

# Sri Lanka Institute of Information Technology

## SE3050 User Experience Engineering

### Lab sheet 5



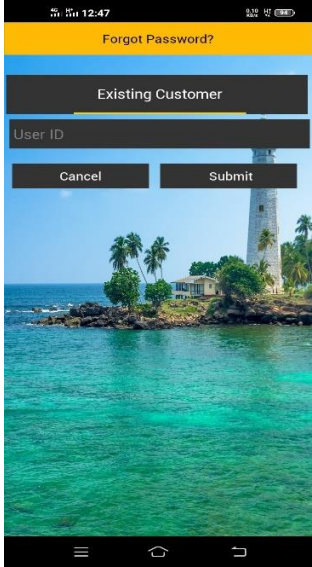

**2021S2\_REG\_WE\_07**

Group ID: 2021S2\_REG\_WE\_07

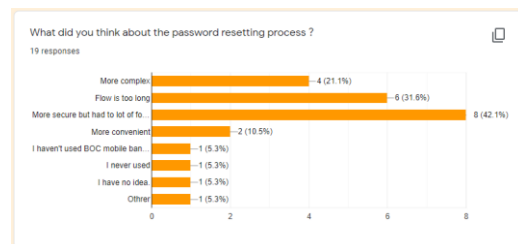
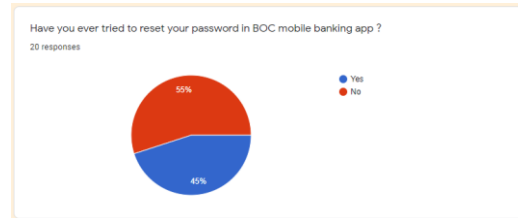
Group Details:

IT Number	Name
IT19209012	I.D.I Balasuriya
IT19210520	M.R.U.M Senevirathna
IT19213590	G.A.D.K.M Gardiarachchi
IT19207100	A.G.S.P Deshapriya

Link to interview video - <https://web.microsoftstream.com/video/89cc5a19-0a17-45e3-92c1-8ebc96da1829>

IT19210520	01 Fail-points/blocking	02 Fail-points/blocking
<p>Fail-points/blocking</p>	<p>Once login option lock or forget password user has to go through many forms and user input interfaces to reset the password or unlock the account it needed to enter OTP also have to answer for multiple questions it can be too time consuming and for some users it can be too complex process</p>	<p>Once login option lock or forget password user has to go through many forms and user input interfaces to reset the password or unlock the account it needed to enter OTP also have to answer for multiple questions it can be too time consuming and for some users it can be too complex process</p> <p>There is an option call my profile and it only contain changing logging password finding that location is too difficult and the name my profile is ambiguous with it's actual process</p>
<p>Evidence</p>		

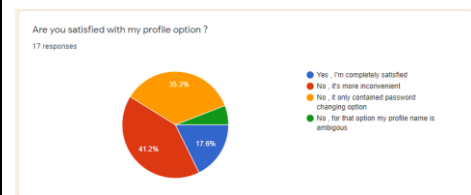
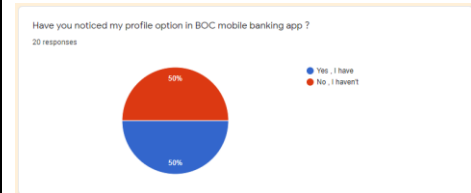
### Evidence from questionnaire



### Evidence from Interview

Interview 1 : 1.27 – 2.00  
Interview 2 : 13.20 – 13.45

### Evidence from questionnaire



### Evidence from Interview

Interview 1 : 2.02 – 2.40  
Interview 2 : 13.50 – 14.30

IT19209012	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	When paying the bill, user have to navigate in to two interfaces one after another and both interfaces are too complex and it may be too difficult for some users to understand it.	Dashboard interface is not user-friendly it may be too complex for most of the non-technical people to identify properly

