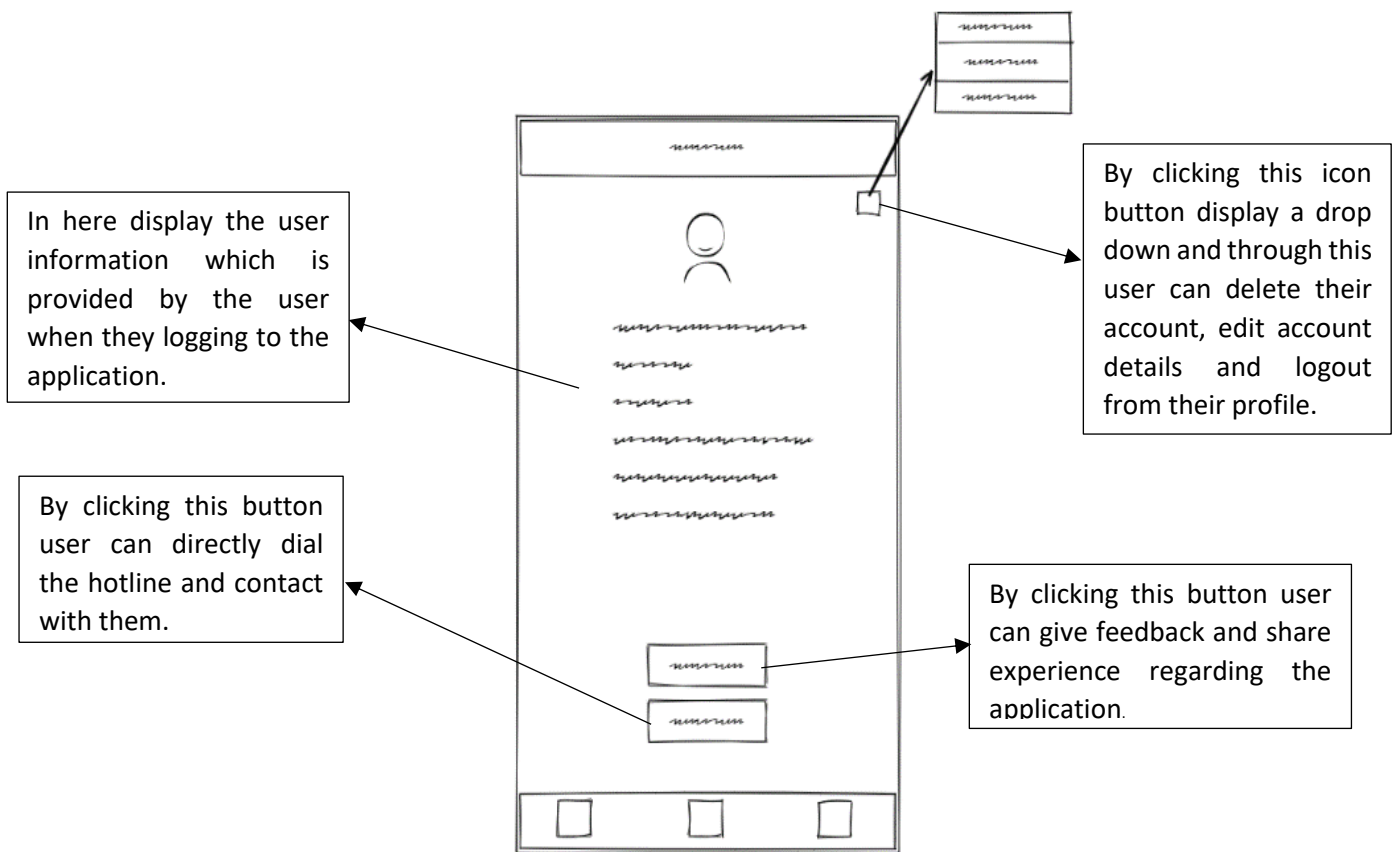


By clicking this icon user can select home or workplace using this dropdown menu.

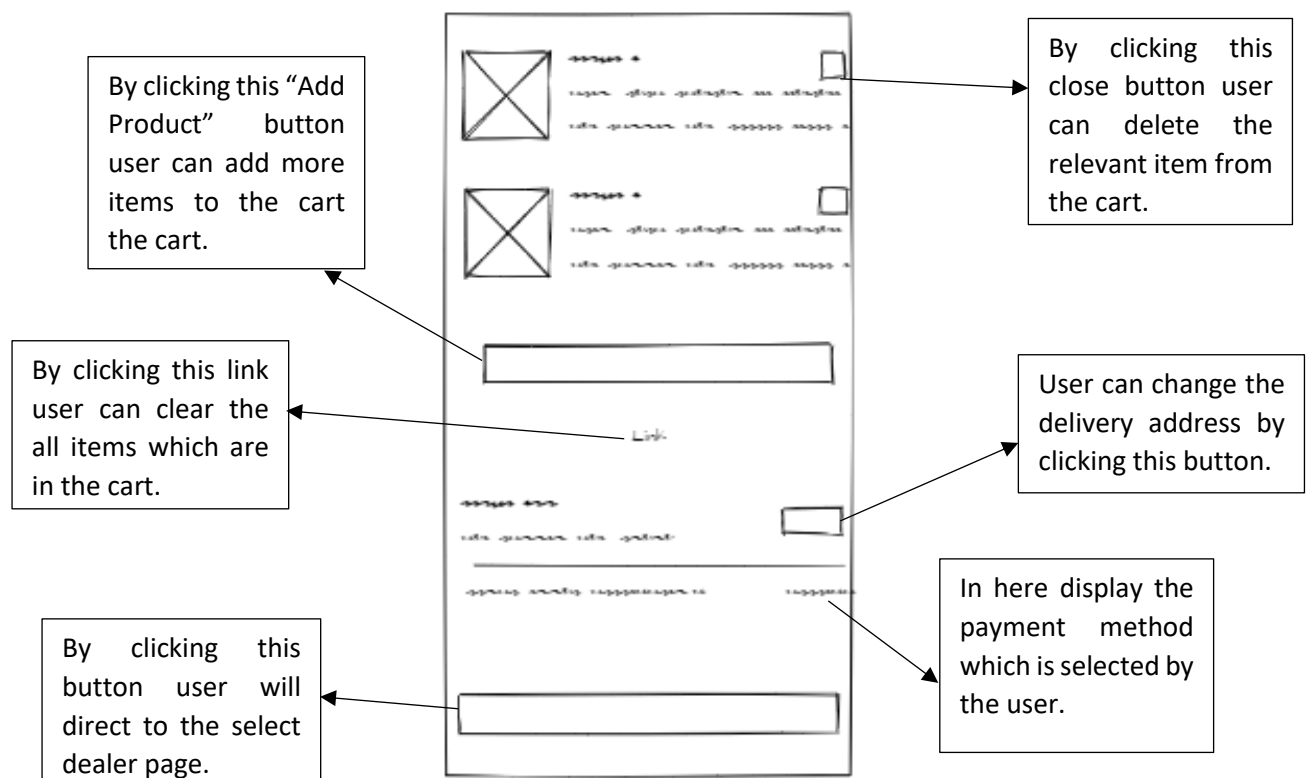
By clicking this icon user can select the relevant district using a dropdown menu.

