

SE3050 – User Experience Engineering
Lab Sheet 6**2021S2_REG_WE_14**

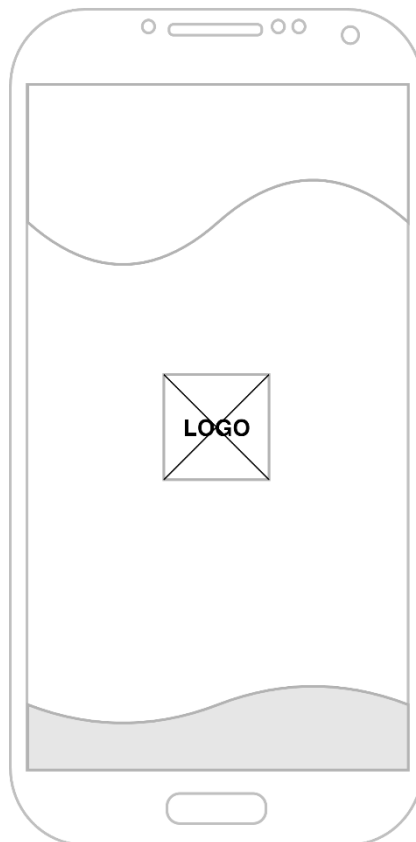
| Name | IT Number |
|----------------------------------|-------------------|
| Bandara G.B.M.A.G.R.A. V | IT19104218 |
| Rathnayake R.M.K. G | IT19202600 |
| T. Parathan | IT19125176 |
| Wickramasinghe V.W.A.N. R | IT19146652 |

Interview Link 1 - https://drive.google.com/file/d/1aEC5z69uQE44ao6zyMEkklh4if_bi2ny/view?usp=sharing

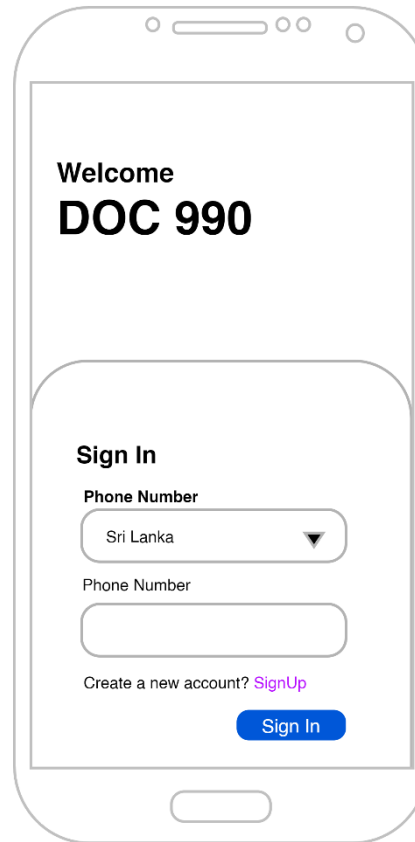
Interview Link 2 - https://drive.google.com/file/d/1cFwF5T3CQP32f3y_PJCaVyr1CtrFm4oi/view?usp=sharing

Prototype version 1 and version 2 Adobe XD files are included with the submission.

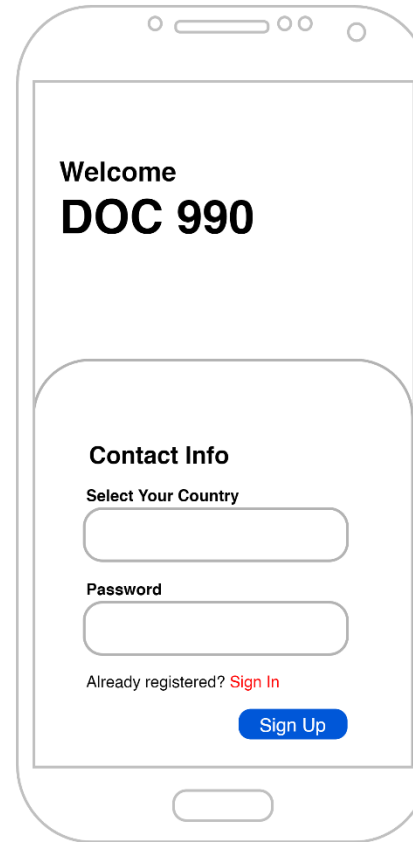
Sketching



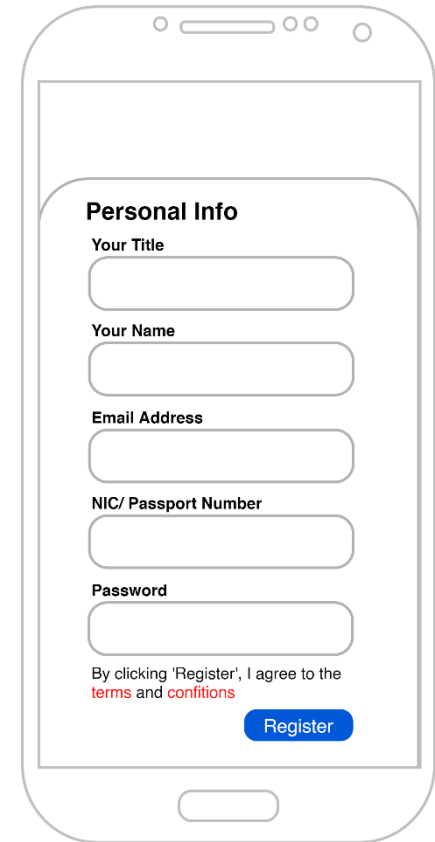
Landing Screen



Login Screen

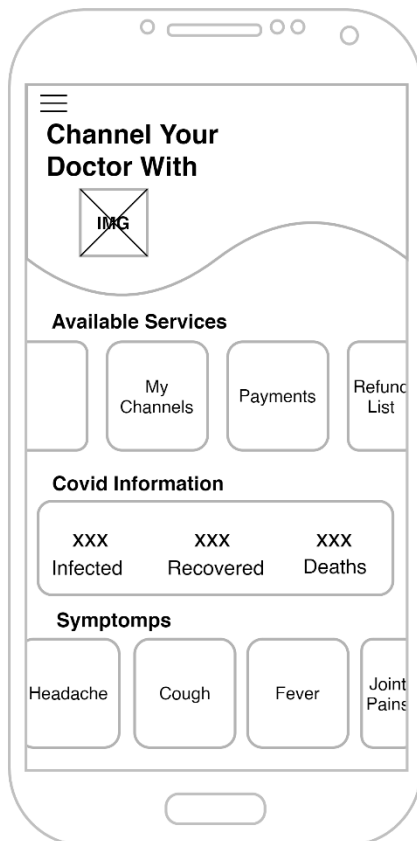


Signup Screen 1



Signup Screen 2

Sketching



Channel Your Doctor With

IMG

Available Services

My Channels Payments Refund List

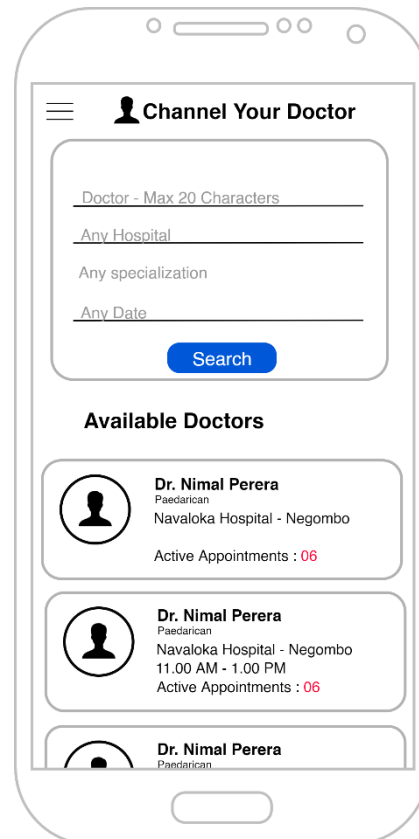
Covid Information

XXX XXX XXX
Infected Recovered Deaths

Symptoms

Headache Cough Fever Joint Pains

Home Screen



Channel Your Doctor

Doctor - Max 20 Characters

Any Hospital

Any specialization

Any Date

Search

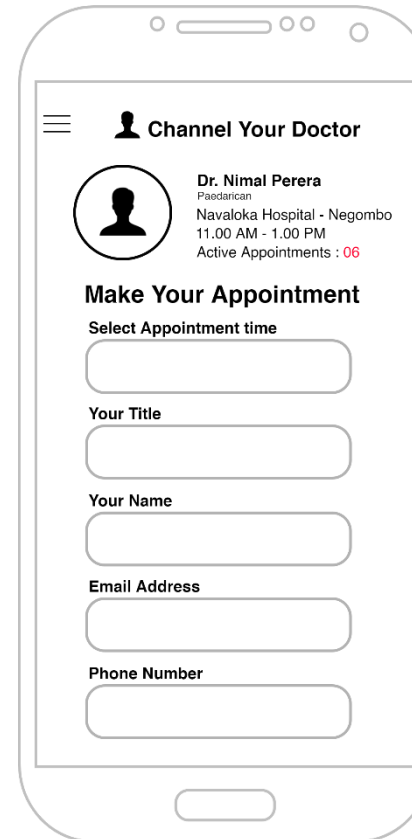
Available Doctors

Dr. Nimal Perera
Paediatrician
Navaloka Hospital - Negombo
Active Appointments : 06

