User Experience Engineering

SE3050

Lab 6

Group Number	**2021S2-REG-WE-37**	
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IT19387536	J.A.D.S.Crishani	Prototype v1 Prototype v2 User Feedback
IT19116952	Abarna.U	Prototype v1 Prototype v2 User Feedback

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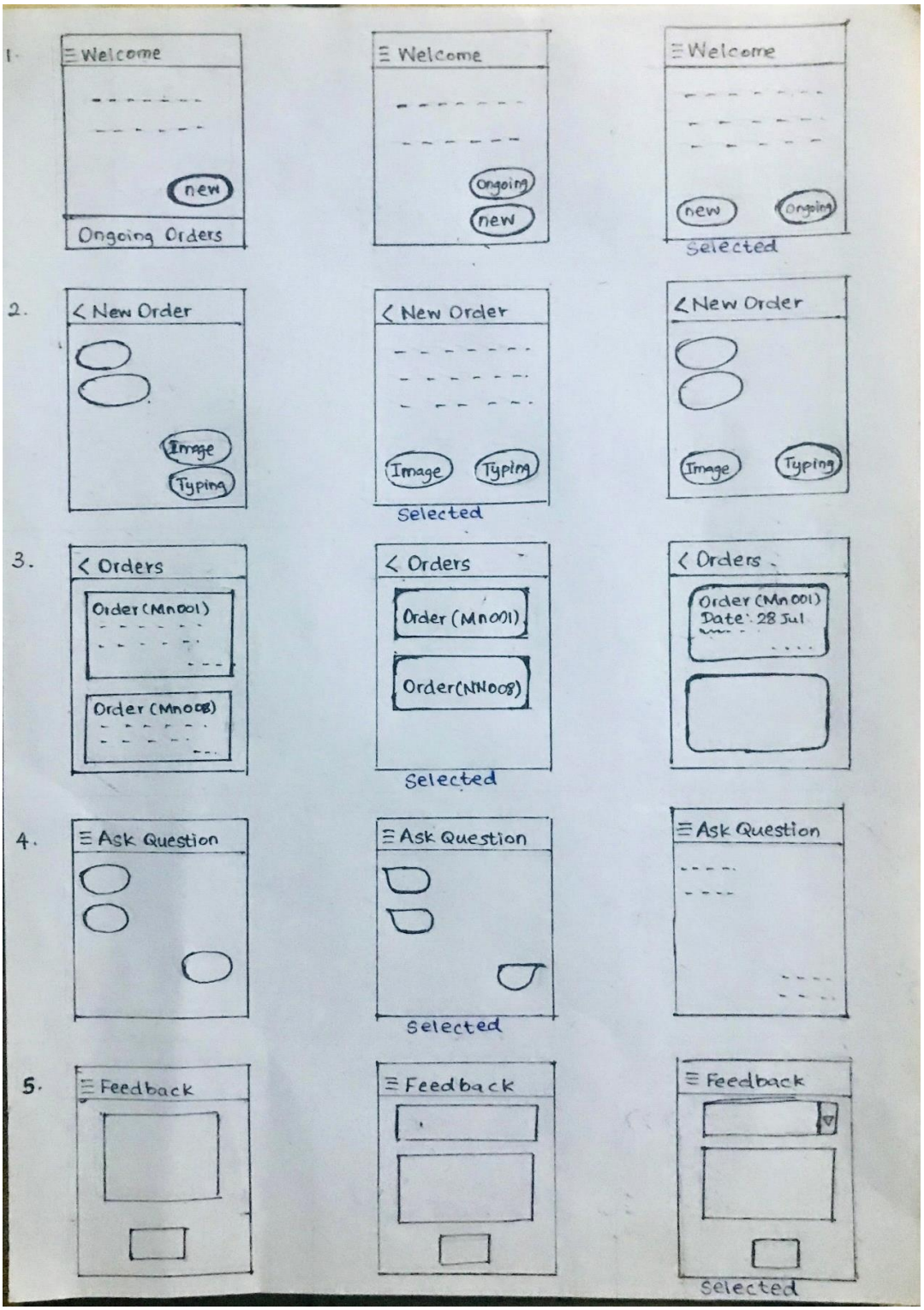
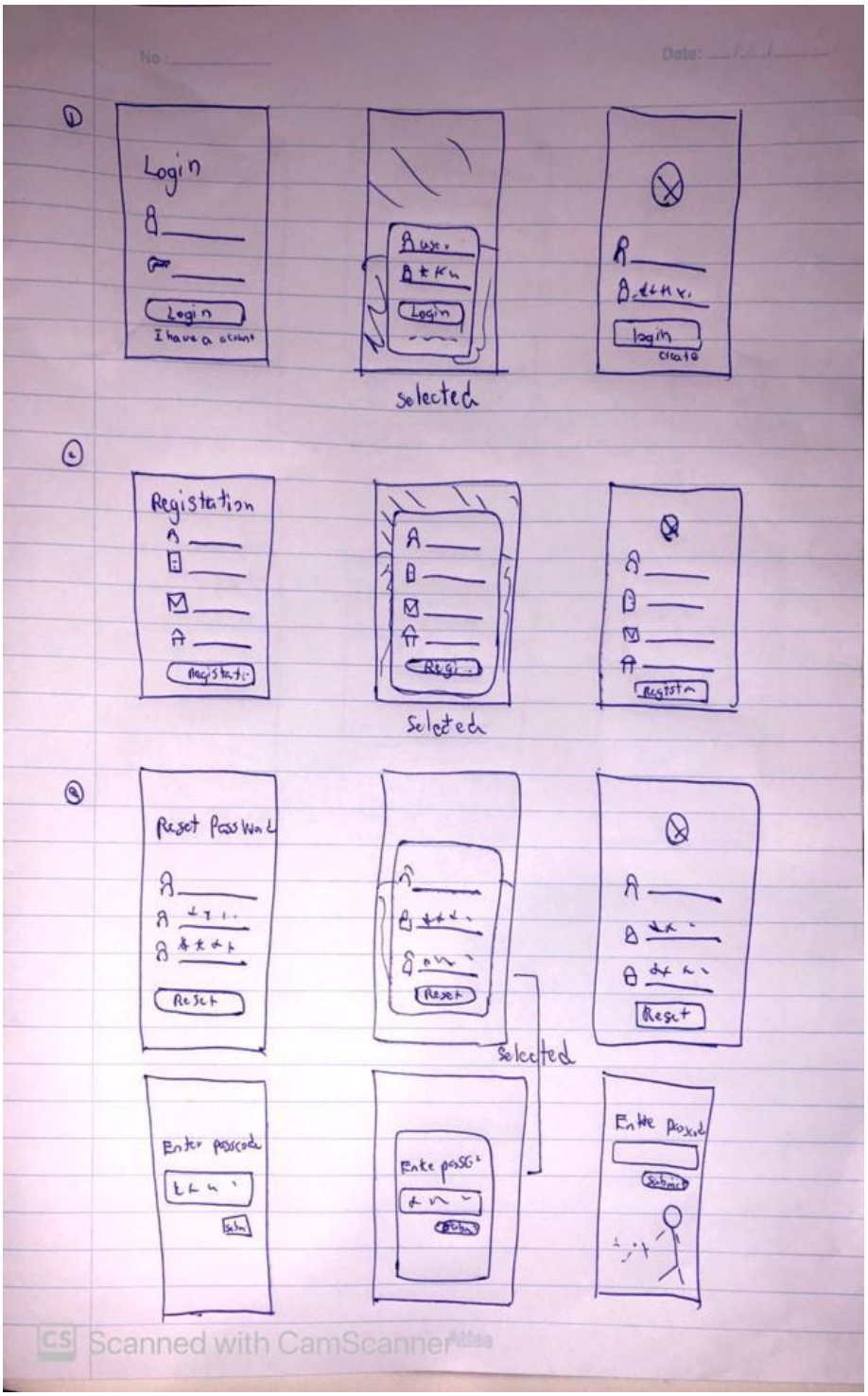
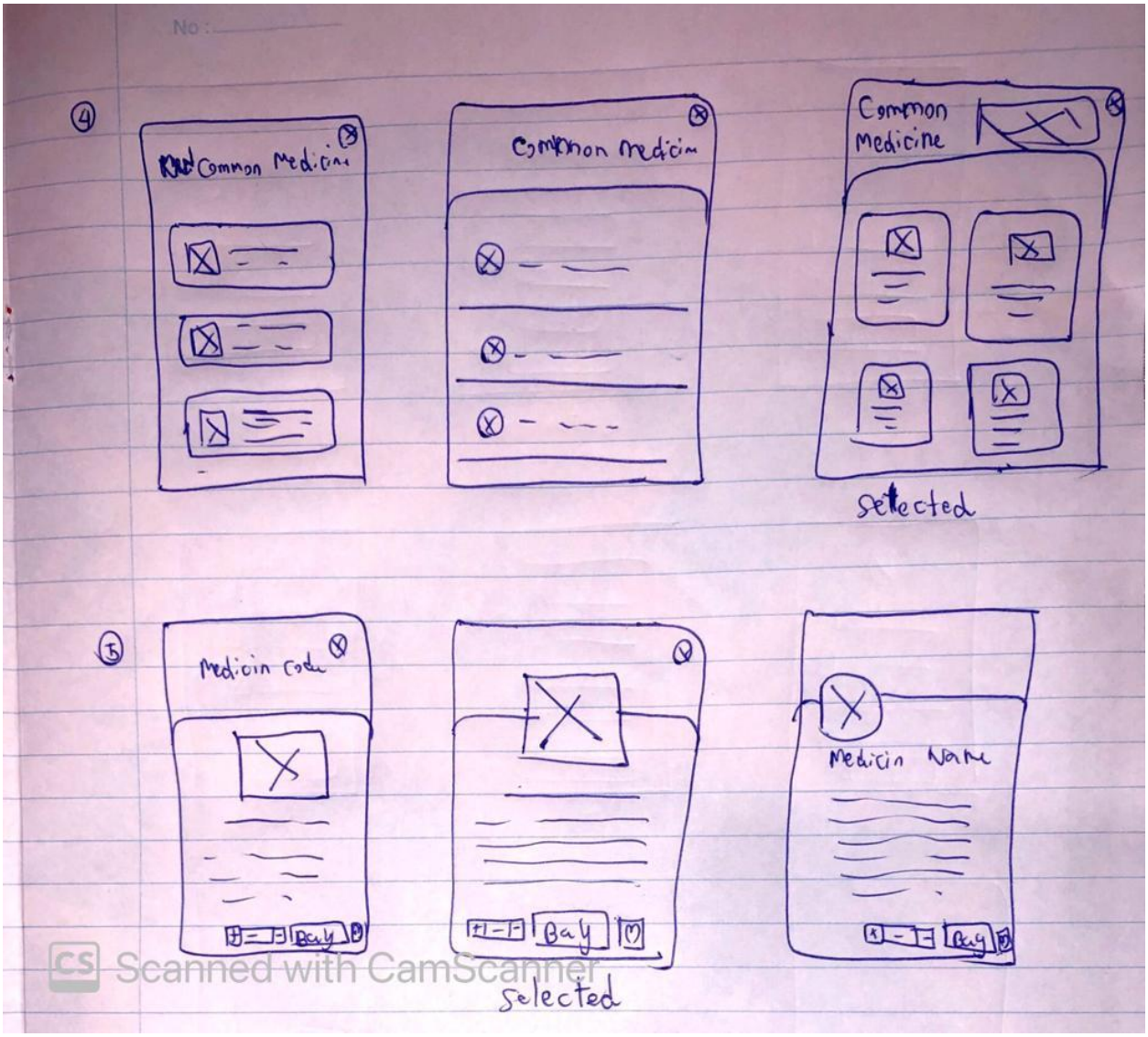
- **Sketches**
- **IT19116952**

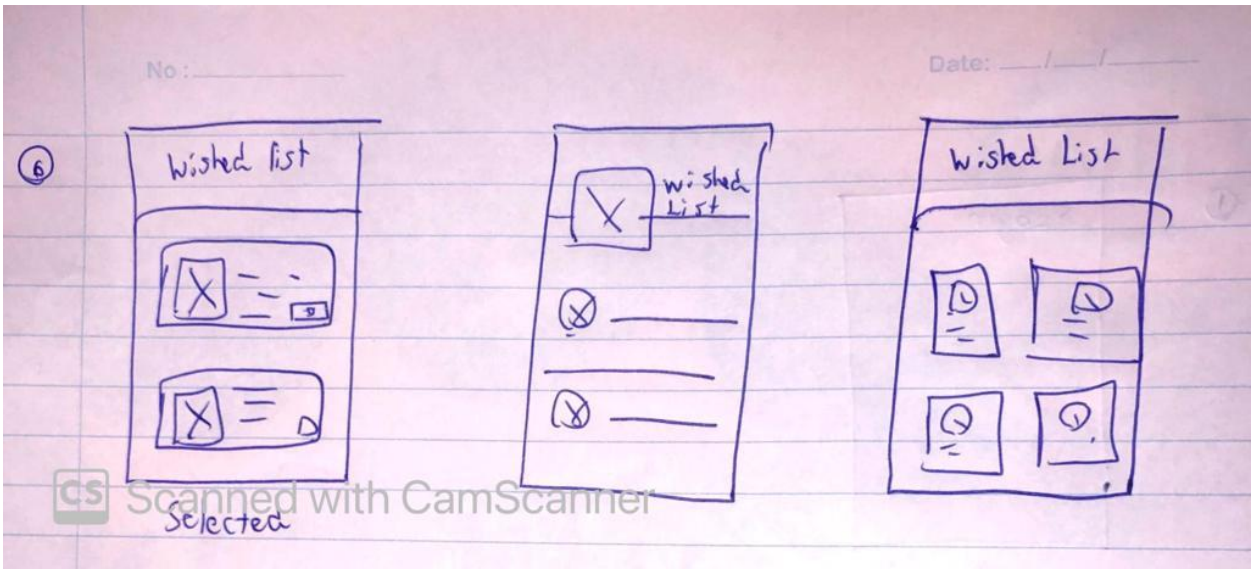


- **IT19245584**


Login
Login
I have a account
Login
selected
login
create
Registation
Registation
Selected
Reset Password
Reset
Reset
Selected
Reset
Enter passcode
Enter passcode
Enter passcode
Submit
Scanned with CamScanner