## Evidence

Dashboard Favorites Calculator Contact Us More

Pay Bills

Select Customer

Select Customer

Payee

Select Biller

Reset

0703000049

From Account

0074403589 MORATUWA

Bill Amount

1000

Pay Now Pay On

Pay Periodically Cancel

Dashboard

Hi MR D L S M AMARAWIKRAMA

Successful Login February 25 2019 11:10 AM

Dashboard Favorites Calculator Contact Us More

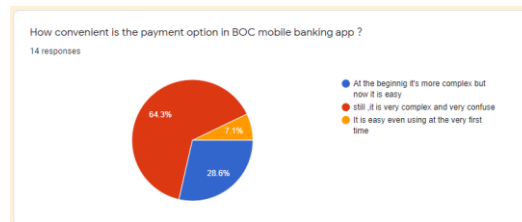
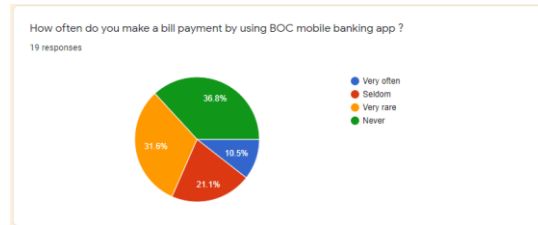
My Assets LKR 21,513.64

My Liabilities LKR 133,971.34

Accounts Pay Bills

Third Party Transfers Own Account Transfer

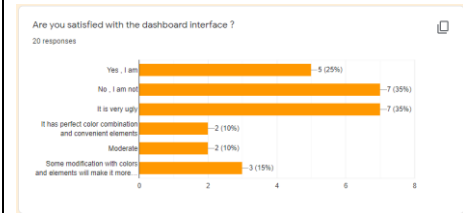
## Evidence from questionnaire



## Evidence from Interview

Interview 1 : 2.49 – 3.53  
Interview 2 : 14.34 – 15.08

## Evidence from questionnaire

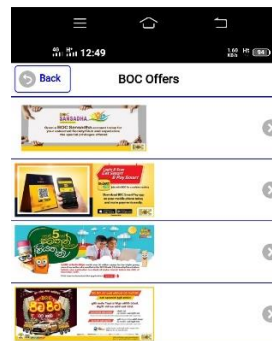
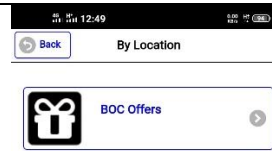
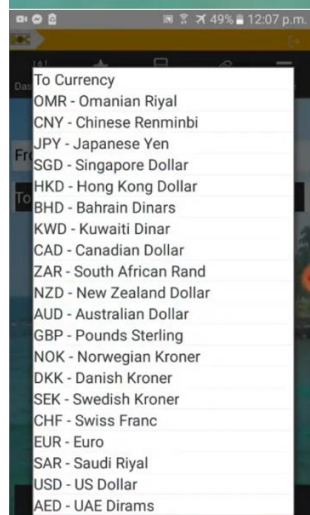


## Evidence from Interview

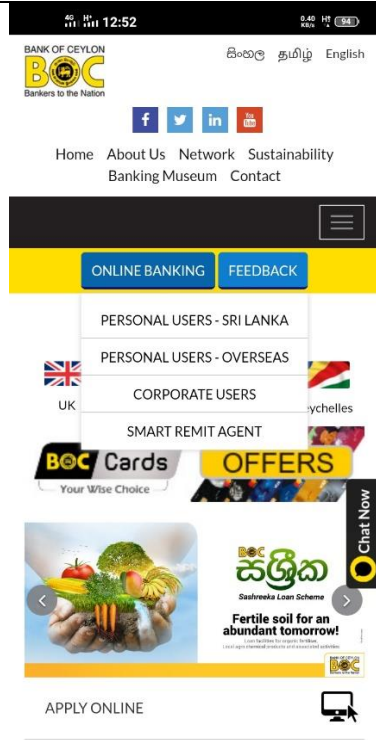
Interview 1 : 4.00 - 4.40  
Interview 2 : 15.09 – 15.30

IT19213590	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Exchange rate user interface has not interesting UI. And also If we need to check total LKR price for \$25, we have to calculate it manually. This app shows LKR price for only \$1 (not only USD but also all currency types).	Apply loan section is hard to find. It is not located on relevant place. We have to go offers -> BOC offers -> select one of any element from that list. Then you can find "Apply Loan" section. It's hard to find