Dr. Nimal Perera
Paediatrician
Navaloka Hospital - Negombo
11.00 AM - 1.00 PM
Active Appointments : 06

Dr. Nimal Perera
Paediatrician

Channel your doctor Screen



Channel Your Doctor

Dr. Nimal Perera
Paediatrician
Navaloka Hospital - Negombo
11.00 AM - 1.00 PM
Active Appointments : 06

Make Your Appointment

Select Appointment time

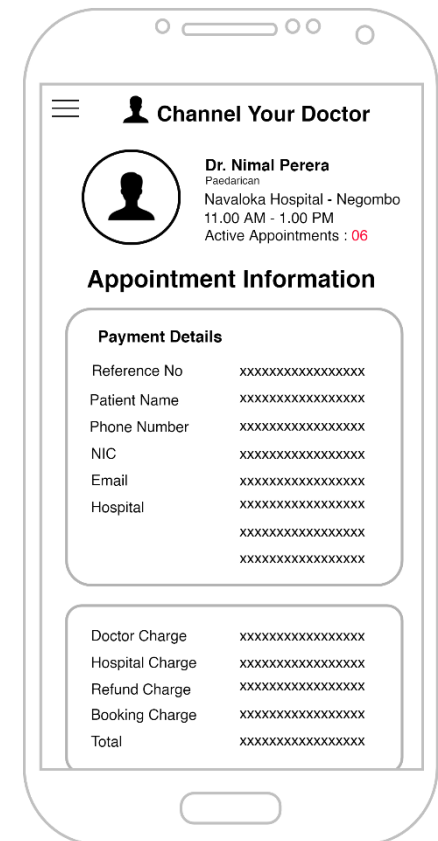
Your Title

Your Name

Email Address

Phone Number

Channelling Screen



Channel Your Doctor

Dr. Nimal Perera
Paediatrician
Navaloka Hospital - Negombo
11.00 AM - 1.00 PM
Active Appointments : 06

Appointment Information

Payment Details

| | |
|--------------|------------------|
| Reference No | xxxxxxxxxxxxxxxx |
| Patient Name | xxxxxxxxxxxxxxxx |
| Phone Number | xxxxxxxxxxxxxxxx |
| NIC | xxxxxxxxxxxxxxxx |
| Email | xxxxxxxxxxxxxxxx |
| Hospital | xxxxxxxxxxxxxxxx |
| | xxxxxxxxxxxxxxxx |

| | |
|-----------------|------------------|
| Doctor Charge | xxxxxxxxxxxxxxxx |
| Hospital Charge | xxxxxxxxxxxxxxxx |
| Refund Charge | xxxxxxxxxxxxxxxx |
| Booking Charge | xxxxxxxxxxxxxxxx |
| Total | xxxxxxxxxxxxxxxx |

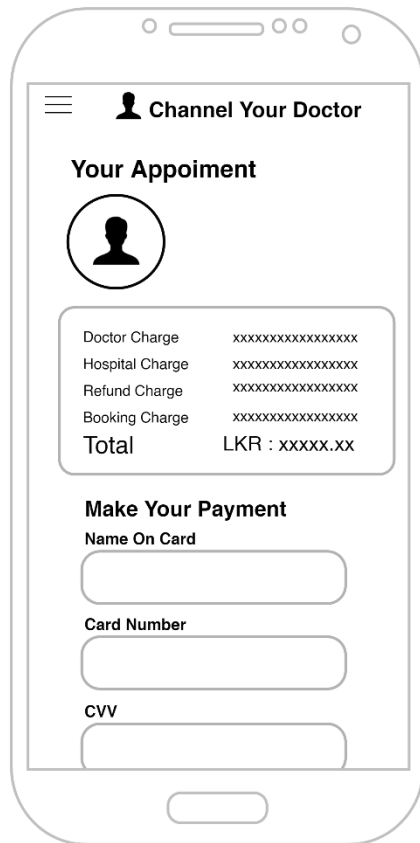
Channel Information Screen

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Software Engineering – Year 3
Lab Sheet 06

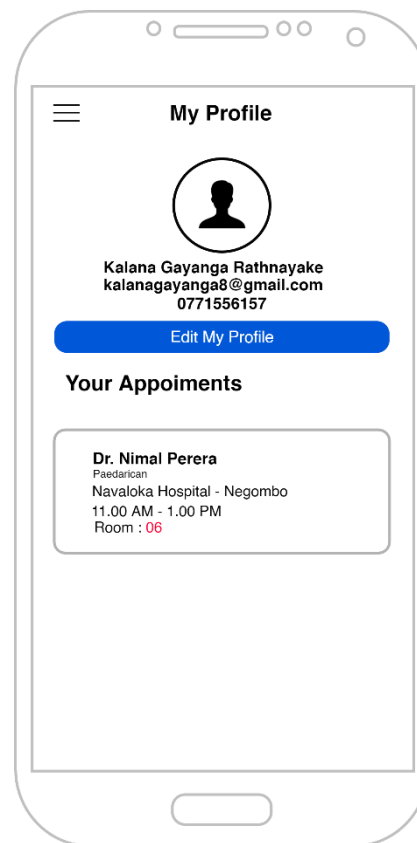
SE3050 - User Experience Engineering

Semester 2

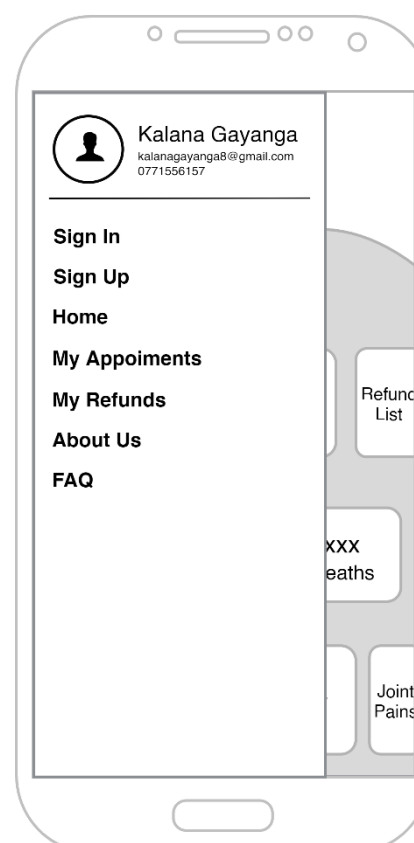
Sketching



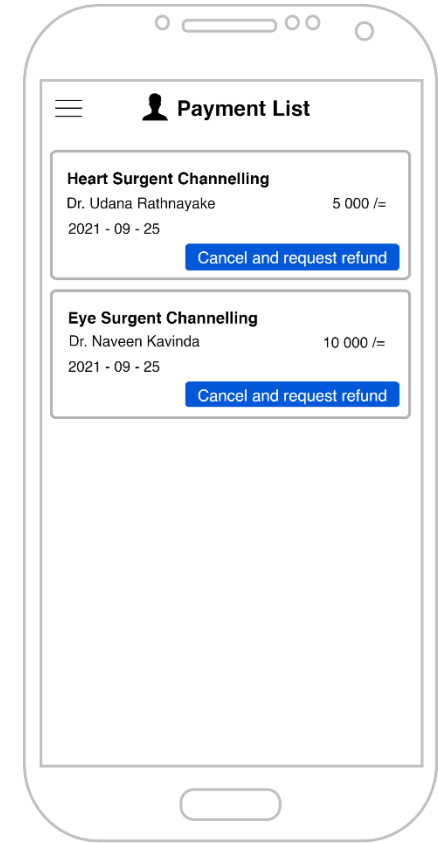
Make Payments Screen



Users Profile screen



Navigation Screen



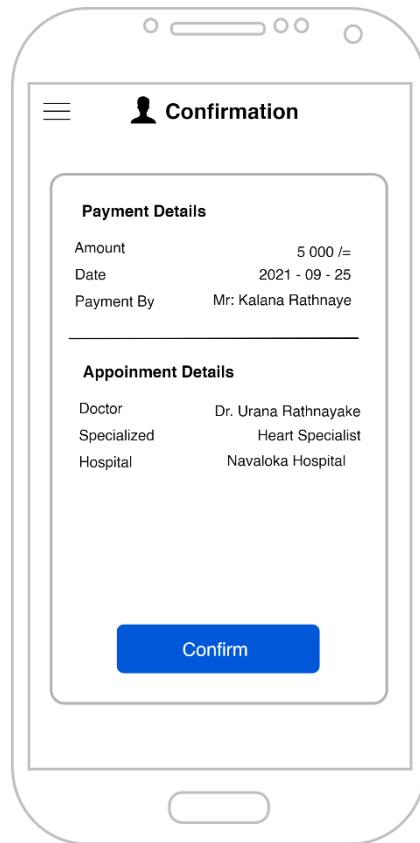
Payment History Screen

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Software Engineering – Year 3
Lab Sheet 06

