

Train Sri Lanka

Lab 05 – Identify Fail- Point in the key-user flow

SE3050 – User Experience Engineering – 2021

GROUP ID : 2021S2_REG_WD_01

IT19031026 – Kumbukage D.T.

IT19029900 – Shaman M.A.M

IT19018256 – Irfan. S.M.M.

IT17016476 - R.Danuzon

Evidence <screenshots>

In user interview, User share Train Sri Lanka App Interface when interviewing online time.

Kumbukage D.T.

IT19031026	01 Failure Point/blocking	02 Failure Point/blocking
Failure Point/blocking	All users want to see all the ticket charges with distance, stations, seat category, etc.	Users can't search notices individually and notices should be more understandable.
Evidence <screenshots> <video timeline>	Video 02 – 4.47	Video 02 - 3.59

IT19029900 – Shaman M.A.M

IT19029900	01 Failure Point/blocking	02 Failure Point/blocking
Failure Point/blocking	The app does not have a train booking feature. therefore, User can only watch train schedule can't book train	The app does not have a payment function, so the user must be able to pay through the app if they book a train.
Evidence <screenshots> <video timeline>	Video 02 – 8.01	Video 02 – 5.20

IT19018256 – Irfan. S.M.M.

IT19018256	01 Failure Point/blocking	02 Failure Point/blocking
Failure Point/blocking	There is sinhala language support page is there in that app, if I mistakenly wen to that page there is no way to go again English language support page	There must be user registration and login, to identify individual application users separately.
Evidence <screenshots> <video timeline>	Video 02 – 1.18	Video 02 – 3.40

IT17016476 - R.Danuzon

IT17016476	01 Failure Point/blocking	02 Failure Point/blocking
Failure Point/blocking	Every user wants provide feedback if there are feedback section User can't give a feedback/review about the app services, it will give best user experience about our system.	Admin can't get an idea about their app services, what are the service features they have to improve if there are database for feedback.
Evidence <screenshots> <video timeline>	Video 02 – 6.00	Video 01 – 5.44