Sri Lanka Institute of Information Technology

User Experience Engineering – SE3050[2021/JUL]

UEE LAB SUMBISSION 06

Design Sketches, Wireframes and Prototypes

SingerCare App

2021S1_JUNE_WD_13

IT19963884 – Andaraweera D.H

IT19964706 – Kottegoda T.H

IT19972244 –Thilakarathna M.H.K.T.S

IT19993966 – Palihena P.M.P.P

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Contribution to the report

Register Number	Name	Contribution
IT19963884	Andaraweera D.H	Sketches, wireframes, and prototypes of • Ongoing request UI • Request history UI • Rate Service UI • Nothing Found UI • feedback respond UI
IT19964706	Kottegoda T.H	Sketches, wireframes, and prototypes of • Service repair UI • Add pickup details UI • Request status UI • Add inquiry UI
IT19972244	Thilakarathna M.H.K.T.S	Sketches, wireframes, and prototypes of • Splash screen • Profile UI • Update profile UI • Contact Us UI • Warranty UI • Warranty Success UI
IT19993966	Palihena P.M.P.P	Sketches, wireframes, and prototypes of • Select Language UI • Login UI • forgot password UI • sign up UI • Homepage

Member 01

IT19963884 Andaraweera D.H

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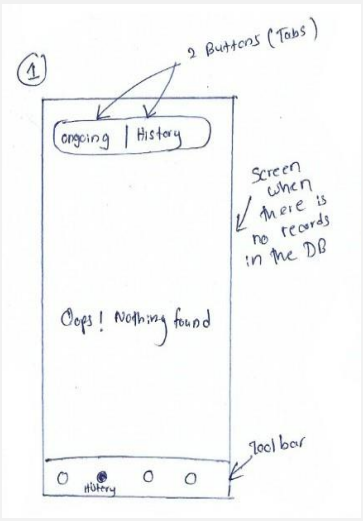		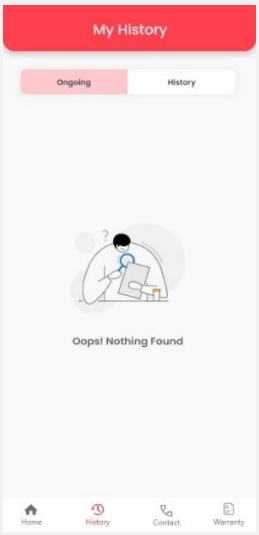

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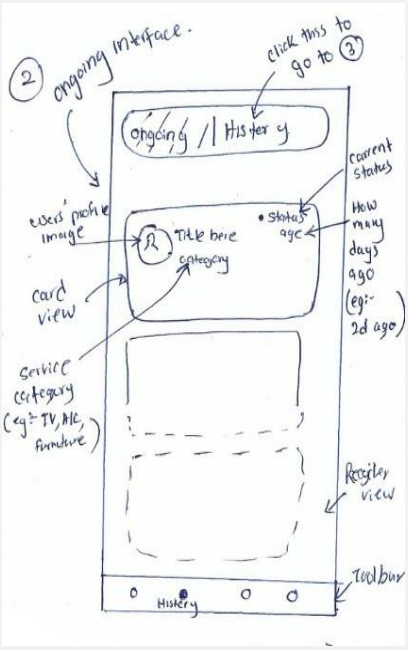	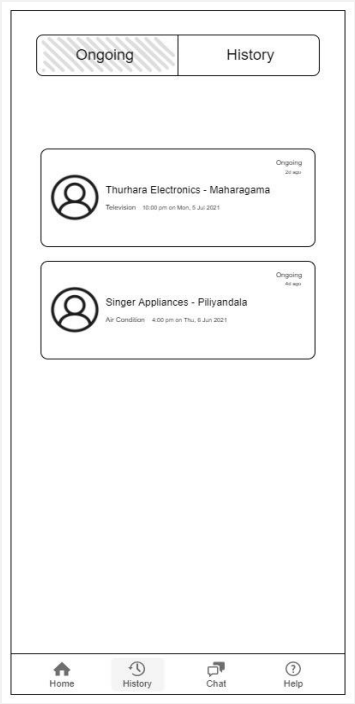	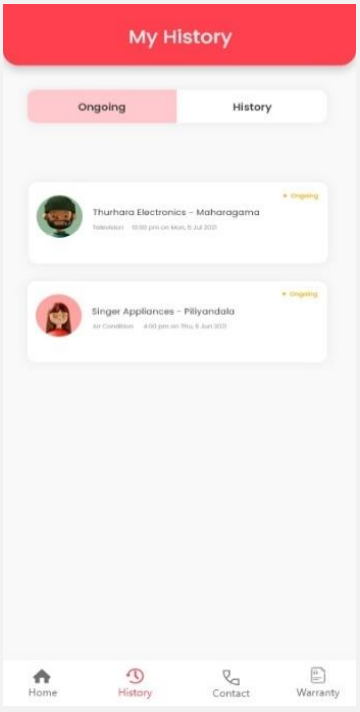

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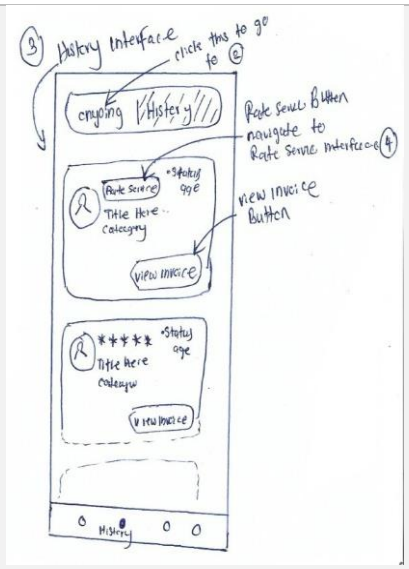	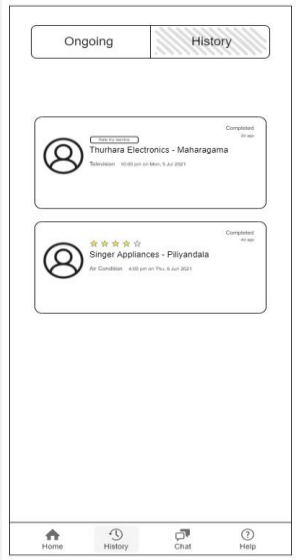	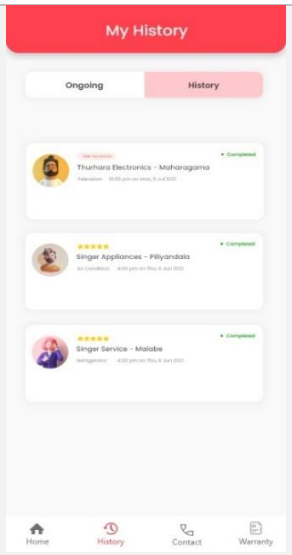

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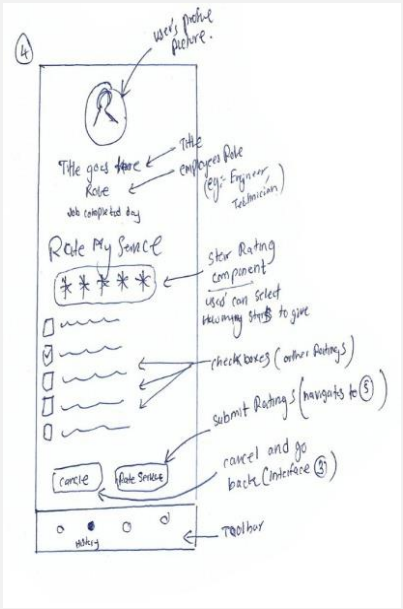	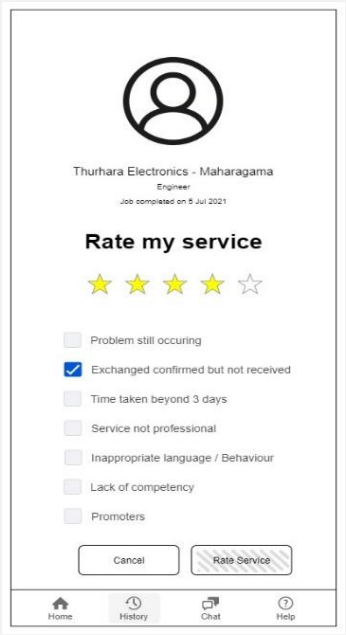	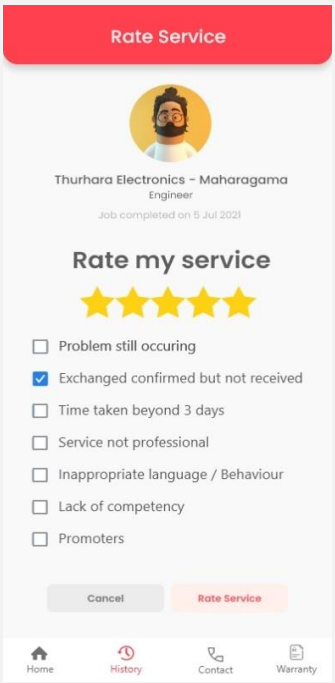