Scanned with CamScanner



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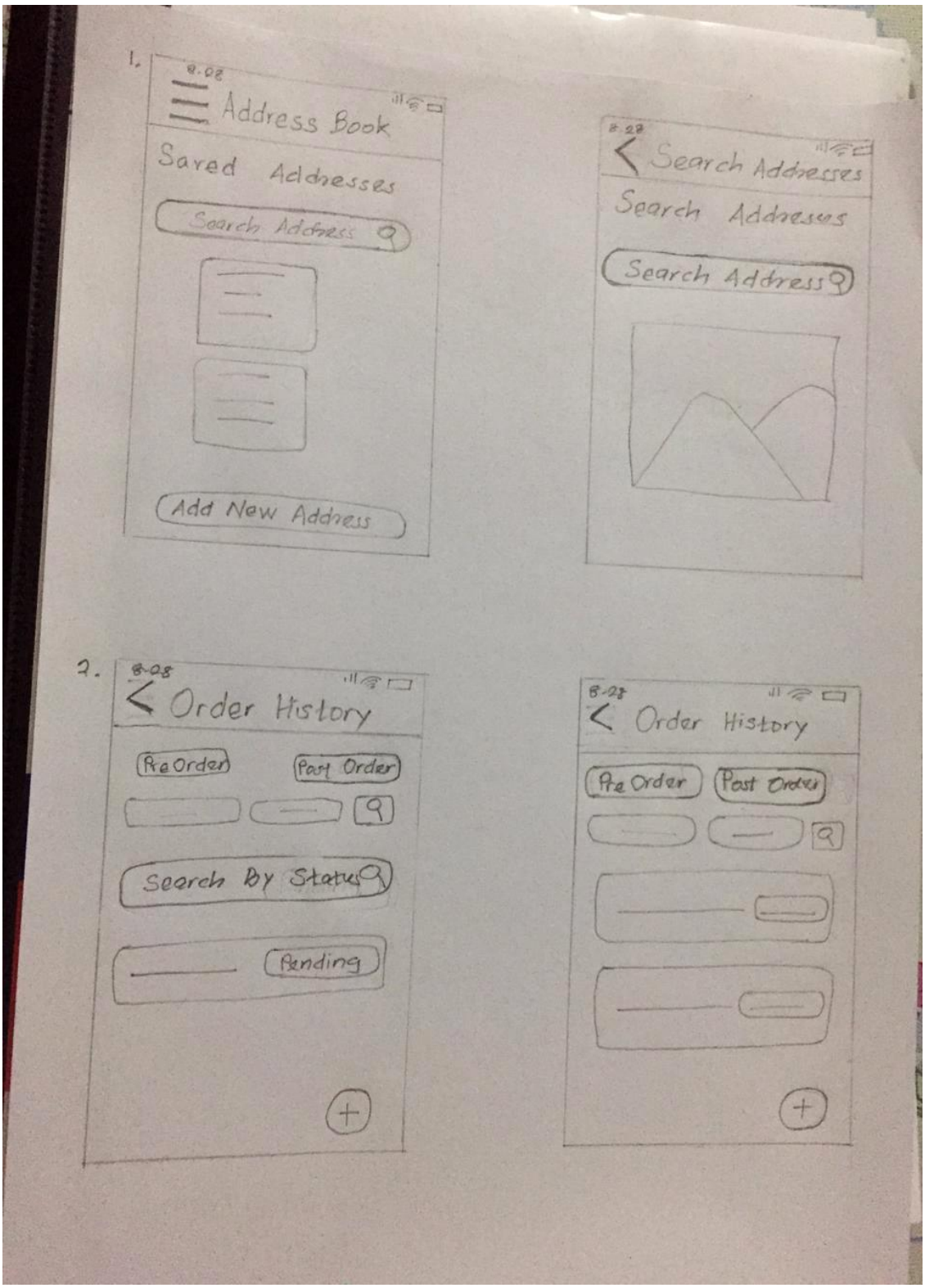
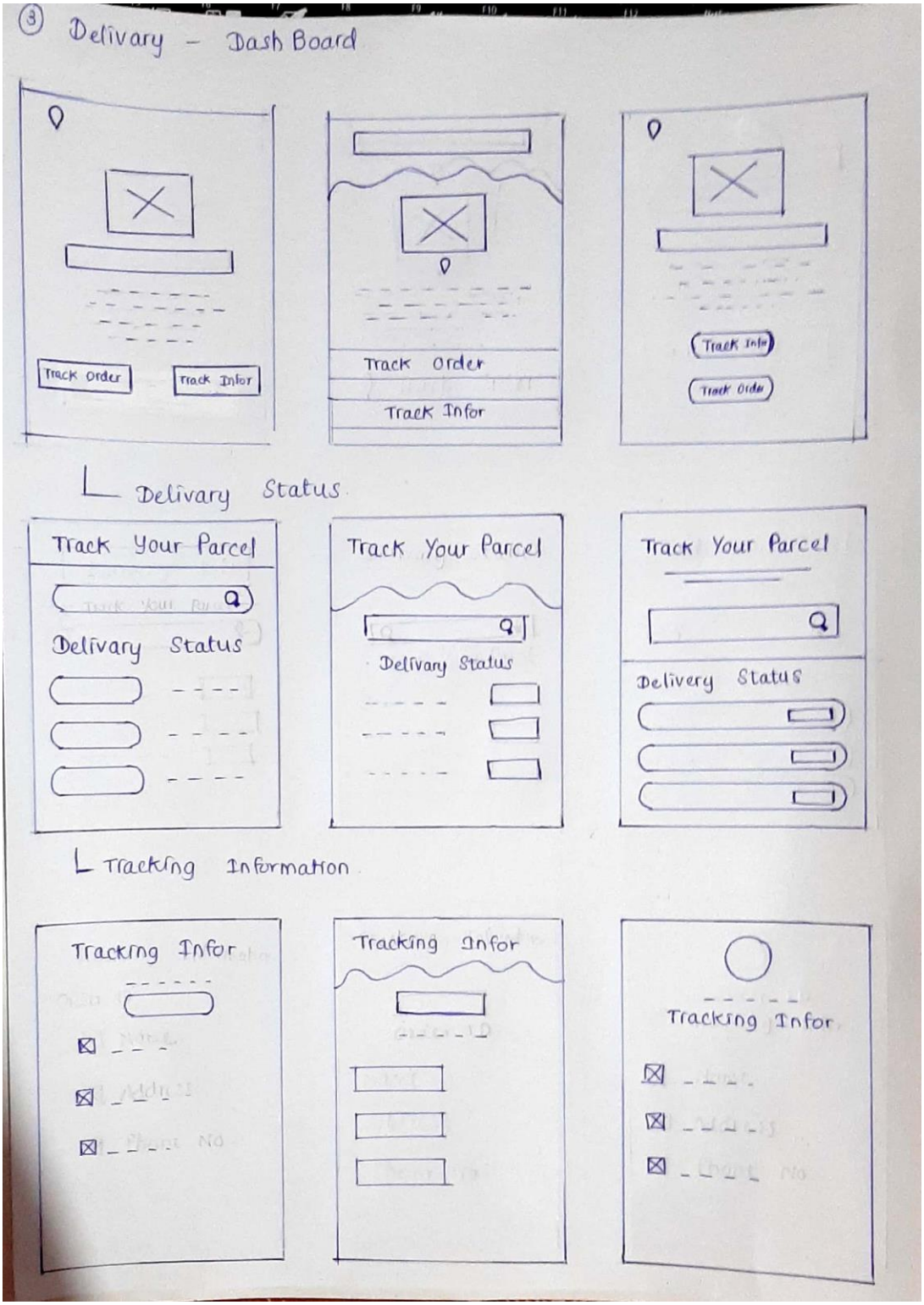
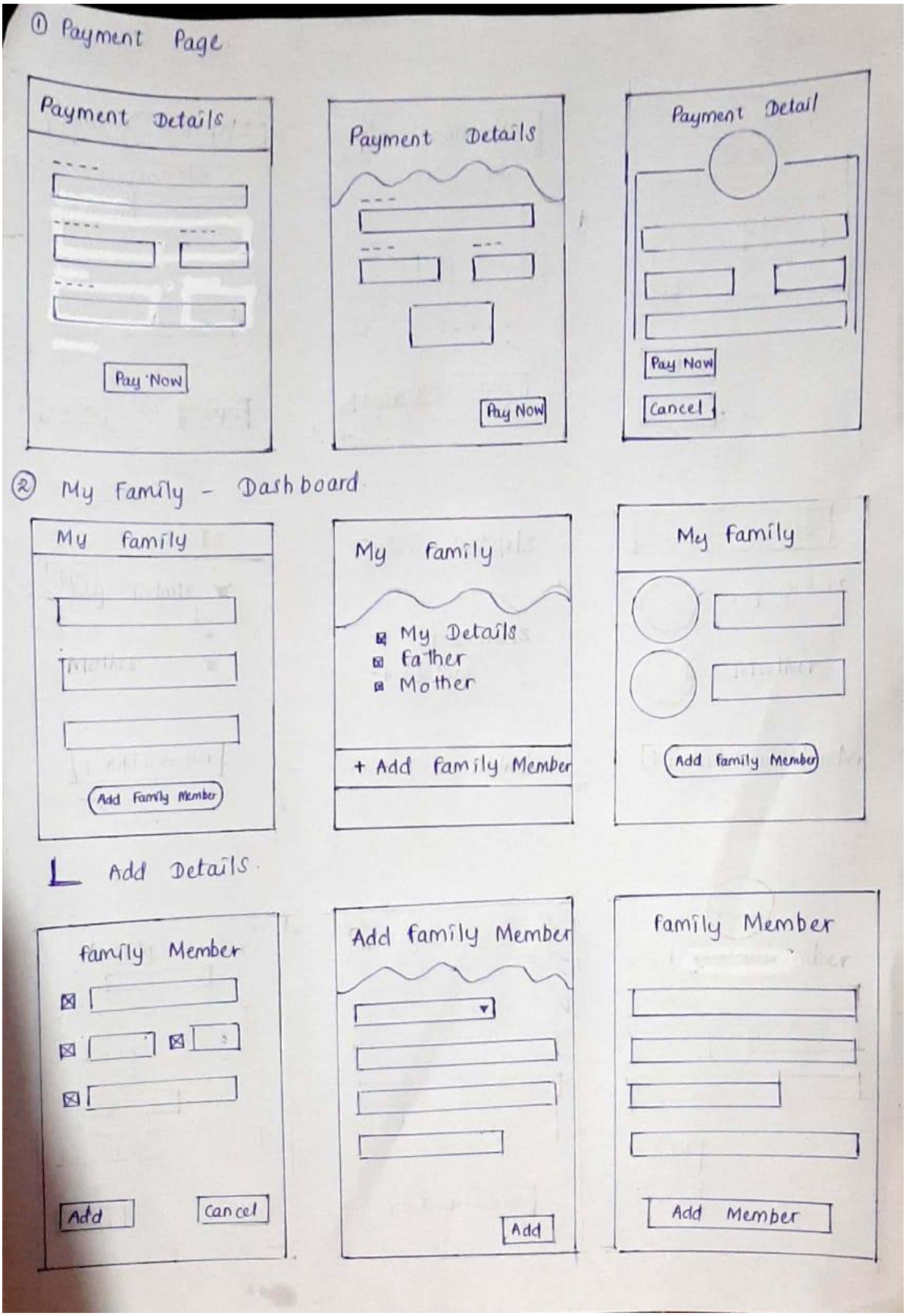
IT19243672


1.
Address Book
Saved Addresses
Search Address
Add New Address
Search Addresses
Search Addresses
Search Address
2.
Order History
Pre Order
Past Order
Search By Status
Pending
Order History
Pre Order
Past Order

