SLIIT
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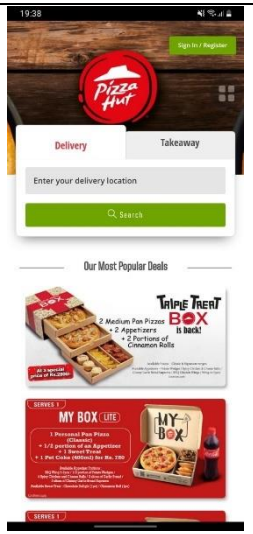
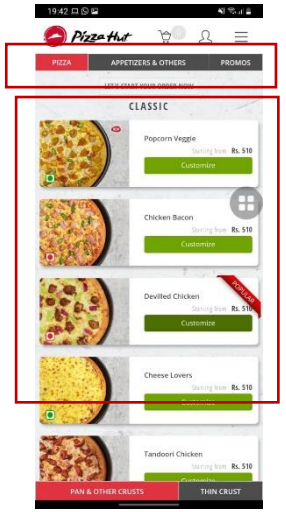
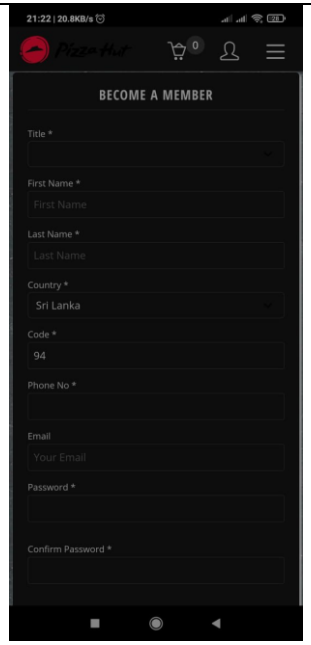
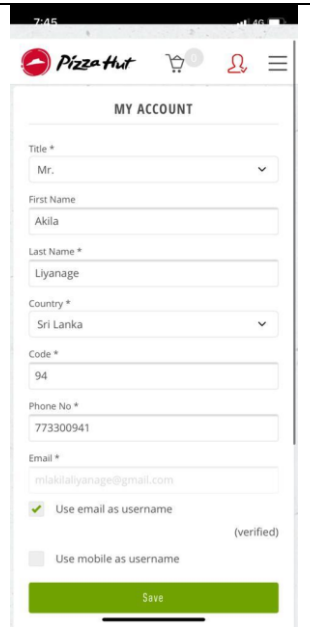
BSc (Hons) in Information Technology
Software Engineering – Year 3

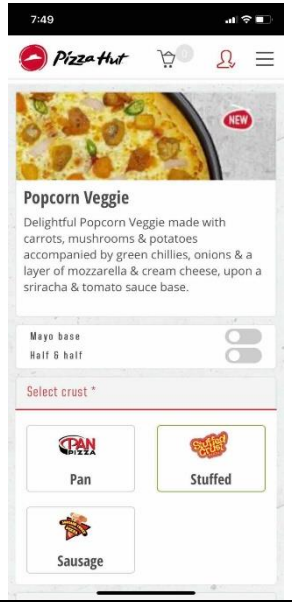
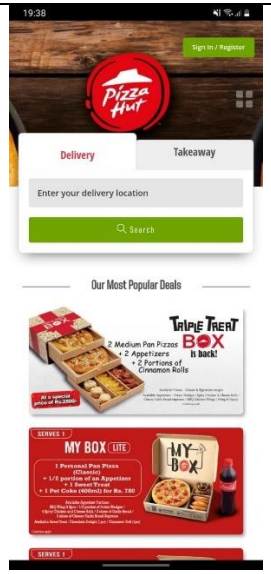
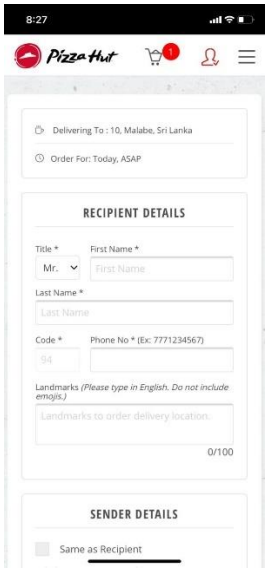
Lab sheet 05

IT3050 – User Experience engineering **Semester 2, 2021**

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

IT19188546 – Liyanage N.L.T.N	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Home Page of the application is messy. Doesn't have a proper navigation in the home page. And requires unnecessary details.	Dish category page displays unnecessary menus, and the page should be more categorized.
Evidence <<Screenshots>> <<Video timeline>>		

IT19138114	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Registration page require unnecessary details • Country • Country code	User don't have an option to see previous order information
Evidence <<Screenshots>> <<Video timeline>>		

IT19120812	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	• Product page has no navigation system implemented	• Contact us page has long form that user needs to enter all the information manually • There are some fields that can be auto filled such as the username, email, and telephone number. But those fields should enter manually by the user.
Evidence <<Screenshots>> <<Video timeline>>		

IT19120362	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	• An input field given to enter the delivery address, instead of providing a map to select the delivery location.	• There is not any embedded payment system in the current app. • Payment page navigates to a URL in browser to make payments.
Evidence <<Screenshots>> <<Video timeline>>