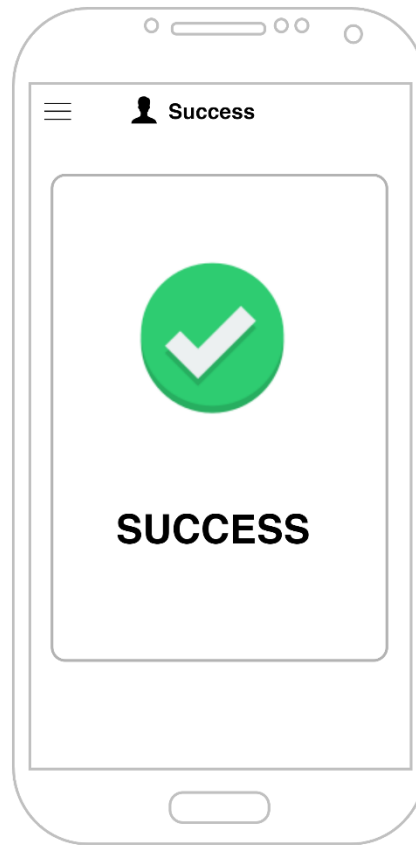
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Semester 2

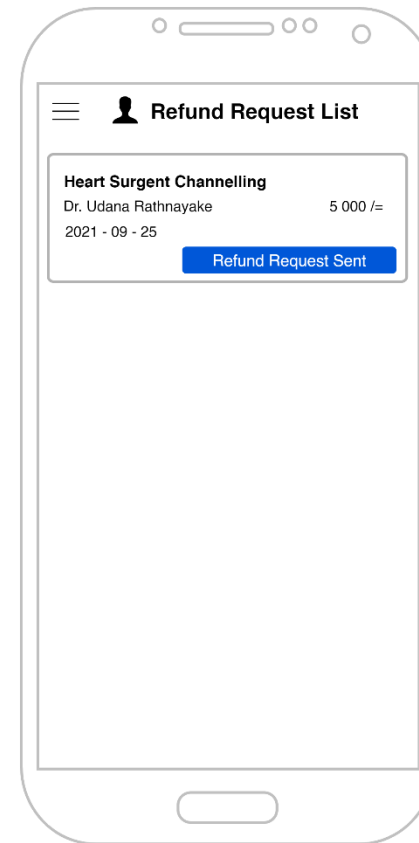
Sketching



Payment confirmation Screen



Payment Success Screen



Request Refunds Screen

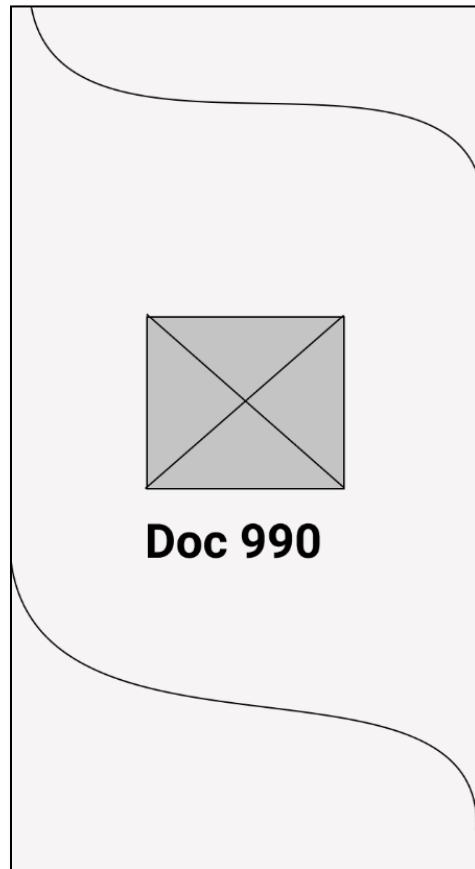
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Software Engineering – Year 3
Lab Sheet 06

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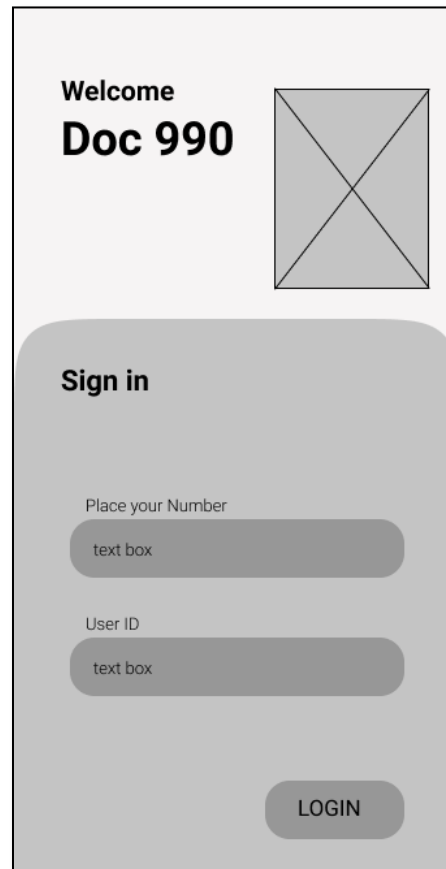
Semester 2

Wireframes

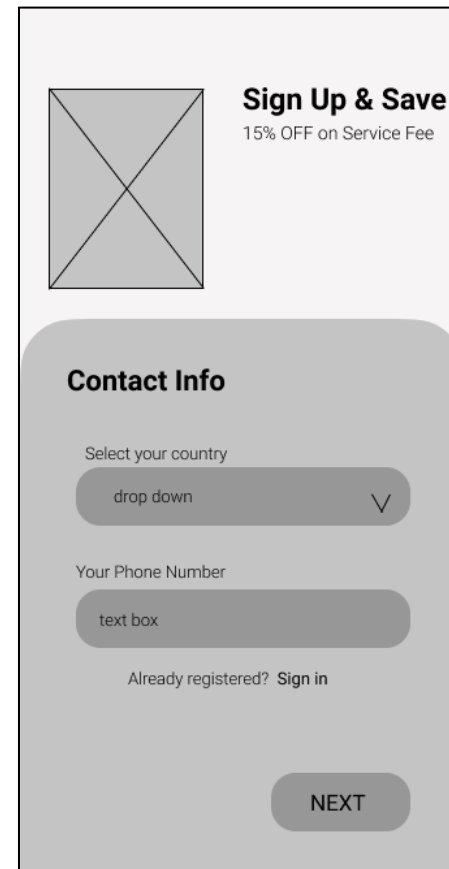
Wireframe 1- Landing Page



Wireframe 2 - Sign in



Wireframe 3 – Sign up 1

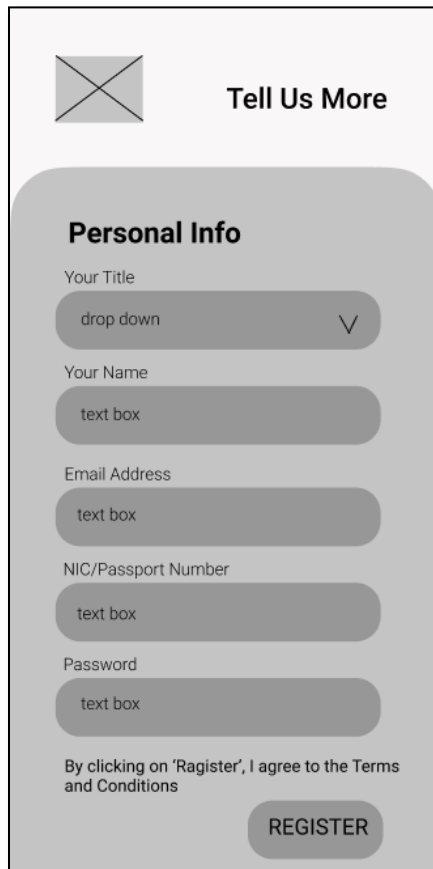


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Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Wireframe 4 – Sign up 2

