

IT3050 – User Experience engineering
Identify fail-points/blockings in the key-user flow(s)

Semester 2, 2021

Group: - 2021S1_JUNE_WD_12
App: - Litro Gas Home Delivery

Video Link 01: - <https://drive.google.com/file/d/1s5yy8n04dWfXPKLoH6N1D1LXIaAtyVIZ/view?usp=sharing>

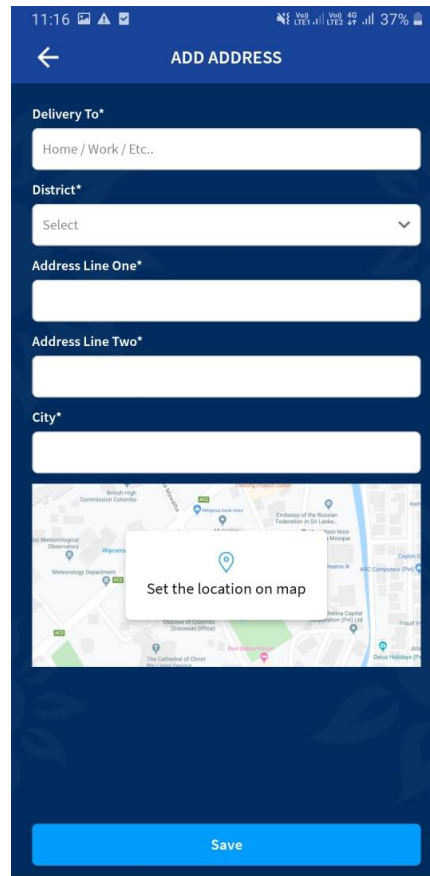
Video Link 02: - <https://drive.google.com/file/d/1dDzv2IkluNy9MKaPJ8Ryzij7BuEqYd6-/view?usp=sharing>

IT19993416 P.M. Ratnayake	Fail-points/blocking (01)	Fail-points/blocking (02)
Fail-points/blocking	<p>In the “Add Address” interface there is a field called ‘Delivery To’. It’s a text input box but that field contains only few selections and also user can enter any characters in that field. So that field should have dropdown menu to select. And Users can enter a different location as their address by manually and also their can select any location from the map. When they submit that address interface, both two different addresses (manually entered and the selected address on the map) will submit.</p>	<p>Users could not be able to edit their information which are displaying in the User Profile. If user wants to change their information, they have to create a new account. Users cannot delete their account.</p>

Evidence

<<Screenshots>>

<<Video timeline>>



Video 01: - 01.10 – 02.08



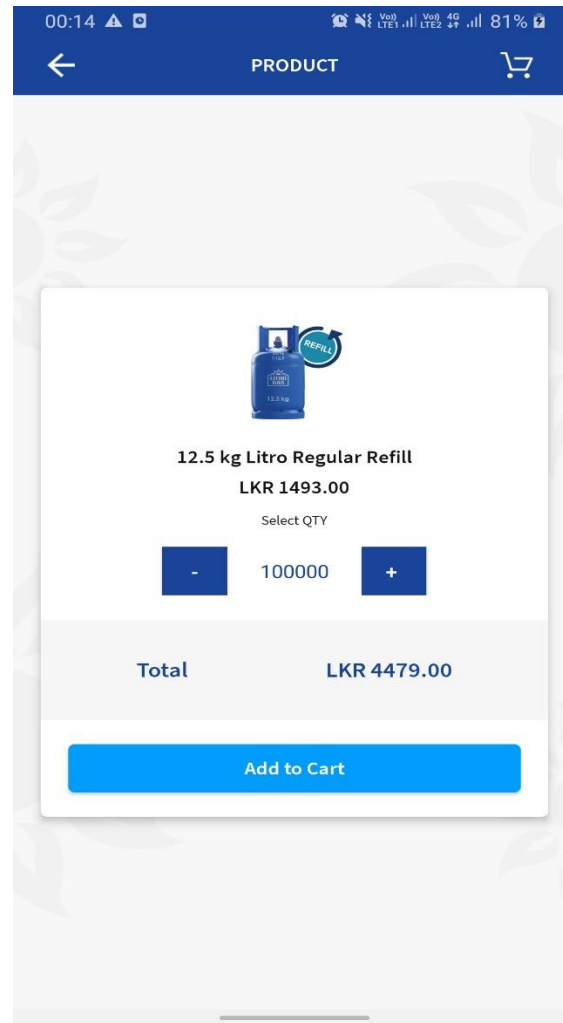
Video 01: - 02.10 – 02.25

IT19965000 P.R.G.H.H. Bandara	Fail-points/blocking (01)	Fail-points/blocking (02)
Fail-points/blocking	<p>When user making an order, they can enter any item quantity that they want for the relevant item as they want. There is not any limit for the item quantity and no any validation for that. Navigation for the order process also not good. Users cannot see their past orders correctly.</p>	<p>Once user add an item to the cart, he cannot edit that item. Only he can delete it. It would be a worst experience for users. Users cannot see the total amount of his cart at that time. When user is in the cart interface, he cannot select the delivery address that he want that order to deliver. He cannot change that delivery address.</p>