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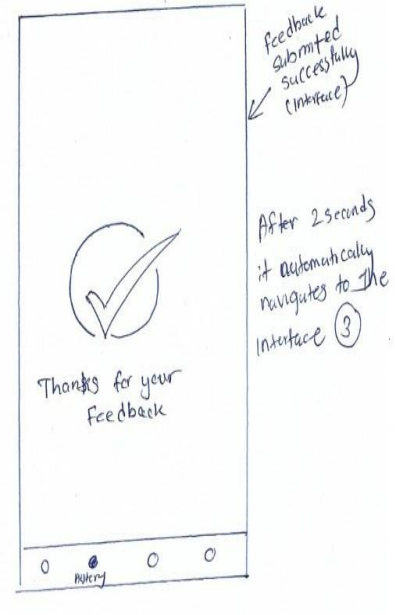
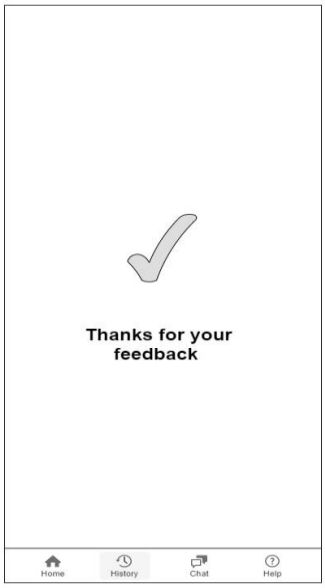
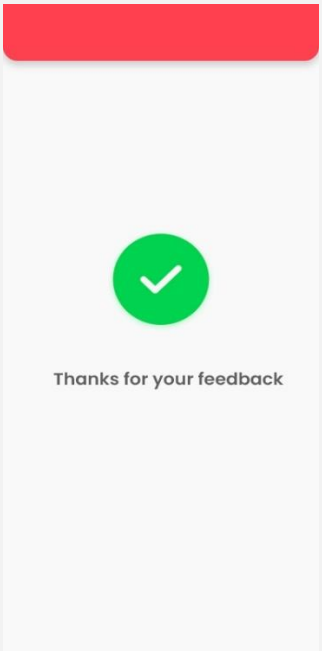
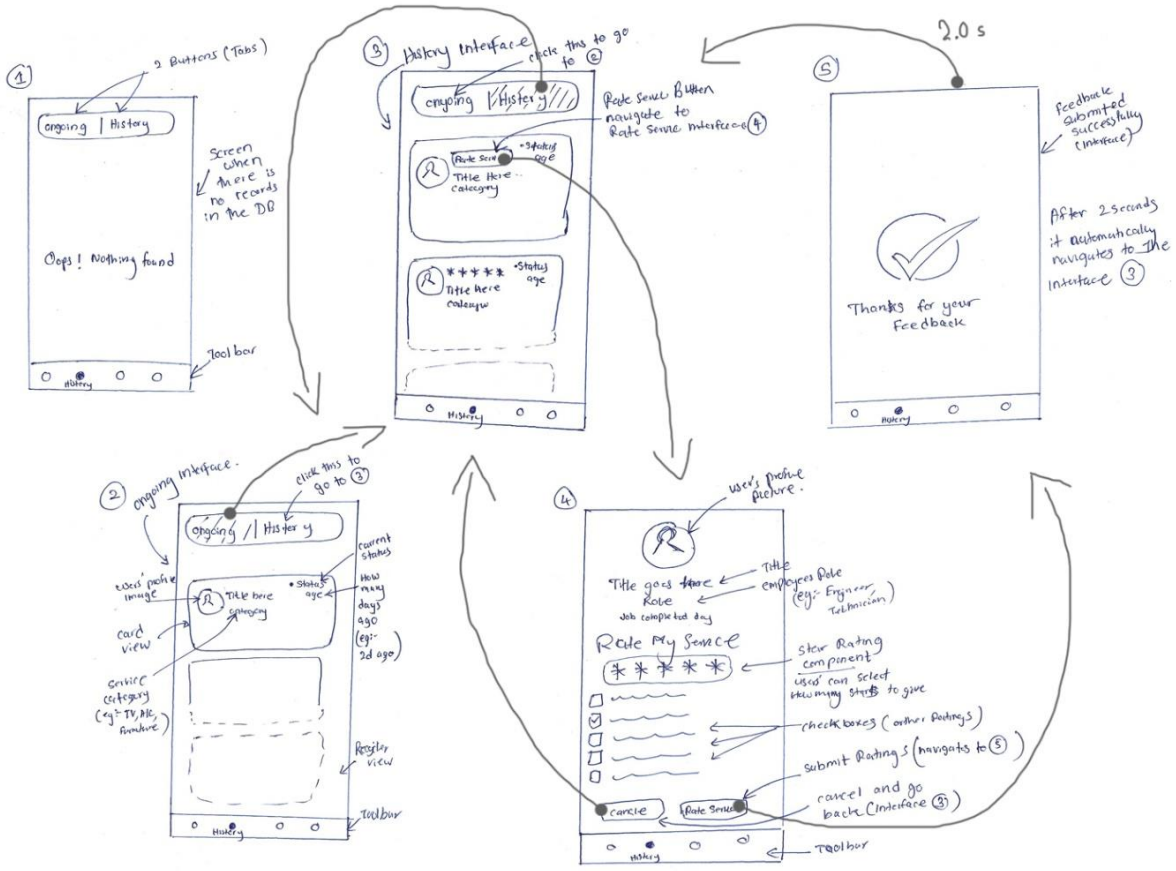
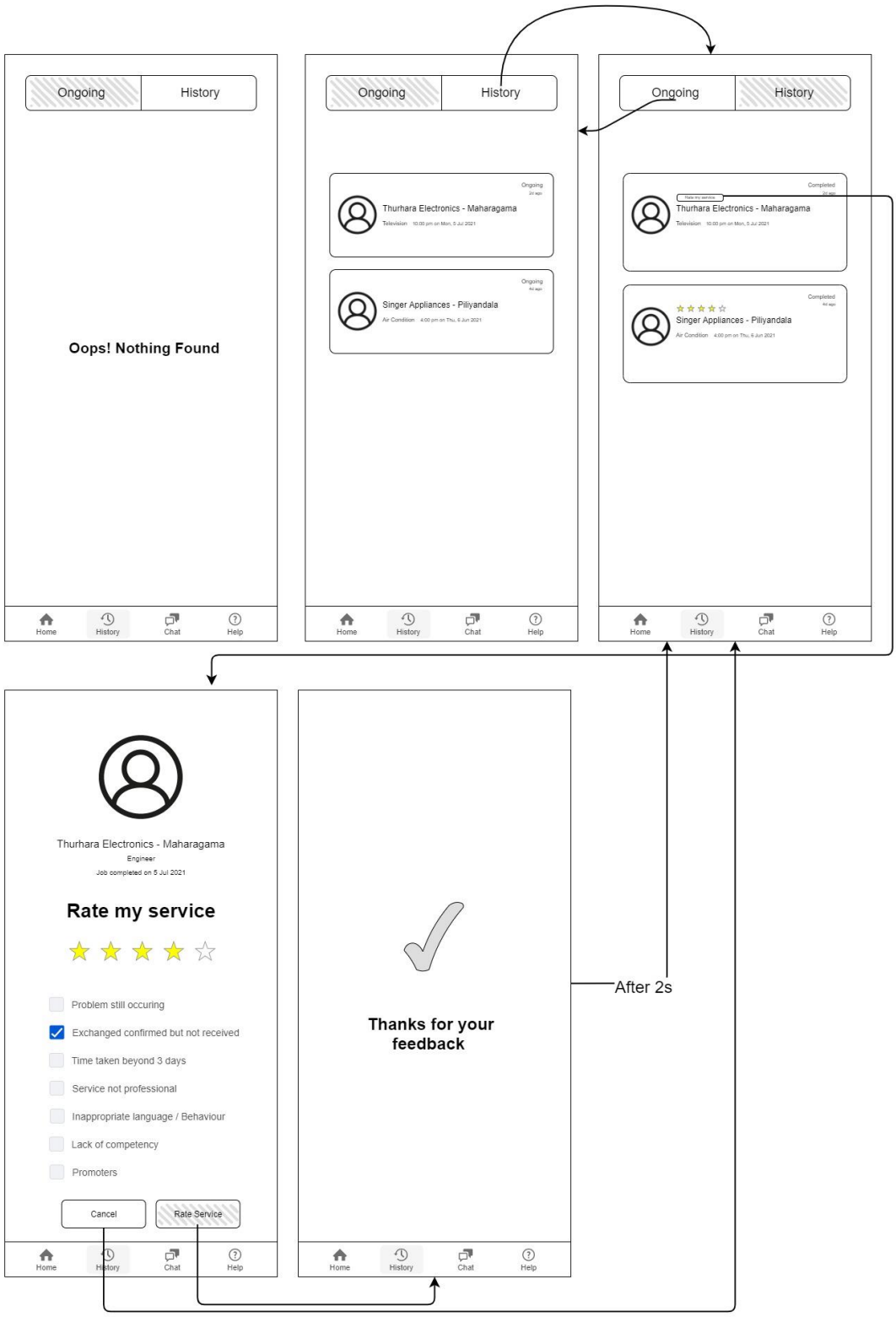
		

Connection of the sketch

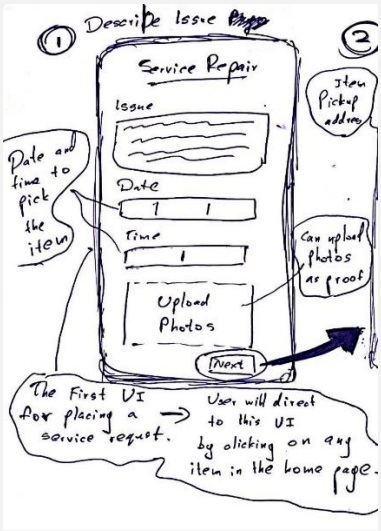
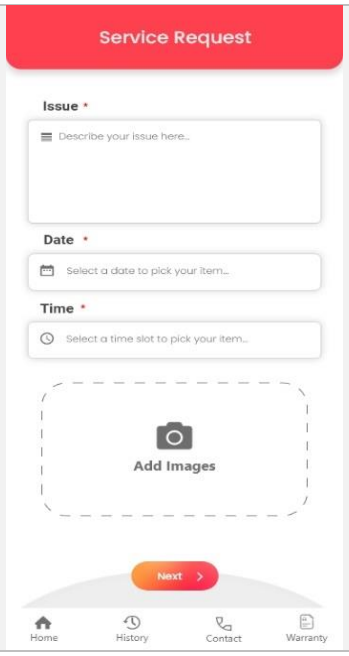


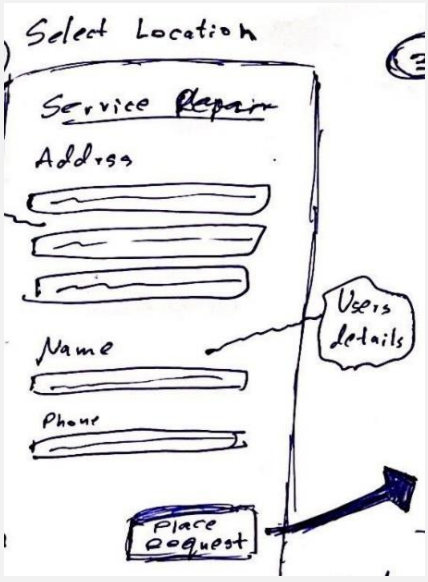
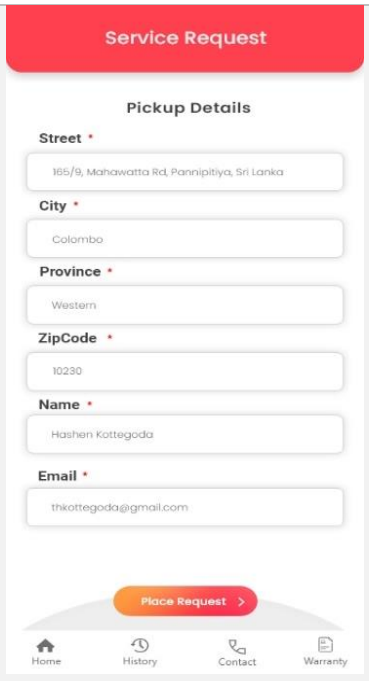
Connection of the wireframe