**Tell Us More**

Personal Info
Your Title

drop down

▼

Your Name

text box

Email Address

text box

NIC/Passport Number

text box

Password

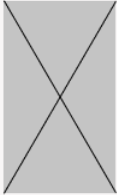
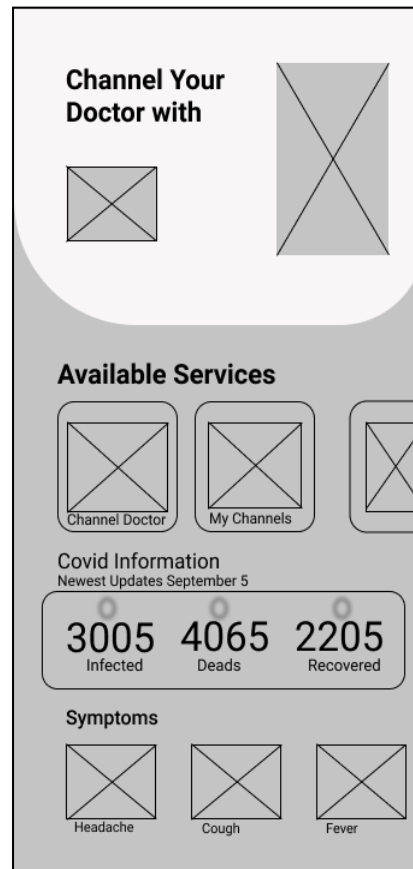
text box

By clicking on 'Register', I agree to the Terms and Conditions


REGISTER

Wireframe 5 - Home Page


Channel Your Doctor with




Available Services



Channel Doctor



My Channels



Covid Information
Newest Updates September 5

3005

4065


2205

Infected


Deaths

Recovered


Symptoms



Headache

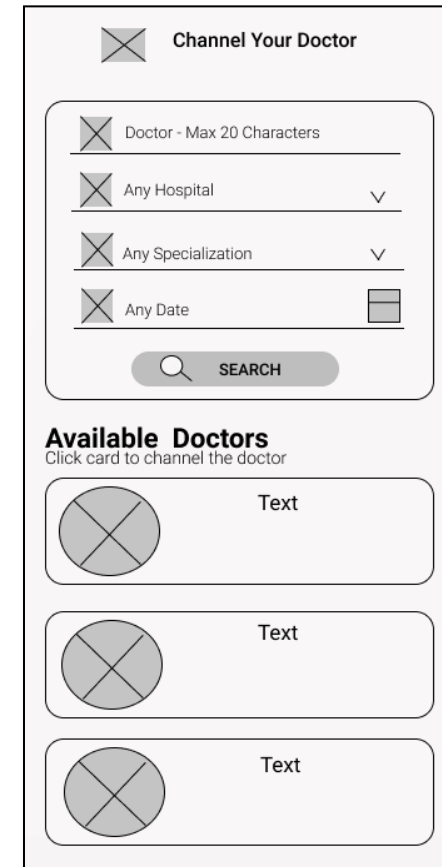



Cough




Fever

Wireframe 6- Search Doctors

**Channel Your Doctor**




Doctor - Max 20 Characters




Any Hospital

▼




Any Specialization

▼

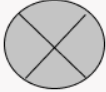


Any Date

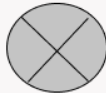


SEARCH

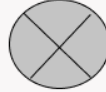
Available Doctors
Click card to channel the doctor



Text



Text




Text


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Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Wireframe 7- Make Appointments

 Channel Your Doctor

**Dr. Dissanayake**
Specialization
Hospital
Time :
Active Appointment:

Make Your Appointments

Select Appointment Time
drop down

Your Title
drop down

Your Name

Email Address

Your Phone Number

NIC/Passport Number

Address

City


Province


☒ Add Additional service Charge: 250 LKR

☒ Check the box if you want to receive PDF receipt to your email

CONTINUE

Wireframe 8 – Channel Information

 Channel Your Doctor

**Dr. Dissanayake**
Specialization
Hospital
Time :
Active Appointment:

Appointment Information

Your appointment is still NOT ACTIVE. Please click "Next" to pay and confirm

☒ Reference No:
☒ Patient's Name:
☒ Phone Number
☒ NIC:
☒ Email:
☒ Hospital:
☒ Room:
☒ Time:

☒ Doctor Charge: LKR .0000
☒ Hospital Charge: LKR .0000
☒ Refund Charge: LKR .0000
☒ Booking Charge: LKR .0000
☒ Total: LKR .0000


Do you have a **Coupon Code?**
Enter below & click "Redeem"

REDEEM


< BACK

NEXT >

Wireframe 9 – Payments

 Channel Your Doctor

Your Appointment

**Dr. Nimasha Perera**
Specialization
Hospital
Time :
Active Appointment:

☒ Doctor Charge: LKR .0000
☒ Hospital Charge: LKR .0000
☒ Refund Charge: LKR .0000
☒ Booking Charge: LKR .0000
☒ Total: LKR .0000

Make your Payment

Name on the Card
text

Card Number
text

CVC
text

Expire Date
text

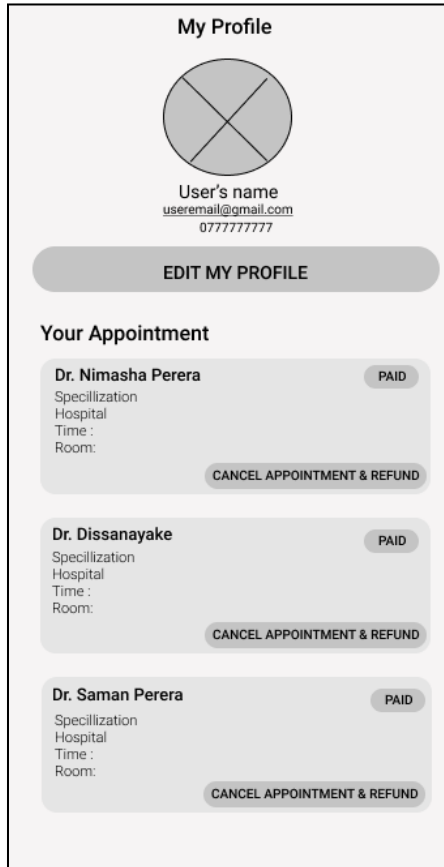
PROCEED PAYMENT

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

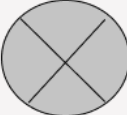
SE3050 - User Experience Engineering

Semester 2

Wireframe 10- User Profile



My Profile



User's name
useremail@gmail.com
0777777777

EDIT MY PROFILE

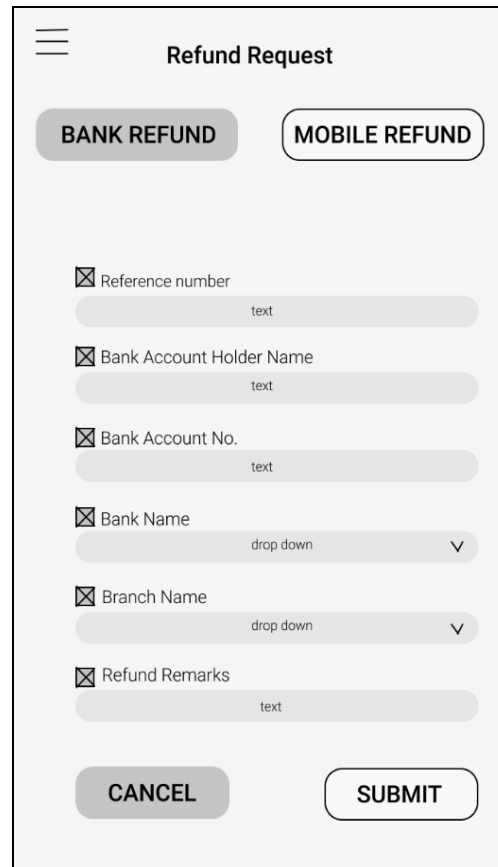
Your Appointment

Dr. Nimasha Perera PAID
Specilization
Hospital
Time :
Room:
CANCEL APPOINTMENT & REFUND

Dr. Dissanayake PAID
Specilization
Hospital
Time :
Room:
CANCEL APPOINTMENT & REFUND

Dr. Saman Perera PAID
Specilization
Hospital
Time :
Room:
CANCEL APPOINTMENT & REFUND

Wireframe 11- Refund Request



Refund Request

BANK REFUND MOBILE REFUND

☒ Reference number
text

☒ Bank Account Holder Name
text

☒ Bank Account No.
text

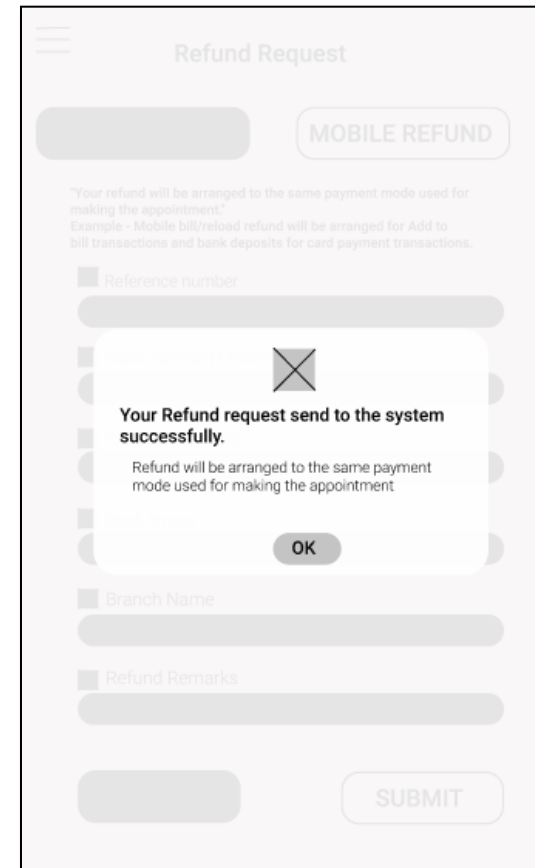
☒ Bank Name
drop down

☒ Branch Name
drop down

☒ Refund Remarks
text

CANCEL SUBMIT

Wireframe 12- Refund Request Success




Refund Request

MOBILE REFUND

"Your refund will be arranged to the same payment mode used for making the appointment."
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

Reference number



Your Refund request send to the system successfully.