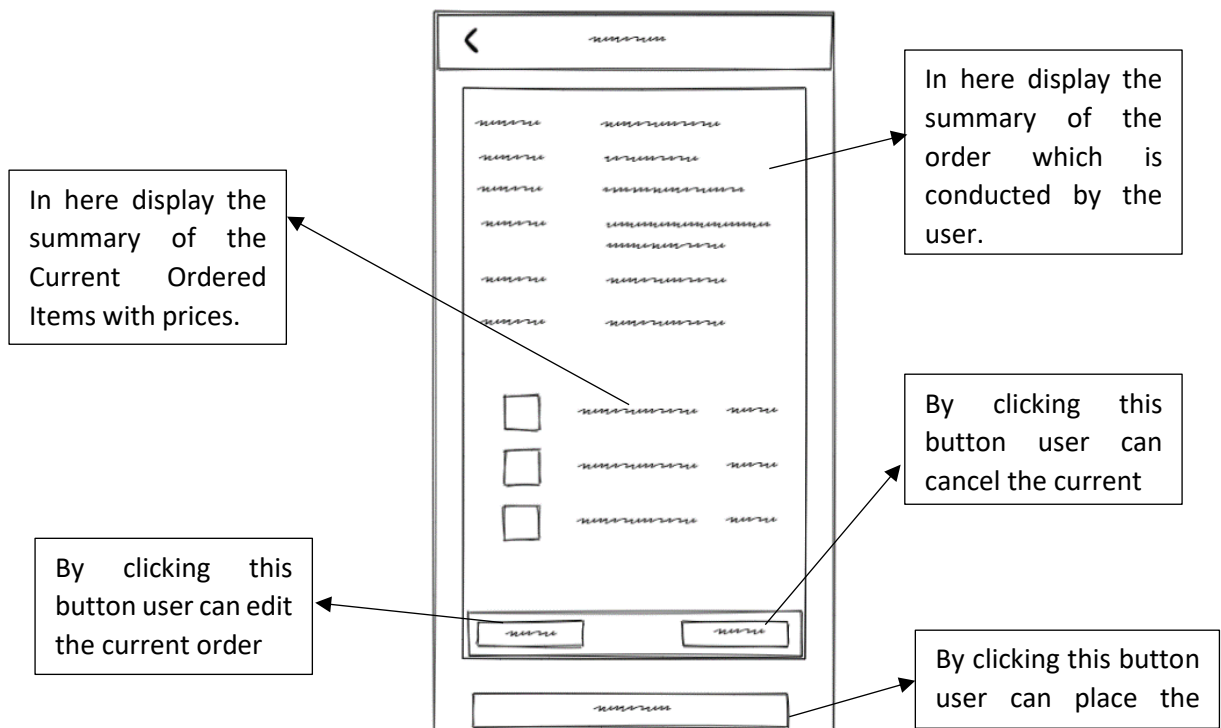
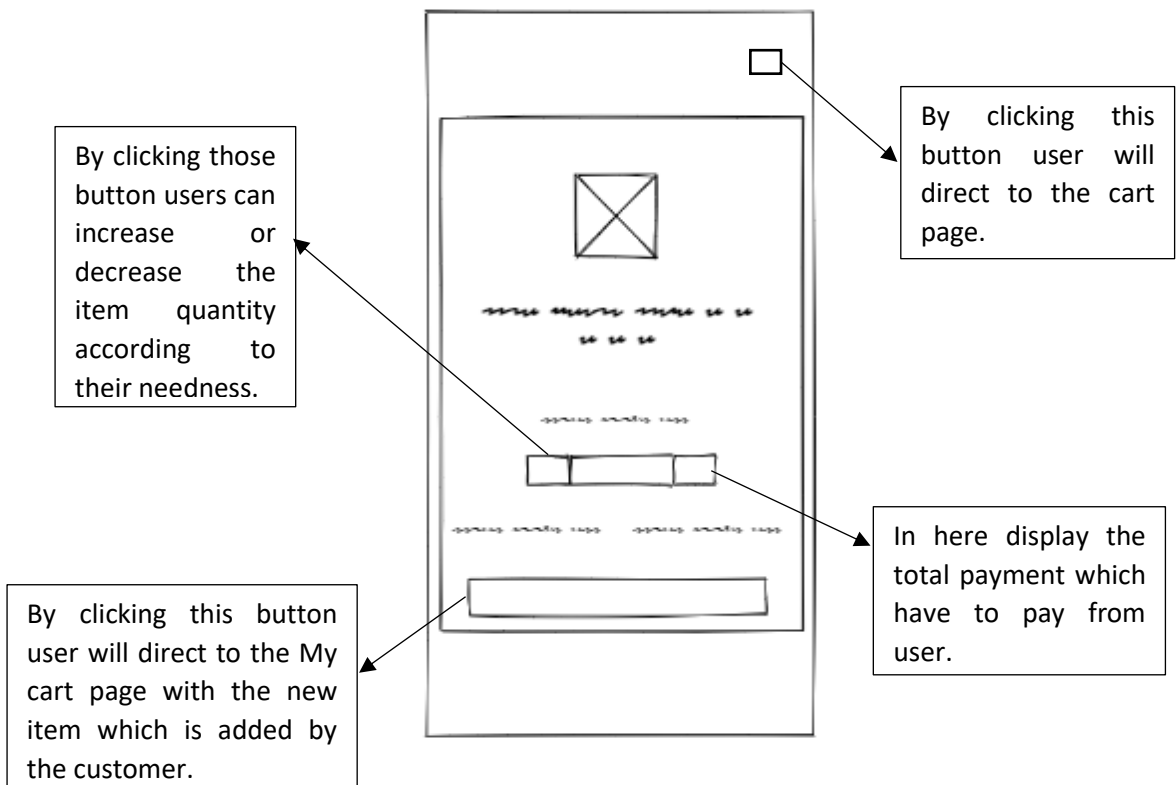
User also can add their delivery address using this map. when the user selects the location using this google map, no need to enter the address manually.

By clicking this button user can save the address as a delivery address.

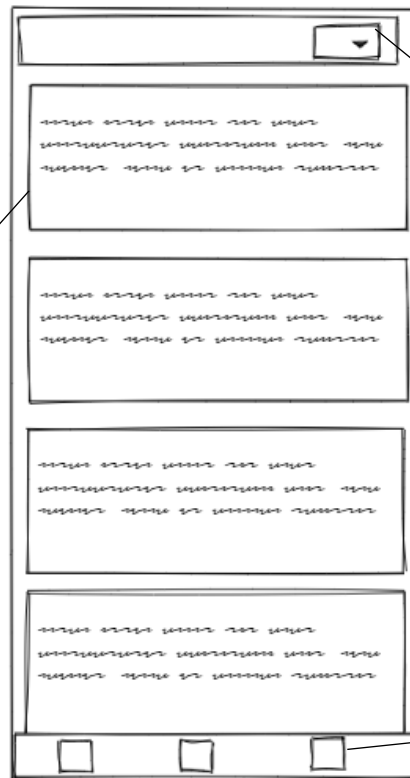


## IT19965000 – P.R.G.H.H.Bandara

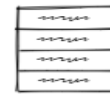




## IT19990446 – P.L.J.O Cooray



Dealer contact details and the distance of the delivery and delivery charge are display to the customer. By clicking this, customer able to select the dealer and display the summery of the order.



Customer able to filter the dealers according to their distance to the shop from the delivery address.

By clicking this button dealer able to navigate to Dealer Profile Page.