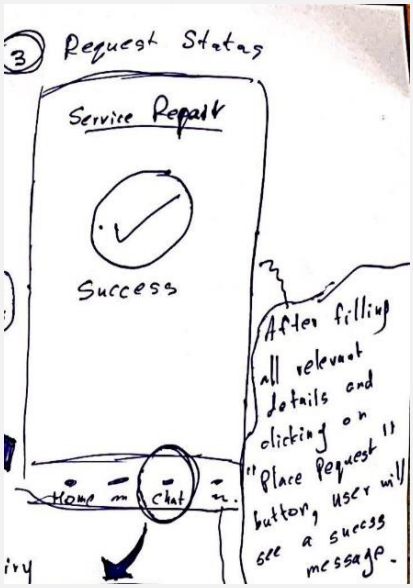
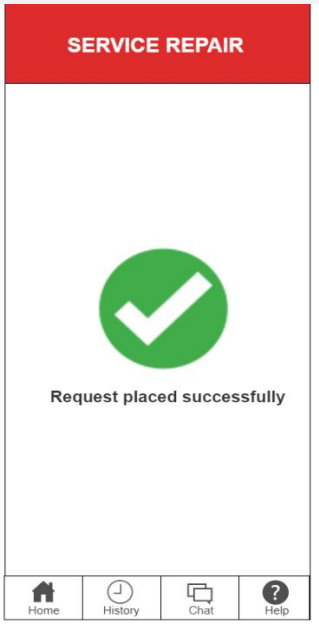
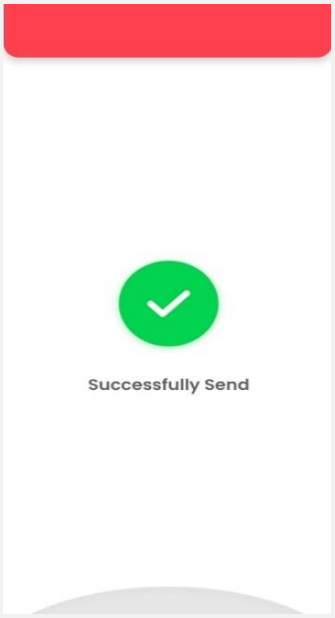


Member 02

IT19964706 Kottegoda T.H

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

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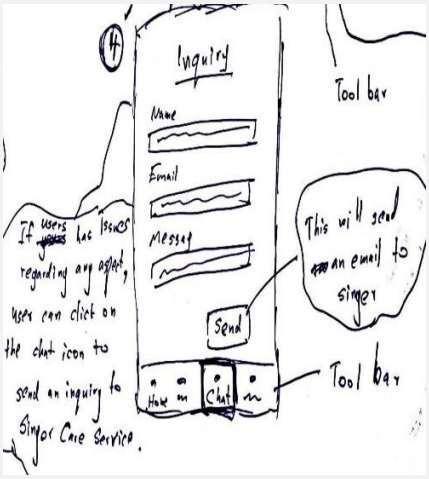
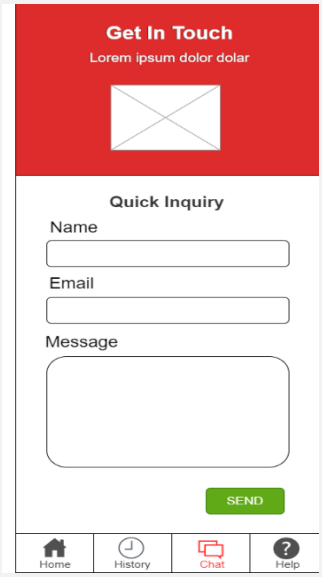
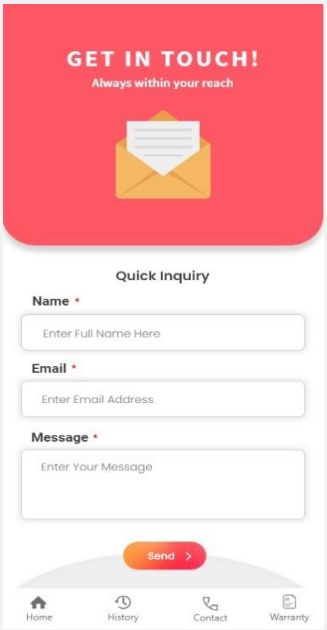
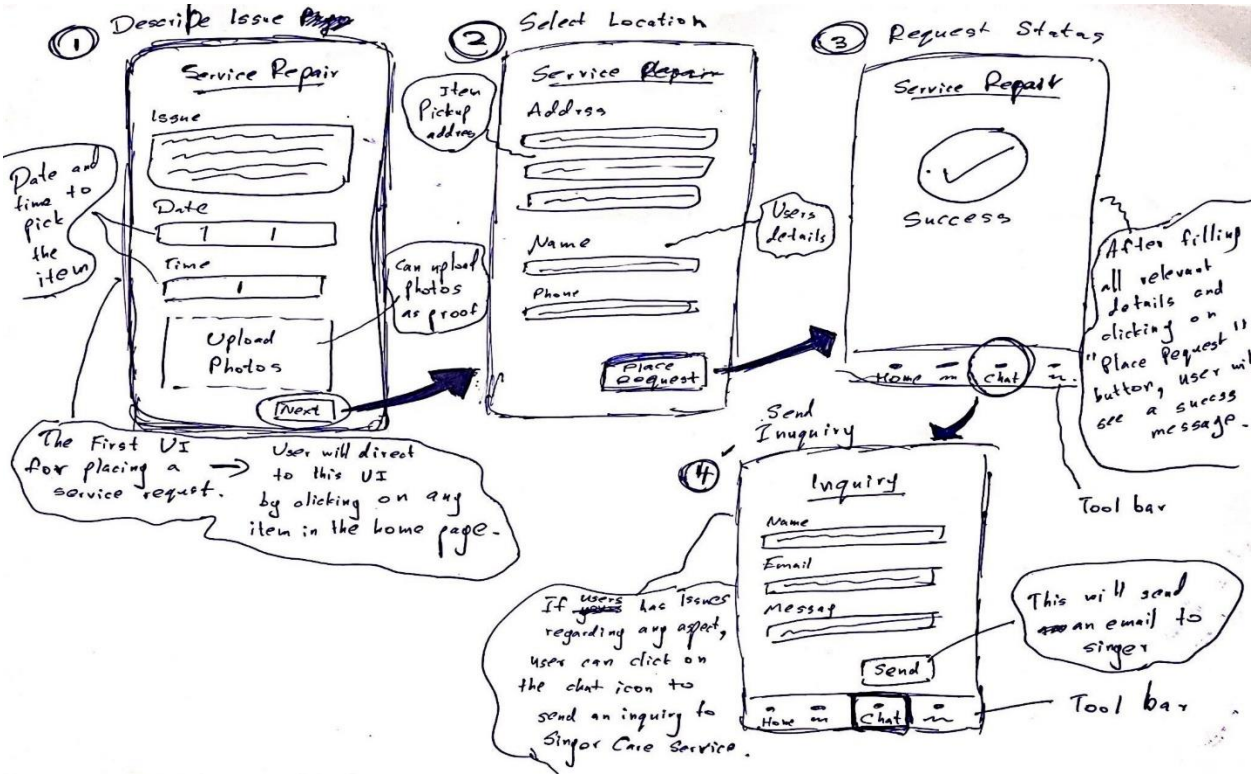
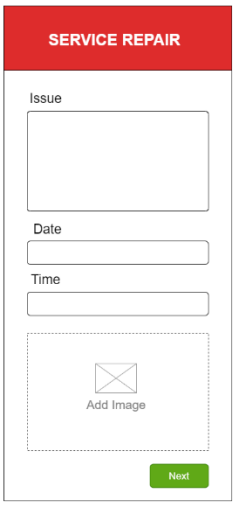
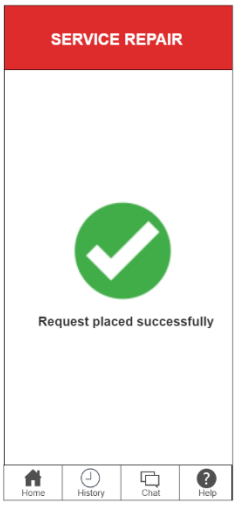
		

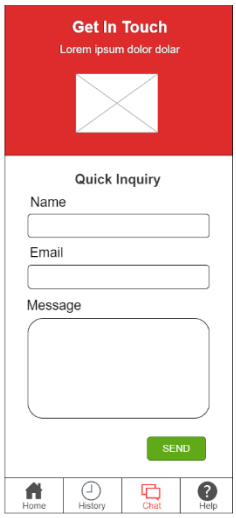
Connection of the sketch



Connection of the wireframe

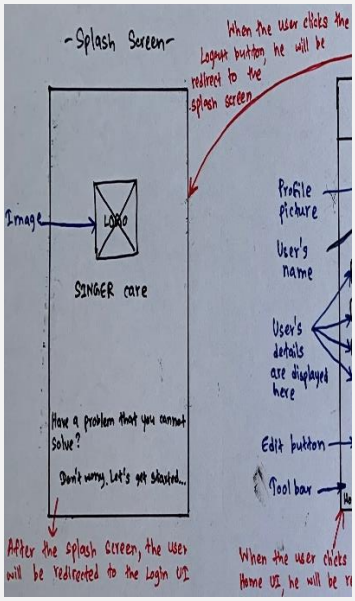
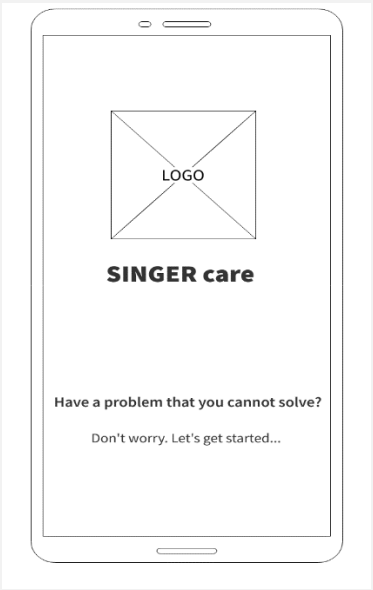
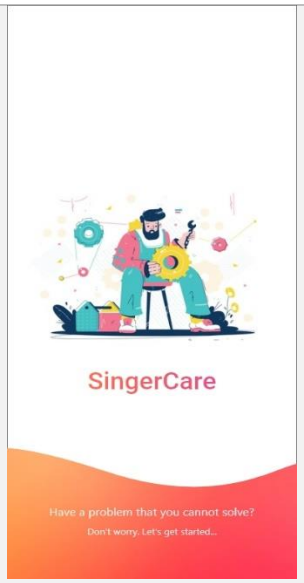






Member 03

IT19972244 – Thilakarathna M.H.K.T.S

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

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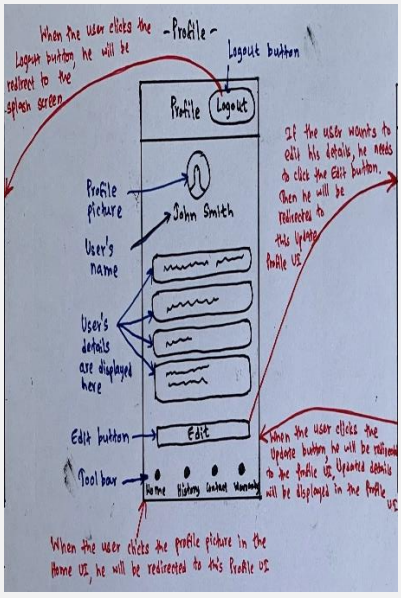		

