

Lab sheet 05

IT3050 – User Experience Engineering

Semester II, 2021

Lab Practical 05 — Identify fail-points/blockings in the key-user flow(s)

IT19148946 I.T.Manuel	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Manage favorite bills(edit,delete,view) function in the app is not working.	Can not add billers which are not in the biller list to the favorite list.
Evidence <screenshots> <video timeline=""></video></screenshots>	Payment Services Payment Services One Time Bill Payment Make payments to unregistered billers Favourite Bill Payment Make payments to registered billers Manage Favourite Bills Add, Edit & Delete your favourite bills Bill Payment History Inquire bill payment history Inquire bill payment history	Cannot add billers ### PEOPLES Favourite Bill Payment Step 1 of 3 From Account * ① Service Provider DIALOG (GSM) POSTPAID/PREPAID Dialog Phone Number Amount * LKR Transfer On * 22-08-2021



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IT19220116 = N.I.T.Hewage	01 Fail-points/blocking	02 Fail-points/blocking
ail-points/blocking	There is a loan repayment option, but the loan request option is not provided there.	There is no way to view loan repayment history and the payment due amount.
Evidence <screenshots> <video timeline=""></video></screenshots>	No loan request option	No loan repayment history option
	← Payment Services	← Payment Services
	One Time Bill Payment Make payments to unregistered billers	One Time Bill Payment Make payments to unregistered billers
	Favourite Bill Payment Make payments to registered billers	Favourite Bill Payment Make payments to registered billers
	Manage Favourite Bills Add, Edit & Delete your favourite bills	Manage Favourite Bills Add, Edit & Delete your favourite bills
	Bill Payment History Inquire bill payment history	Bill Payment History Inquire bill payment history
	Loan Repayment Pay your loan due amount	Loan Repayment Pay your loan due amount



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IT19009964 = Hakeem M.U.M.I.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Cannot manage personal payees function in the application.	No personal payee transaction history.
ividence screenshots> <video timeline=""></video>	Cannot manage personal payees	Cannot view personal payee
	← Fund Transfer	transaction history ← Fund Transfer
	Own Account Transfer Fund transfer to your own account	Own Account Transfer Fund transfer to your own account
	One Time Transfer Fund transfer to third party unregistered	One Time Transfer Fund transfer to third party unregistered
	Favourite Transfer Fund transfer to registered accounts	Favourite Transfer Fund transfer to registered accounts
	Manage Favourite Beneficiary Add, Edit & Delete your Favourite Beneficiary	Manage Favourite Beneficiary Add, Edit & Delete your Favourite Beneficiary



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IT19395906 = S.A.R.Wijayabandu	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking Evidence	There is no receipt provided after making third party transactions.	No sufficient details in account summary
	One Time Bill Payment Step 1 of 3 From Account * ①	→ Account Summary Savings Account 003-2-002-0-0010537
	Service Provider * ALLIANZ LIFE INSURANCE Policy No * Amount * LKR Payment Date * 22-08-2021	Account Balance Available Balance LKR 56,171.96 LKR 56,171.96
	Does provide the receipt after transaction.	Does provide the sufficient details.