**BSc (Hons) in Information Technology**

**Software Engineering – Year 3 Lab sheet 05**

**IT3050 – User Experience engineering Semester 2, 2021** Identify fail-points/blockings in the key-user flow(s)

During this lab, you are going to Identify fail-points/blockings in the key-user flow(s). Follow the steps below.

* Analyze your user research data (Lab sheet 02).
* Re-visit the user flow diagrams (Lab sheet 01).
* Individually identify 02 (at least) main fail-points/blockings in the key-user flow(s)
* If you are unable to identify enough number of main fail-points/blockings, conduct the user research again with different users/using different script.

# Group ID: 2021S2\_REG\_WD\_08

|  |  |
| --- | --- |
| **Student Reg. No** | **Student Name** |
| IT19114590 | G.Nivethika |
| IT19244044 | J.S.Samaratunga |
| IT19051376 | W.W.M.Anjana |
| IT19176802 | S.S.Eeswar |



**BSc (Hons) in Information Technology**

**Software Engineering – Year 3 Lab sheet 05**

**IT3050 – User Experience engineering Semester 2, 2021** Identify fail-points/blockings in the key-user flow(s)



|  |  |  |
| --- | --- | --- |
| IT19244044 | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points | User is not allowed to pin the location directly on the map, instead they have to manually type the address in the search bar and enter it. And it automatically selects an incorrect location. | After placing the order, a note says quantity of the items and the delivery charge may differ. Which means, user cannot get the exact details about the quantity and the final price. |
| Evidence  <<Screenshots>> <<Video timeline>> |  |  |

|  |  |  |
| --- | --- | --- |
| **IT19114590** | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking | When the user adding the products to the cart on the product page the system does not display any noticeable indicator to confirm that a product has been added to the cart. Like a subtly animated pop-over or a separate page showing which product has been added to the cart. | There is no buy now button on the product page so if the user wants to buy one item, they must add it to the cart and proceed with the further process. So, a simple process can be a long process without a buy now button. |
| Evidence  <<Screenshots>>  <<Video timeline>> | <https://web.microsoftstream.com/video/6a5033f8-7403-411d-8eb8-1f294dab62a5>  03.46 | Graphical user interface, text, application  Description automatically generated |

|  |  |  |
| --- | --- | --- |
| *<<Member 01>>* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking |  |  |
| Evidence  <<Screenshots>>  <<Video timeline>> |  |  |

|  |  |  |
| --- | --- | --- |
| *<<Member 01>>* | 01  Fail-points/blocking | 02  Fail-points/blocking |
| Fail-points/blocking |  |  |
| Evidence  <<Screenshots>>  <<Video timeline>> |  |  |

2