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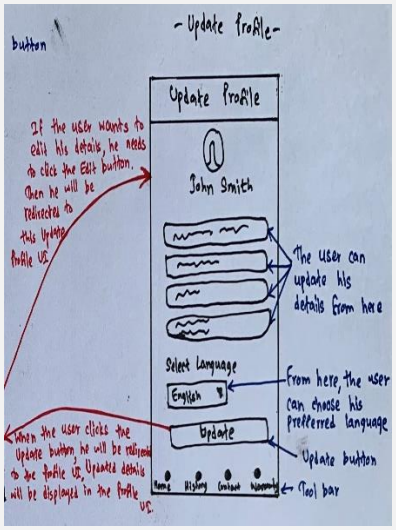	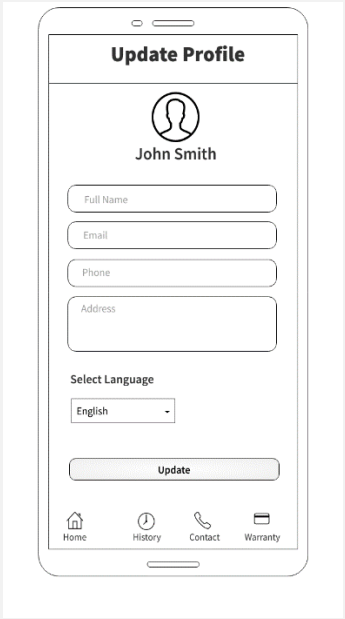	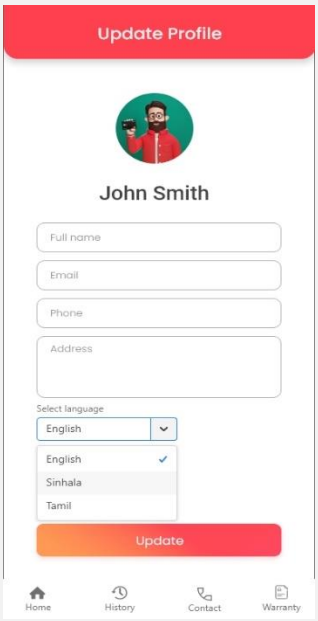

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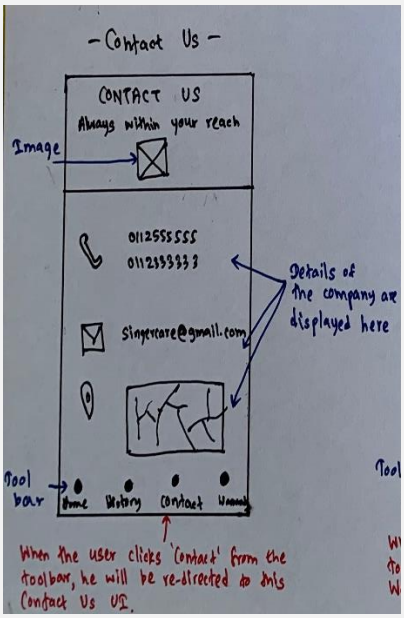		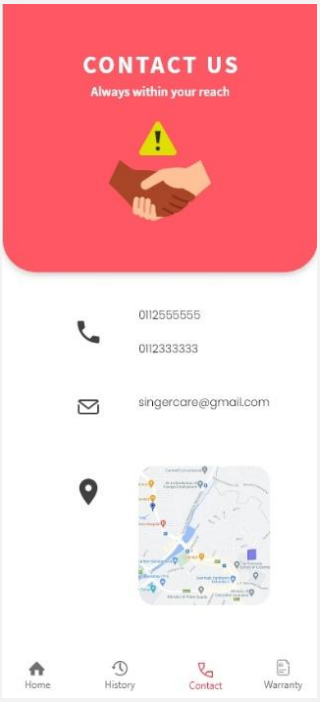

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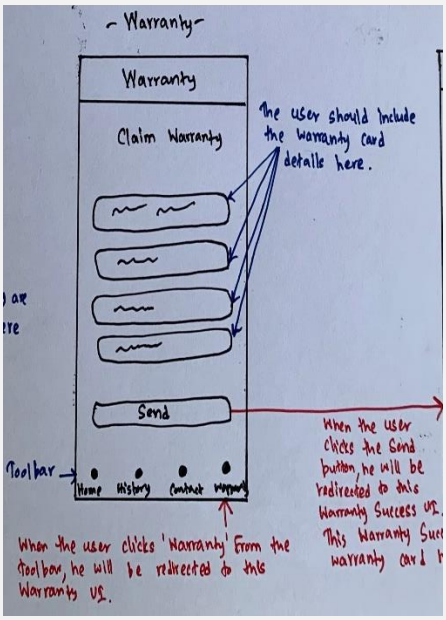	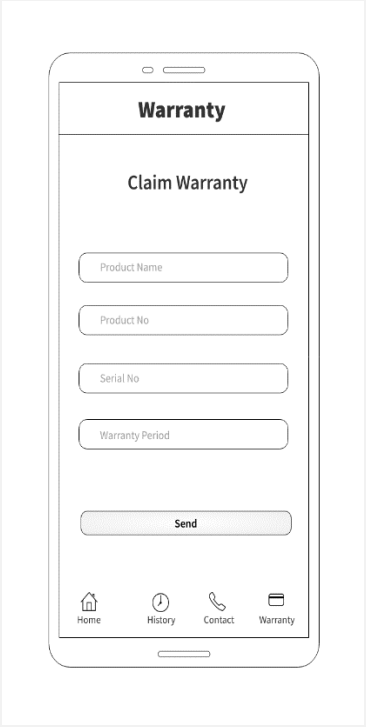	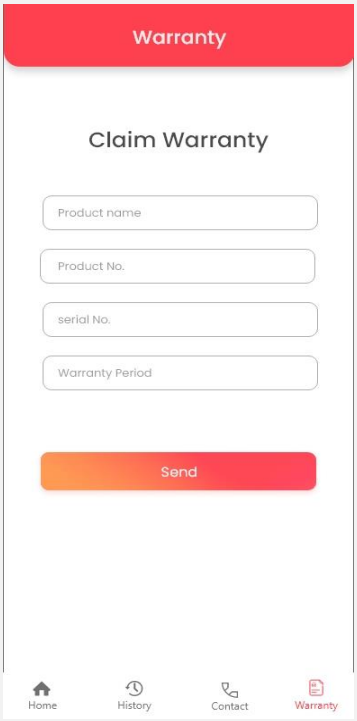

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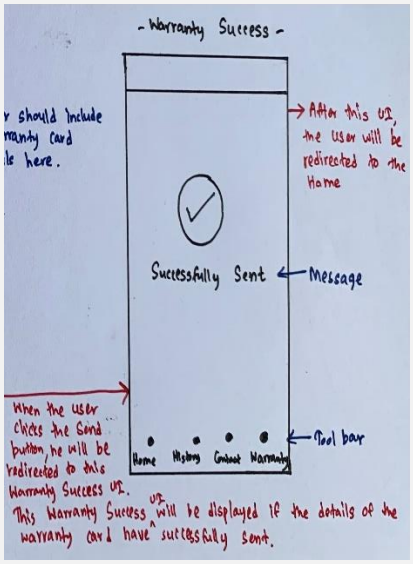
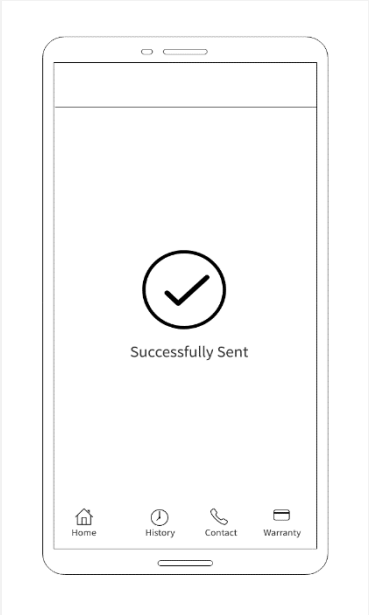
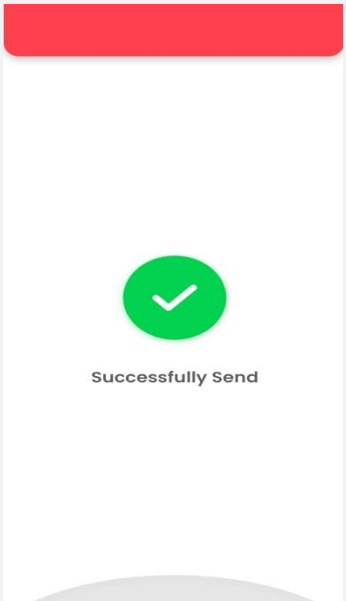
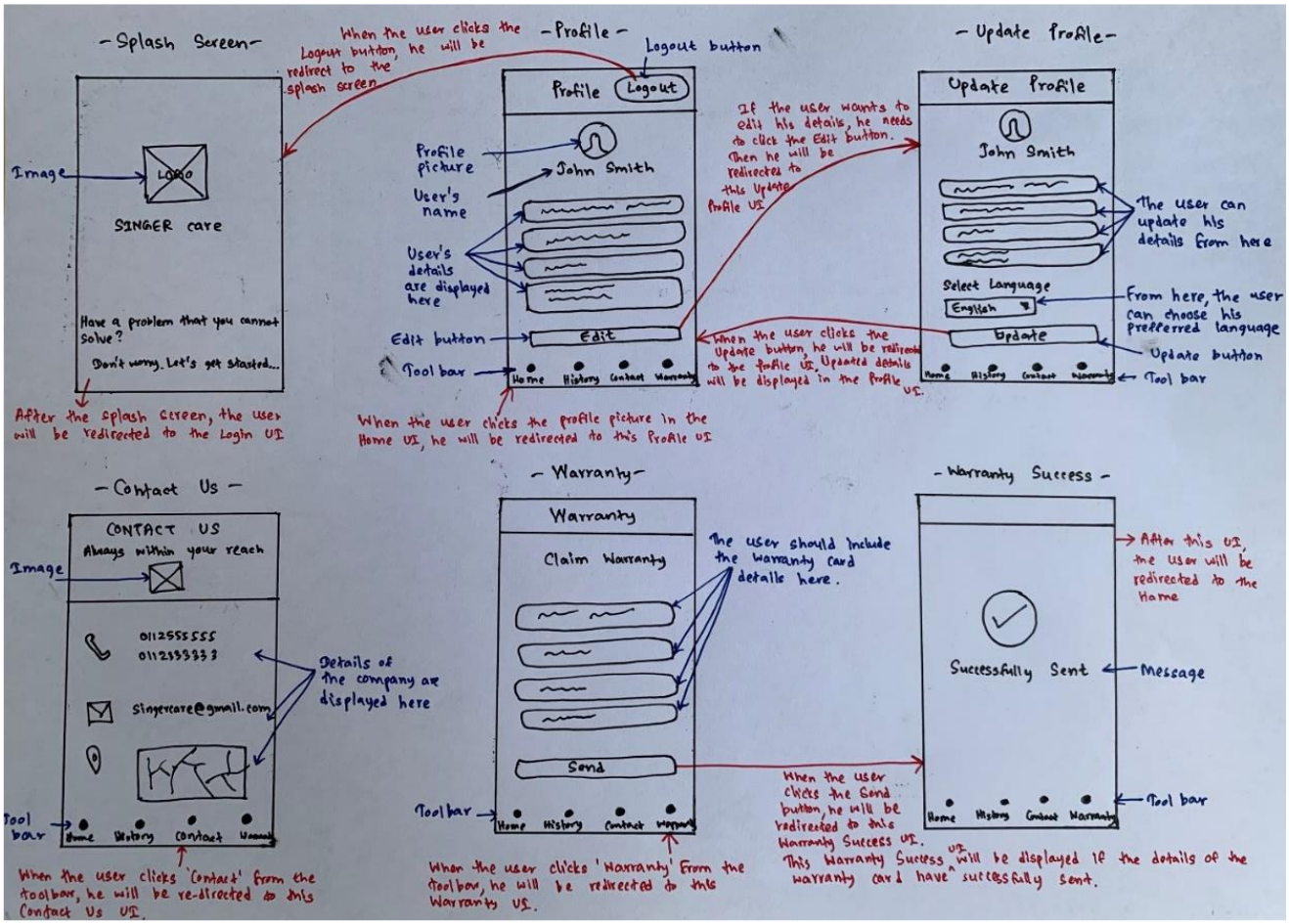
		