## Evidence







## BOC Housing Loan Application

Personal Details

Loan Details

Financial Details

Confirmation

### Personal Details

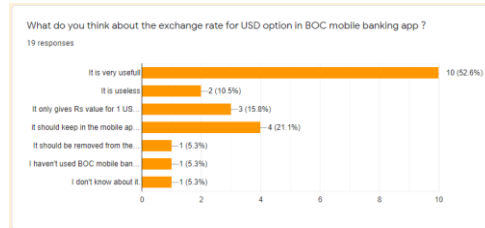
Are you an existing customer:

No

Name with initials :

Enter name

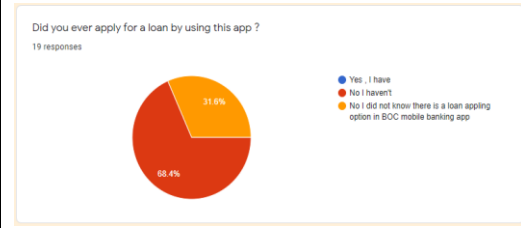
### Evidence from questionnaire



### Evidence from Interview

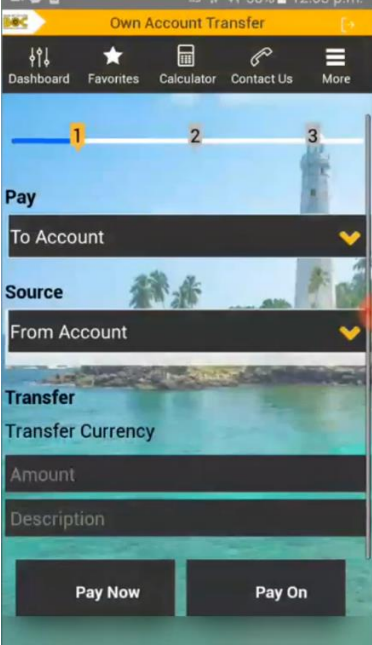
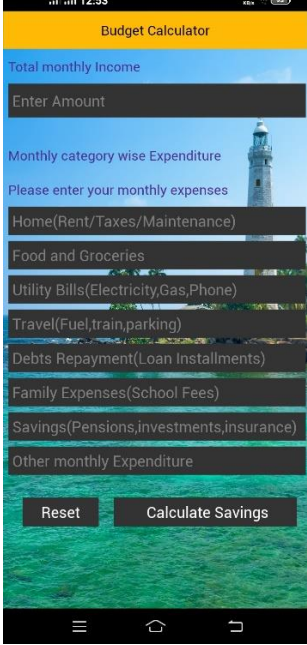
Interview 1 : 5.37 – 7.14  
Interview 2 : 16.20 – 16.44