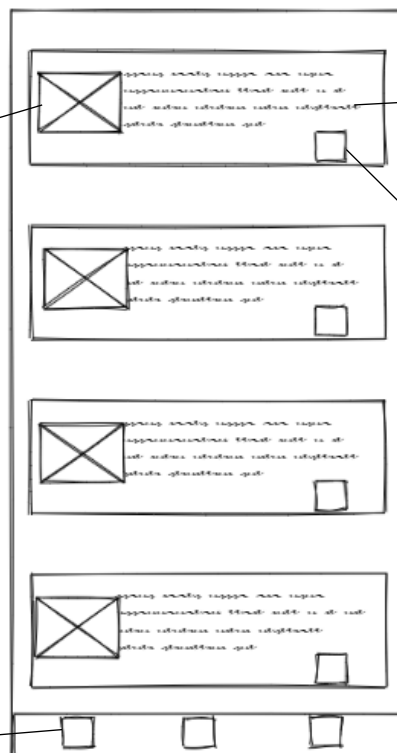
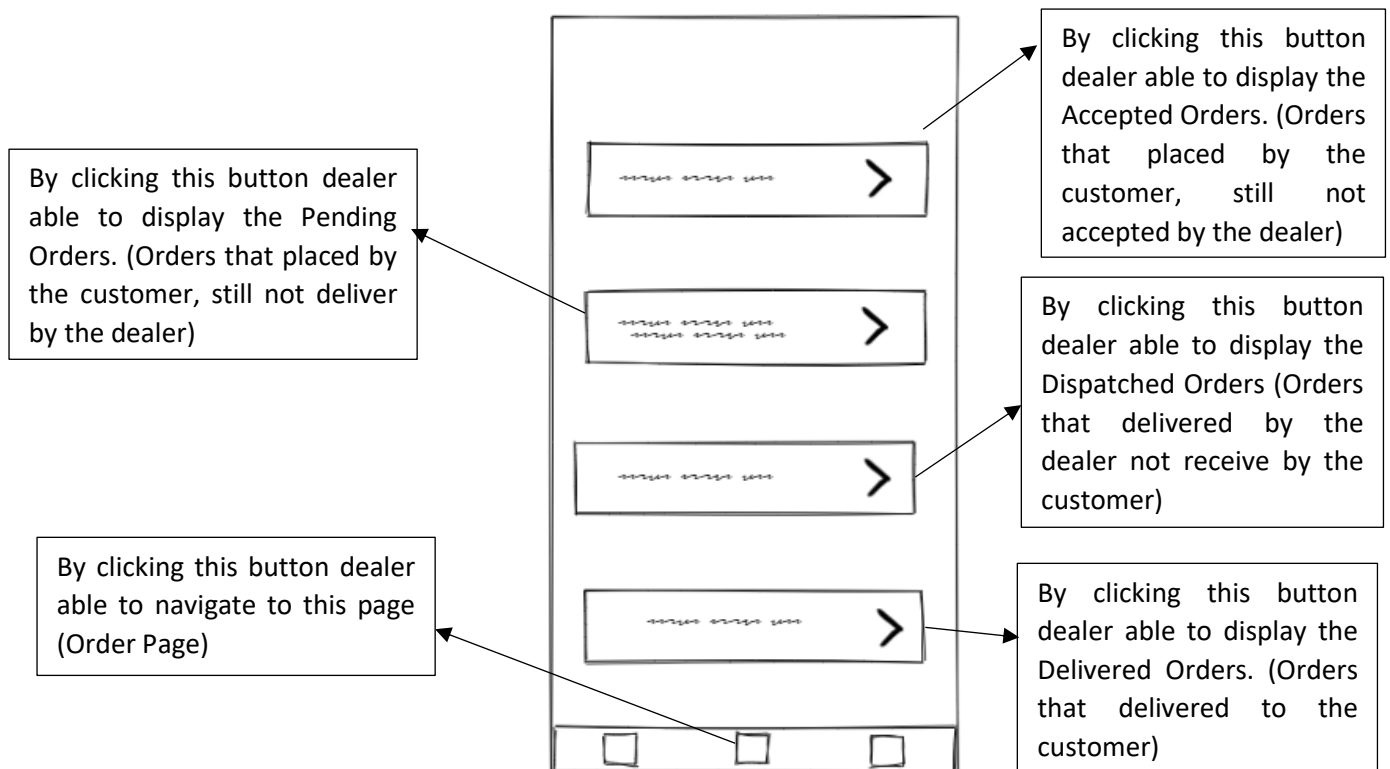


Image of the item

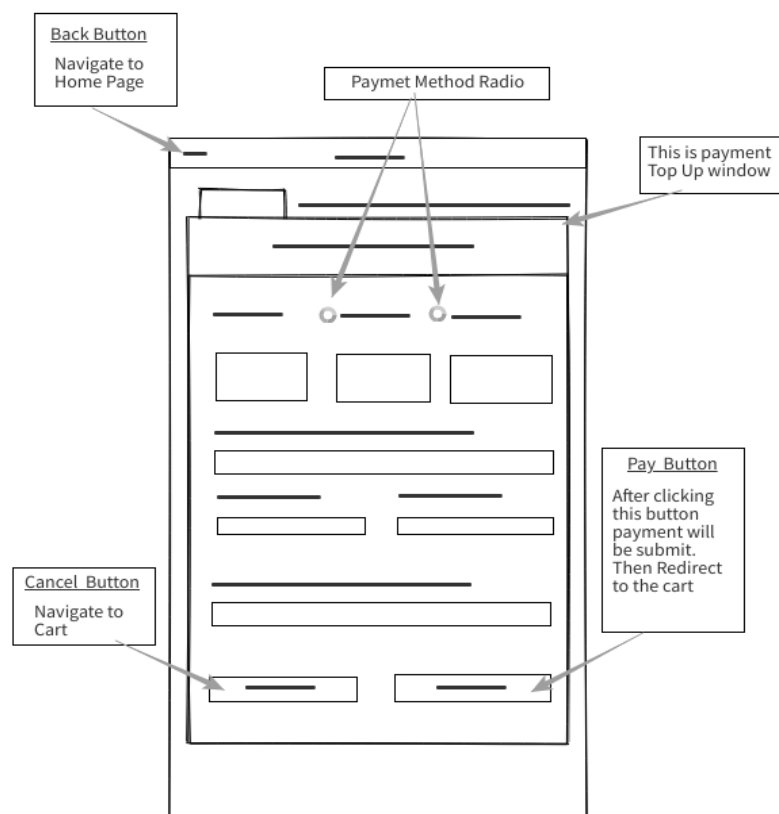
Details of the item including stock details of the particular item