Refund will be arranged to the same payment mode used for making the appointment

OK

Branch Name

Refund Remarks

SUBMIT

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Wireframe 13- Refund request through Mobile

Refund Request

BANK REFUND

MOBILE REFUND

"Your refund will be arranged to the same payment mode used for making the appointment."
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

☒ Reference number

text

☒ Mobile/CDMA No.

text

☒ Refund Remarks

text

CANCEL

SUBMIT


Wireframe 14- Refund Request Success

Refund Request

BANK REFUND

MOBILE REFUND

"Your refund will be arranged to the same payment mode used for making the appointment."
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

☒ 

Your Refund request send to the system successfully.

Refund will be arranged to the same payment mode used for making the appointment

☒ Refund Remarks

OK

CANCEL

SUBMIT

Wireframe 15- Refund Request history

My Refunds

☒ Reference No: 2586589

BANK REFUND

☒ 21 September 2021

PENDING

☒ Seylan Bank - Piliyandala

☒ Refund Remarks : Channeling Refund

☒ Refund Amount: LKR. 1398.00

☒ Reference No: 2586589

BANK REFUND

☒ 2021 September 30

REFUND

☒ Seylan Bank - Piliyandala

☒ Refund Remarks : Channeling Refund

☒ Refund Amount: LKR. 1398.00

☒ Reference No: 2586589

BANK REFUND

☒ 2021 September 30

REFUND

☒ +94 77-552-3658

☒ Refund Remarks : Channeling Refund

☒ Refund Amount: LKR. 1398.00

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

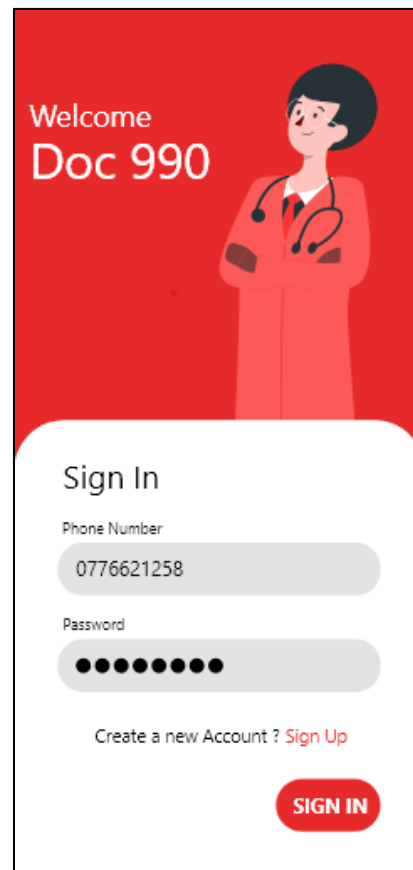
Semester 2

Prototypes – version 1

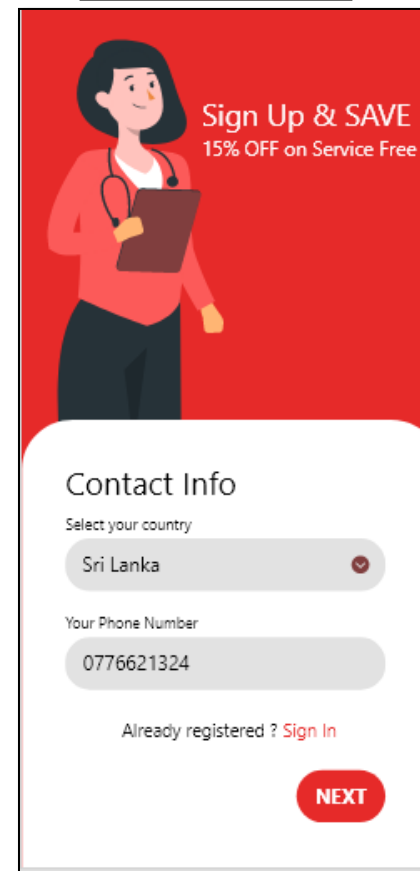
Landing Screen



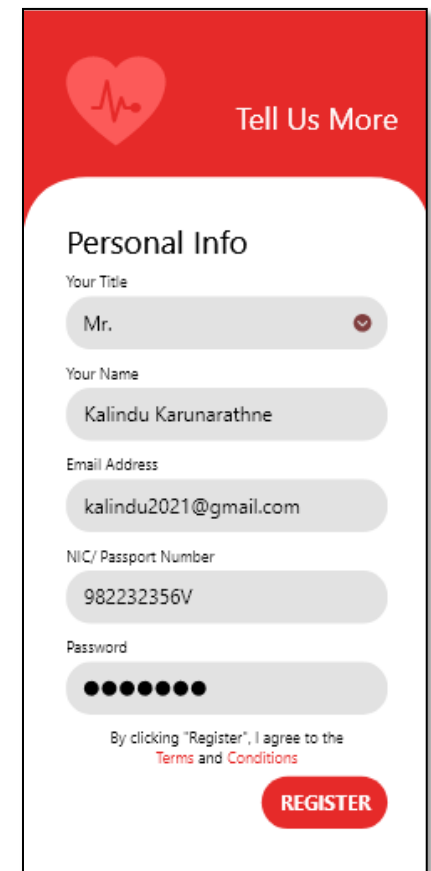
Sign in



Sign up- 1



Sign up- 2

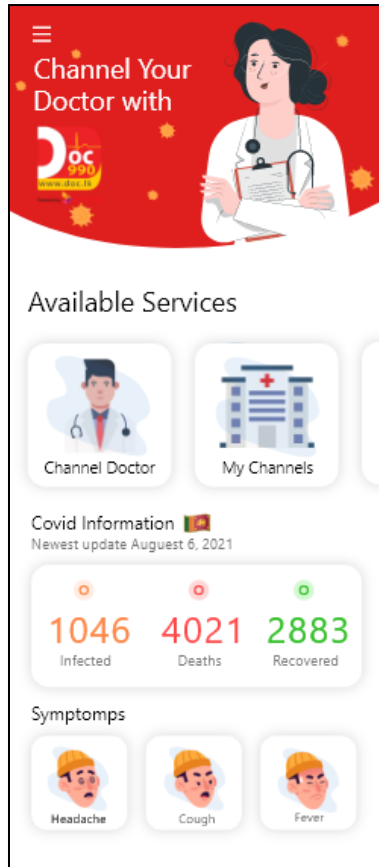


Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

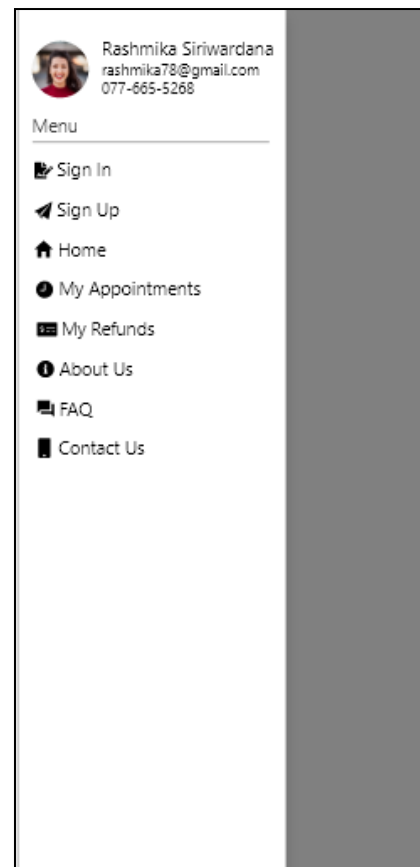
Semester 2

Home Screen



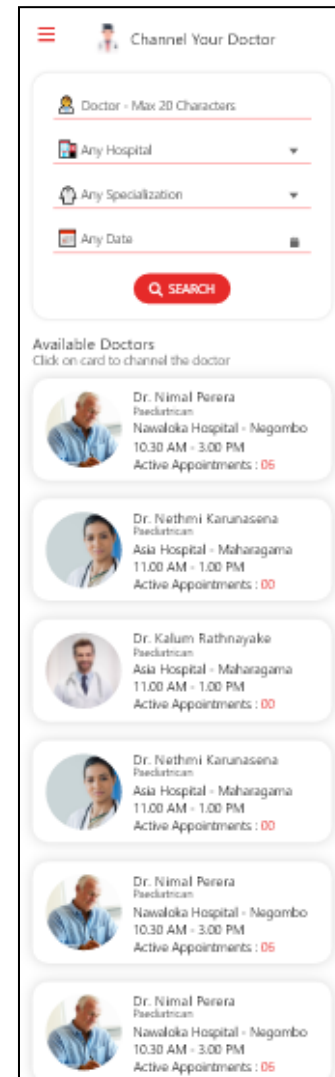
The Home Screen features a red header with the text "Channel Your Doctor with" and a logo. Below the header is a section titled "Available Services" with two icons: "Channel Doctor" and "My Channels". A "Covid Information" section displays the latest update as "August 6, 2021" and shows three statistics: 1046 Infected, 4021 Deaths, and 2883 Recovered. At the bottom, a "Symptoms" section includes three icons for "Headache", "Cough", and "Fever".