- **IT19387536**

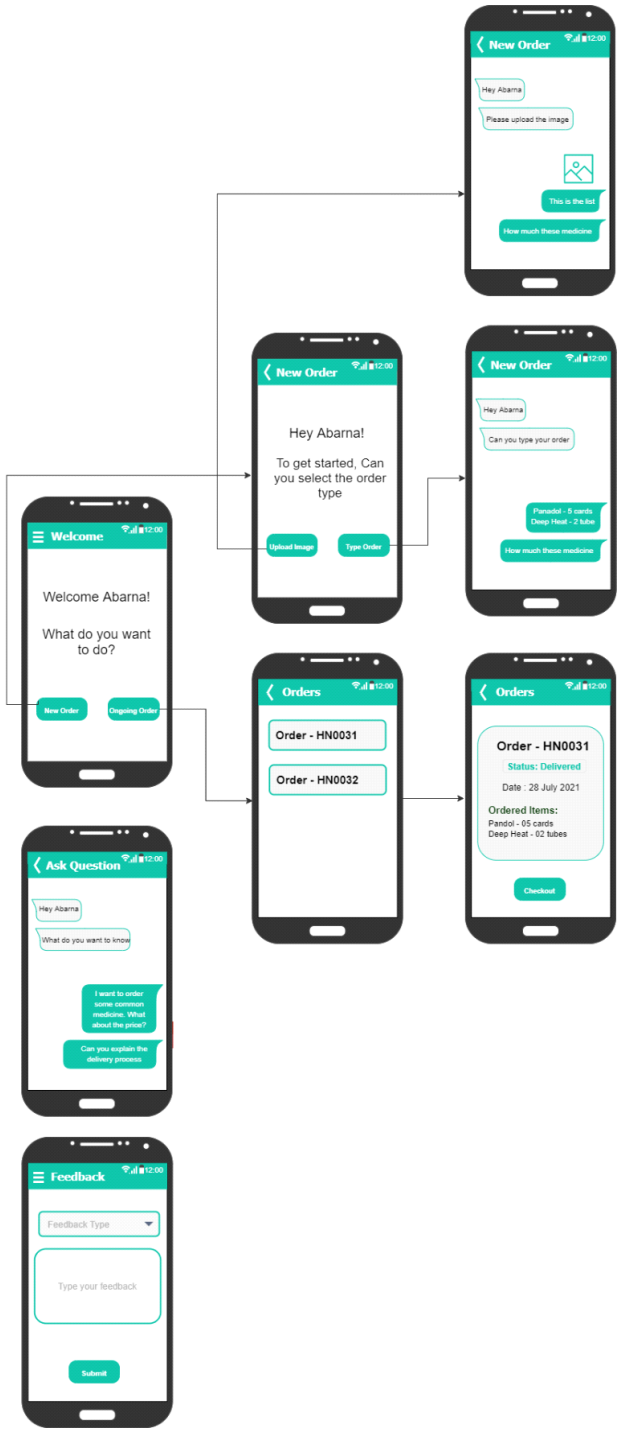

③ Delivary - Dash Board
Track Order
Track Infor
Track Order
Track Infor
Track Infor
Track Order
Delivary Status
Track Your Parcel
Delivary Status
Track Your Parcel
Delivary Status
Track Your Parcel
Delivery Status
Tracking Information
Tracking Infor
Tracking Infor
Tracking Infor


① Payment Page
Payment Details
Pay Now
Payment Details
Pay Now
Payment Detail
Pay Now
Cancel
② My Family - Dashboard
My family
Add Family Member
My family
My Details
Father
Mother
+ Add family Member
My family
Add family Member
Add Details
family Member
Add
Cancel
Add family Member
Add
family Member
Add Member

- # Wireframes
  - ## IT19116952

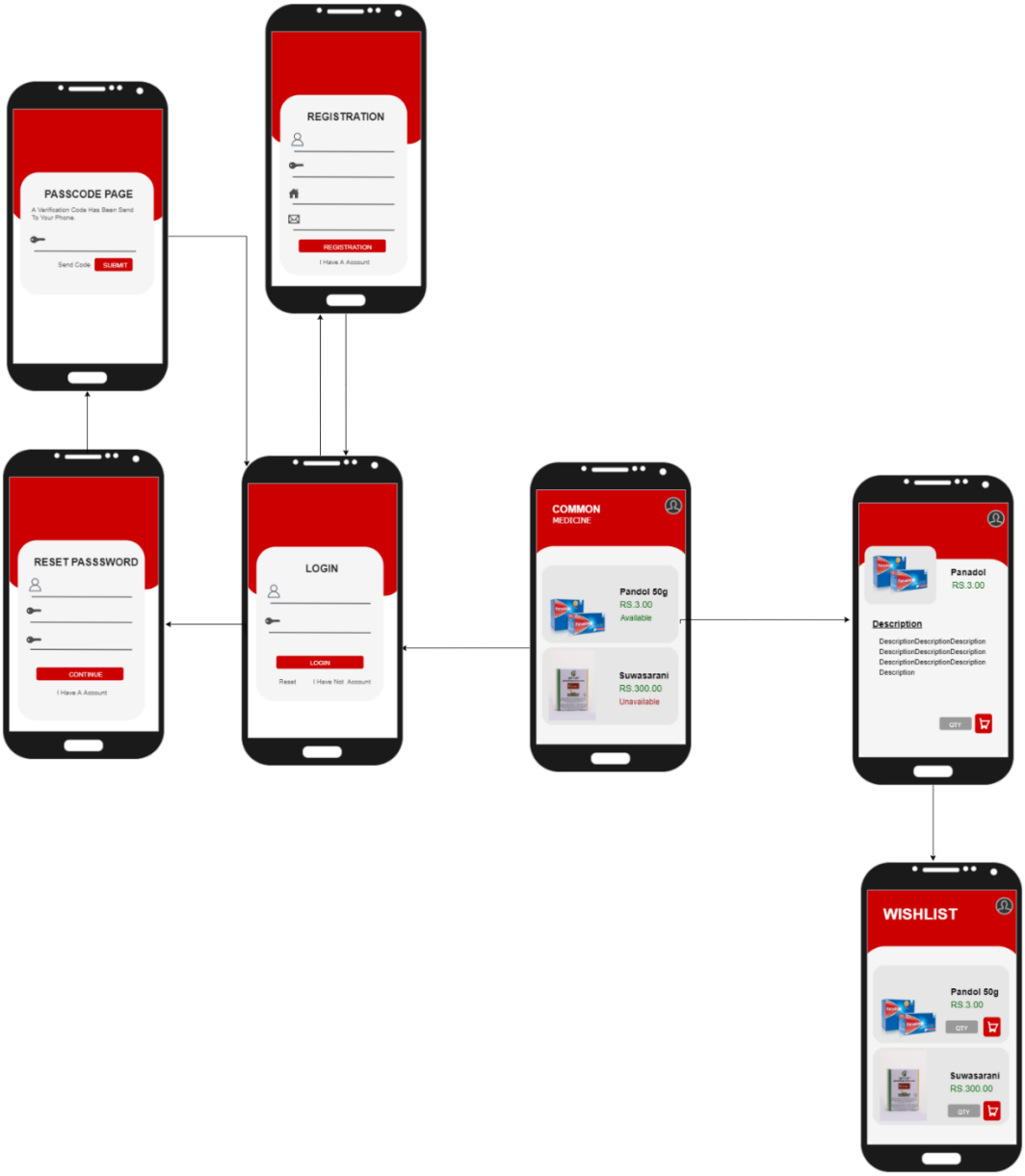
    ## Rejected

Accepted


New Order
Hey Abarna
Please upload the image
This is the list
How much these medicine
New Order
Hey Abarna!
To get started, Can you select the order type
Upload Image
Type Order
New Order
Hey Abarna
Can you type your order
Panadol - 5 cards
Deep Heat - 2 tube
How much these medicine
Welcome
Welcome Abarna!
What do you want to do?
New Order
Ongoing Order
Orders
Order - HN0031
Order - HN0032
Orders
Order - HN0031
Status: Delivered
Date : 28 July 2021
Ordered Items:
Pandol - 05 cards
Deep Heat - 02 tubes
Checkout
Ask Question
Hey Abarna
What do you want to know
I want to order some common medicine. What about the price?
Can you explain the delivery process
Feedback
Feedback Type
Type your feedback
Submit

- **IT19245584**

  Rejected



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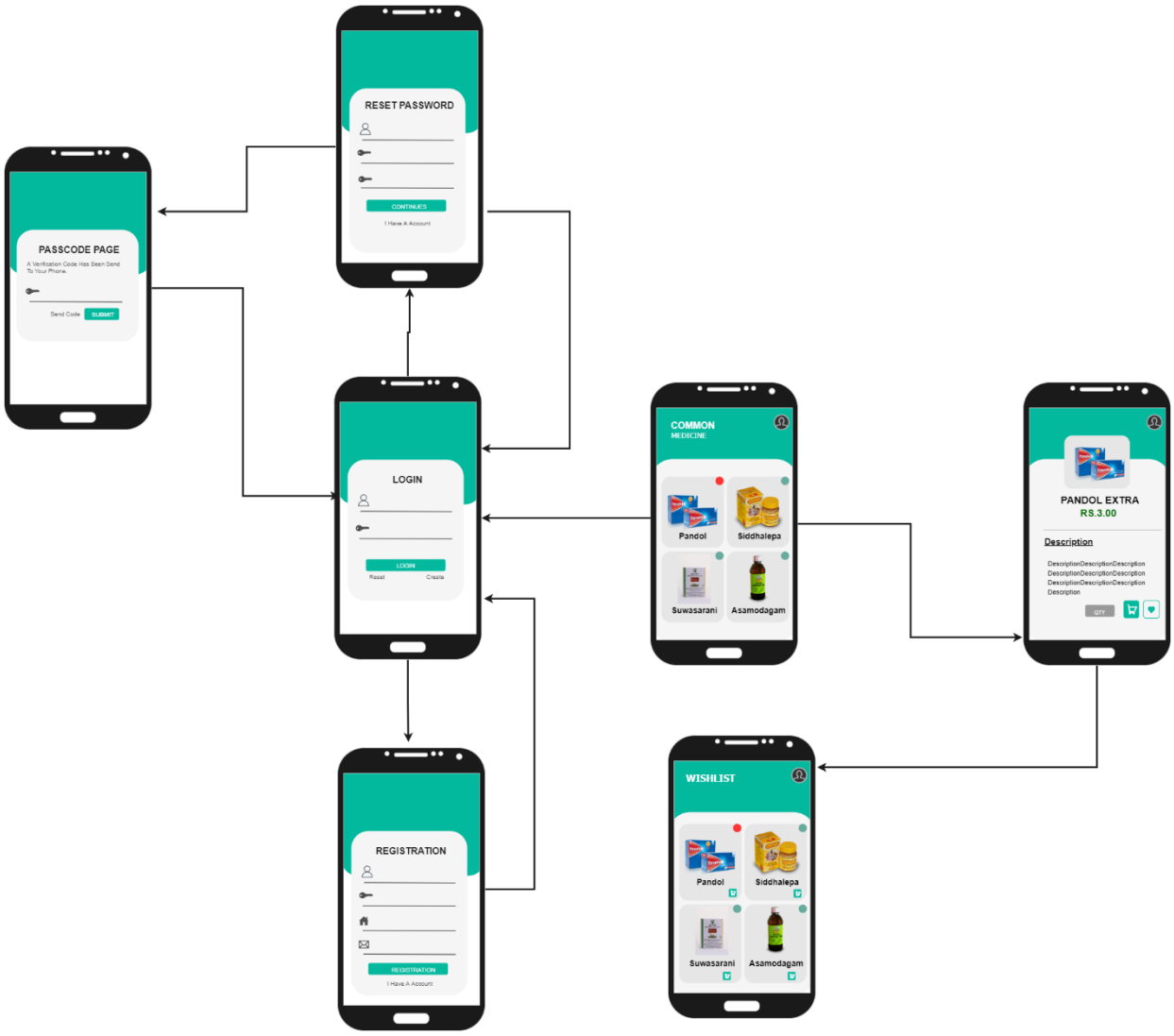
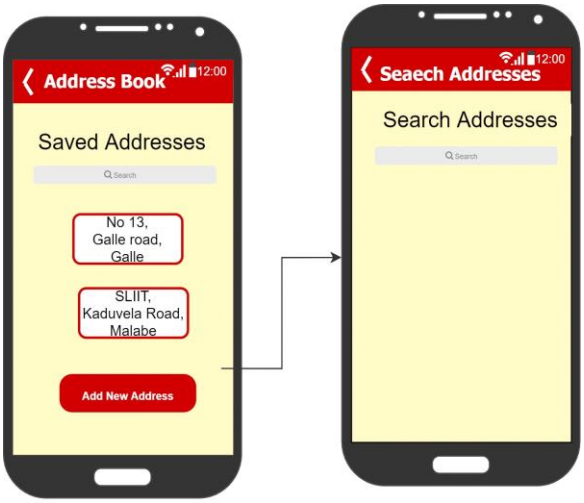
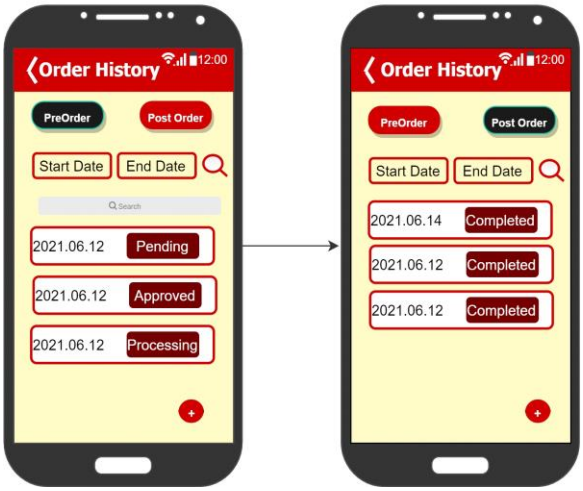