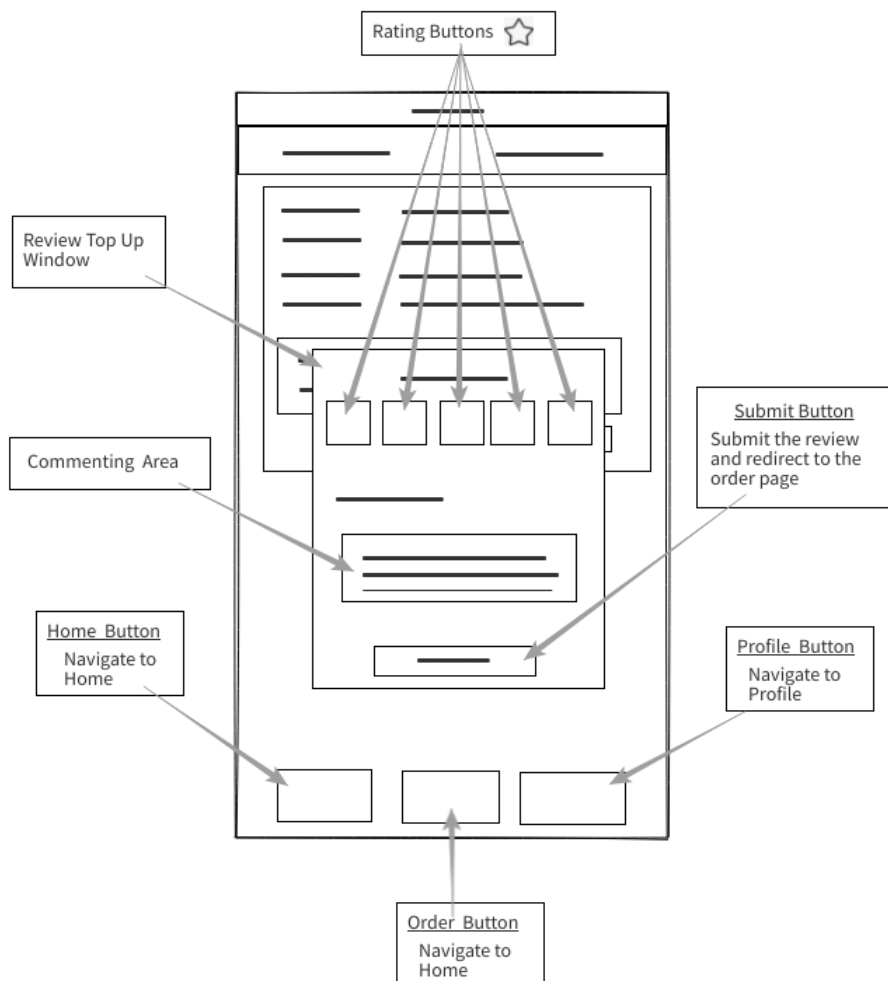
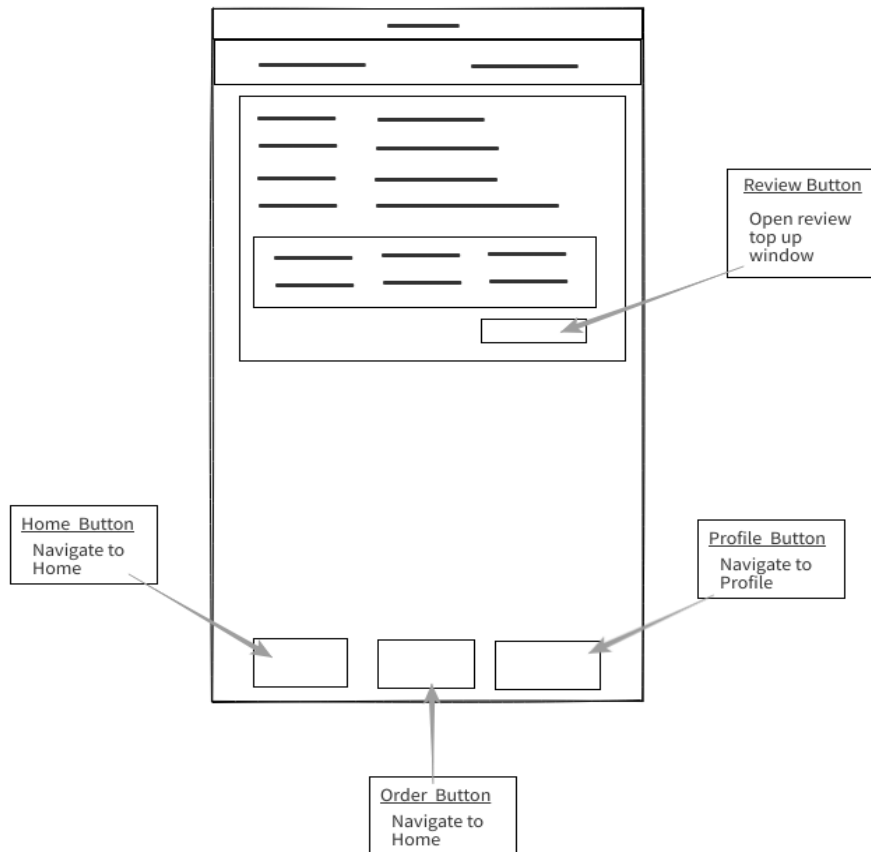
By clicking this button dealer able to update the stock of that particular item

By clicking this button dealer able to navigate to this page (Home Page)



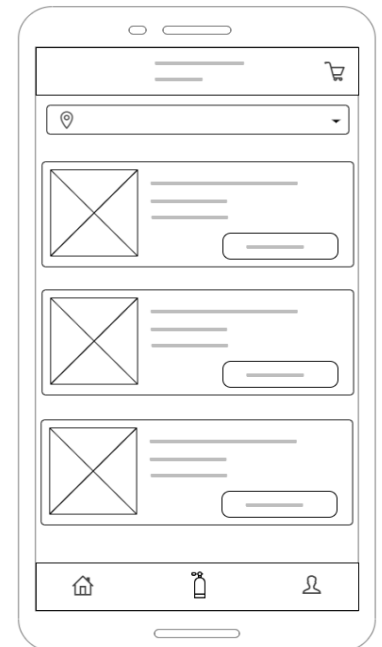
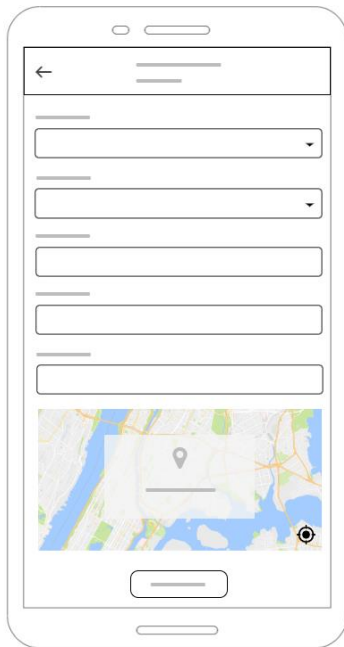
IT19985428 – K.D.M.M. Rathnasiri



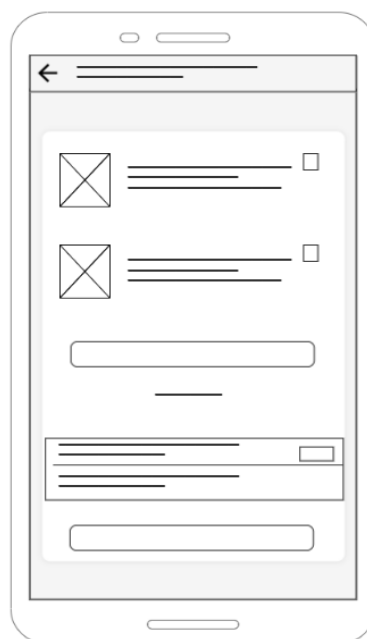
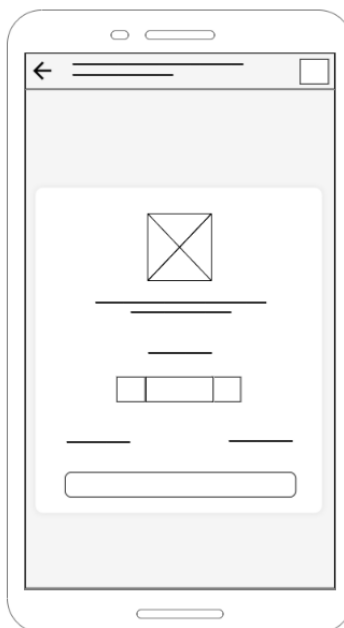


