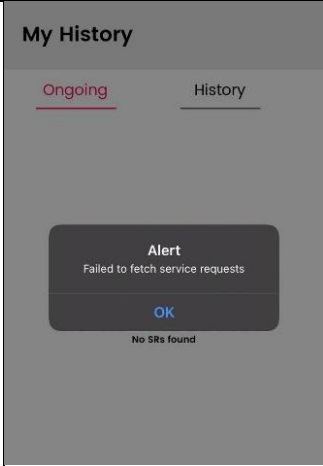
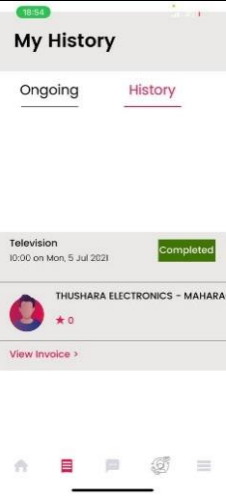


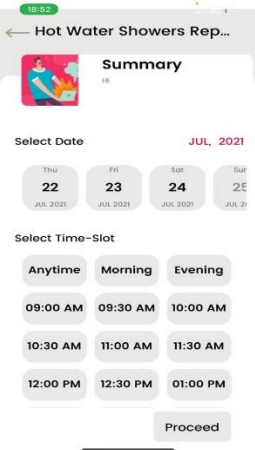
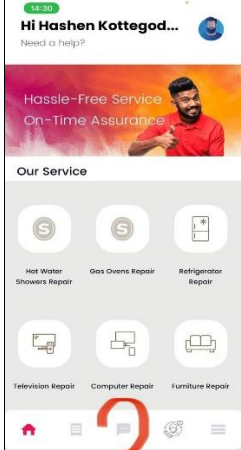
IT3050 – User Experience engineering
Semester 2, 2021

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

Andaraweera D.H. IT19963884	01 Fail-points/blocking	02 Fail-points/blocking
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 user in a card view using a recycler view is not properly aligned with the screen. The top of the recycler view is at the middle of the screen.
Evidence	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing</p> <p>Timeline - 1:24 – 1:42</p>	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing</p> <p>Timeline - 2:20 – 2:44</p>

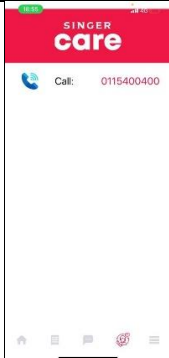
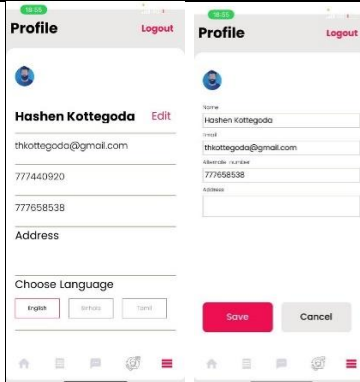
IT3050 – User Experience engineering
Semester 2, 2021

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

	01 Fail-points/blocking	02 Fail-points/blocking
Kottegoda T.H. IT19964706		
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	There is no way for a user to get support buy chatting or by sending an inquiry through the application
Evidence	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing Timeline 5:31 -6:04</p>	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing Timeline 1:42-2.03</p>

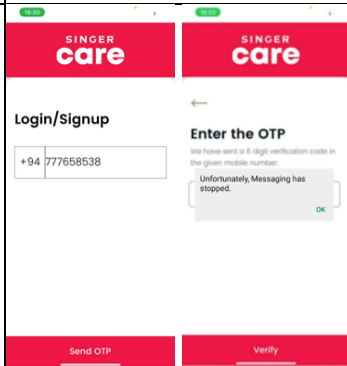
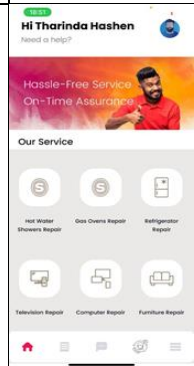
IT3050 – User Experience engineering
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Identify fail-points/blockings in the key-user flow(s)

	01 Fail-points/blocking	02 Fail-points/blocking
Thilakarathne M.H.K.T.S. IT19972244		
Fail-points/blocking	Lack of information in the Contact Us UI. This has only given 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	 Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing Timeline: 01:42 - 02:03	 Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing Timeline: 02:45 – 03:05

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

	01 Fail-points/blocking	02 Fail-points/blocking
P.M.P.P. Palihena IT19993966		
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	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing</p> <p>Timeline - 1:00 - 1:24</p>	 <p>Interview Link - https://drive.google.com/file/d/1LfSZX0zGSO8rFELALEIKTYvox2tvVyNV/view?usp=sharing</p> <p>Timeline - 2:03 - 2:21</p>