RESET PASSWORD
CONTINUES
I Have A Account
PASSCODE PAGE
A Verification Code Has Been Send To Your Phone.
Send Code
SUBMIT
LOGIN
LOGIN
Reset
Create
COMMON
MEDICINE
Pandol
Siddhalepa
Suwasarani
Asamodagam
PANDOL EXTRA
RS.3.00
Description
DescriptionDescriptionDescription
DescriptionDescriptionDescription
DescriptionDescriptionDescription
Description
QTY
REGISTRATION
REGISTRATION
I Have A Account
WISHLIST
Pandol
Siddhalepa
Suwasarani
Asamodagam

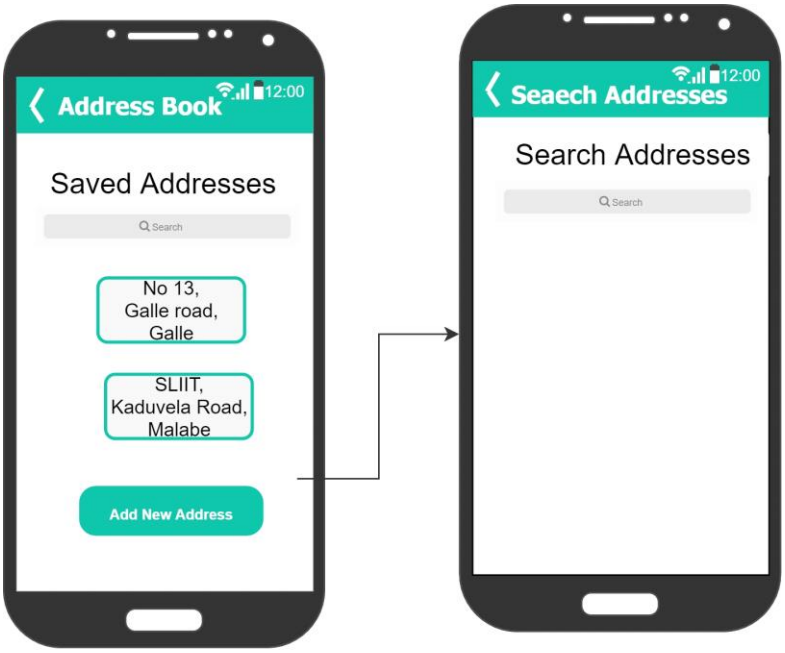
- **IT19243672**

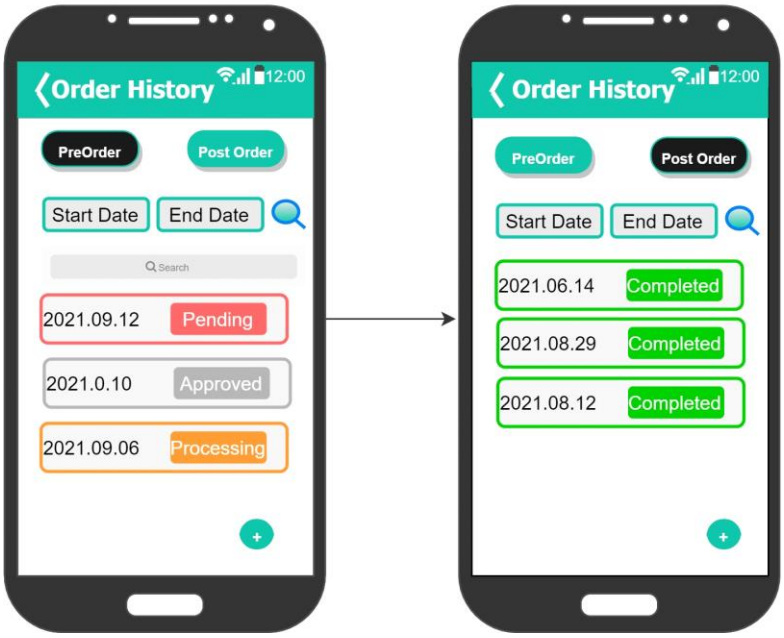
Rejected





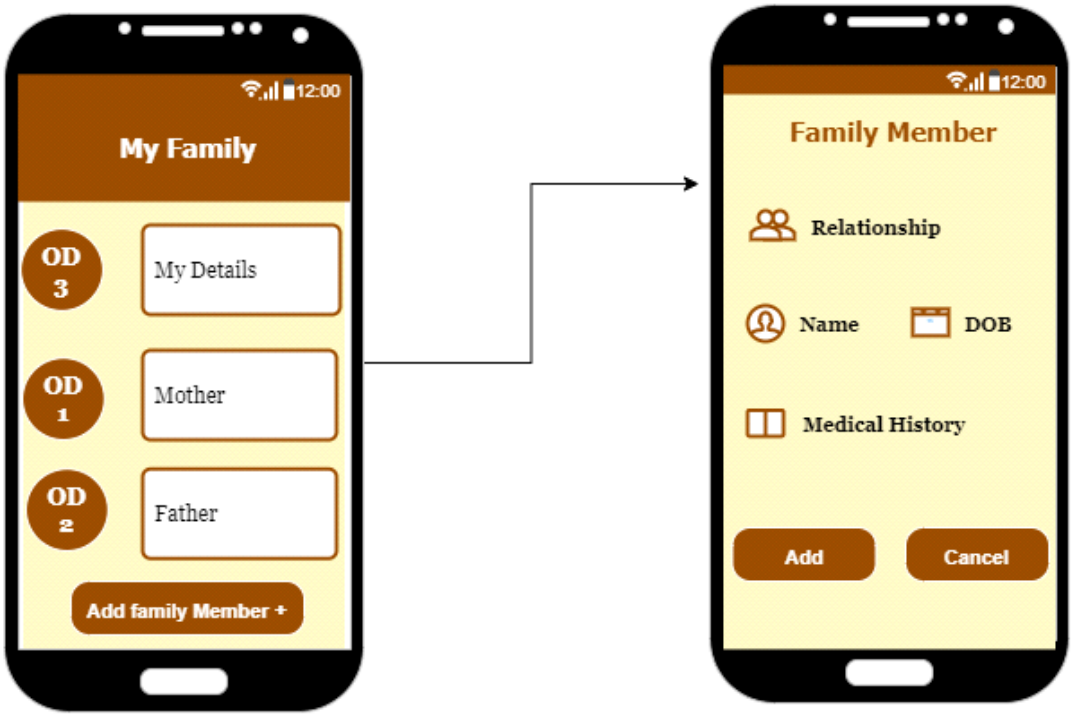
Accepted

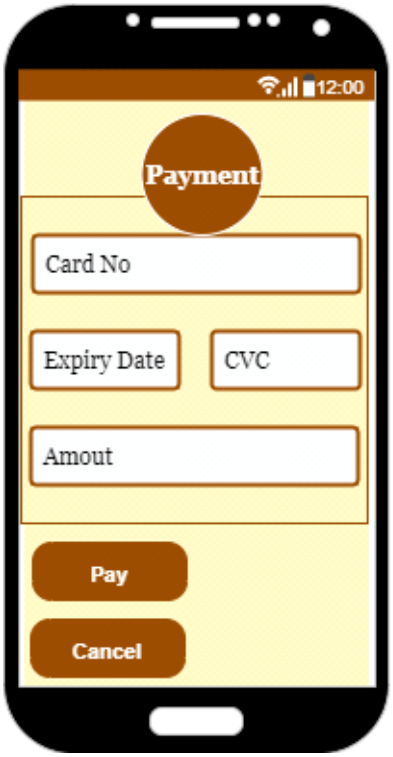

Address Book
12:00
Saved Addresses
Search
No 13,
Galle road,
Galle
SLIIT,
Kaduvela Road,
Malabe
Add New Address
Seaech Addresses
12:00
Search Addresses
Search


Order History
12:00
PreOrder
Post Order
Start Date
End Date
Search
2021.09.12
Pending
2021.0.10
Approved
2021.09.06
Processing
Order History
12:00
PreOrder
Post Order
Start Date
End Date
2021.06.14
Completed
2021.08.29
Completed
2021.08.12
Completed

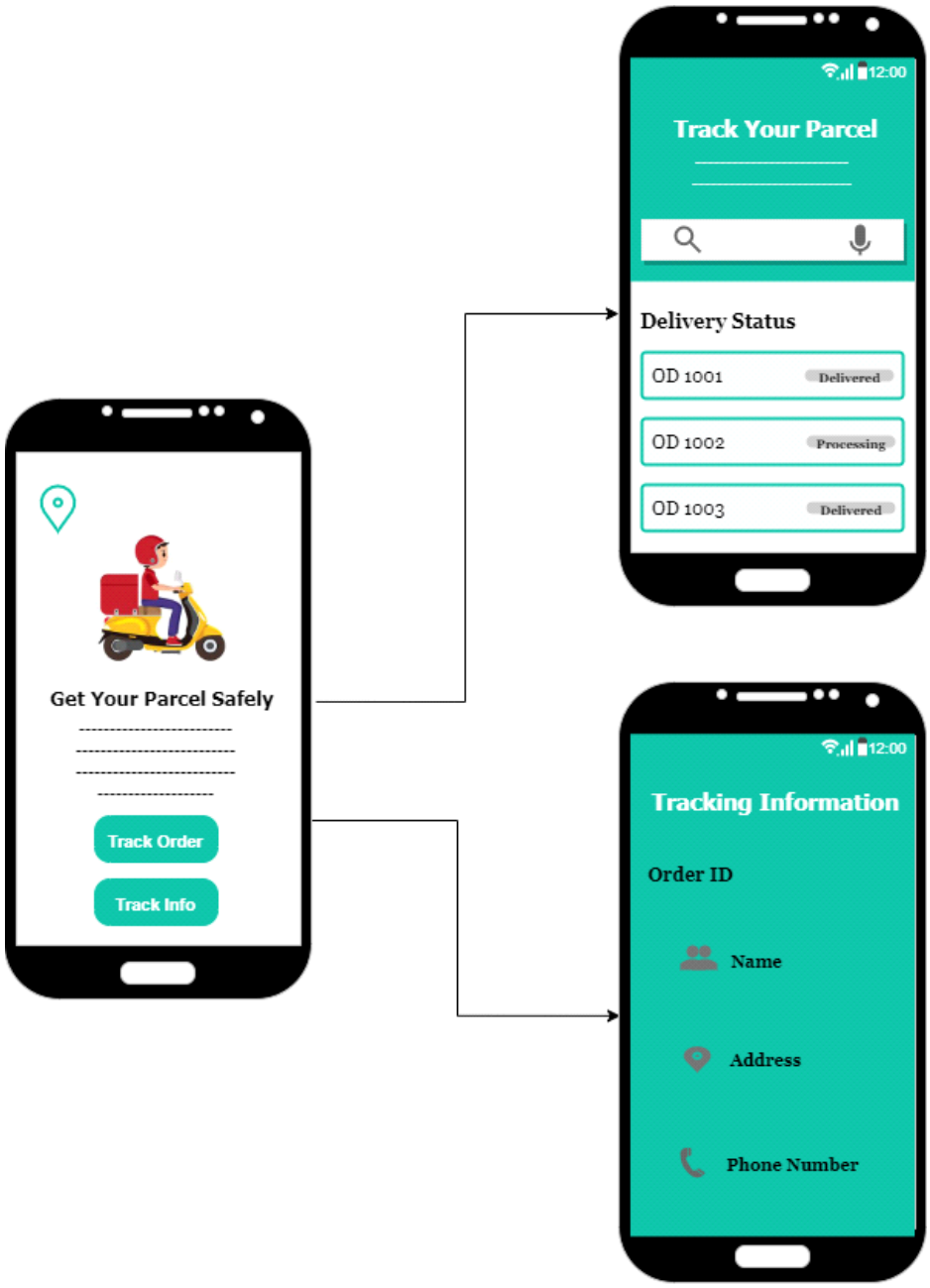
- IT19387536

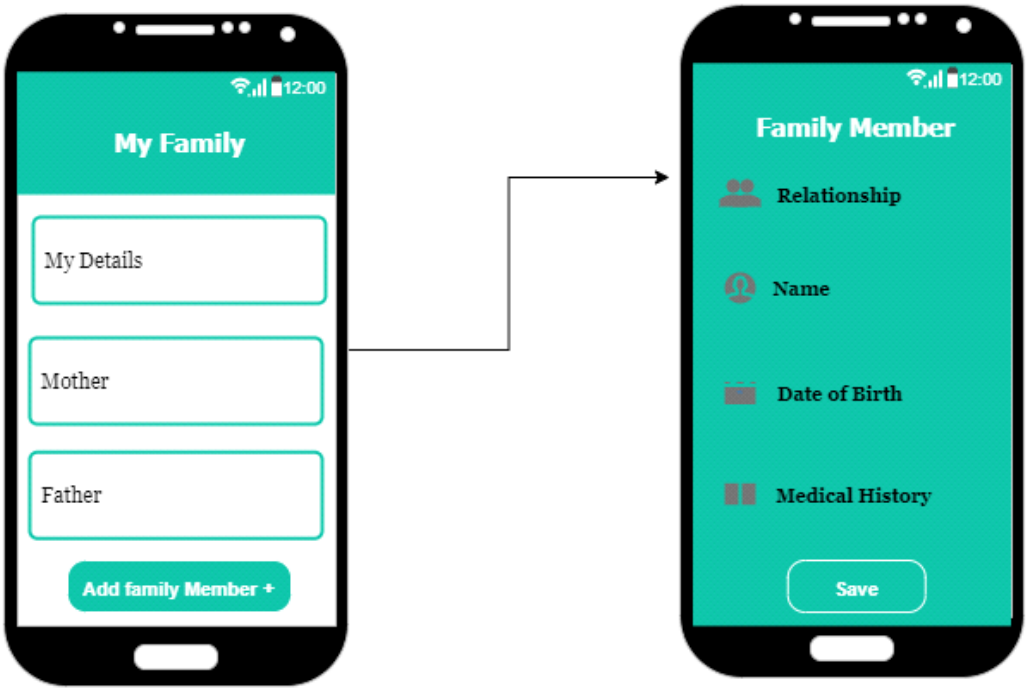
Rejected

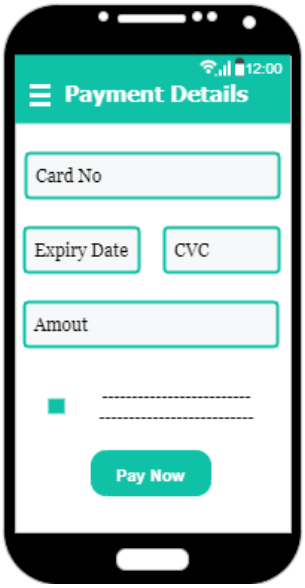

12:00
My Family
OD 3
My Details
OD 1
Mother
OD 2
Father
Add family Member +
12:00
Family Member
Relationship
Name
DOB
Medical History
Add
Cancel