Connection of the sketch



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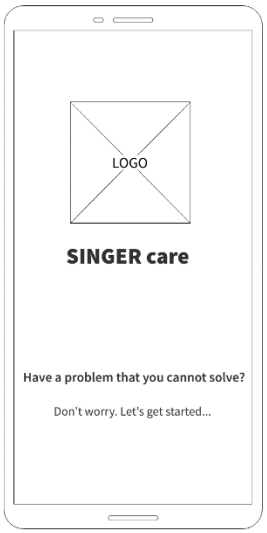
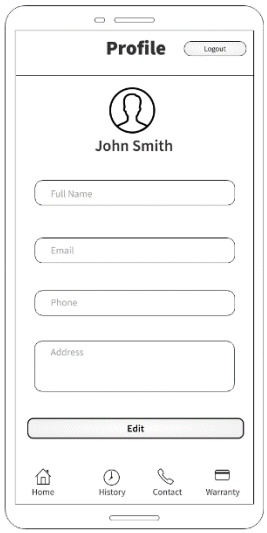
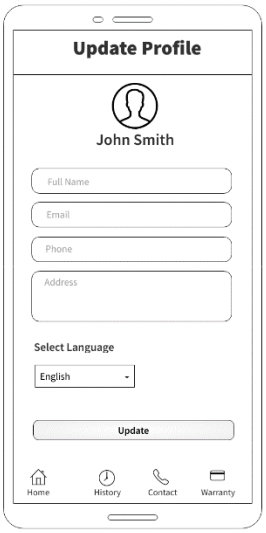
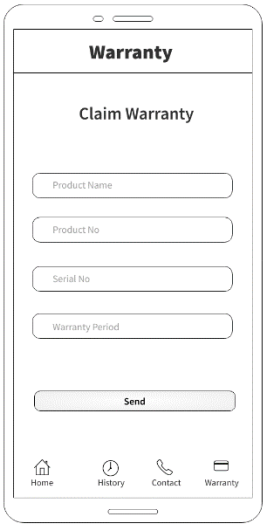
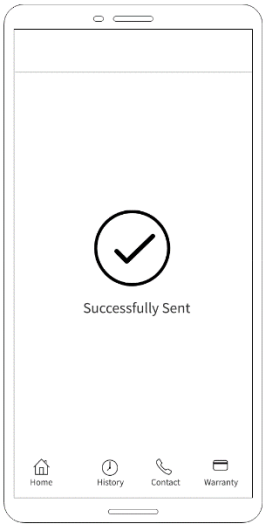




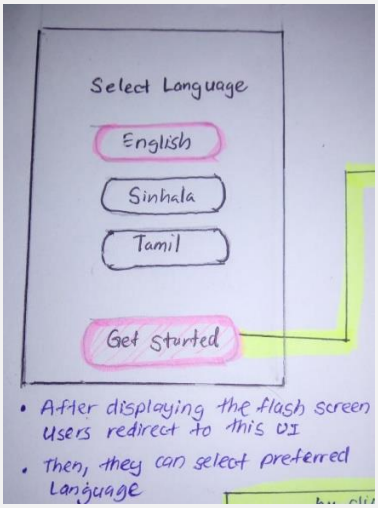
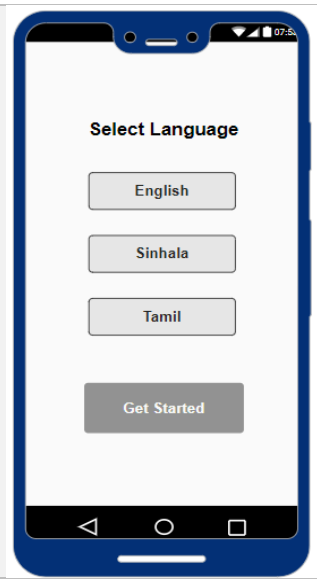
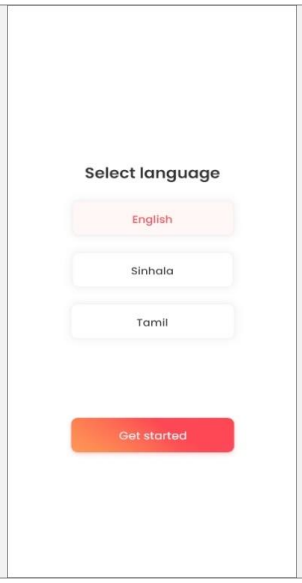
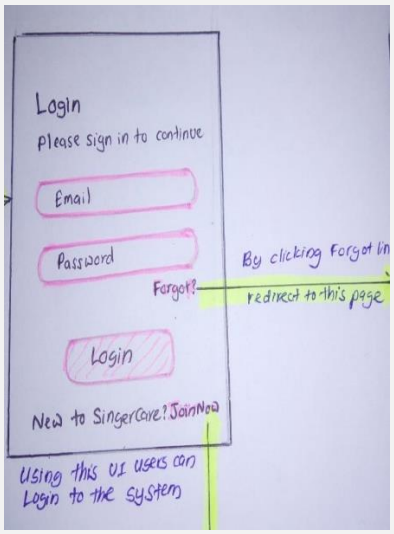
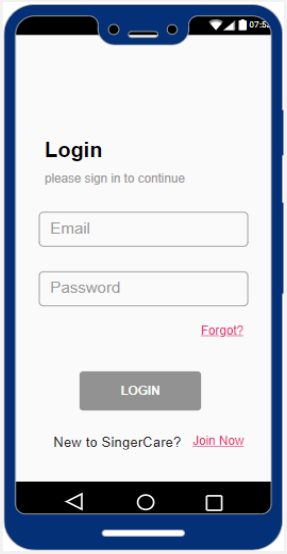


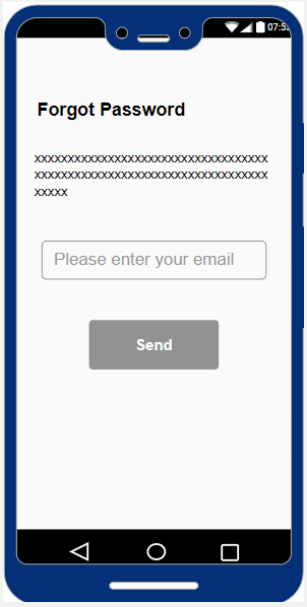
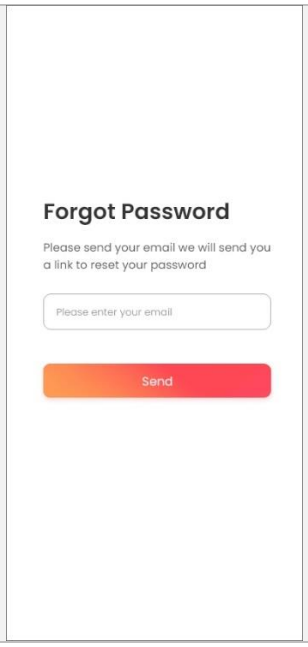




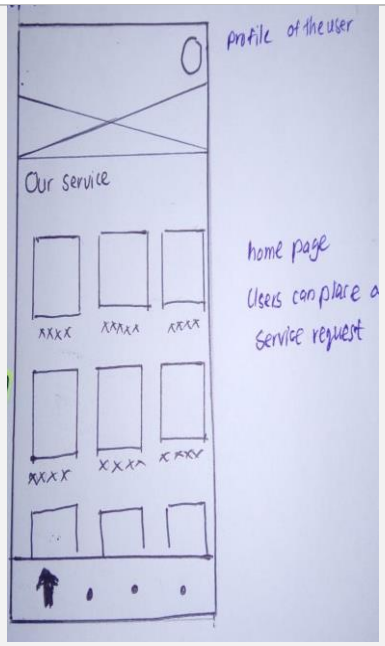
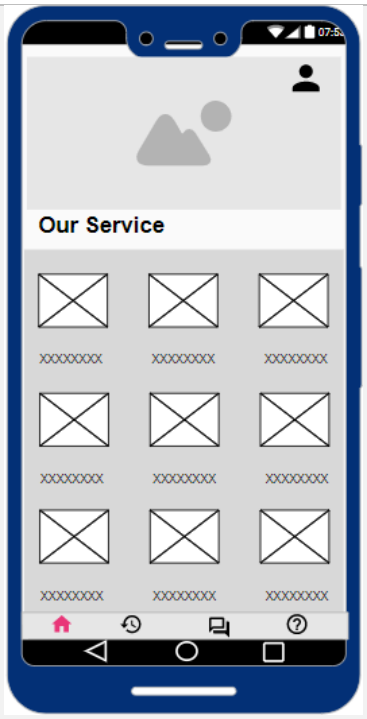
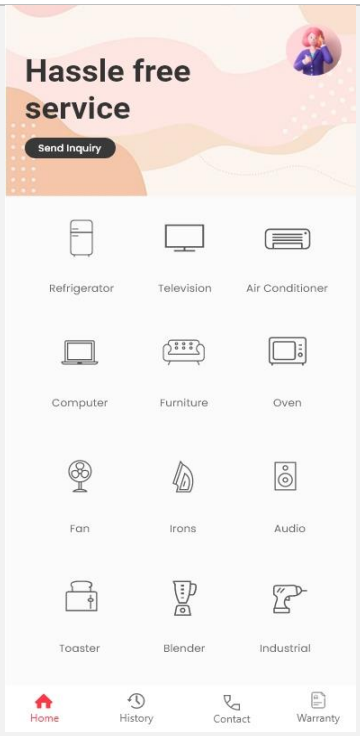
Member 04

