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:

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

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| IT19210520 | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail-points/blocking | Once login option lock or forget password user has to go though 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 | Once login option lock or forget password user has to go though 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  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 |
| Evidence | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\10.png  Evidence from Interview  Interview 1 : 1.27 – 2.00  Interview 2 : 13.20 – 13.45 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\11.png  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\12.png  Evidence from Interview  Interview 1 : 2.02 – 2.40  Interview 2 : 13.50 – 14.30 |

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| 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 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\13.png  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\14.png  Evidence from Interview  Interview 1 : 2.49 – 3.53  Interview 2 : 14.34 – 15.08 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\15.png  Evidence from Interview  Interview 1 : 4.00 - 4.40  Interview 2 : 15.09 – 15.30 |

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| 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 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\17.png  Evidence from Interview  Interview 1 : 5.37 – 7.14  Interview 2 : 16.20 – 16.44 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\16.png    Evidence from Interview  Interview 1 : 4.45 – 5.34  Interview 2 : 15.38 – 16.17 |

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| IT19207100 | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail-points/blocking | 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 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. | In budget calculator user interface is not user friendly.  it has some categories (like travel ,food ,savings ,utility bills ,family) for expenses,  but in the graph that expenses shows in one color including all the expenses categories.  there is no way to identify separately such as which expense is most used. |
| Evidence | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\18.png  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\19.png  Evidence from Interview  Interview 1 : 7.24 – 8.25  Interview 2 : 16.47 – 17.38 | Evidence from questionnaire  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\20.png  C:\Users\shanu\AppData\Local\Microsoft\Windows\INetCache\Content.Word\21.png  Evidence from Interview  Interview 1 : 8.28 – 10.00  Interview 2 : 17.41 – 18.15 |