12:00
Payment
Card No
Expiry Date
CVC
Amout
Pay
Cancel

Accepted


12:00
Track Your Parcel
Delivery Status
OD 1001
Delivered
OD 1002
Processing
OD 1003
Delivered
Get Your Parcel Safely
Track Order
Track Info
12:00
Tracking Information
Order ID
Name
Address
Phone Number

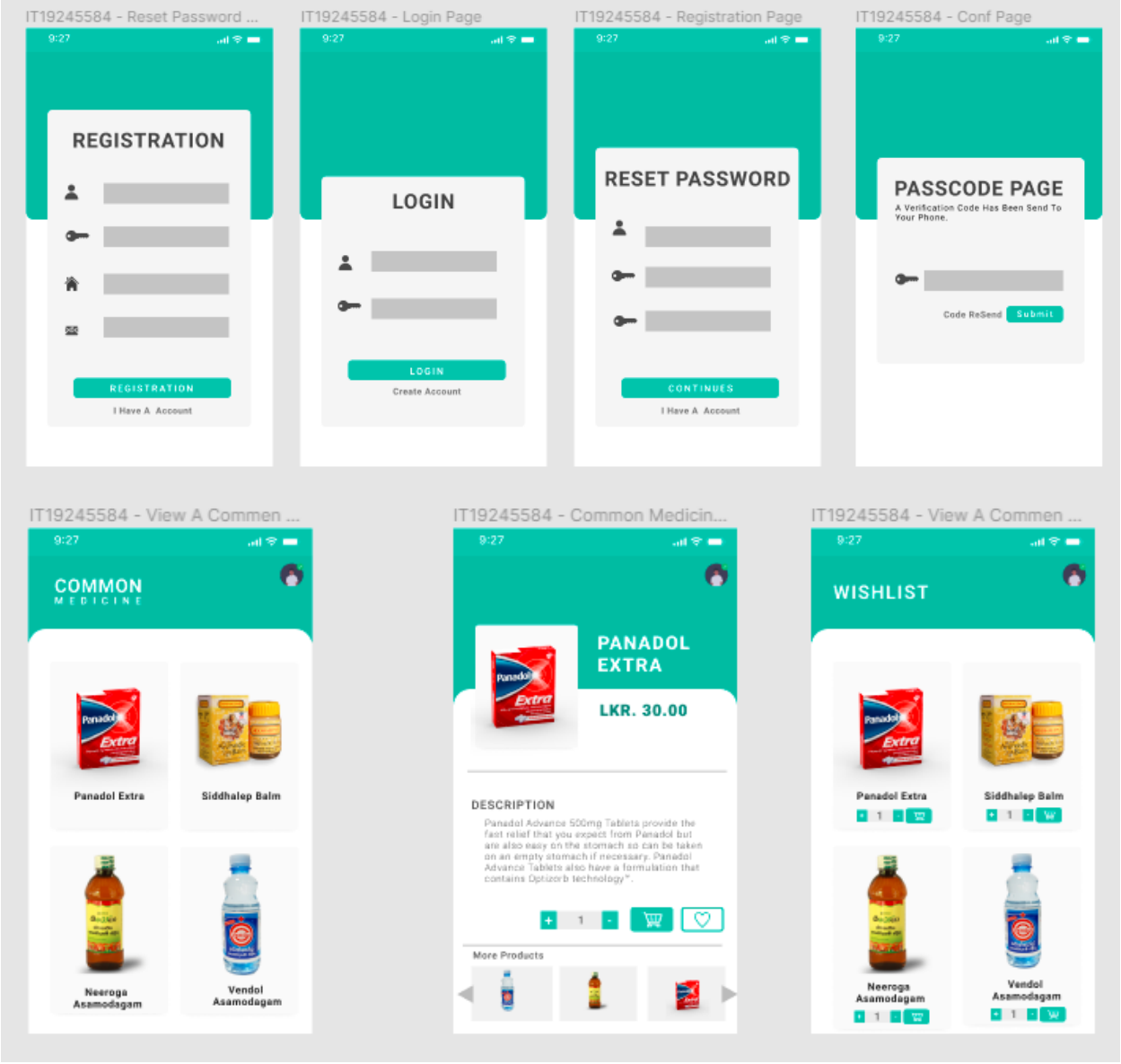

12:00
My Family
My Details
Mother
Father
Add family Member +
12:00
Family Member
Relationship
Name
Date of Birth
Medical History
Save


12:00
Payment Details
Card No
Expiry Date
CVC
Amout
Pay Now

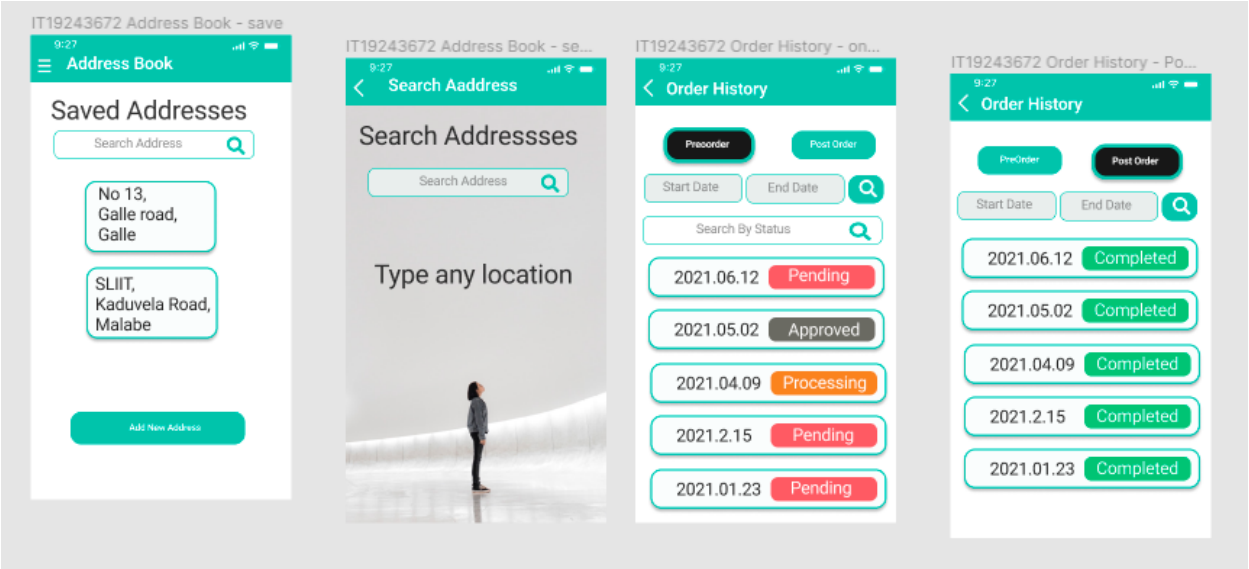
- **Prototype - Version 1**

https://www.figma.com/proto/DS2XglA1D4n0NKsSMvSIfm/Prototype-V1?page-id=0%3A1&node-id=1%3A248&viewport=241%2C48%2C0.5&scaling=scale-down&starting-point-node-id=1%3A248