Search Doctor Screen



The Search Doctor Screen displays a user profile for "Rashmika Siriwardana" with email "rashmika78@gmail.com" and phone "077-665-5268". A "Menu" section lists: Sign In, Sign Up, Home, My Appointments, My Refunds, About Us, FAQ, and Contact Us.

Channelling Doctor Screen



The Channelling Doctor Screen shows a "Channel Your Doctor" form with fields for "Doctor - Max 20 Characters", "Any Hospital", "Any Specialization", and "Any Date", followed by a "SEARCH" button. Below is a list of "Available Doctors" with details for Dr. Nimal Perera, Dr. Niethmi Karunasena, and Dr. Kallum Rathnayake, including their hospitals, active appointment times, and the number of active appointments.

Channel Information Screen




The Channel Information Screen displays a user profile for "Dr. Kallum Rathnayake" with email "kallum2021@gmail.com" and phone "0776621324". It includes fields for "NIC/Passport Number", "Address", "City", and "Province". At the bottom, there are two checkboxes: "Add Additional Service Charge: 250.00 LKR" and "Check the box if you want to receive PDF receipt to your email.", followed by a "CONTINUE" button.


Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Payment Screen

 Channel Your Doctor



Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
11:00 AM - 1:00 PM
Active Appointments : 00

Appointment Information

Your appointment is still NOT ACTIVE. Please click 'Next' to get it confirmed.

Reference No: 25486288

Patient's Name: Kalindu Karunaratne

Phone Number: 0776621524

NIC: 982301096V

Email: kalindu2021@gmail.com

Hospital: Aula Hospital - Mahanaguma

Room: 112

Time: 2021 September 21 - 12:30 PM

Doctor Charge: LKR 600.00

Hospital Charge: LKR 400.00

Refund Charge: LKR 250.00

Booking Charge: LKR 99.00

Total: LKR 1349.00


Do you have a Coupon Code?
Enter below to click 'Yes/No'

REDEEM


< BACK

NEXT >

User Profile

 Channel Your Doctor

Your Appointment



Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
2021 September 21 - 12:30 PM
Room: 112

Doctor Charge: LKR 600.00

Hospital Charge: LKR 400.00

Refund Charge: LKR 250.00

Booking Charge: LKR 99.00

Total: LKR 1349.00

Make Your Payment

Pay on the Card

KALINDU KARUNARATHNE

Card Number

4586 8965 7856 4269

CVV


235


Exp. in Date

15/24

PROCEED PAYMENT

Request Bank Refund

 My Profile



Kalindu Karunaratne
kalindu2021@gmail.com
0776652321

EDIT MY PROFILE

Your Appointments


Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
2021 September 21 - 12:30 PM
Room: 112

Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
2021 September 21 - 12:30 PM
Room: 112

Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
2021 September 21 - 12:30 PM
Room: 112

Dr. Kalum Rathnayake
Pediatrician
Aula Hospital - Mahanaguma
2021 September 21 - 12:30 PM
Room: 112

Request Refund Success

 Refund Request

BANK REFUND

MOBILE REFUND

"Your refund will be arranged to the same payment method used for making the appointment."
Example - Mobile bill refund refund will be arranged for Jaldi in bill numbers and bank deposits for card payment transactions.

Reference Number

2589658

Bank Account Holder Name

Kalindu Karunaratne

Bank Account No.

4585-4258-5896-7859

Bank Name

Seylan Bank

Branch Name

Piliyandala

Refund Remarks

Channeling refund

CANCEL

SUBMIT

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Request Refund Success

The screenshot shows a 'Refund Request' screen with a success message. At the top, there are two buttons: 'BANK REFUND' and 'MOBILE REFUND'. Below them is a note: "Your refund will be arranged to the same payment mode used for making the appointment." Example: "Mobile bill/credit refund will be arranged for debit for bill transactions and bank deposits for card payment transactions." A green checkmark icon is displayed above the text: "Your Refund request send to the system successfully." Below this, it says: "Refund will be arranged to the same payment mode used for making the appointment." There is an 'OK' button. At the bottom, there are input fields for 'Seylan Bank', 'Branch Name' (Piliyandala), and 'Refund Remarks' (Channeling refund), with 'CANCEL' and 'SUBMIT' buttons.

Request Mobile Refund

The screenshot shows a 'Refund Request' screen with a 'MOBILE REFUND' button highlighted. Below it is a note: "Your refund will be arranged to the same payment mode used for making the appointment." Example: "Mobile bill/credit refund will be arranged for debit for bill transactions and bank deposits for card payment transactions." A 'Reference Number' field is filled with '2586658'. Below it, a 'Mobile/CDMA No.' field is filled with '2586658'. A 'Refund Remarks' field is filled with 'Channeling refund'. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons.

Request Refund Success

The screenshot shows a 'Refund Request' screen with a success message. At the top, there are two buttons: 'BANK REFUND' and 'MOBILE REFUND'. Below them is a note: "Your refund will be arranged to the same payment mode used for making the appointment." Example: "Mobile bill/credit refund will be arranged for debit for bill transactions and bank deposits for card payment transactions." A green checkmark icon is displayed above the text: "Your Refund request send to the system successfully." Below this, it says: "Refund will be arranged to the same payment mode used for making the appointment." There is an 'OK' button. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons.

Refund History

The screenshot shows a 'My Refunds' screen with a list of refund transactions. Each transaction card displays: Reference No: 2586569, Date: 2023 September 30, Bank: Seylan Bank - Piliyandala, Refund Remarks: Channeling Refund, and Refund Amount: LKR. 1398.00. Each card has a 'VIEW DETAILS' button.

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering
Prototype (high-fidelity) – Version 2

Semester 2



Landing Screen

A high-fidelity prototype of a mobile app sign-in screen. It features a white background with a hamburger menu icon in the top left. The app logo, 'Doc 990', is at the top, followed by 'Powered by Dialog'. The text 'Proceed with your Login' is centered. Below are input fields for 'Phone Number' (containing '0776621258') and 'Password' (represented by dots). A red 'SIGN IN' button is at the bottom. At the very bottom, there is a link: 'Create a new Account ? Sign Up' and 'Forgot Password?'.

Sign in

A high-fidelity prototype of a mobile app sign-up screen (Step 1). It features a white background with a hamburger menu icon in the top left. The app logo, 'Doc 990', is at the top, followed by 'Powered by Dialog'. The text '15% OFF on Service Fee' and 'Sign Up & SAVE' is centered. Below are input fields for 'Email Address' (containing 'kalindu2021@gmail.com') and 'Your Phone Number' (containing '0776621324'). A red 'NEXT' button is at the bottom. At the very bottom, there is a link: 'Already registered ? Sign In'.

Sign up- 1

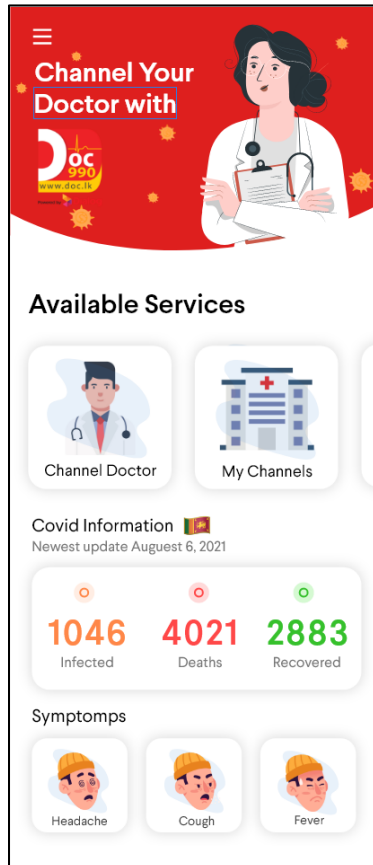
A high-fidelity prototype of a mobile app sign-up screen (Step 2). It features a white background with a hamburger menu icon in the top left. The app logo, 'Doc 990', is at the top, followed by 'Powered by Dialog'. The text '15% OFF on Service Fee' and 'Sign Up & SAVE' is centered. Below is the 'Personal Info' section with input fields for 'Your Country' (containing 'Sri Lanka'), 'Your Title' (containing 'Mr.'), 'Your Name' (containing 'Kalidu Karunaratne'), and 'NIC/ Passport No.' (containing '982201089V'). There is a 'Password' field with dots. At the bottom, there is a link: 'By clicking "Register", I agree to the Terms and Conditions'. Two buttons, 'BACK' and 'REGISTER', are at the bottom.