IT19993966 Palihena P.M.P.P

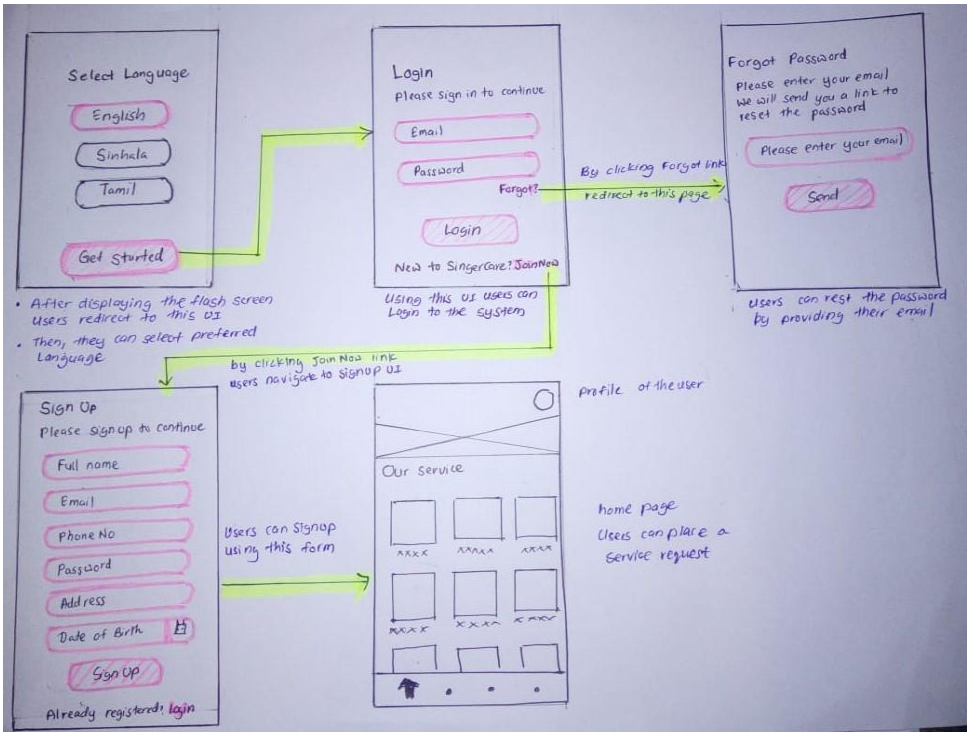
Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		
Sketch of the My History	**Wireframe of the My History**	**Prototype v1 of the My History**
		

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

Forgot Password
xxxx

Sketch of the My History	Wireframe of the My History	Prototype v1 of the My History
		

Connection of the sketch



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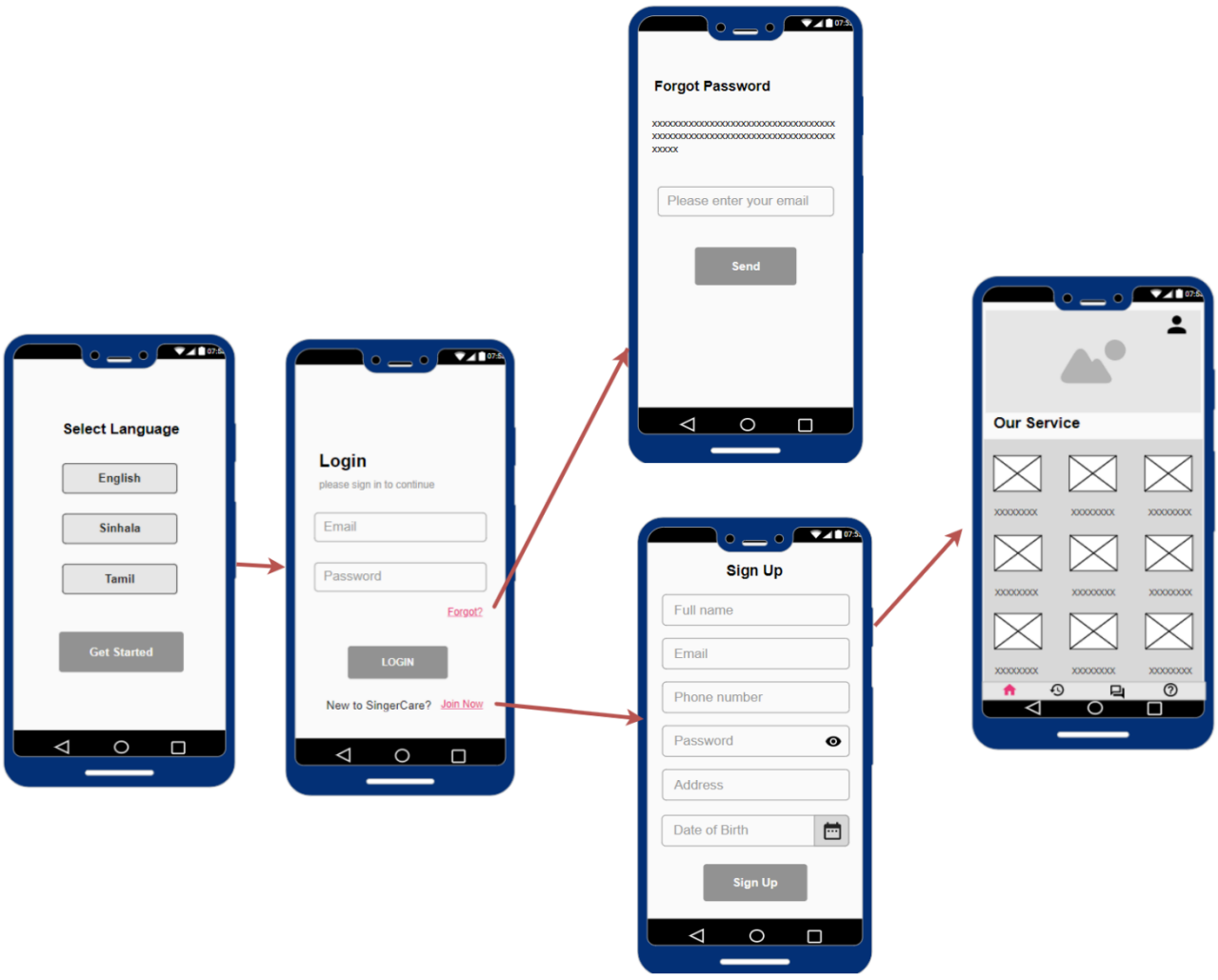
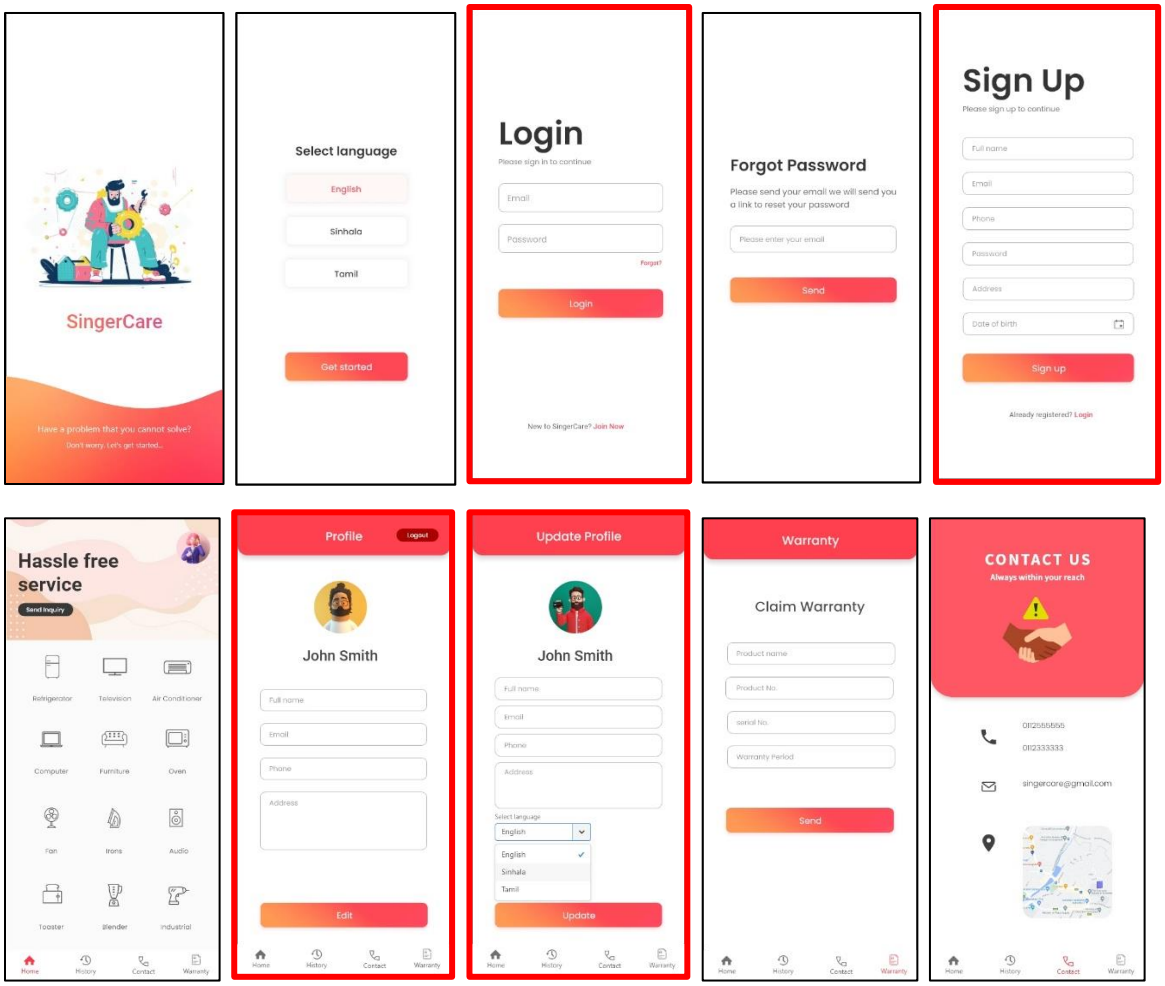
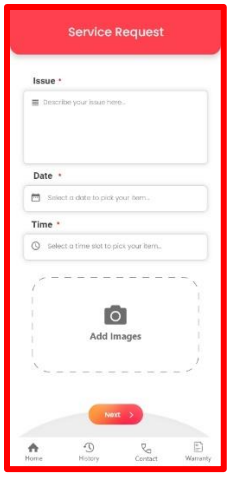

Select Language
English
Sinhala
Tamil
Get Started
Login
please sign in to continue
Email
Password
Forgot?
LOGIN
New to SingerCare? Join Now
Forgot Password
xxxx