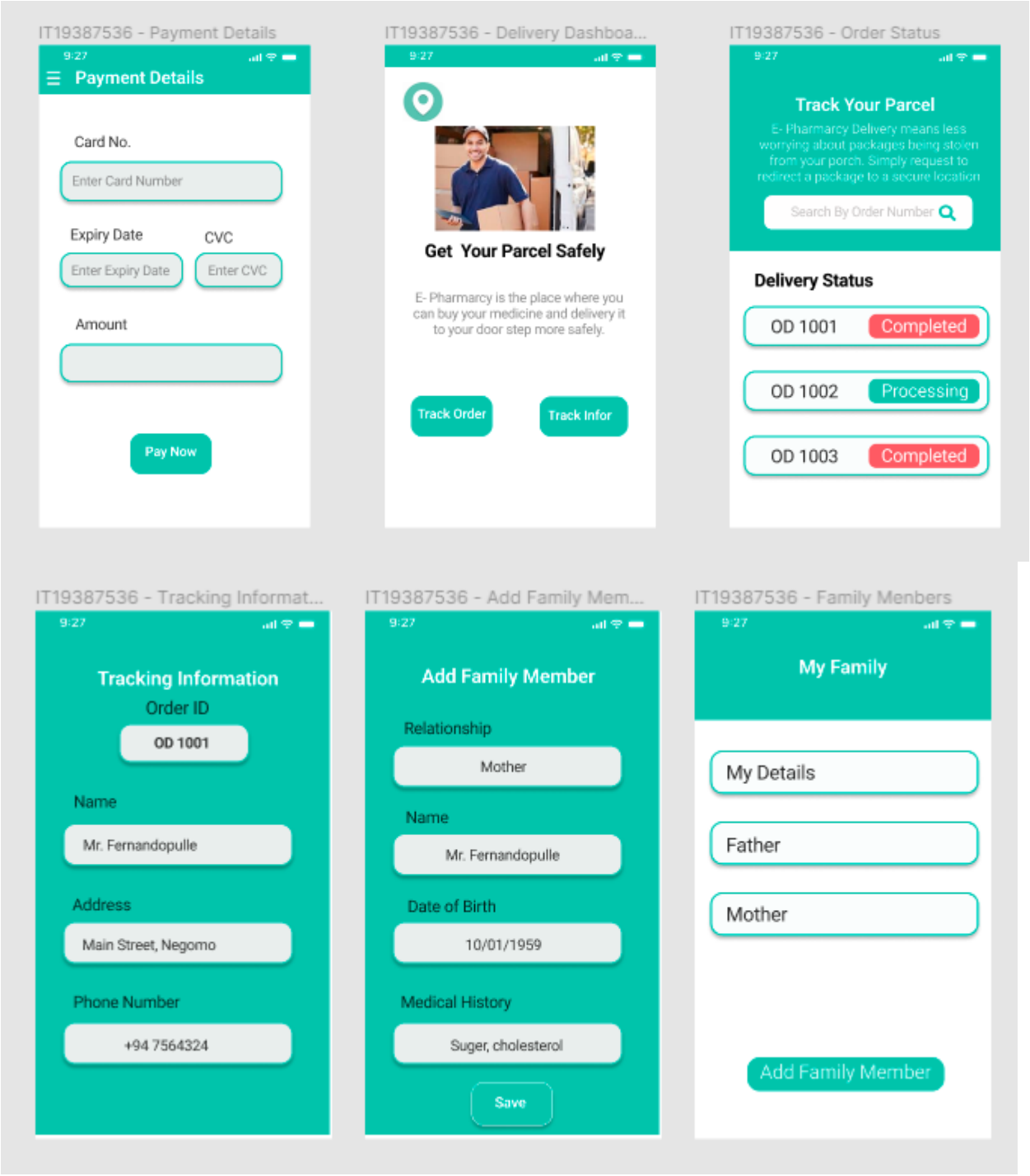
IT19245584 –



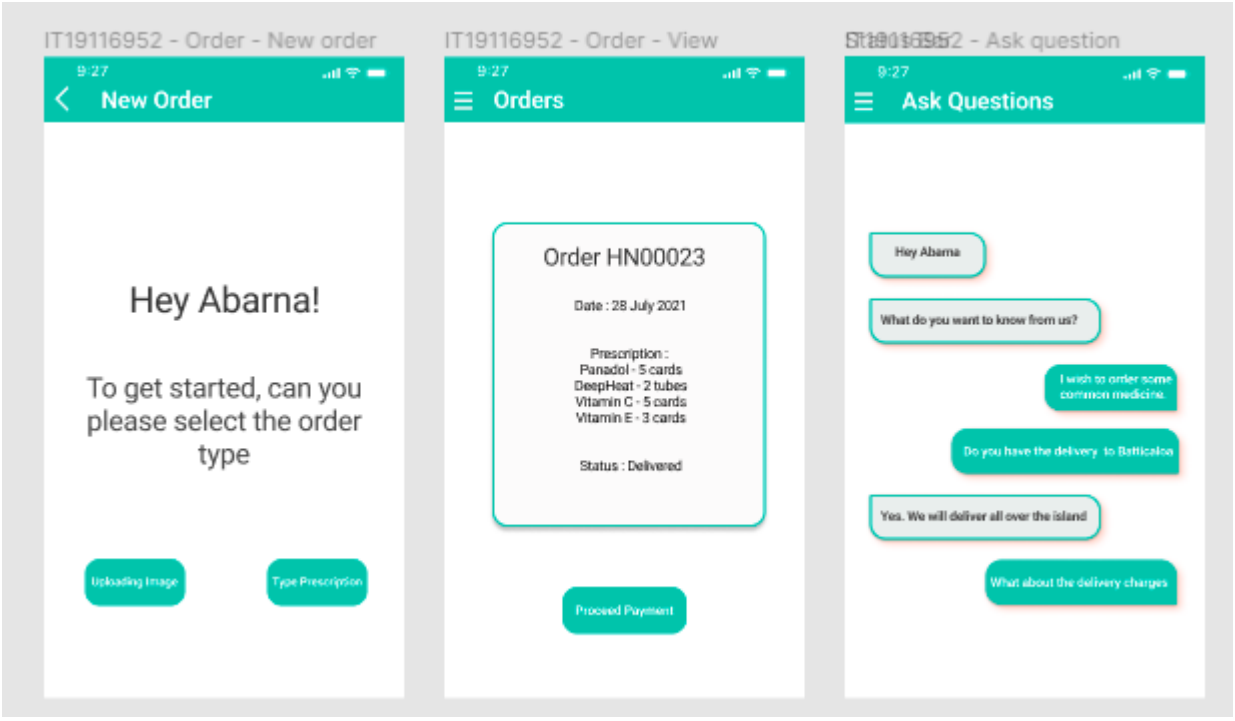
IT19243672 –

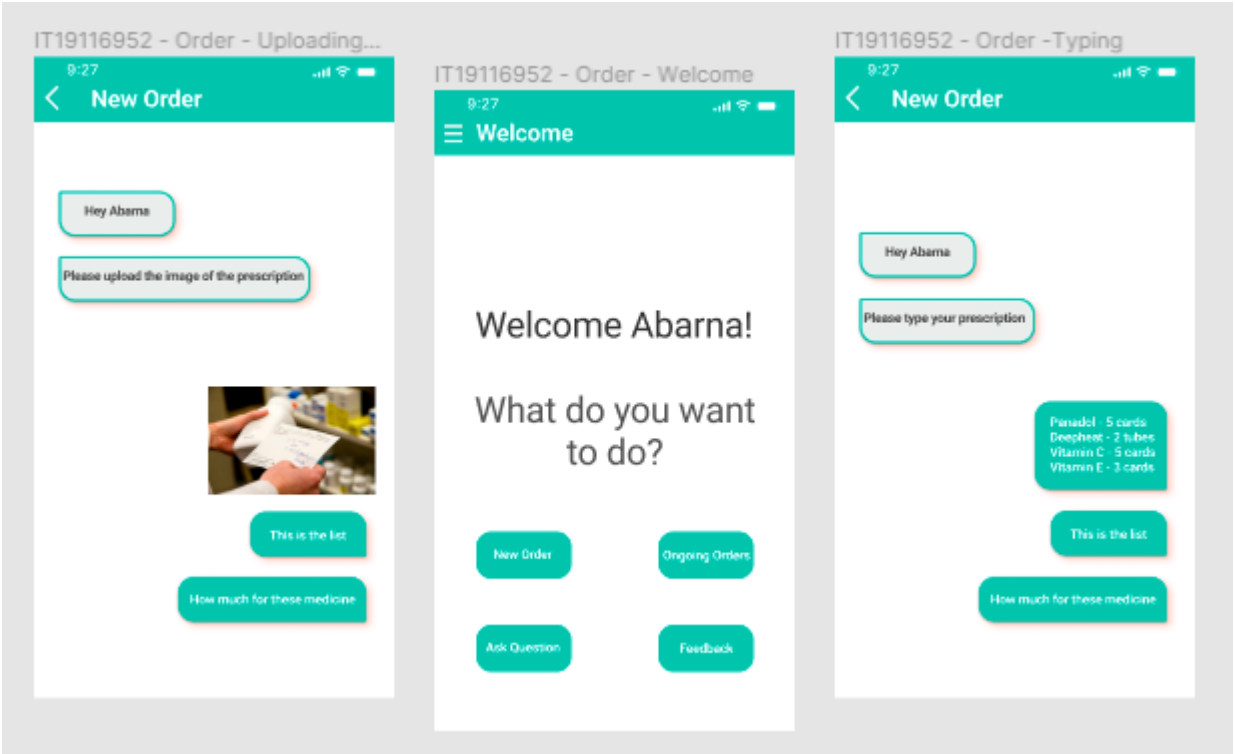

IT19243672 Address Book - save
Address Book
Saved Addresses
Search Address
No 13, Galle road, Galle
SLIIT, Kaduvela Road, Malabe
Add New Address
IT19243672 Address Book - se...
Search Aaddress
Search Addressses
Search Address
Type any location
IT19243672 Order History - on...
Order History
Precorder
Post Order
Start Date
End Date
Search By Status
2021.06.12 Pending
2021.05.02 Approved
2021.04.09 Processing
2021.2.15 Pending
2021.01.23 Pending
IT19243672 Order History - Po...
Order History
PreOrder
Post Order
Start Date
End Date
2021.06.12 Completed
2021.05.02 Completed
2021.04.09 Completed
2021.2.15 Completed
2021.01.23 Completed

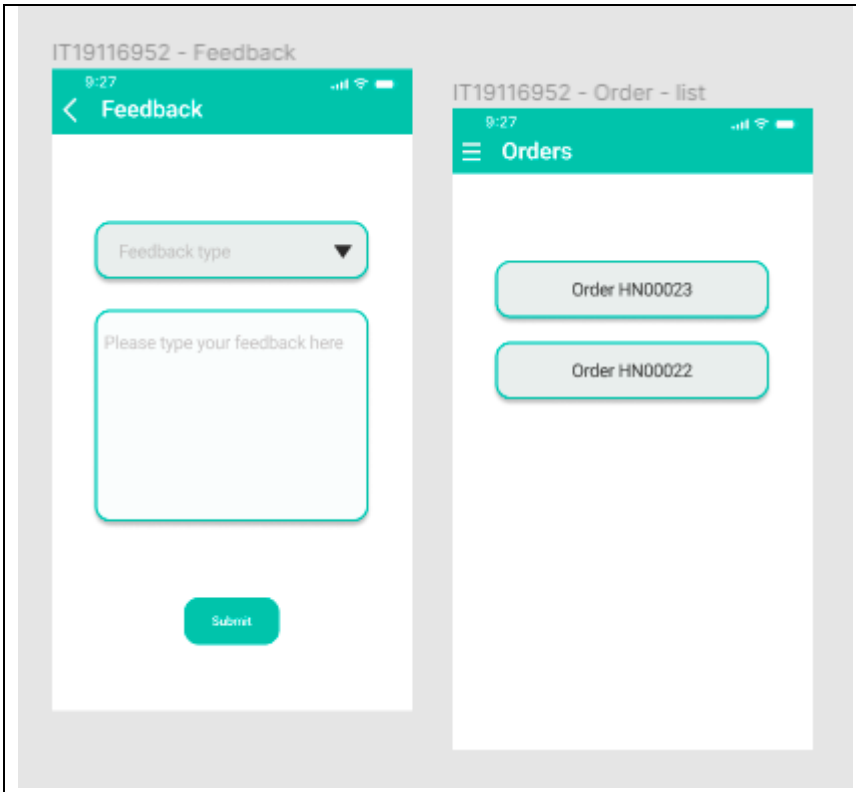
IT19387536 –



IT19116952—


IT19116952 - Order - New order
New Order
Hey Abarna!
To get started, can you please select the order type
Uploading Image
Type Prescription
IT19116952 - Order - View
Orders
Order HN00023
Date : 28 July 2021
Prescription :
Panadol - 5 cards
DeepHeat - 2 tubes
Vitamin C - 5 cards
Vitamin E - 3 cards
Status : Delivered
Proceed Payment
IT19116952 - Ask question
Ask Questions
Hey Abarna
What do you want to know from us?
I wish to order some common medicine
Do you have the delivery to Batticaloa
Yes. We will deliver all over the island
What about the delivery charges


IT19116952 - Order - Uploading...
New Order
Hey Abarna
Please upload the image of the prescription
This is the list
How much for these medicine
IT19116952 - Order - Welcome
Welcome
Welcome Abarna!
What do you want to do?
New Order
Ongoing Orders
Ask Question
Feedback
IT19116952 - Order -Typing
New Order
Hey Abarna
Please type your prescription
Panadol - 5 cards
Deepheat - 2 tubes
Vitamin C - 5 cards
Vitamin E - 3 cards
This is the list
How much for these medicine


IT19116952 - Feedback
9:27
Feedback
Feedback type
Please type your feedback here
Submit
IT19116952 - Order - list
9:27
Orders
Order HN00023
Order HN00022

Interviews (User Feedback)

https://1drv.ms/u/s!AjPE7XS2Gq7yarz8n1HO8vMWIvY?e=4RZXOF

Scripts

- **Patient**

Interviewer: Hi happy to see you again

Patient: good to see you too

Interviewer: Shall we start the interview

Patient: Yeah sure

Interviewer: what do you think about the colors used in this prototype?

Patient: the color selection is good

Interviewer: are you able to click all the buttons available in this prototype

Patient: yes, all buttons are accessible

Interviewer: Are you able to submit the details?

Patient: Yes of course.

Interviewer: Great, what do you think about the font size?

Patient: good. but the font size is little big in some pages

Interviewer: does this app work faster

Patient: no, the speed is fine

Interviewer: Is the login page looks good?

Patient: yes, it's great

Interviewer: Nice, do you think there is a need to reset password?

Patient: I think reset password option is very important. I used to forget my password. So, if there is an option and when it sends a code to mobile number or email address it will be more useful. Personally, I love this option.

Interviewer: Cool, are you able to search addresses?

Patient: Yeah, I am having the ability to search address from common areas but not small areas, but I am ok with this.

Interviewer: Okay, did you save any addresses?

Patient: Yes, I could save address using the options provided.

Interviewer: is the order status visible?

Patient: Yes, it is visible. The color used is favorable to denote each status type. It is very useful and can recognize each status easily.

Interviewer: Great, did the notification function work in this prototype?

Patient: Yes, it is working as normal mobile applications which we use regularly.

Interviewer: what happened when you clicked the new order button?

Patient: it navigated the new order page I was able to select the order type by clicking the buttons

Interviewer: is the feedback page user friendly?

Patient: yes, but it could be modified little bit

Interviewer: sure, do you think view order page contain all relevant information

Patient: yes, but I was unable to see the price of the medicine

Interviewer: are you okay with the interface of the payment?

Patient: yes. It's good. But my only concern is about the payment methods.

Interviewer: do you need more payment types?

Patient: yes. Can u add the master card transaction?

Interviewer: yes, sure. Do you like the additional option where you can save your daily members medical details?

Patient: yes, it is very useful to all my family members

Interviewer: what do you think about this prototype?

Patient: overall it's nice and user friendly. I think if there are some small changes, it'll be more user friendly.

Interviewer: does this prototype fulfill your needs?

Patient: yes, this prototype is totally satisfied

Interviewer: thank you for participating in this interview we will consider your feedback thank you so much

Patient: thank you

- **Pharmacy**

Interviewer: Hello, Good evening. We met last time through an interview regarding pharmacy app.

Pharmacist: Hello. Yes, I can remember. How is the work going on?

Interviewer: We have made the prototype with the suggestions we received. We need your feedback regarding the prototype.

Pharmacist: Yes, sure. I will use it and give the feedback.

Interviewer: What do you think about the security available in the app?

Pharmacist: The app is highly secured with the register, login, password reset options. The color selection for the app is good compared to the previous one.

Interviewer: Are the images of medicines clear?

Pharmacist: The images are very clear.

Interviewer: Are the buttons clickable when using the app?

Pharmacist: Yes, I can click the buttons.

Interviewer: Can you search for medicines?

Pharmacist: Yes, the search functionality is working properly.

Interviewer: Can you click all the links to navigate?

Pharmacist: Yes, I can navigate through the links easily.

Interviewer: What do you think about font size visibility?

Pharmacist: Most of the font size are good, but some looks too bigger.

Interviewer: Does the app cater to your needs?

Pharmacist: Yes. It caters my needs. It fulfils the requirements of the pharmacist.