Sign up-2

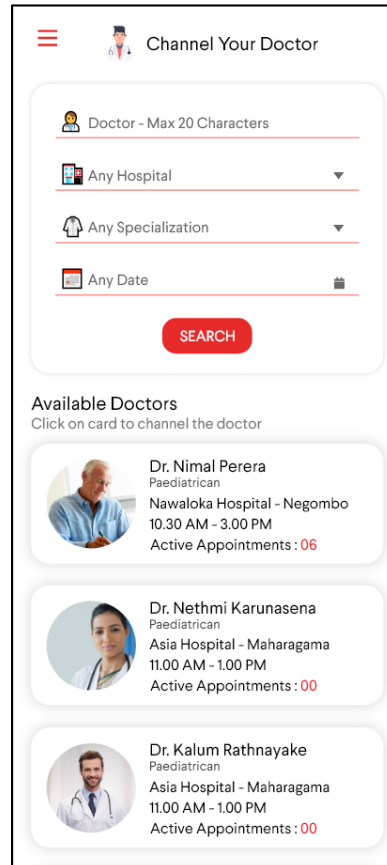
Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

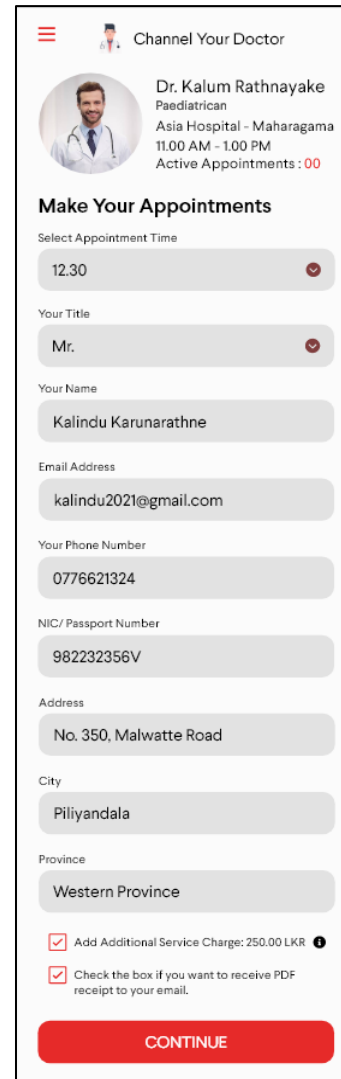
Semester 2



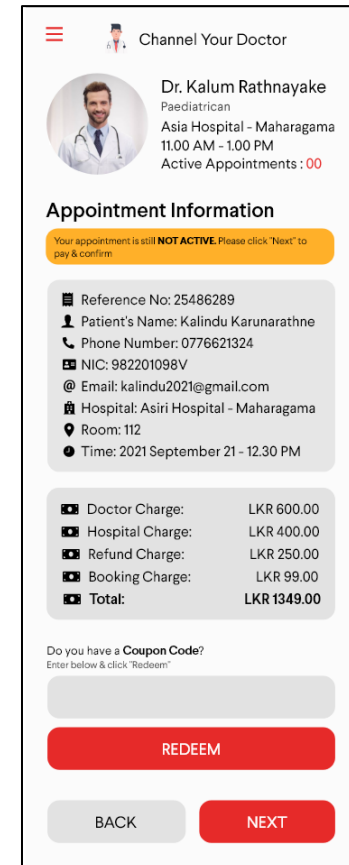
Home Screen



Search Doctor Screen



Channelling Doctor Screen

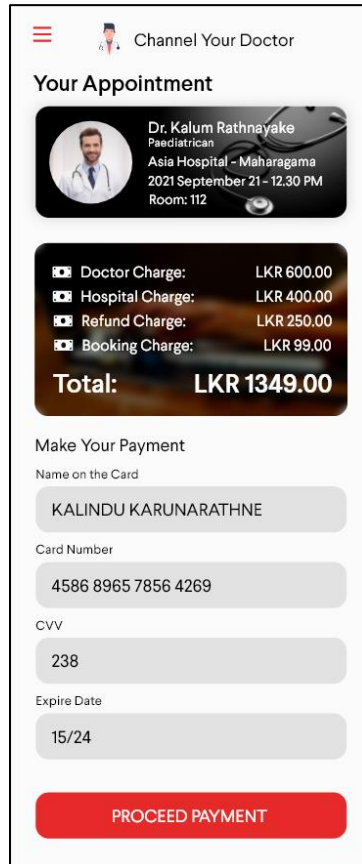


Channel Information Screen

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06


SE3050 - User Experience Engineering

Semester 2



Channel Your Doctor

Your Appointment



Dr. Kalum Rathnayake
Paediatrician
Asia Hospital - Maharagama
2021 September 21 - 12.30 PM
Room: 112

Doctor Charge: LKR 600.00
Hospital Charge: LKR 400.00
Refund Charge: LKR 250.00
Booking Charge: LKR 99.00

Total: LKR 1349.00

Make Your Payment

Name on the Card
KALINDU KARUNARATHNE

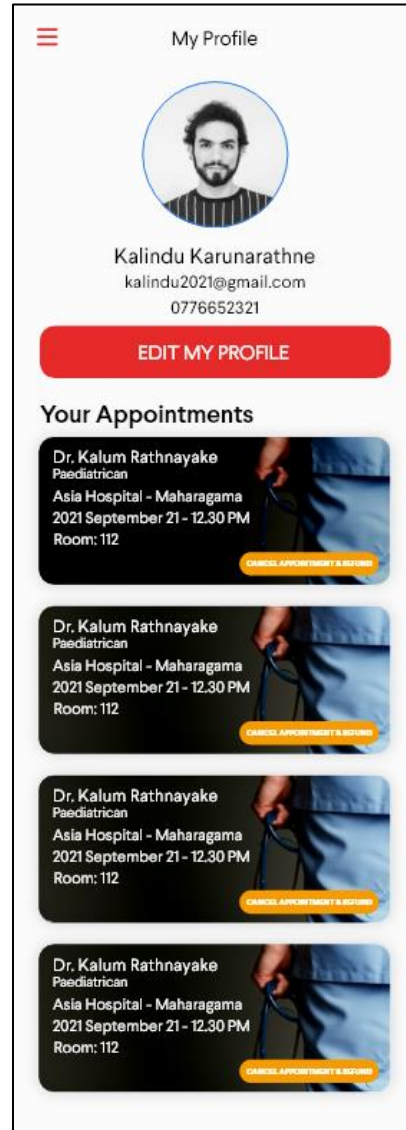
Card Number
4586 8965 7856 4269

CVV
238


Expire Date
15/24

PROCEED PAYMENT

Payment Screen



My Profile



Kalindu Karunaratne
kalindu2021@gmail.com
0776652321

EDIT MY PROFILE

Your Appointments

Dr. Kalum Rathnayake
Paediatrician
Asia Hospital - Maharagama
2021 September 21 - 12.30 PM
Room: 112

CANCEL APPOINTMENT & RETURN

Dr. Kalum Rathnayake
Paediatrician
Asia Hospital - Maharagama
2021 September 21 - 12.30 PM
Room: 112

CANCEL APPOINTMENT & RETURN

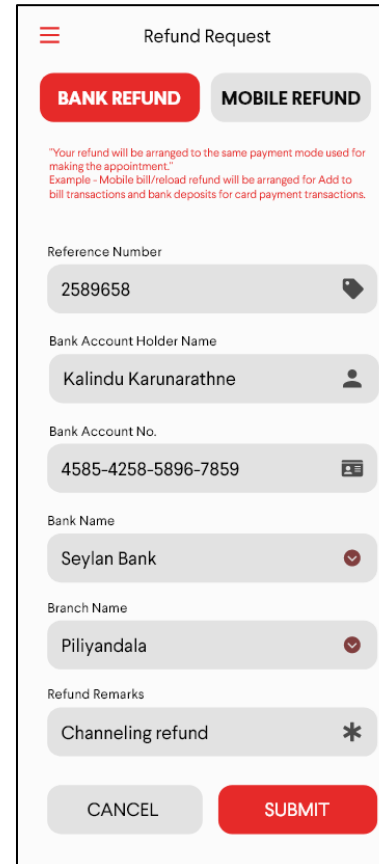
Dr. Kalum Rathnayake
Paediatrician
Asia Hospital - Maharagama
2021 September 21 - 12.30 PM
Room: 112