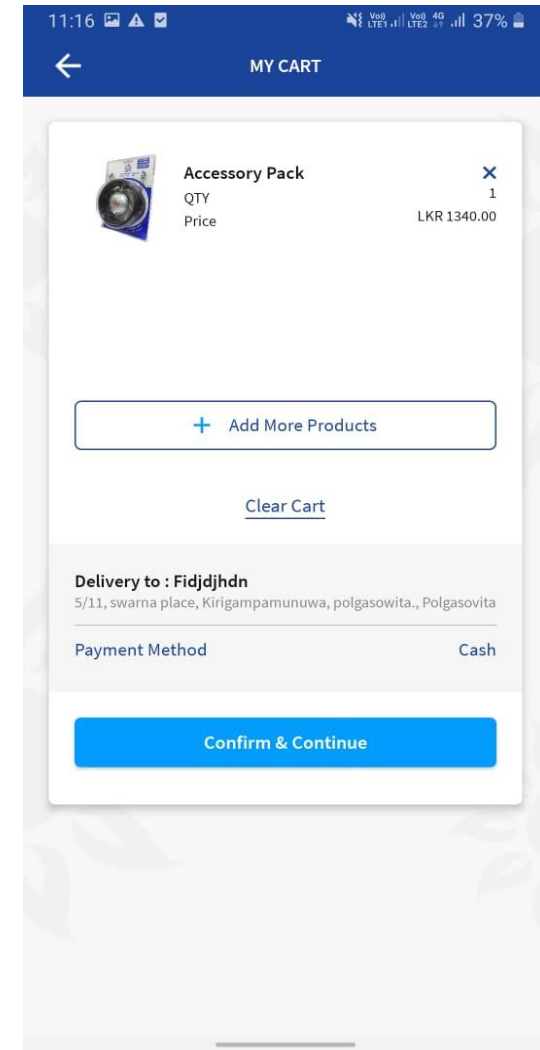
Evidence

<<Screenshots>>

<<Video timeline>>



Video 02: - 01.28 – 01.43



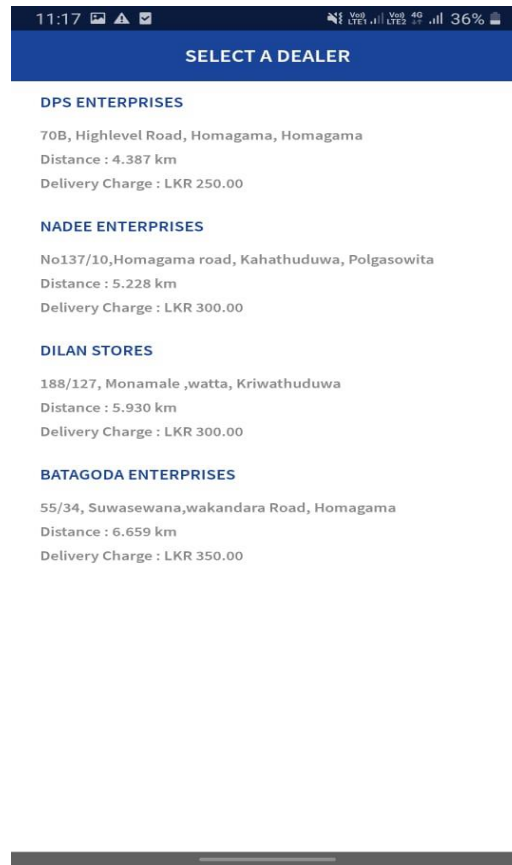
Video 01: - 02.40 – 02.54

IT19990446 P.L.J.O. Cooray	Fail-points/blocking (01)	Fail-points/blocking (02)
Fail-points/blocking	<p>When user make the order and try to select the dealer what he wants, there is less information about dealers. At least there is no any contact information about that relevant dealer. And also user cannot filter those dealers such as nearest dealer. User cannot add any note for the dealer, when he selecting that relevant dealer.</p>	<p>When selecting a dealer, user will not be displayed the availability quantity that relevant dealer has. For update that quantity dealer does not have any profile to manage also.</p>