## Wire Frames

IT19993416 – P.M. Ratnayke

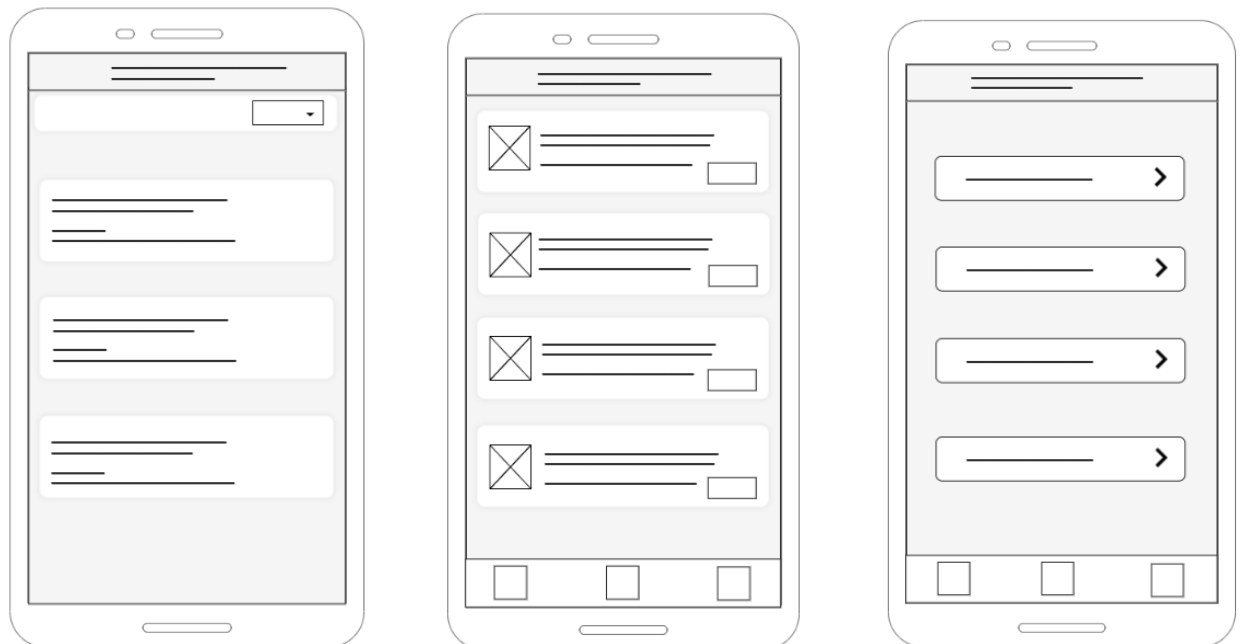


IT19965000 – P.R.G.H.H. Bandara

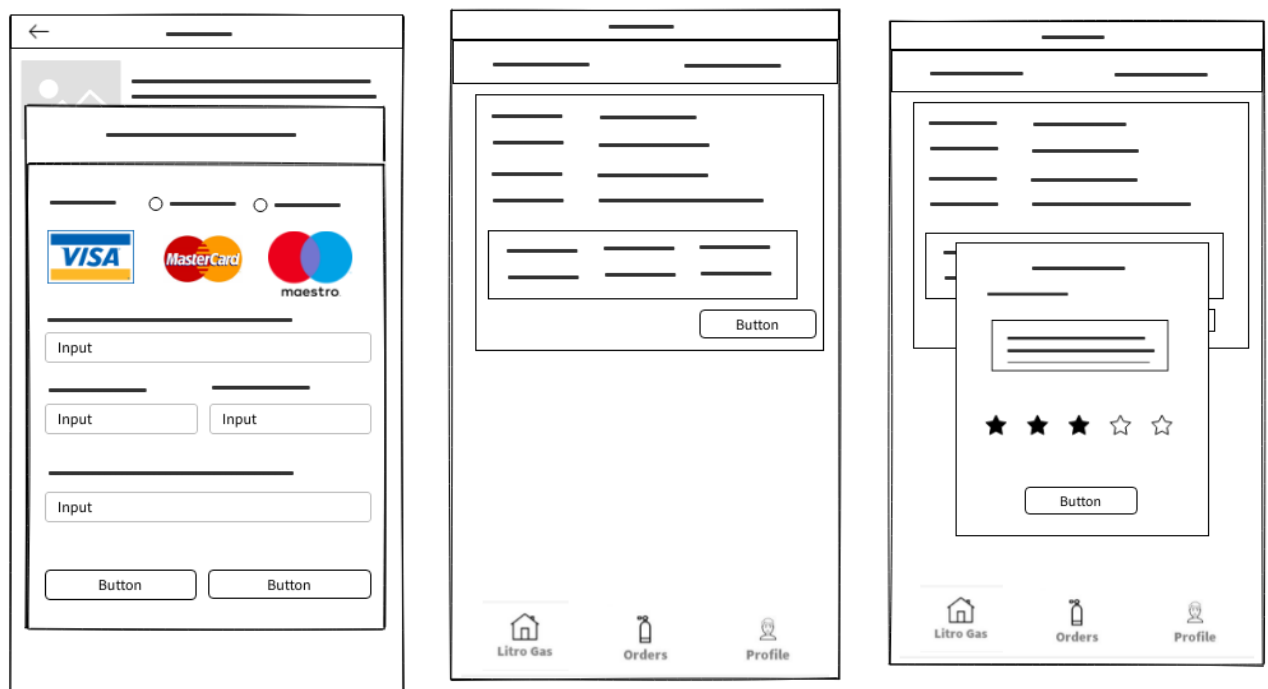




## IT19990446 – P.L J.O. Cooray

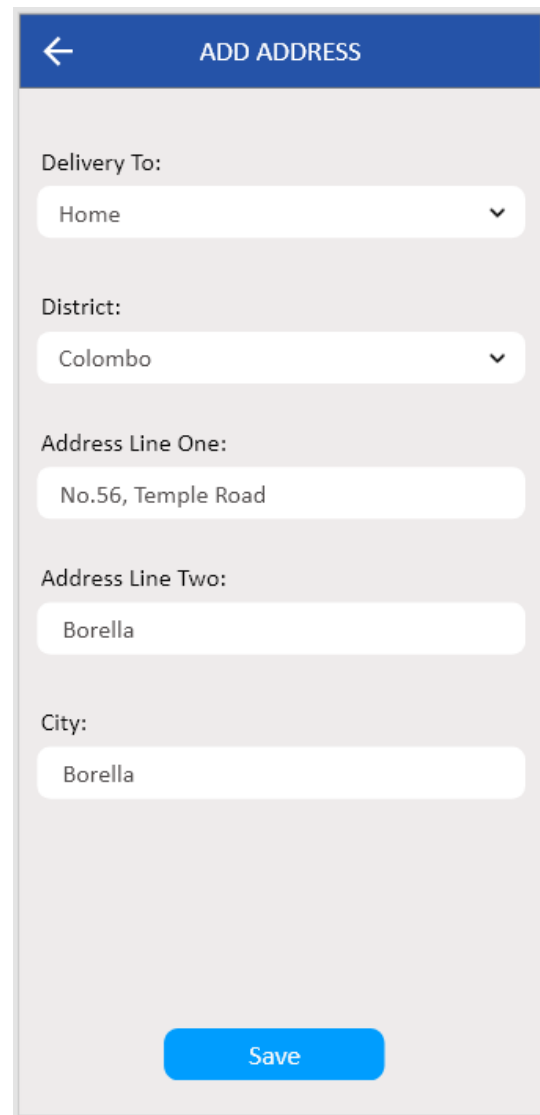
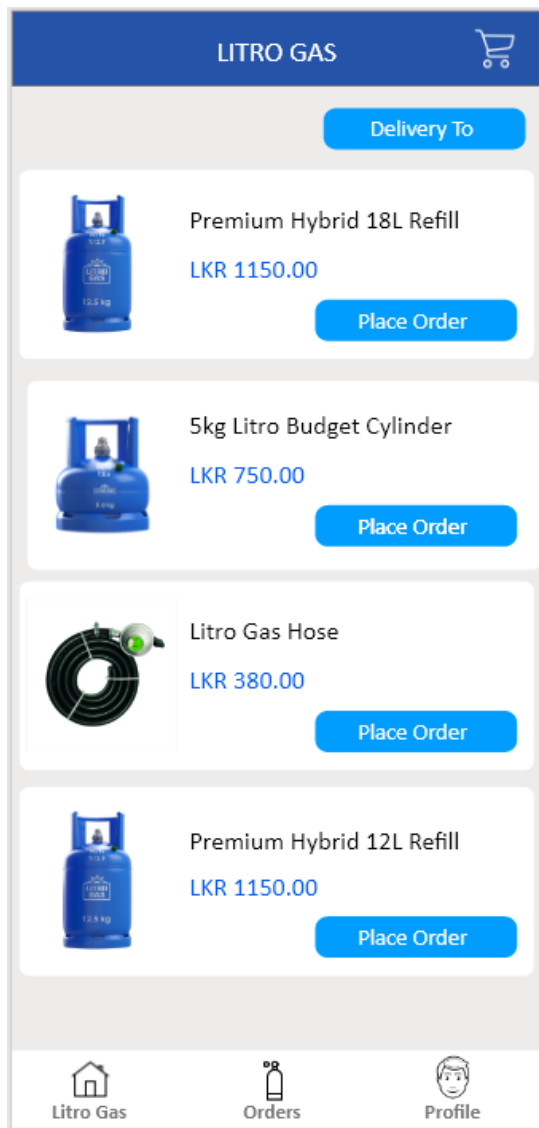


## IT19985428 – K.D.M.M. Rathnasiri




# Prototype Version 01

User Side: - <https://xd.adobe.com/view/521794e1-7dbf-4996-b85a-f870769d3962-0744/>



MY PROFILE



Name :

Pamudu Ratnayake

Tele :

0765986526 / 0718458795

Email :

pamudu@gmail.com

Address :

No.56, Temple Road, Kottawa Pannipitiya.

