

**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)

IT19104218 Bandara G.B.M.A.G.R.A.V.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Information in the home page is not enough and when user click on the Covid information card, it always redirects to a different web site.	Search result is compact. Not have enough room to nicely display doctor and hospital information. Need to have proper UI with enough space to display the searched results.
Evidence	Video Link - <a href="https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing">https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing</a>  Timeline: 2.20 – 4.06	Video Link - <a href="https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing">https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing</a>  Timeline: 5.10 – 6.11

IT19202600 Rathnayake R.M.K. G	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	When user request a refund, the refund status is not visible in the current application. (Ex. Pending, Rejected, Completed etc)	Not enough information provided when filing the request refund form. Need to have proper explanation about each input field.
Evidence	Video Link - <a href="https://drive.google.com/file/d/13iFkW9A8uoqVH3-mZdNf6n5hASqRrysd/view?usp=sharing">https://drive.google.com/file/d/13iFkW9A8uoqVH3-mZdNf6n5hASqRrysd/view?usp=sharing</a>  Timeline: 1.37 – 4.12	Video Link - <a href="https://drive.google.com/file/d/13iFkW9A8uoqVH3-mZdNf6n5hASqRrysd/view?usp=sharing">https://drive.google.com/file/d/13iFkW9A8uoqVH3-mZdNf6n5hASqRrysd/view?usp=sharing</a>  Timeline: 0:53 - 4:12

IT19125176 T.Parathan	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	The application does not support for Stripe and PayPal as a payment gateway.	After giving the payment information and click pay button, it always redirects to Dialog Genie (Dialog's another service)
Evidence	<p>Video Link - <a href="https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing">https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing</a></p> <p>Timeline: 7.51 - 8.01</p>	<p>Video Link - <a href="https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing">https://drive.google.com/file/d/1JLvH8WRkhiJrZ3zjLLYEH-UAKBAKcaeH/view?usp=sharing</a></p> <p>Timeline: 8.25 - 8.33</p>

IT19146652 Wickramasinghe V.W.A.N. R	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	There is no user profile for the user to see, as the login requires the phone number. If the user is using more than one phone number and does not know what has been used, without the profile the user will have to sign up again.	Sign up is not needed for channelling. User can just search for doctors without any authentication.
Evidence	<p>Video Link -  <a href="https://drive.google.com/file/d/11aGYbX7KoSs7vv-haH1ekmABM2TMXRrq/view?usp=sharing">https://drive.google.com/file/d/11aGYbX7KoSs7vv-haH1ekmABM2TMXRrq/view?usp=sharing</a></p> <p>Timeline 01: 3.01 - 3.06  Timeline 02: 4.05 - 4.06  Timeline 03: 4.40 - 4.58</p>	<p>Video Link -  <a href="https://drive.google.com/file/d/11aGYbX7KoSs7vv-haH1ekmABM2TMXRrq/view?usp=sharing">https://drive.google.com/file/d/11aGYbX7KoSs7vv-haH1ekmABM2TMXRrq/view?usp=sharing</a></p> <p>Timeline 01: 2.08 - 2.12  Timeline 02: 5.05 - 5.09</p>