Lab sheet 05

IT3050 – User Experience engineering   **Semester 2, 2021**

Identify fail-points/blockings in the key-user flow(s)

During this lab, you are going to Identify fail-points/blockings in the key-user flow(s). Follow the steps below.

- Analyze your user research data (Lab sheet 02).

- Re-visit the user flow diagrams (Lab sheet 01).

- Individually identify 02 (at least) main fail-points/blockings in the key-user flow(s)

- If you are unable to identify enough number of main fail-points/blockings, conduct the user research again with different users/using different script.

UEE – Lab 5

2021S2_REG_WE_31

Failure points in the application

Video main link: https://mysliit-
my.sharepoint.com/:v:/g/personal/it19121048_my_sliit_lk/EVqa8FpgChdHjey5cW1HHI8BRDmLR93IzcU1z-4_IGW2sA?e=YLJCh9

Lab sheet 05

IT3050 – User Experience engineering   **Semester 2, 2021**
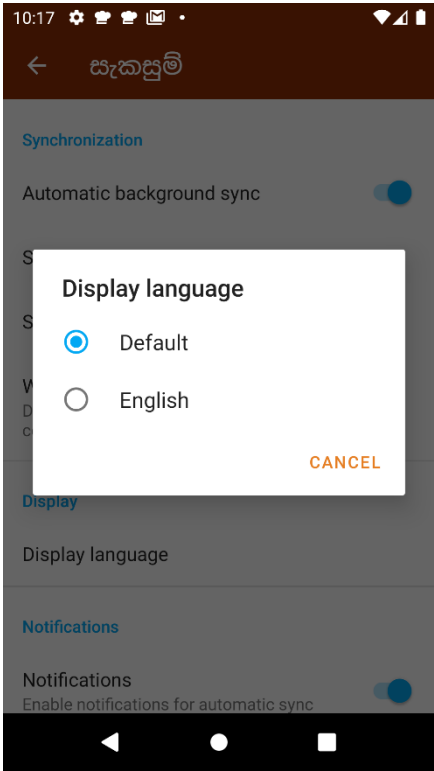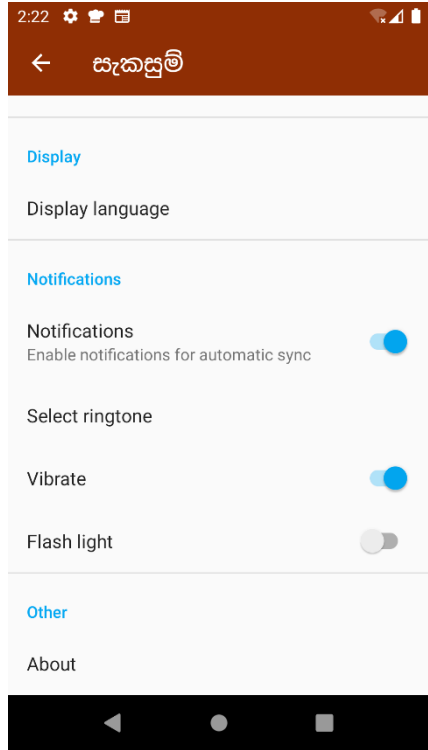
Identify fail-points/blockings in the key-user flow(s)

IT19121048 - Ekanayaka E.M.S.G.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Changing the language from the settings panel doesn't reflect the interfaces.	Broken flashlight and ringtone features in the application.
Evidence	Original applications do have the ability to change the language of the application depending on the user's needs. But it turns out that the recipe consent given in the plain text is not changing whenever the user changes the language from the settings page. Timestamp =00:00:18 -00:00:32	In the settings page there's a feature called flashlight which is not working. Also, the ringtone function is not working with the notification service as we have tested it with an actual device. These are some of the major enhancements we have identified in this project. Timestamp =00:01:05 -00:01:11

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IT19086408 - Anawaratne M.A.N.A.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	In case if user clear the data, He must reinstall the application, Currently, there's no way of resynching the recipes to recover the application.	Search is not precise.
Evidence	This was one of the major bugs that we have revealed while testing the functionality. In case if the user clears the app data from his device, then there's no way he can recover the application. We tried to use the synching function that came with the application, but it didn't do anything but gave us a false message saying that recipes are being downloaded. Nothing seems working when looking at the internet activities of the device. Only possible way of recovering the application is to re-install it again from the play store which is tedious as well as consuming more data.	Searching function in the application is not precise, sometimes it provides irrelevant results to what we are searching for. There are some issues when searching the food item using the search bar. When we search some category, it filters not relevant categories with the search items. Timestamp = 00:00:02 – 00:00:08