Edit

Feedback

Log out

Hot Line : 1311

Litro Gas

Orders

Profile

←

SUMMARY

Delivery To :

No.56, Temple Road, Borella.

Payment :

Cash

Dealer :

Milinda Stores

Dealer's Contact No :

0765487895

Item qty :

1

Date :


07/09/2021

Delivery Charges :

LKR 150.00

Total Amount :

LKR 1450.00



Premium Hybrid 18L Refill

LKR 1150.00

Place Order

MY ORDER HISTORY

Past Orders

Current Orders

Date

01/08/2021

Order ID

O10012

Dealer

Milan Sampath

Total

LKR. 2280.00

Address

No.56, Temple Road, Kottawa, Pannipitiya

Address

Qut

Price

Hose

2

780.00

Cylinder

1

1780.00

Review

Litro Gas

Orders

Profile

←

SELECT DEALER

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

←

MY CART

Total Price

LKR 2280.00

Payment method

Visa   Mastercard   Other

Card Number

2254-2548-2151-8400

Valid untill


CVV

Name on Card

Pay Now

←

PRODUCT



Premium Hybrid 18L Refill  
LKR 1150.00

−

2

+


Total

LKR 2986.00

Add to Cart

←


MY CART



Premium Hybrid 18L Refill

Quantity 3

Price LKR 4020.00



Litro Hose

Quantity 2

Price LKR 1150.00

+ Add More Product

Clear Cart

Delivery to:

No.56, Temple Road, Colombo

Payment Method

Cash

Select Dealer

MY ORDER HISTORY

Current Orders

Current Orders


Date


01/08/2021


How was your experience?

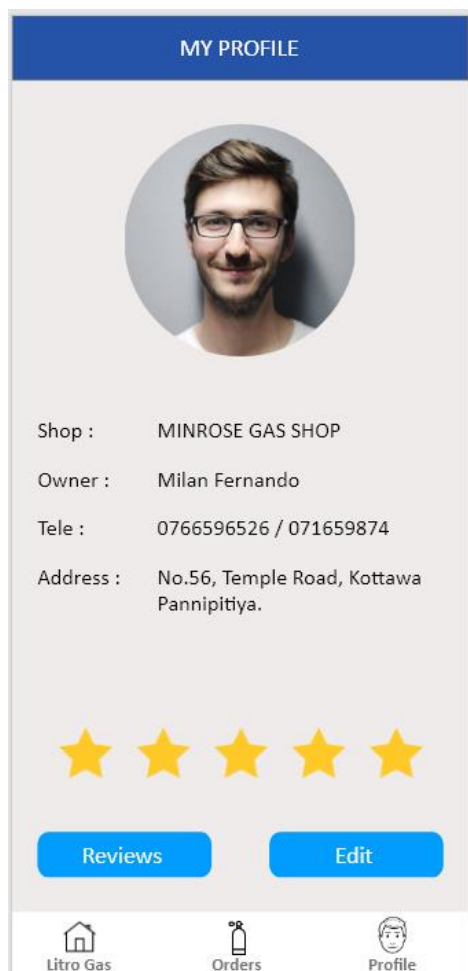
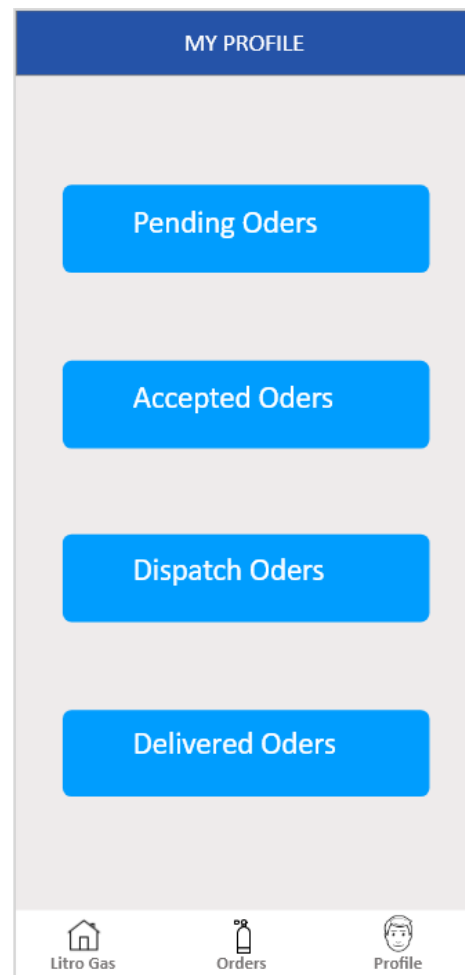
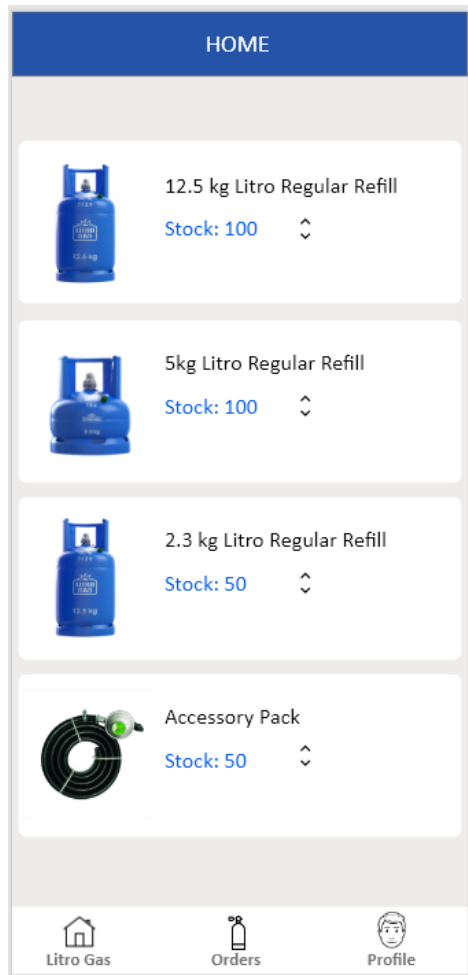
★★★★★

Submit

 Litro Gas

 Orders

 Profile



# User Test Scripts

## Script 01:

Product Area: Mobile Application (Litro Gas SL)

User Type: Customer

Duration: Approx. 15 minutes

Hi Mr. Sanka, thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work.

So, I'll be giving you some prototype user interfaces to investigate and then asking questions as we go along. Before I give you the prototypes, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

We selected Litro Gas Home Delivery mobile app to investigate, and we found some issues. Then we rebuild that application. Specially we want to mention that, this is only for educational purposes.

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.

Now I share our prototypes in the screen sharing and I will give you the access. So you can go through it and you can do a investigation on it.

1. Welcome – Thanks – Introductions
2. Explanation of research team? Why we're testing our product.
3. Explain the session – how it will work (left side of this page)
4. Confirm time frame. Talk about sound, recording, etc.
5. Confirm the demographic information you have. This should be available from the screener.