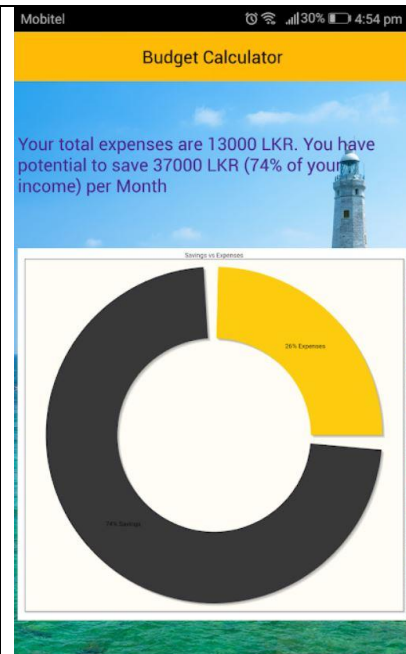
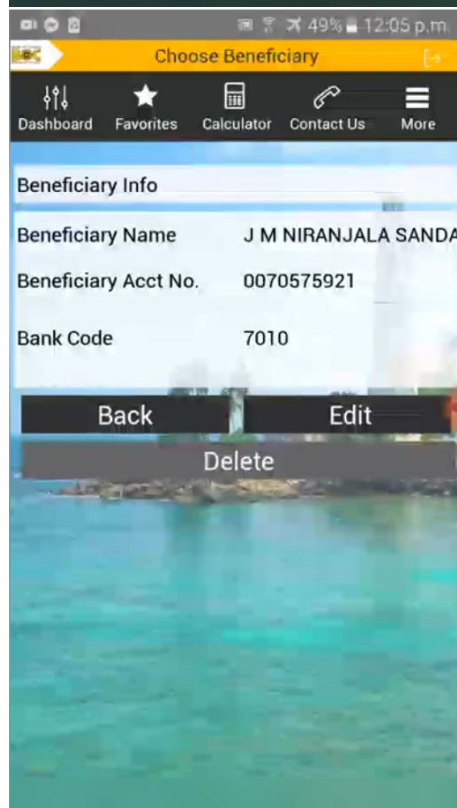
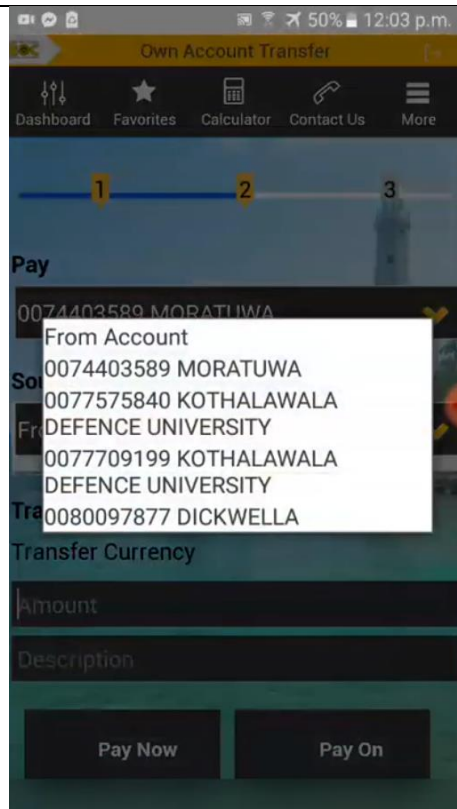
### Evidence from questionnaire



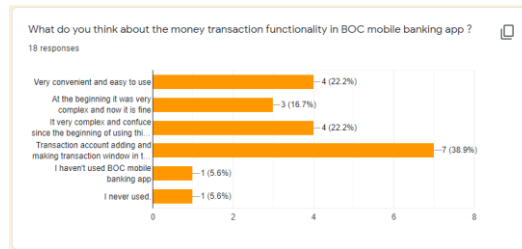
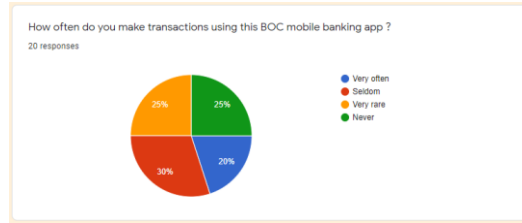
### Evidence from Interview

Interview 1 : 4.45 – 5.34  
Interview 2 : 15.38 – 16.17

IT19207100	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	<p>If user want to make a transaction first he has to add account details of other party and save it in the system under the app user's account</p> <p>then and only user can transfer money to other party. This money transaction and other party users account details adding has to do in different interfaces in in different locations. It's too hard for users.</p>	<p>In budget calculator user interface is not user friendly.</p> <p>it has some categories (like travel ,food ,savings ,utility bills ,family) for expenses,</p> <p>but in the graph that expenses shows in one color including all the expenses categories.</p> <p>there is no way to identify separately such as which expense is most used.</p>
Evidence		



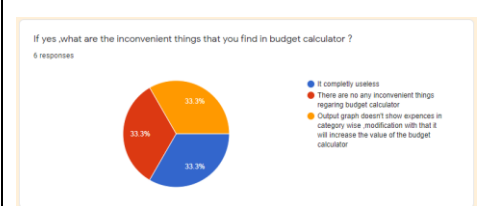
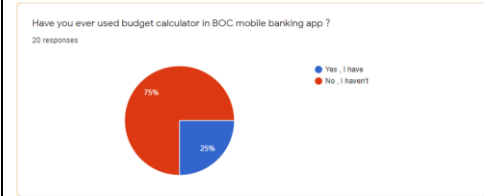
## Evidence from questionnaire



## Evidence from Interview

Interview 1 : 7.24 – 8.25  
Interview 2 : 16.47 – 17.38

## Evidence from questionnaire



## Evidence from Interview

Interview 1 : 8.28 – 10.00  
Interview 2 : 17.41 – 18.15