Identify fail-points/blockings in the key-user flow(s)

	Video Link: https://mysliit-my.sharepoint.com/:v:/g/personal/it19121048_my_sliit_lk/EQXFyySULPRDsU0IqVmc9U4BPrOx3c1owU5bQkIVCktt6A?e=bl5S2O	

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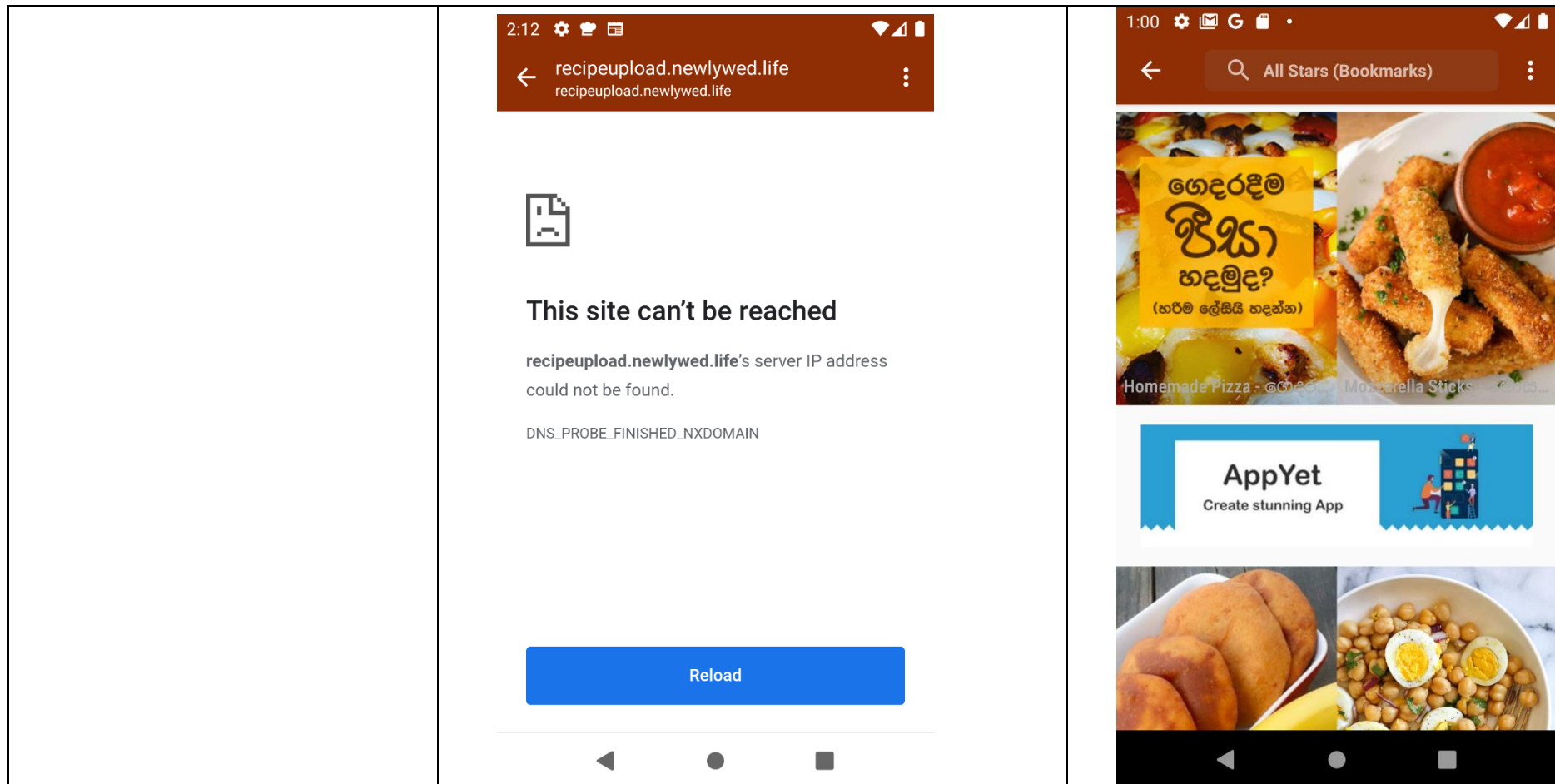## Identify fail-points/blockings in the key-user flow(s)