## Moderator Notes

The objectives of this session are to assess:

- User's idea about the overall implementation
- Satisfaction of the User.

## 1: [Task 1]

As the first task Customer should add a payment method

*[Background information on goal.*

*Example: we have already shared the version 1 of the prototype with our customer and, what we are looking in this section is, the overall thought of the customer about the implementations and to identify the design fault points that he may have noticed]*

[User has experience on the flow of the application because we already shared the prototype with him by using screen sharing while the conference.]

Expected Actions:

1. Navigate to different UIs in the application and identify flaw points.
2. Select the payment method using the payment option providing in the cart.

## 2: [Task 2]

According to this task user should find their placed order and rate , according to dealer.

This task has multiple touch points, and the user may easily forget to think aloud. If that occurs, encourage him/her to do so by saying:

1. Is that what you expected to see?
2. How do you compare this with the original one?

Expected Actions:

1. Navigate to different UIs in the application and identify flaw points.
2. User find relevant order for rate the relevant dealer as he want.

### 3: [Task 3]

As a third task user allows to check their personal details on this application. What did customers think of the general navigation techniques that we have implemented so far, once they had gone through the prototype and had some sort of notion how this flow works? Because, when compared to the actual product, the navigation is the most significant flaw we discovered.

#### Expected Actions:

1. Navigate to different UIs in the application

These tasks address the different navigation gestures implemented in the design.

2. Do you find it difficult to access the navigation buttons because of its positioning in the interface?
3. What user interfaces you may think should have most ease of access because you think, the users may access them very frequently than the others

### 6: Debriefing

Great! I think we are done with all of our question for you. We work on it. And Thank you so much for your valuable time for sharing your ideas with us and giving your suggestions to make our project more success, and also we have to mention that we will work on it what you suggest for us and this will be more helpful for our project. Thank you!!



**Script 02:**

Product Area: Litro gas Home Delivery Mobile Application

User Type: Gas Dealer

Duration: Approx. 08.37 minutes

Hi Mr. Avishka, thank you for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work.

We selected you for this task because you are litro gas dealer. So, I'll be giving you some prototype user interfaces to investigate and then asking questions as we go along. Before I give you the prototypes, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

We selected Litro Gas Home Delivery mobile app to investigate, and we found some issues. Then we rebuild that application. Specially we want to mention that, this is only for educational purposes.

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.

Now I share our prototypes in the screen sharing and I will give you the access. So you can go through it and you can do an investigation on it.

1. Welcome – Thanks – Introductions.
2. Explanation of research team? Why we're testing our product.
3. Are you familiar with Pizza hut SL App?
4. Explain the session – how it will work (left side of this page)
5. Confirm time frame. Talk about sound, recording, etc.
6. Confirm the demographic information you have. This should be available from the screener.

**Moderator Notes**

The objectives of this session is,

1. User's idea about the overall implementation
2. Satisfaction of the User.

## 2: [Task 1]

Directed to the login page as a already login user.

*[Background information on goal.*

*Example: we have already shared the version 1 of the prototype with him and, what we are looking in this section is, the overall thought of him about the implementations and to identify the design fault points that he may have noticed]*

Expected Actions:

1. Navigate to different UIs in the application and identify flaw points.
2. Try to use the different features of the prototype.
3. Explain the experience got by the user in interacting with the prototype.

## 2: [Task 2]

To check the Shop and dealer's details which is apereas on the application

*[Background information on goal.*

*Example: we have already shared the version 1 of the prototype with him and, what we are looking in this section is, the overall thought of him about the implementations and to identify the design fault points that he may have noticed]*

Expected Actions:

1. Navigate to that UI through the bottom bar and identify the flaw points.
2. Try to use the different features of the prototype.
3. Explain the experience got by the user in interacting with the prototype.

## Debriefing

Yes Sure Mr. Avishka. We work on it. and thank you so much for your valuable time for sharing your ideas with us and giving your suggestions to make our project more success, and also we have to mention that we will work on it what you suggest for us and this will be more helpful for our project. Thank you!!

## Video Evidence

Video link 01: - (with Mr. Sanka)

<https://web.microsoftstream.com/video/088f385e-aa31-4089-a0f6-e50898f04ac8?list=studio>

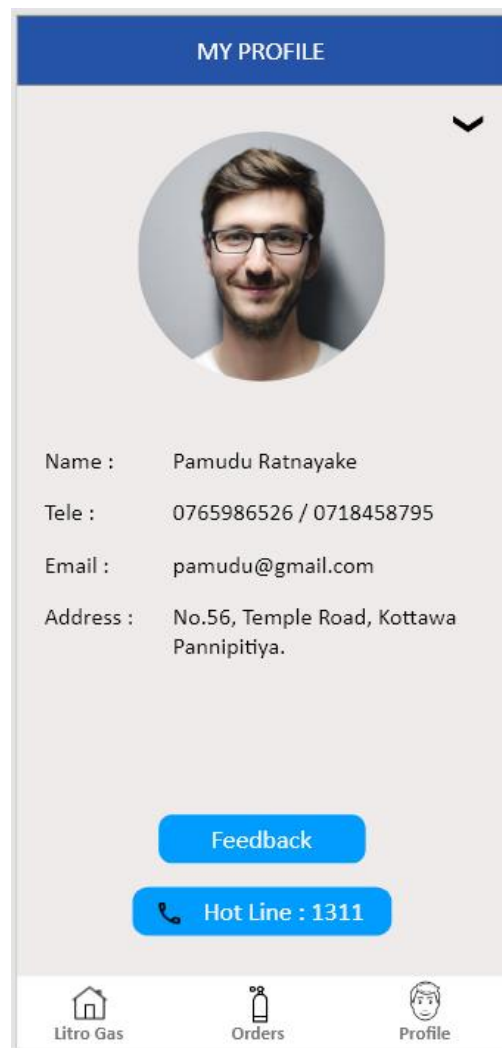
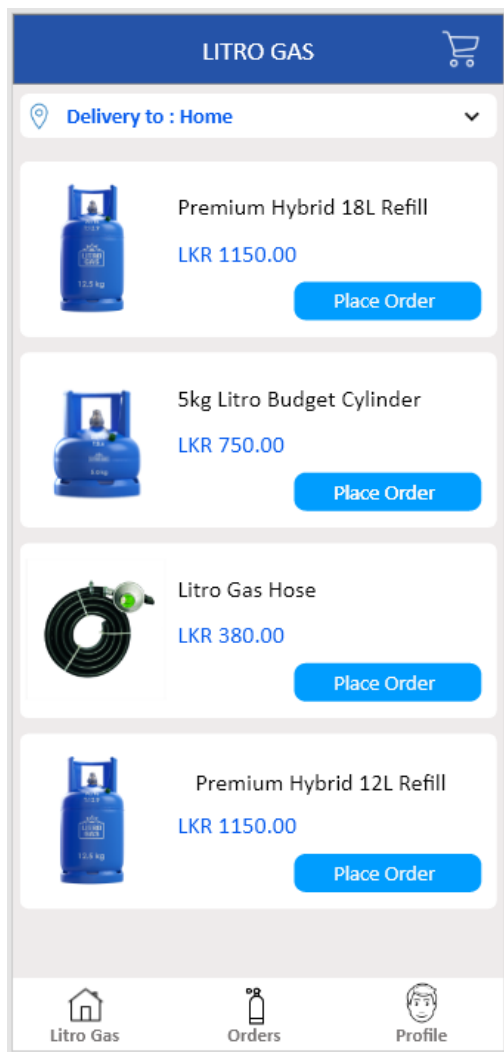
Video link 02: - (with Mr. Avishka)

<https://web.microsoftstream.com/video/33eeceab-c726-48ed-99de-8b5d037d5f4e?list=studio>