Interviewer: Are you getting notifications at the proper time?

Pharmacist: Yes, I am getting on time.

Interviewer: Can you change the order status?

Pharmacist: Yes, I can change the status. When I change the status, it appears with different colors. It is very useful to identify each status separately.

Interviewer: What do you think about the prototype of the delivery home page?

Pharmacist: Actually its good. But can u add attractive image for the delivery home page.

Interviewer: Are the delivery pages containing all the details that you wanted?

Pharmacist: Yes, all the details are there. But can you change the tracking information page design and fonts.

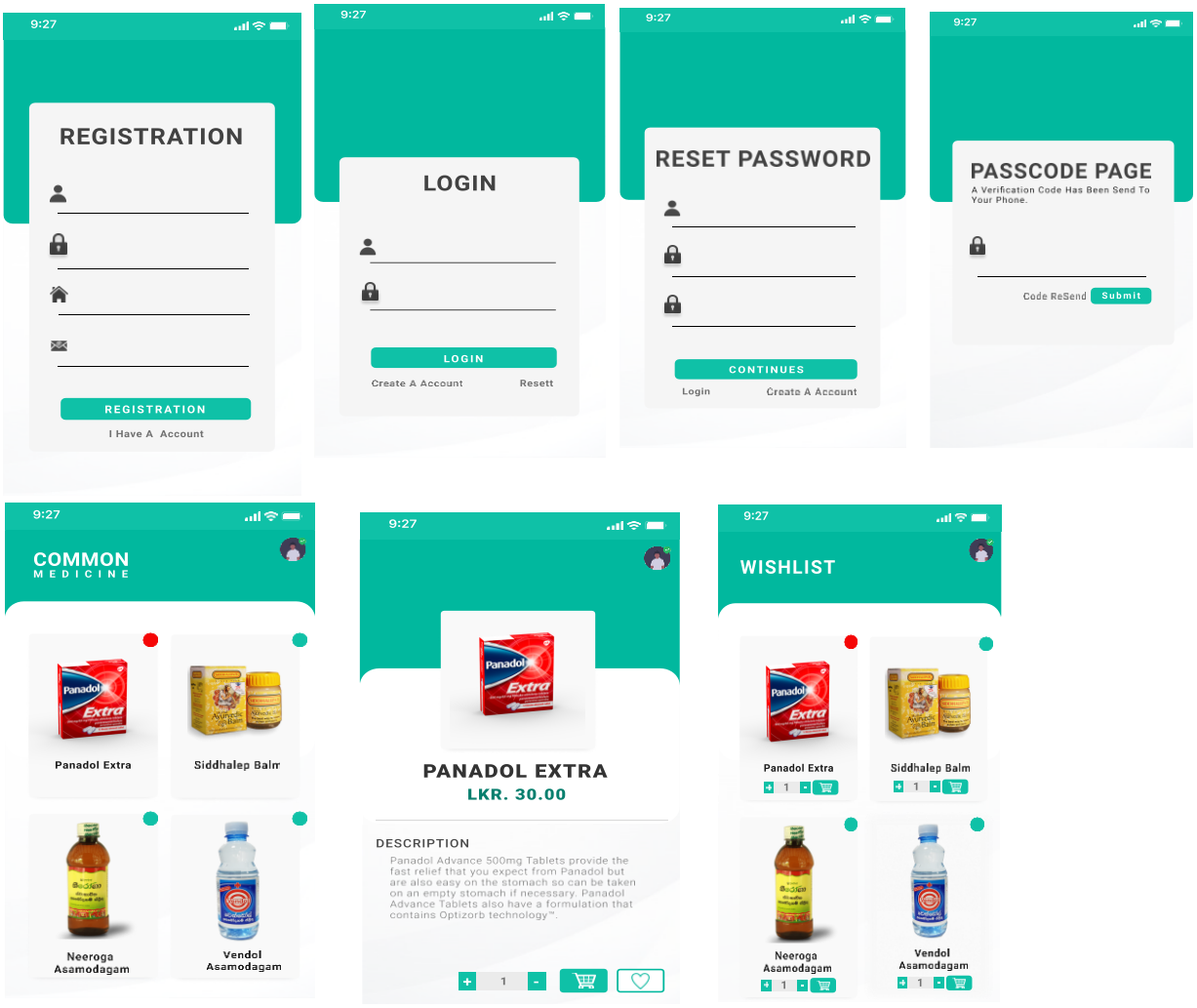
Interviewer: Yes, sure. I will change them. Thank you.

Pharmacist: You are welcome.

- **Prototype – Version 2**

  https://www.figma.com/proto/NqSgL7ZskzJoCEh8wPNw9d/Prototype-V2?page-id=0%3A1&node-id=1%3A320&viewport=241%2C48%2C0.5&scaling=scale-down&starting-point-node-id=1%3A248&show-proto-sidebar=1

IT19245584 –



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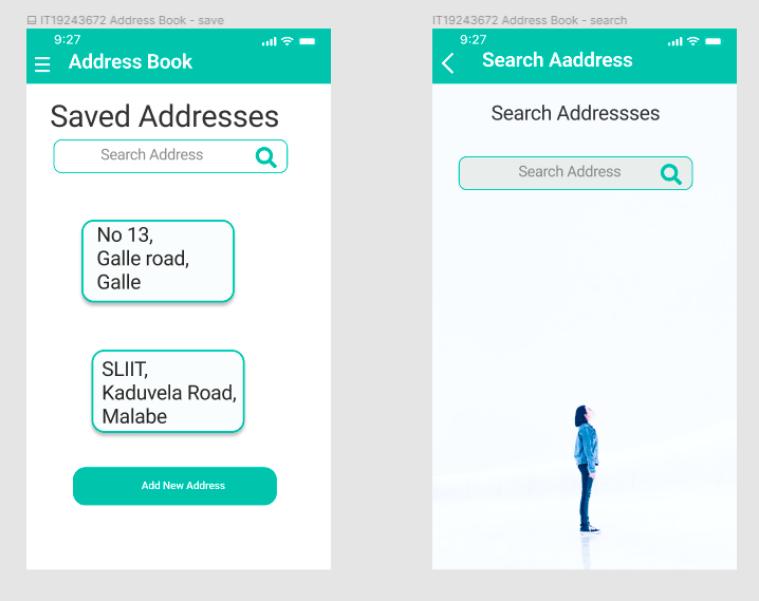
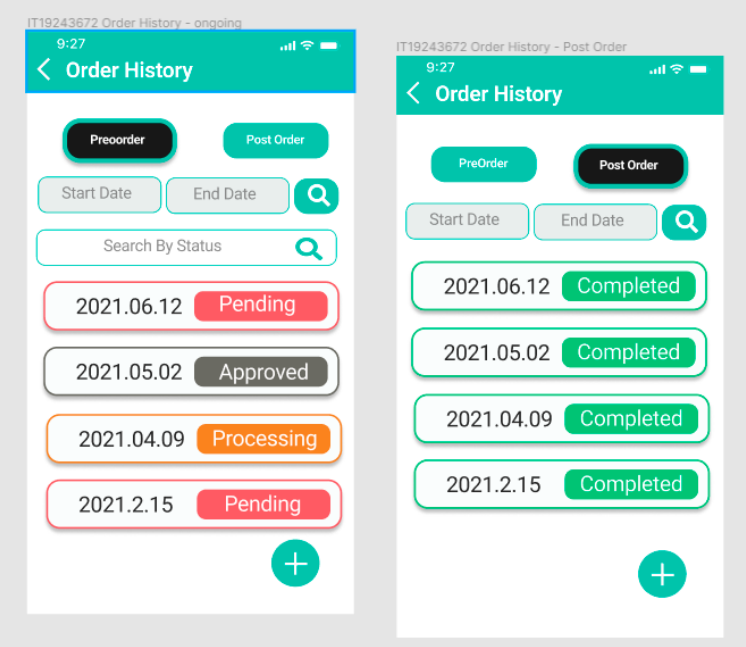
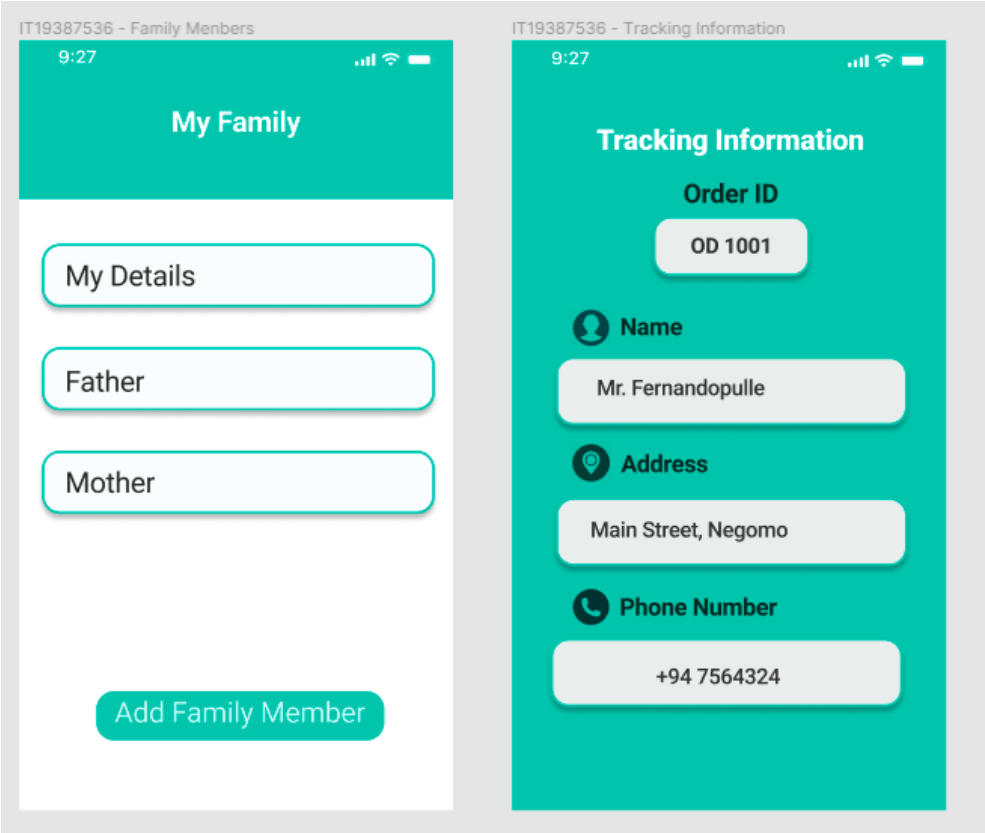
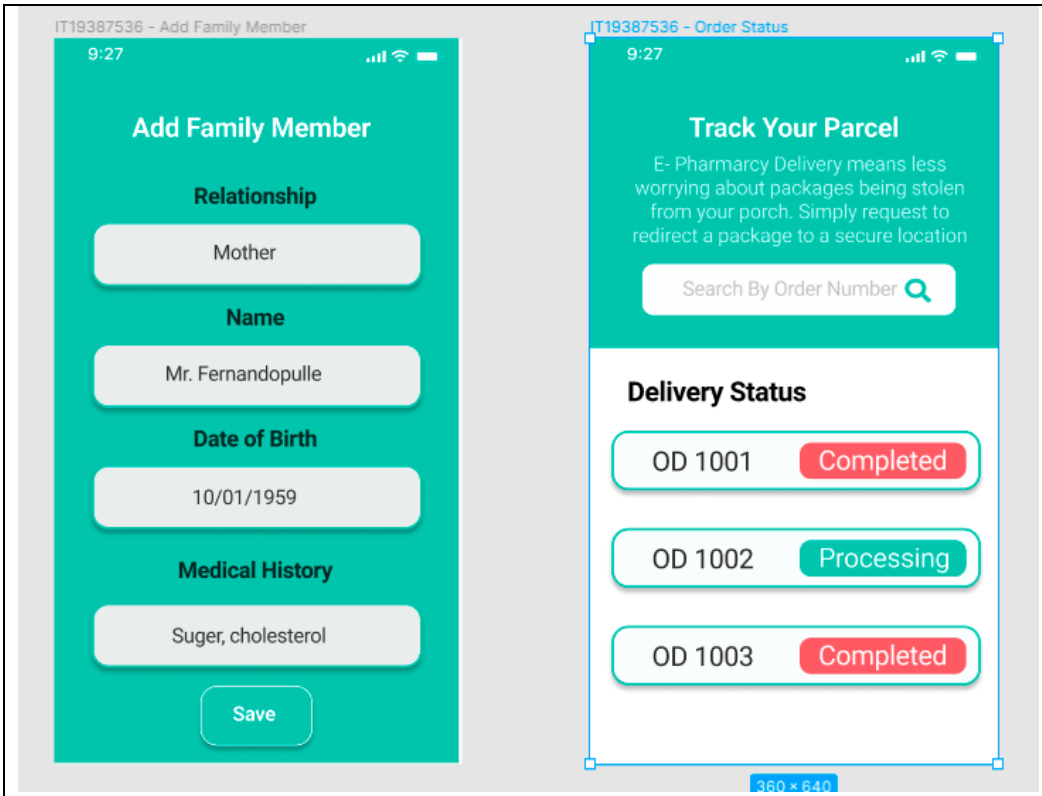
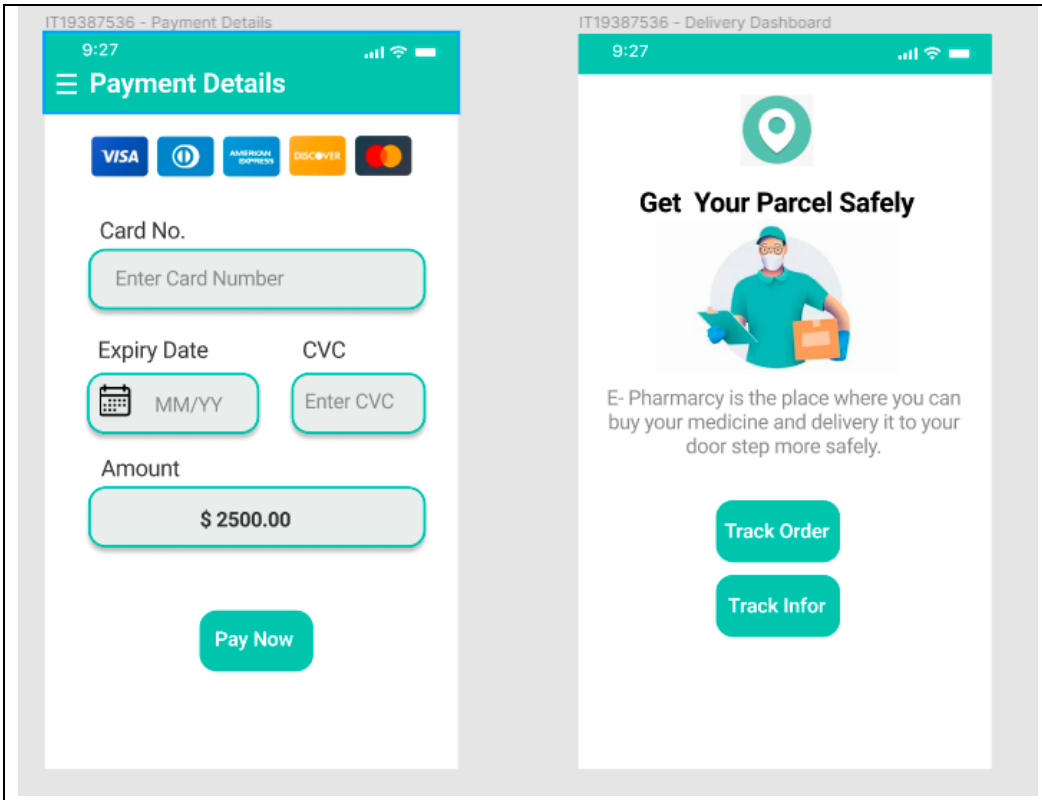