CANCEL APPOINTMENT & RETURN

Dr. Kalum Rathnayake
Paediatrician
Asia Hospital - Maharagama
2021 September 21 - 12.30 PM
Room: 112

CANCEL APPOINTMENT & RETURN

User Profile



Refund Request

BANK REFUND MOBILE REFUND

"Your refund will be arranged to the same payment mode used for making the appointment."
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

Reference Number
2589658

Bank Account Holder Name
Kalindu Karunaratne

Bank Account No.
4585-4258-5896-7859

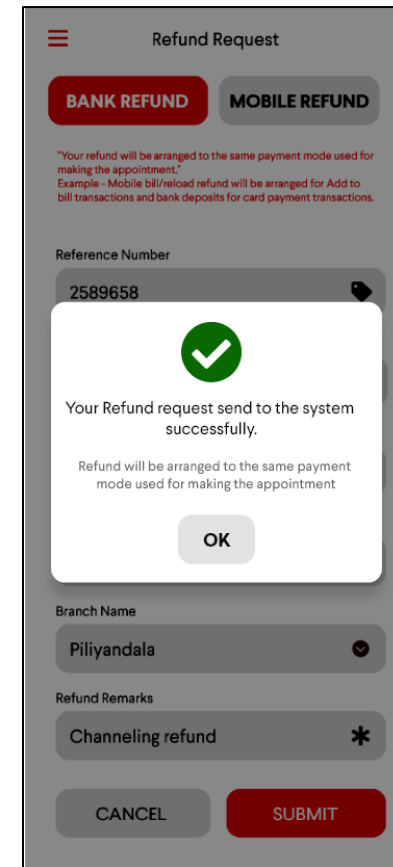
Bank Name
Seylan Bank

Branch Name
Piliyandala

Refund Remarks
Channeling refund

CANCEL SUBMIT

Request Bank Refund




Refund Request

BANK REFUND MOBILE REFUND

"Your refund will be arranged to the same payment mode used for making the appointment."
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

Reference Number
2589658



Your Refund request send to the system successfully.

Refund will be arranged to the same payment mode used for making the appointment

OK

Branch Name
Piliyandala

Refund Remarks
Channeling refund

CANCEL SUBMIT

Request Refund Success

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

Refund Request

BANK REFUND

MOBILE REFUND

*Your refund will be arranged to the same payment mode used for making the appointment.
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

Reference Number

2589658

Mobile/ CDMA No.

0774458569

Refund Remarks

Channeling refund

SUBMIT

CANCEL

SUBMIT

Request Mobile Refund

Refund Request

BANK REFUND

MOBILE REFUND

*Your refund will be arranged to the same payment mode used for making the appointment.
Example - Mobile bill/reload refund will be arranged for Add to bill transactions and bank deposits for card payment transactions.

Reference Number

✓

Your Refund request send to the system successfully.

Refund will be arranged to the same payment mode used for making the appointment

OK

CANCEL

SUBMIT

Request Refund Success

My Refunds

Reference No: 2586589

2021 September 30

Seylan Bank - Piliyandala

* Refund Remarks : Channeling Refund

Refund Amount: LKR. 1398.00

BANK REFUND

PENDING

Reference No: 2586589

2021 September 30

Seylan Bank - Piliyandala

* Refund Remarks : Channeling Refund

Refund Amount: LKR. 1398.00

BANK REFUND

PENDING

Reference No: 2586589

2021 September 30

+94 77-552-3658

* Refund Remarks : Channeling Refund

Refund Amount: LKR. 1398.00

MOBILE REFUND

REFUNDED

Reference No: 2586589

2021 September 30

+94 77-552-3658

* Refund Remarks : Channeling Refund

Refund Amount: LKR. 1398.00

MOBILE REFUND

REFUNDED

Reference No: 2586589

2021 September 30

Seylan Bank - Piliyandala


* Refund Remarks : Channeling Refund

Refund Amount: LKR. 1398.00

BANK REFUND

PENDING

Refund History



Rashmika Siriwardana
rashmika78@gmail.com
077-665-5268

Menu

Sign In

Sign Up

Home

My Appointments

My Refunds

About Us

FAQ

Contact Us

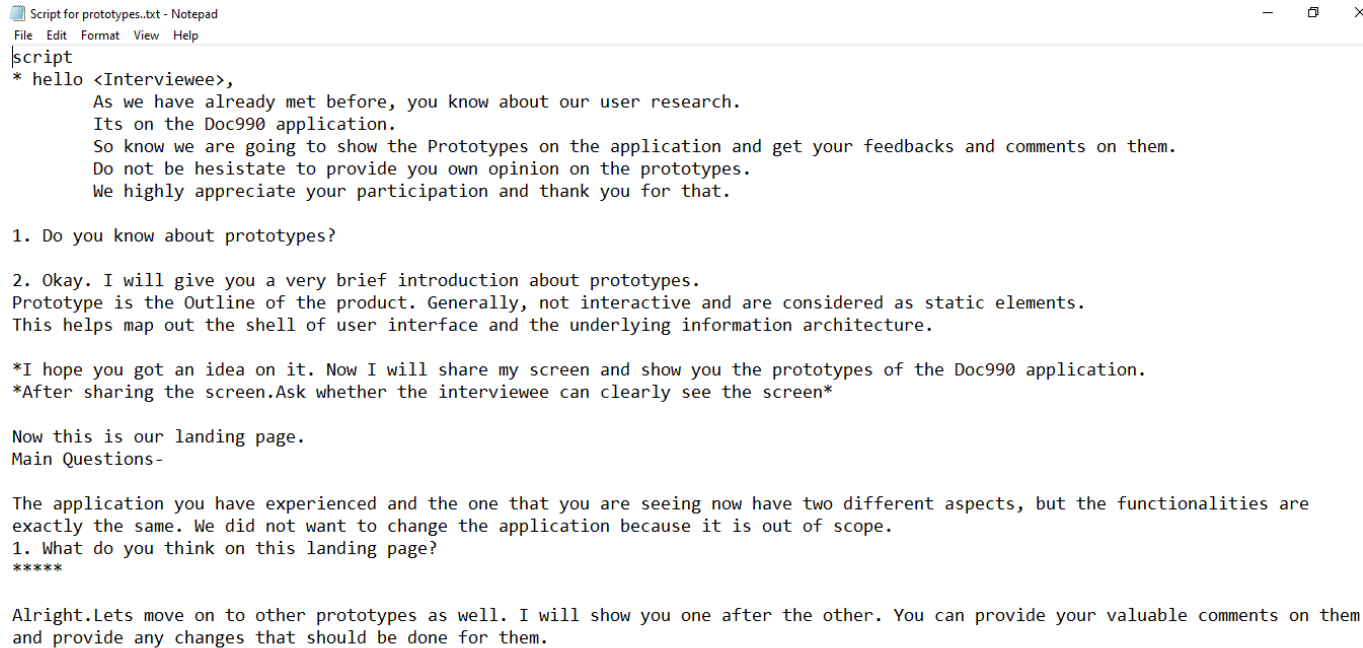
Side Navigation bar

Bsc (Hons) in Information Technology
Software Engineering – Year 3
Lab Sheet 06

SE3050 - User Experience Engineering

Semester 2

The Script used at the interview



```
Script for prototypes.txt - Notepad
File Edit Format View Help
script
* hello <Interviewee>,
    As we have already met before, you know about our user research.
    Its on the Doc990 application.
    So know we are going to show the Prototypes on the application and get your feedbacks and comments on them.
    Do not be hesitate to provide you own opinion on the prototypes.
    We highly appreciate your participation and thank you for that.

1. Do you know about prototypes?

2. Okay. I will give you a very brief introduction about prototypes.
Prototype is the Outline of the product. Generally, not interactive and are considered as static elements.
This helps map out the shell of user interface and the underlying information architecture.

*I hope you got an idea on it. Now I will share my screen and show you the prototypes of the Doc990 application.
*After sharing the screen.Ask whether the interviewee can clearly see the screen*

Now this is our landing page.
Main Questions-

The application you have experienced and the one that you are seeing now have two different aspects, but the functionalities are
exactly the same. We did not want to change the application because it is out of scope.
1. What do you think on this landing page?
*****

Alright.Lets move on to other prototypes as well. I will show you one after the other. You can provide your valuable comments on them
and provide any changes that should be done for them.
```

Contribution

| Contribution Part | IT Numbers |
|-------------------|---|
| Sketches | IT19202600 - Rathnayake R.M.K.G |
| Wireframes | IT19146652 - V.W.A.N.R.Wickramasinghe |
| Prototypes | IT19104218 - Bandara G.B.M.A.G.R.A.V. , IT19125176 - T.Parathan |
| Interview Script | All members |