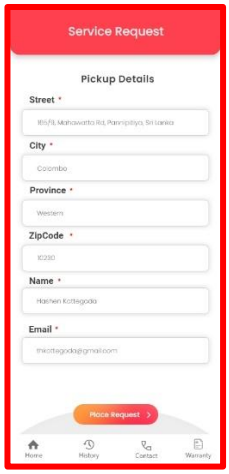
Prototype version 01

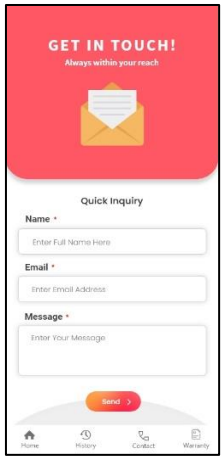
https://xd.adobe.com/view/e1af9f29-e9d4-4f5b-a496-873e4ee98709-b4fc/?fullscreen

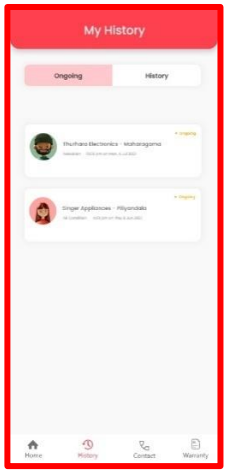
Interfaces that contains ERRORS by considering user's feedback are denoted with **RED BORDERS**

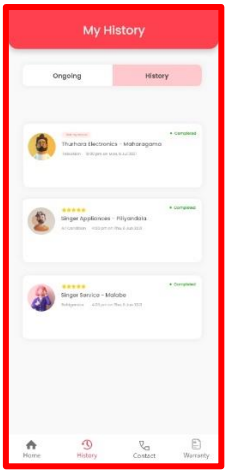



Service Request
Issue *
Describe your issue here...
Date *
Select a date to pick your item...
Time *
Select a time slot to pick your item...
Add Images
Next
Home
History
Contact
Warranty

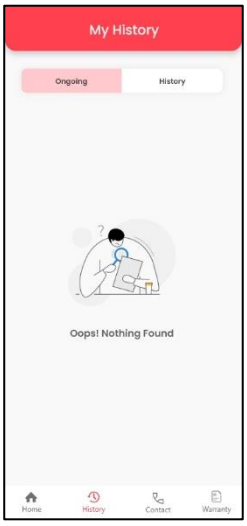

Service Request
Pickup Details
Street *
Colombo
City *
Province *
Western
ZipCode *
Name *
Email *
Place Request
Home
History
Contact
Warranty


GET IN TOUCH!
Always within your reach
Quick Inquiry
Name *
Enter Full Name Here
Email *
Enter Email Address
Message *
Enter Your Message
Send
Home
History
Contact
Warranty


My History
Ongoing
History
Home
History
Contact
Warranty


My History
Ongoing
History
Home
History
Contact
Warranty

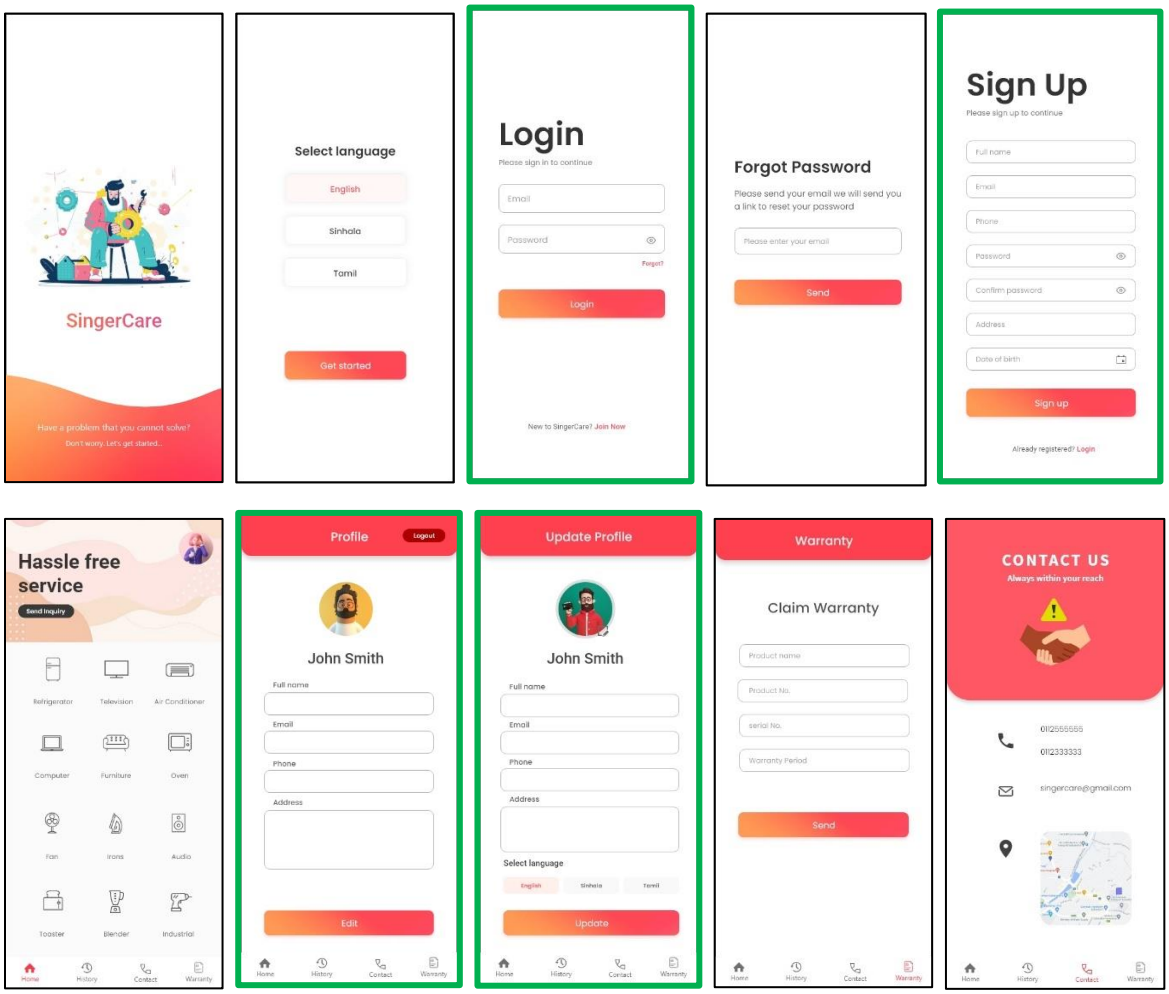
Rate Service
Thurhara Electronics - Maharagama
Engineer
Job completed on 5 Jul 2021
Rate my service
Problem still occuring
Exchanged confirmed but not received
Time taken beyond 3 days
Service not professional
Inappropriate language / Behaviour
Lack of competency
Promoters
Cancel
Rate Service
Home
History
Contact
Warranty

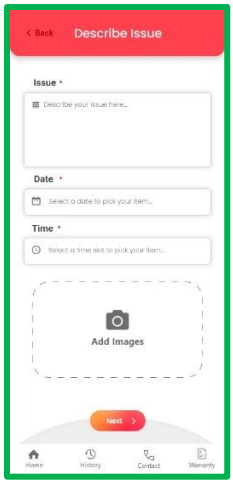

My History
Ongoing
History
Oops! Nothing Found
Home
History
Contact
Warranty

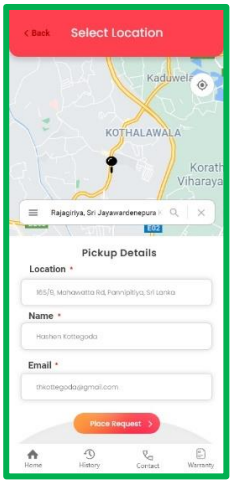
Prototype version 02

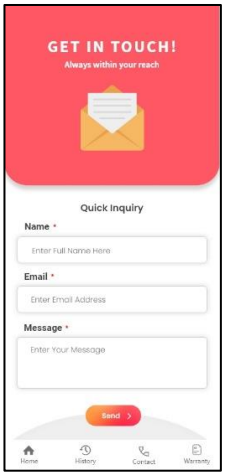
https://xd.adobe.com/view/ba3e68a0-1be7-48f0-a793-f498df2c7ed8-ef6d/?fullscreen

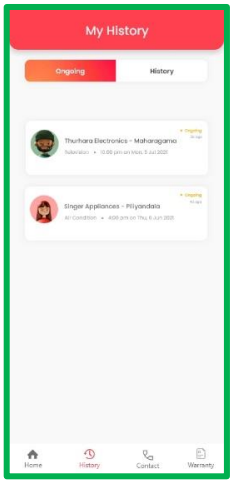
Interfaces that are UPDATED by considering the user's feedback are denoted with **GREEN BORDERS**

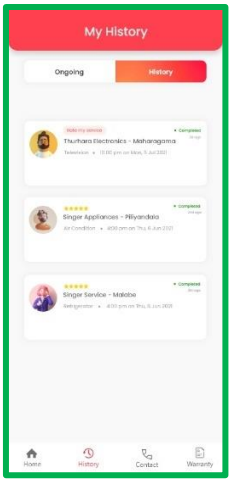


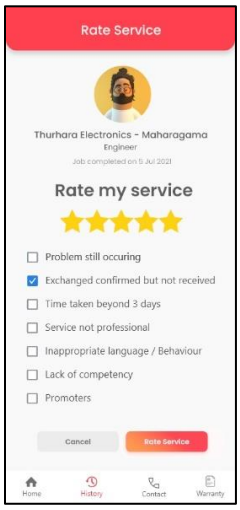

Back
Describe Issue
Issue *
Describe your issue here..
Date *
Select a date to pick your item..
Time *
Select a time slot to pick your item..
Add Images
Next
Home
History
Contact
Warranty

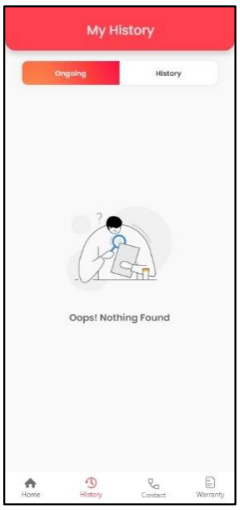

Back
Select Location
KOTHALAWALA
Rajagiriya, Sri Jayawardenepura
Pickup Details
Location *
Name *
Email *
Place Request
Home
History
Contact
Warranty


GET IN TOUCH!
Always within your reach
Quick Inquiry
Name *
Enter Full Name Here
Email *
Enter Email Address
Message *
Enter Your Message
Send
Home
History
Contact
Warranty


My History
Ongoing
History
Home
History
Contact
Warranty


My History
Ongoing
History
Home
History
Contact
Warranty


Rate Service
Thurhara Electronics - Maharagama
Engineer
Rate my service
Problem still occuring
Exchanged confirmed but not received
Time taken beyond 3 days
Service not professional
Inappropriate language / Behaviour
Lack of competency
Promoters
Cancel
Rate Service
Home
History
Contact
Warranty


My History
Ongoing
History
Oops! Nothing Found
Home
History
Contact
Warranty

Feedback from users

Video link

https://drive.google.com/file/d/1af4l_wQwFAWgMQNOL8uqHszeeKpeuQlS/view?usp=sharing

Script 01

Hello Mr.Thilan,

thank you again for taking the time to participate in this study.