IT19243672 Address Book - save
9:27
Address Book
Saved Addresses
Search Address
No 13,
Galle road,
Galle
SLIIT,
Kaduvela Road,
Malabe
Add New Address
IT19243672 Address Book - search
9:27
Search Aaddress
Search Addressses
Search Address


IT19243672 Order History - ongoing
9:27
Order History
Preoorder
Post Order
Start Date
End Date
Search By Status
2021.06.12 Pending
2021.05.02 Approved
2021.04.09 Processing
2021.2.15 Pending
IT19243672 Order History - Post Order
9:27
Order History
PreOrder
Post Order
Start Date
End Date
2021.06.12 Completed
2021.05.02 Completed
2021.04.09 Completed
2021.2.15 Completed

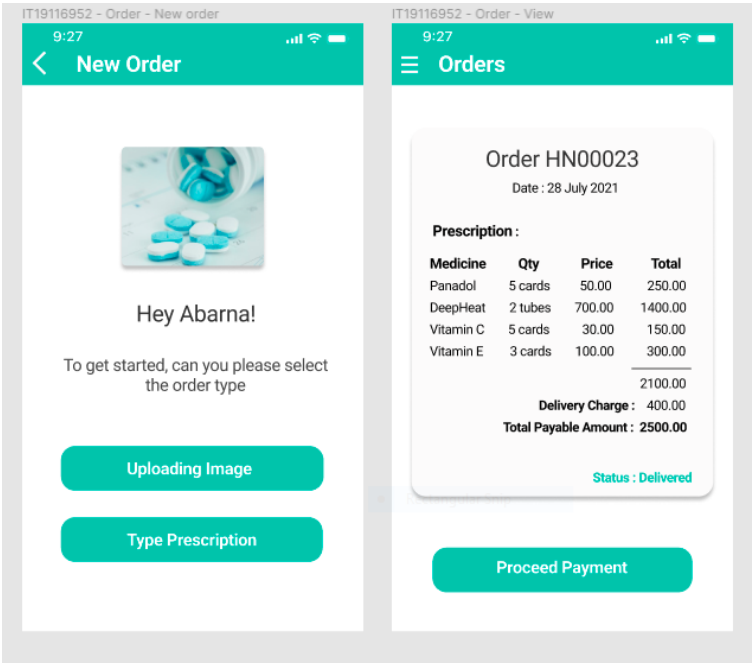
IT19387536 –

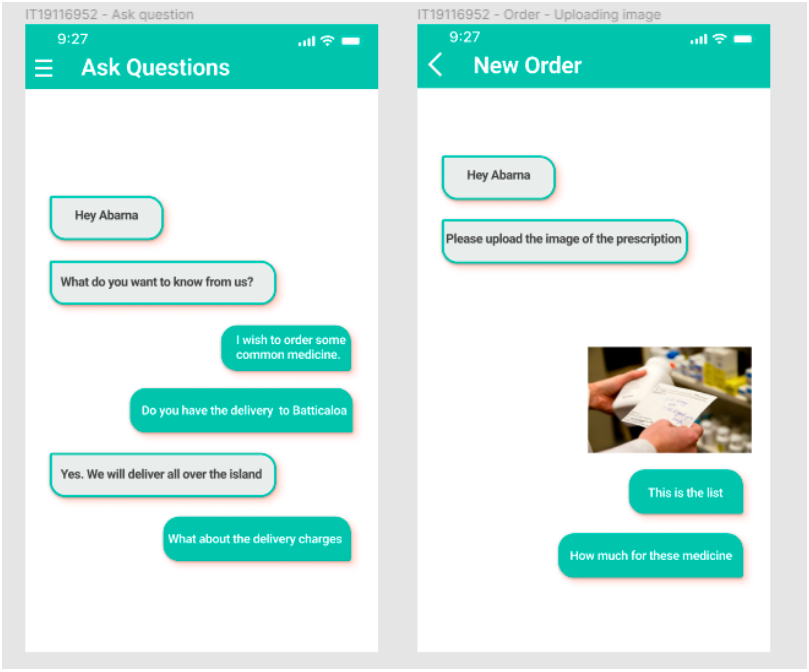

IT19387536 - Family Menbers
9:27
My Family
My Details
Father
Mother
Add Family Member
IT19387536 - Tracking Information
9:27
Tracking Information
Order ID
OD 1001
Name
Mr. Fernandopulle
Address
Main Street, Negomo
Phone Number
+94 7564324

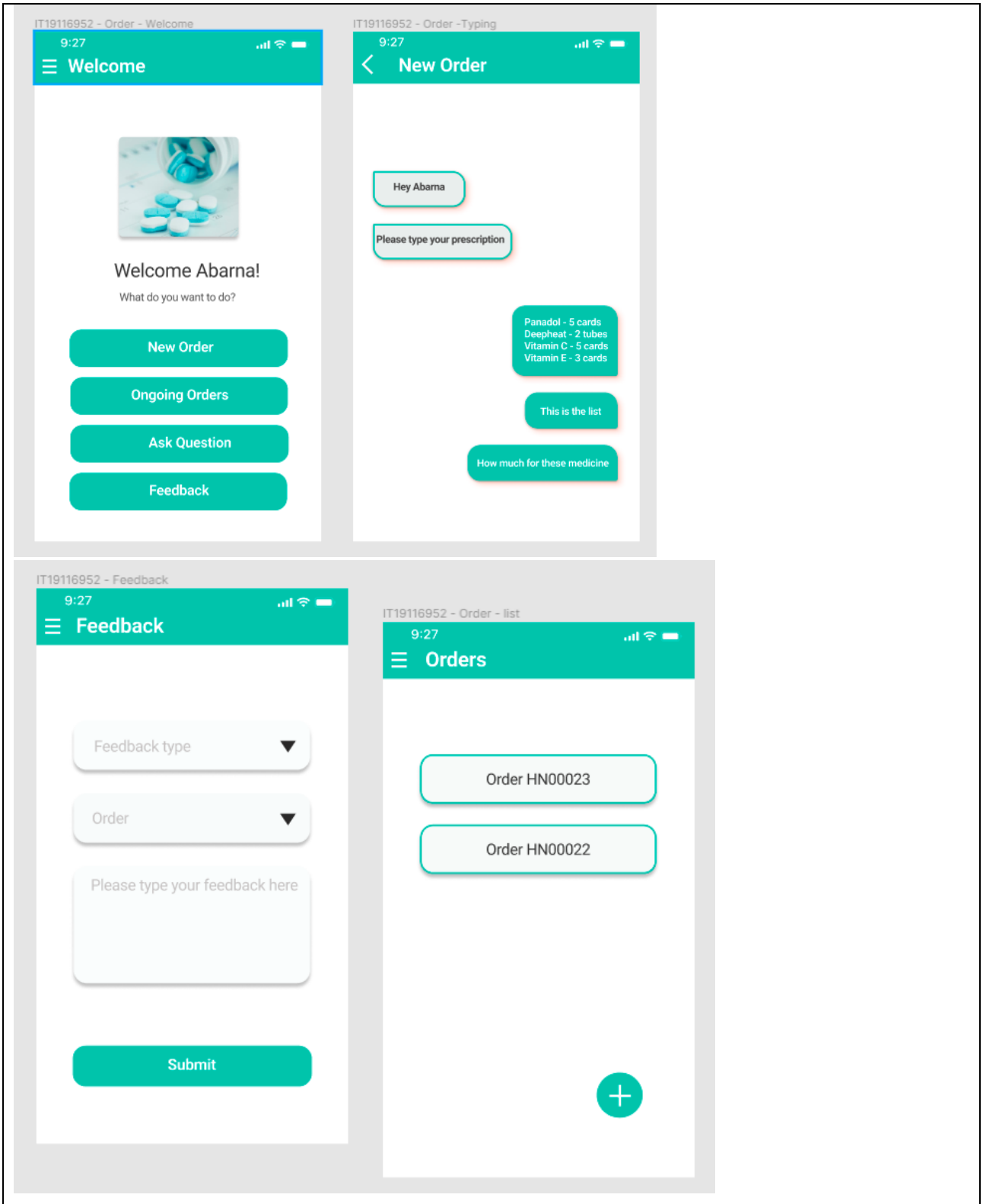

IT19387536 - Add Family Member
9:27
Add Family Member
Relationship
Mother
Name
Mr. Fernandopulle
Date of Birth
10/01/1959
Medical History
Suger, cholesterol
Save
IT19387536 - Order Status
9:27
Track Your Parcel
E- Pharmarcy Delivery means less worrying about packages being stolen from your porch. Simply request to redirect a package to a secure location
Search By Order Number
Delivery Status
OD 1001
Completed
OD 1002
Processing
OD 1003
Completed
360 × 640


IT19387536 - Payment Details
9:27
Payment Details
Card No.
Enter Card Number
Expiry Date
CVC
MM/YY
Enter CVC
Amount
$ 2500.00
Pay Now
IT19387536 - Delivery Dashboard
9:27
Get Your Parcel Safely
E- Pharmarcy is the place where you can buy your medicine and delivery it to your door step more safely.
Track Order
Track Infor

IT19116952—


IT19116952 - Order - New order
9:27
New Order
Hey Abarna!
To get started, can you please select the order type
Uploading Image
Type Prescription
IT19116952 - Order - View
9:27
Orders
Order HN00023
Date : 28 July 2021
Prescription :
Medicine Qty Price Total
Panadol 5 cards 50.00 250.00
DeepHeat 2 tubes 700.00 1400.00
Vitamin C 5 cards 30.00 150.00
Vitamin E 3 cards 100.00 300.00
2100.00
Delivery Charge : 400.00
Total Payable Amount : 2500.00
Status : Delivered
Proceed Payment


IT19116952 - Ask question
9:27
Ask Questions
Hey Abarna
What do you want to know from us?
I wish to order some common medicine.
Do you have the delivery to Batticaloa
Yes. We will deliver all over the island
What about the delivery charges
IT19116952 - Order - Uploading image
9:27
New Order
Hey Abarna
Please upload the image of the prescription
This is the list
How much for these medicine


IT19116952 - Order - Welcome
9:27
Welcome
Welcome Abarna!
What do you want to do?
New Order
Ongoing Orders
Ask Question
Feedback
IT19116952 - Order -Typing
9:27
New Order
Hey Abarna
Please type your prescription
Panadol - 5 cards
Deepheat - 2 tubes
Vitamin C - 5 cards
Vitamin E - 3 cards
This is the list
How much for these medicine
IT19116952 - Feedback
9:27
Feedback
Feedback type
Order
Please type your feedback here
Submit
IT19116952 - Order - list
9:27
Orders
Order HN00023
Order HN00022