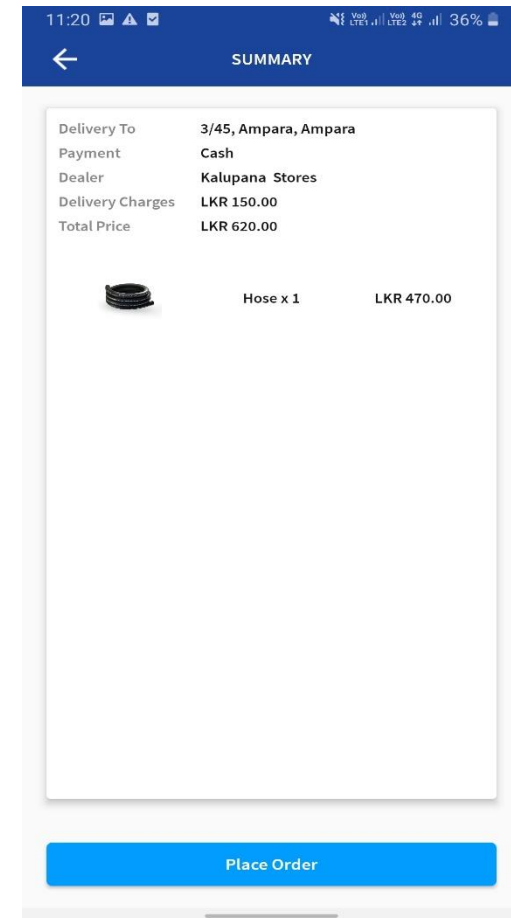
Evidence

<<Screenshots>>

<<Video timeline>>



Video 01: - 01.32 – 01.44



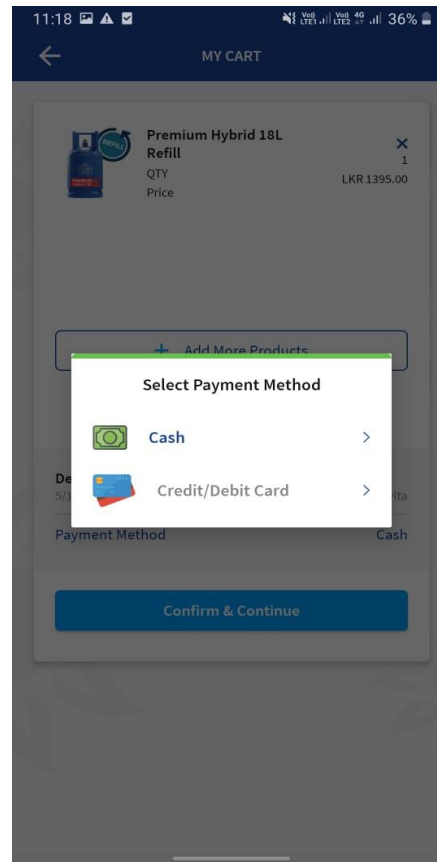
Video 01: - 02.15 – 02.32

IT19985428 K.D.M.M. Rathnasiri	Fail-points/blocking (01)	Fail-points/blocking (02)
Fail-points/blocking	<p>In the payment interface, users cannot click on the card payment as the payment method. It is not clickable. When selecting the payment method he cannot see the total amount of that relevant order. There is no any receipt for that.</p>	<p>User cannot give their rating or reviews according to their order experience. They cannot rate the service of the selected dealers. And also users cannot complaint about any issues, there is not any way to complaint any issues. And tracking the order status</p>

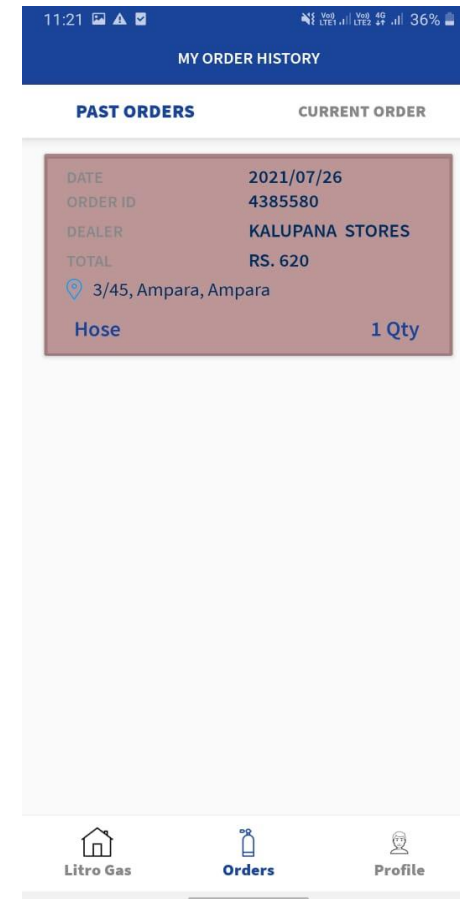
Evidence

<<Screenshots>>

<<Video timeline>>



Video 02: - 02.20 – 02.35



Video 02: - 02.58 – 03.10