# Prototypes Version 02

User Side: - <https://xd.adobe.com/view/a237da97-8583-484c-9c06-7e44ffe223a2-f764/>

Dealer Side: - <https://xd.adobe.com/view/b12eabae-f36e-4a13-8ef6-cb93a82b4644-e47d/>



MY ORDER HISTORY

Current Orders

Current Orders

Date

01/08/2021

Order ID

O10012

Dealer

Milan Sampath

Total

LKR. 2280.00

Address

No.56, Temple Road,  
Kottawa,  
Pannipitiya

Address

Qut

Price

Hose

2


780.00

Cylinder


1

1780.00


Review




Litro Gas




Orders



Profile



SELECT DEALER



Sort By 

2 - 5 km

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00

MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama

Tel: 0708459852

Distance: 5.008 km

Delivery Charge: LKR 350.00


MINROSE GAS SHOP

Yatadola road, darga town, Aluthgama


Tel: 0708459852

Distance: 5.008 km


Delivery Charge: LKR 350.00



Litre Gas



Orders



Profile

←

MY CART

Total Price

LKR 2280.00

Payment method

VISA

MasterCard

AMERICAN EXPRESS

Card Number

2254-2548-2151-8400

Valid untill


CVV

Name on Card

Pay Now

←

PRODUCT



Premium Hybrid 18L Refill

LKR 1150.00

Select Quantity

−

2

+


Total

LKR 2986.00

Add to Cart

←

MY CART



Premium Hybrid 18L Refill

×


Quantity

3

↕

Price

LKR 4020.00



Litro Hose

×

Quantity

2

↕

Price

LKR 1150.00

+ Add More Product

Clear Cart

Delivery to:

No.56, Temple Road, Colombo

Change

Payment Method

Cash

Select Dealer

MY ORDER HISTORY

Current Orders

Current Orders

How was your experience?

★

★


★

★


★

Write your reviews.....


Submit



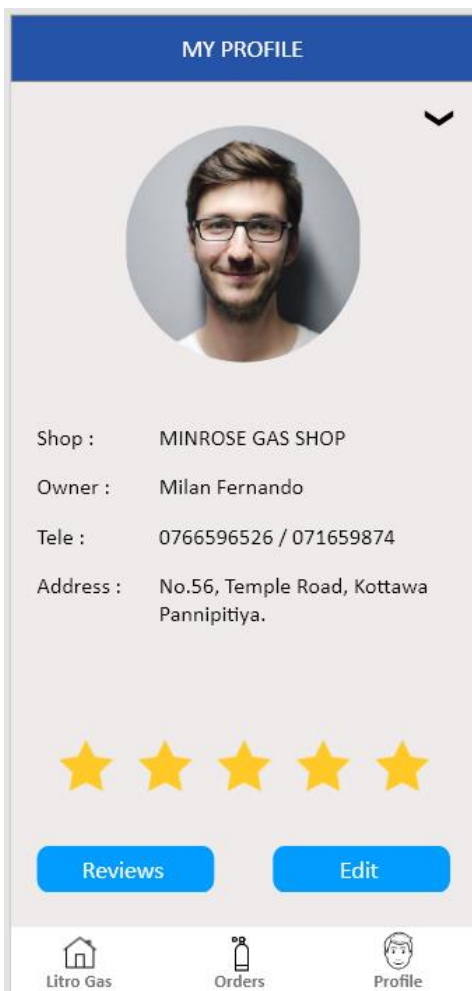
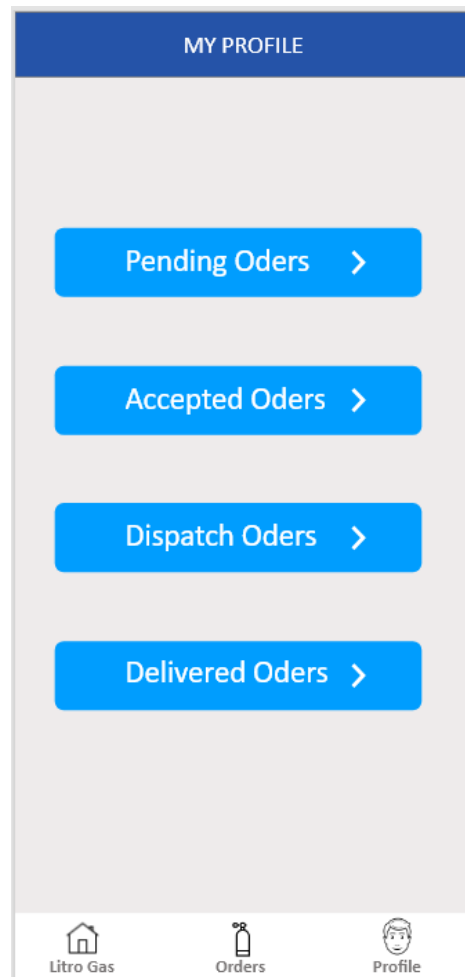
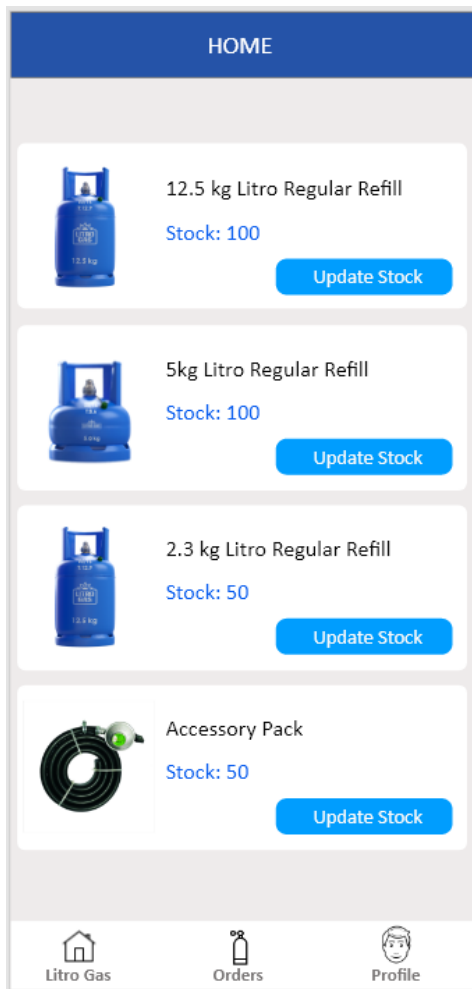
Litro Gas



Orders



Profile



## Individual Contribution

Registration No	Name	Contribution
IT19993416	P.M. Ratnayake	<ul style="list-style-type: none"><li>• Design version 1 prototype</li><li>• Design version 2 prototype</li><li>• Wireframes and sketches for<ul style="list-style-type: none"><li>▪ Add Address</li><li>▪ Home Page (User)</li><li>▪ My Profile</li></ul></li></ul>
IT19965000	P.R.G.H.H. Bandara	<ul style="list-style-type: none"><li>• Design version 1 prototype</li><li>• Design version 2 prototype</li><li>• Wireframes and sketches for<ul style="list-style-type: none"><li>▪ Product</li><li>▪ Cart</li><li>▪ Order Summery</li></ul></li></ul>
IT19990446	P.L.J.O Cooray	<ul style="list-style-type: none"><li>• Design version 1 prototype</li><li>• Design version 2 prototype</li><li>• Wireframes and sketches for<ul style="list-style-type: none"><li>▪ Select Dealer</li><li>▪ Home Page(Dealer)</li><li>▪ Orders (Dealer)</li></ul></li></ul>
IT19985428	K.D.M.M. Rathnasiri	<ul style="list-style-type: none"><li>• Design version 1 prototype</li><li>• Design version 2 prototype</li><li>• Wireframes and sketches for<ul style="list-style-type: none"><li>▪ Payment Methods</li><li>▪ Past Order</li><li>▪ Rate &amp; Review</li></ul></li></ul>