Now I'm going to give you a brief explanation about the company and the product

As we know SINGER is a very popular brand name with the people

SINGER (PLC) Sri Lanka is engaged in wholesale marketing home appliances and furniture. SINGER introduce the SingerCare app to the loyal customers for their satisfaction 24 hours after sales service. As there are shortcomings in the SingerCare app. It was selected as our research project to redesign

Now I give some special points to you

1) We are going to give you a task list you have to complete them one by one.

2) We won't explain you the task step by step but we will guide you

3) We are no testing you but the prototype.

4) Please don't hesitate to ask any questions regarding this and we welcome your suggestions, comments, likes and dislikes.

So Mr.Thilan, Do you have any questions up until now? - No

Pabasara: Ok

Pabasara: First let's talk about the initial setup UI's of the application. So, I want you to navigate through the login and register interfaces until you reach the dashboard and let me know if there are any issues.

Thilan: So, let me first open the prototype…. Alright, the first page is to select the language, right?

Pabasara: Yes, Mr. Thilan

Thilan: I think this page looks fine and really user friendly, there's no any unimportant information and even the design looks good..So let me move to the next page…

Thilan: The login interface looks good too.Let me see…

Thilan: Here we are allowed to reset our password, right?

Pabasara: yes

Thilan: Okay…good….

Thilan: The Sign up page looks fine too… we can add all our details….. don't you allow the user to re-enter the password?

Pabasara: No Mr. Thilan… We have not considered it…

Thilan: I think that should definitely be changed…Because I have faced many problems by having only one input to enter the password. because I think people really make mistakes… We should not forget it…

Thilan: And also talking about the passwords… I think it is really important to also have that little button that "eye" button to have next to this field, so that we can click on it and check if we have typed the correct password right?

Pabasara: Yes Mr. Thilan… you're correct… I will note it down.

Thilan: Alright! So let's move forward.

Thilan: Boom! Here we go… This is really looking good. I like the changes you have made to the original design of this application. The colors and the icons look great and simple…. Good job….

Hashen: Thank you for the complement, Mr. Thilan. So, will you please click on any icon and try to place a service request?

Thilan: Sure, why not!...

Thilan: I see… all the interfaces have changed a lot from the original app…. So I can describe my issue... ad pickup date and time….. Upload photos…. So, have you considered that date picker issue which was in the previous app?

Hashen: Yes Mr. Thilan… Here you will not see any card views for dates as in the original app. You will just see an input box, and by clicking on it you will be able to select the date using a date picker. And all the available and unavailable dates will be validated there.

Thilan: That's really good… that card view was really annoying to me… that's why I even still remember it… So, there's no issue seem to be.. Let's see the next page.

Thilan: Alright… Here we can add our location… and pickup details…So can't you add something like a map here?

Hashen: Yes Mr. Thilan…. We can… you mean some sort of a location picker, right?

Thilan: Yes! Exactly…. It will be irritating for the user to enter all these details by hand…Instead I think it would be really easy if we can just select the location using a map. So, it will be good if you can do it.

Hashen: yeah...we can do it.. I will note it down..

Thilan: Alright…So shall I continue?

Hashen: yes Mr.Thilan… you can move forward.

Thilan: So, can't I move back from this page? What if I feel to change some details, I have entered…? I don't see any back button here.

Hashen: Oh, thank you very much for showing that Mr. Thilan. I have done a big mistake there. I will fix that issue for sure.

Thilan: Alright, that's good.

Thilan: Isn't it good if you mention this page's purpose In the top title here…without just telling "service repair" in both the pages.

Hashen: Sure Mr. Thilan. I will consider that suggestion.

Thilan: Okay…then let's move forward…

Thilan: Boom… So, what do you want me to test next…?

Dilshan: so, Mr. Thilan… Can you please check the changes we have made on service request tab.?

Thilan: alright will see…

Thilan: I really like the way you have changed these two interfaces. I can remember that the design quality of these pages were very poor in the original app. Now it looks fancy and decent. But there are some little issues I see still. May I tell them if you don't mind?

Dilshan: Definitely Mr. Thilan, That's what you are here for. Always feel free to share your real thoughts…

Thilan: Okay… So, the first thing is that, I suggest you to change the colors of "Ongoing and History" tabs. The color you have used makes me hard to understand what is selected now…the white one or the pink one. I think you can highlight it more.

Dilshan: Sure Mr. Thilan, we will change it? What are the other issues you see?

Thilan: I think the letter sizes are too small in these cards. Specially the service category and the date fields. It is really hard for me to read them. And….

Thilan: And the same issue here… This rate my service button is really not visible and hard to read. I see it because I am checking all the pages intentionally. I don't think a that will catch the eye of a normal user if you release this to the market.

Dilshan: Sure, mister Thilan. I will redesign it and make the text sizes larger.

Thilan: Good… Other than that, the design is perfect… I love the changes you have done. And I have another little suggestion. What do you think of adding the age of the service also in this card? That would be really helpful for the users.

Dilshan: That's a good idea Mr.Thian , I will add that feature too. Thank you.

Thilan: All right!

Thilan: The contact us page… This also looks very nice. I think you have added more details like the email address, and the Singer Care location.

Thiyuni: Yes Mr. Thilan. We had to make some changes there to make the interface look good, and specially to provide more contact details to the users.

Thilan: That's really good… let's see the other pages…

Thilan: This Warranty interface looks fine too…alright…

Thilan: So that's all? Have I gone through all the interfaces?

Thiyuni: Mr. Thilan… you can also view your profile.

Thilan: Oh sure! I forgot to check those interfaces….

Thilan: This Profile interface looks great too… sweet and simple… so all our details will be displayed here, right?

Thiyuni: Yes Mr. Thilan.

Thilan: Alright… And It's good if you can add these labels on top of the input boxes without adding them inside…. I think it will be more user friendly…. So we can also edit the profile right?

Thiyuni: Yes Mr. Thilan. You can edit the profile.

Thilan: Alright…. Update Profile interface is also looking good… Is this dropdown box used to change the language?

Thiyuni: Yes.

Thilan: I think it would be better if you can add three buttons rather than adding a dropdown box here.

Thiyuni: Sure I will change it.

Thilan: Can we also update the profile photo here?

Thiyuni: Yes Mr. Thilan. You can update the profile picture.

Thilan: So, isn't it better if you can add something like an edit icon on top of this profile image? That way would be more user friendly.

Thiyuni: Sure. I have really missed it. I will note it down. Thank you.

Thilan: okay….so..

Thilan: I see an inquiry button over here….

Thilan: So is this like to report any issue to the singer services…

Hashen: Yes Mr. Thilan…You are right… We added this feature as it would be really supportive for a user to report any issue regarding the app or anything…

Thilan: That is cool… It was really a downside of this app to not have this feature. And I love the design. It's really eye catchy.

Thank you Mr. Thilan for all the compliments and the feedbacks.

Script 02

Thank you, Mr. Malith, for managing your busy time schedule to join with us back today. As I mentioned, we have already handed over our prototype to another user and a got complete feedback on it. So, today will not spend much time and we only expect you to show us our major design issues. So, shall we begin?

Malith: Sure

Pabasara: So Mr. Malith these are the first UI's the user will be interacting with to register to our system,

<demonstrate the User Interfaces to the Mr.Malith>

"This UI is used to select preferred language, after that user redirects to the login page then he can login to the system by providing his email and password. If he forgot the password using this option, he can rest the password. If the user is new to the 'SingerCare' by clicking this join now link he can navigate to the sign up page and using this form the new user can register to the app. And this the dashboard"

Let me know if you saw any issues here.

Malith: mmmm….Those interfaces looks really fine, I see that you have fixed all the issues that were in the real app…. You can just arrange the text boxes little more if u can, other than that no issue.

Hashen: So, Mr. Malith the next interfaces I will be showing you are the ones used to make a service request. Please look carefully and give me your feedback.

Malith: Sure! Let's continue.

Hashen: <demonstrate the User Interfaces to the Mr.Malith>

"By clicking on any of these icons, the user will redirect to the create request page. Here, the user can describe his issue, select a date and time slot to pick the item and add images of the item to be repaired. By clicking on next, he can add the location to pick the item, and to place the request he will have to click on the place request button below."

Malith: It looks user friendly compared to the original app. The only change I need you to make here is that try to add a separate map interface to pick the location. It is really annoying when we have to fill all those filed by hand.

Hashen: Thank you Mr. Malith, our other user also showed us the same issue. I will definitely make this change. I understand the issue here.

Malith: Alright, so what are the other interfaces?

Dilshan: These are the service history pages we have re designed Mr. Malith.

In here, the current ongoing service are shown in this page, and the completed services are shown in this page. In here the user has the privilege to rate the service. By clicking the "Rate my service" button user can give a feedback to the service.

So, what are the issues you see here?

Malith: Wow! This was the ugliest area in the original app. Thank you for making this nice design. Mmmm…. I think you can make the text sizes much larger to make it more readable to the users. Other than that, everything's fine.

Dilshan: Thank you very much for showing that Mr. Malith, I will fix it.

Thiyuni: So Mr. Malith, you can view your profile by clicking the profile picture.

<Demonstrate the Profile UI to Mr. Malith>

Thiyuni: Here you can see all your details. If you need to edit your details, you need to click the edit button. Then you will redirect to the Update Profile interface.

<Demonstrate the Update Profile UI to Mr. Malith>

Thiyuni: In here, you can edit your details. You need to click the Update button in order to save your changes. After clicking the update button, you will again redirect to the Profile interface. So Mr. Malith, did you find any major issues here?

Malith: no! this design is really fine…. The only suggestion I can give here is to add labels instead of using placeholders. I don't see any other issue here.

Thiyuni: Thank you Mr. Malith. I will fix that.

Hashen: Thank you Mr. Malith and these are the other interfaces of our app….

<demonstrate the User Interfaces to the Mr.Malith>

"We have added a new feature to the user, by clicking on the send inquiry button at the dashboard user will redirect to this page. This interface will be useful for a user to report any issue to the Singer Care customer service. User can simply enter his message and click on the send button to send this inquiry email."

Malith: This interface looks really good and thank you for adding this feature. You will not have to change anything here.

Hashen: Thank you.

<Demonstrate the Contact Us UI to Mr. Malith>

Hashen: We also have changed the Contact Us page. We have added some more extra details here like the location, email address. We also made this user interface look nice.

<Demonstrate the Warranty UI to Mr. Malith>

Hashen: And there is a warranty tab over here to claim warranty. The user can enter the details over here and simply click on this Send button. So do you see any issues in these pages Mr. Malith?

Malith: Greate work..... I don't see any design issues here. You guys have done the design really smooth and user friendly. So again... Good job.

Pabasara: Thank you Mr. Malith for all the compliments and the feedbacks. The design issue you have shown to us are really important. We will change those before building our final product. And I appreciate your time and effort you made to join with us today! Thank You!