

### Software Engineering – Year 3 Lab sheet 05

### IT3050 – User Experience engineering

**Semester 2, 2021** 

Andaraweera D.H. IT19963884	01 Fail-points/blocking		02 Fail-points/blocking	
	Users gets an alert called "Failed to fetch service requests" if there are no service request records in the database when entering the service history activity.		In the service history, which the activity that shows all the service requests that has been submitted by the us in a card view using a recycler view is not properly aligned with the screen. The top of the recycler view is the middle of the screen.	
	My History		My History	
Evidence	Ongoing History		Ongoing History	
	Alert Failed to fetch service requests  OK No SRs found		Television 10:00 on Mon, 5 Jul 2021  THUSHARA ELECTRONICS - MAHARA  * 0  View Invoice >	
	sharing.	LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=	Interview Link -  https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/w?usp=sharing	
	Timeline - 1:24 – 1:42		Timeline - 2:20 – 2:44	



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Kottegoda T.H. IT19964706	01 Fail-points/blocking	02 Fail-points/blocking			
Fail-points/blocking	The service request days are not validated according to the availability. A user can even place a request on an inaccessible date, and the user will have to face the bad consequences later through the application				
Evidence	Hot Water Showers Rep  Select Date  JUL, 2021  Thu  22  23  24  24  25  MA 2021  Select Time-Slot  Anytime Morning Evening  09:00 AM  10:30 AM  10:30 AM  12:00 PM  12:30 PM  01:00 PM  Proceed  Interview Link -  https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/visharing  Timeline 5:31 -6:04	Hi Hashen Kottegod Need o help?  Hassle-Free Service On-Time Assurance Our Service  Our Service  Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALE KTYvox2tvVyNV/view?usp=sharing Timeline 1:42-2.03			



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Thilakarathne M.H.K.T.S. IT19972244	01 Fail-points/blocking	02 Fail-points/blocking	
Fail-points/blocking	the contact number. The interface was poorly designed too.	The fields in the Profile interface are not labeled and only display the details of the user. A proper edit button has not implemented.  In the Edit Profile UI, the details will not be validated when updating. Input fields are also very small.	
Evidence	SINGER COTE  Cal: 0115400400	Profile Logout  Profile Logout  Frofile Logout  For Lo	
	Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=s haring Timeline: 01:42 - 02:03	Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/ view?usp=sharing Timeline: 02:45 - 03:05	



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P.M.P.P. Palihena IT19993966	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Customers can login to the app after OTP verification, but some customers experience errors like "message has stopped' Therefore, it is very difficult them to login	Though several options are displayed in home page, a few of them are not available. for example, fan repair service is not available.
Evidence	Login/Signup  Enter the OTP  who are at a figgrave foundation rode in the glave modification	Hi Thorinda Hashen  Jeand a rheip?  Hatsles-Free Service One-Time Assurance One-Time Assurance  Geo Dans Report  Bengand  Bengand  Bengand
	Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp= sharing Timeline - 1:00 - 1:24	Interview Link -  https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEI KTYvox2tvVyNV/view?usp=sharing Timeline - 2:03 - 2:21