IT19099514 - Chandrasena T.K.T.A.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Add a new recipe in the app not working properly. Give the breakout interface.	When adding a bookmark for the one recipe view it does not appear inside the bookmark interface.
Evidence	Original App comes with add new item feature where it will navigate to an external web page using the browser in the device, but we found out it is not working. Instead, it provides the users a broken web page interface each time click on the add item option in the sidebar menu. Timestamp =00:01:15 -00:01:23	There is a bit of delay when adding items to the bookmarks, as soon as a user adds a bookmark it doesn't appear in the bookmark section. While this being the major bug, there are several bugs with this feature as well. One of them being, The item won't be cleared out from the bookmark view as soon as we remove it from the bookmark. Our enhancement process will identify what causes these issues and where the issues persist. Then we will recreate the function and the relevant interfaces for enhancing the bookmark features. Timestamp = 00:00:32-00:01:02

![SLIIT logo — Discover Your Future]

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IT19104690 – Nandana G.M.D.	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	The Upper menu in the home interface show unwanted things like hide read, delete, sync and part of settings this will confuse the users	User recipe browsing history is not being recorded.
Evidence	There are some settings related functions which should be in the main settings page. But in the original application they were included in the home page which is sort of confusing. Therefore, we thought of pulling those options to the settings page. Video Link: https://mysliit-my.sharepoint.com/:v:/g/personal/it19121048_my_sliit_lk/EQXFyySULPRDsU0IqVmc9U4BPrOx3c1owU5bQkIVCktt6A?e=bl5S2O	There is an option for viewing the unread articles and recipes but there's no option for viewing the user history and recipe items they have already used during the period of using the application. Timestamp = 00:00:11-00:00:13

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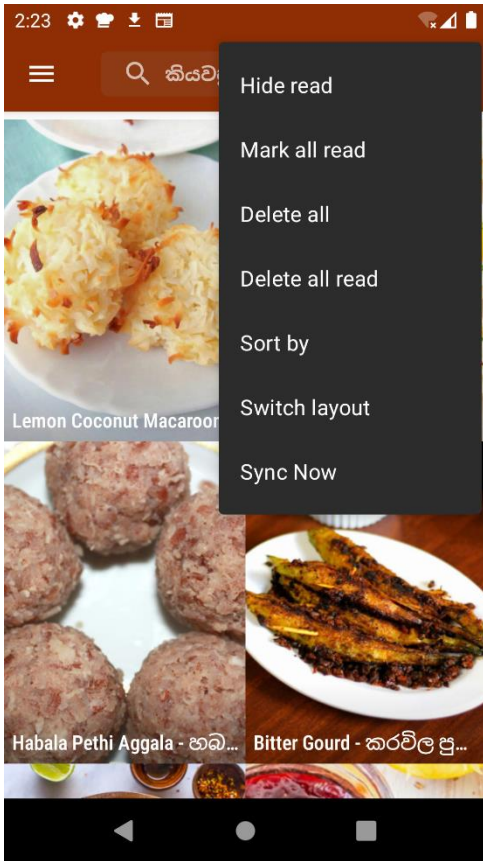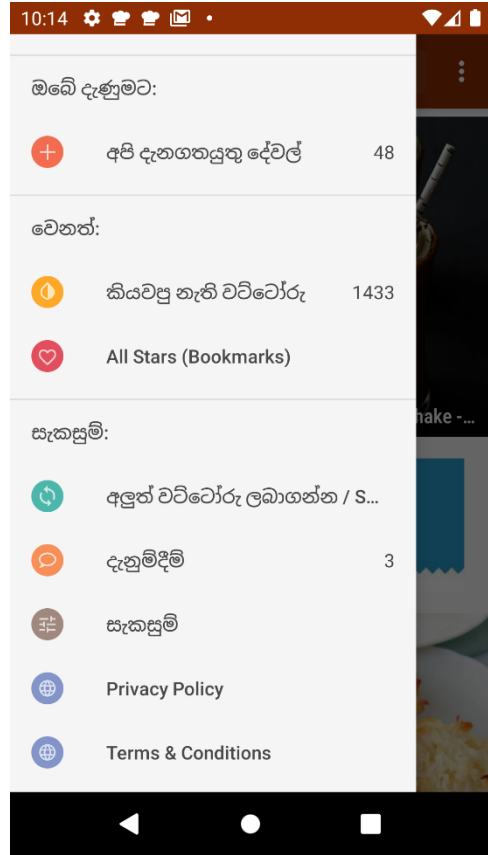Identify fail-points/blockings in the key-user flow(s)