**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)

**Group Details**

|  |  |
| --- | --- |
| **Registration Number** | **Member** |
| IT19245584 | M.M.A.N.N.Sandeepa |
| IT19243672 | Praveena.T |
| IT19387536 | J.A.D.S.Crishani |
| IT19116952 | Abarna.U |

**Software Engineering – Year 3**

2021S2\_REG\_WE\_37

**Lab sheet 05**

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

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

**Group Members**

1. M.M.A.N.N. Sandeepa           IT19245584
2. Praveena.T                            IT19243672
3. J.A.D.S.Crishani                     IT19387536
4. Abarna.U                              IT19116952

|  |  |  |  |
| --- | --- | --- | --- |
| **Member: IT19116952** | **01**  **Fail-points/blocking** | **02**  **Fail-points/blocking** | **03**  **Fail-points/blocking** |
| **Fail-points**  **/Blocking** | Uploading the prescription, type prescription and ask question are in Order page | Feedback feature is not implemented | User will navigate to the Order page after log into the system. |
| **Evidence** | In the page for placing new order there are 3 buttons. Ask a question could be in a separate page.  Graphical user interface, text, application, chat or text message  Description automatically generated | There is no feature to providing feedback. I planned to implement that | There is no dashboard or homepage. App will navigate to the page for order after login |

|  |  |  |  |
| --- | --- | --- | --- |
| **Member: IT19387536** | **01**  **Fail-points/blocking** | **02**  **Fail-points/blocking** | **03**  **Fail-points/blocking** |
| **Fail-points**  **/Blocking** | No delivery management interfaces.  Only consist of common chat interface for the delivery management. | If a common user accidently enters a payment method, he or she cannot change it. Rather the user needs to cancel the order and need to proceed with the reordering process. | Lack of updating delivery status functionality. |
| **Evidence** | One of the major issues in this mobile app is lack of delivery handling part. Because now adays the world is facing a pandemic situation. So, the more people cannot interact with outside world. So, it is a huge advantage to develop a delivery management function in this application.  Graphical user interface, text, application, chat or text message  Description automatically generated | Graphical user interface  Description automatically generated with low confidence | * it is a huge advantage to develop a delivery status updating function in this application. It is very useful for the delivery driver to update the status of the order and track information’s about customer.   *Graphical user interface, text, application, email  Description automatically generated* |

2

|  |  |  |  |
| --- | --- | --- | --- |
| **Member: IT19243672** | **01**  **Fail-points/blocking** | **02**  **Fail-points/blocking** | **03**  **Fail-points/blocking** |
| **Fail-points**  **/Blocking** | There is no way to track the process for users with status as pending, completed, processing. | Lack a separate page to add prescribed medicines by the pharmacist, when the prescription is received from the patient. | Search option for saved addresses is unavailable. |
| **Evidence** | https://lh4.googleusercontent.com/CeB1hfFbi2Z6u1NYiWh8Ah5SIscwY5DDI8YWgkGHpDnqkENRJzQtopNIw-RYD6YcTA6D3NzC2O_lJhxOoCCgbNxCzWC38EpKJ-G5DvNIxJUF-UNfRqbg6sEvC6psMPiB3RfzjDi411M  *It just shows the ongoing order and past orders, without mentioning the status of the ongoing orders.* | *This is to be shown at the pharmacist profile but not in the user profile.* | This page just shows the available addresses. If there are more addresses the user feels difficult to find the address without a search bar.  https://lh6.googleusercontent.com/gEgc-nuHpxtnJXT-CR2DuWyXLdRX2yqsvP1GYytNYo46lpj-UW-Ko6iY8sHGJWpRvPFufi_PMjD2jEUY-TZfoA2Prr0FMpkaDu1BHKmSmH15WyuEfhkXWH0AknhNGq3WHzgwEGzdJ3g |
| **Member:** IT19245584 | **01**  **Fail-points/blocking** | **02**  **Fail-points/blocking** | **03**  **Fail-points/blocking** |
| **Fail-points**  **/Blocking** | There is no user input validation as email, password strength. | In application there are not proper forgot passwords recovery method (with emails). | In this application there is no an option for buy common medicines such as samahan, Panadol without the use of prescription. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Evidence** | https://lh3.googleusercontent.com/ggdNPDno-DQImujdN95z1_aA8T1pnTNt26nbHfuuNS8eAV9rOTO1_M_KsV5IyDvA0Uo7UJZPTxIZy1UsPtZ83ESpZsvOqkeV-l9YD3EFZR9gDHGGD8BY3bMvyOVBP1e9qmxBr90-FG4    https://lh6.googleusercontent.com/Tmna2h4vzPqeD4q5jGvC-yfc0hpHywNL_MCtdGgE_DcXMbt8uIPWtkuxptOcX1Gei-cQGx8AHcq7Jb8VfBAuo6itUOJFjDK1sSkWQBB51755xMBgySY0sTHFe38sHAwTDbb41O1t9CM  https://lh5.googleusercontent.com/KvQE3U3JUE1UatYlGO4Orzx0kM_46KU8idSxsJ7QuvlSNwWDLvE6vGjqEC9LUCxGBpPUI2-aIfG_IrJbhYLdTNB4BzuetTKykWHfQT0HqzuUW26WpHVMwzpGqY1b1EYwiQET6YAmCVE | https://lh5.googleusercontent.com/wroSsdqJ41lG0Ize8N1aeCrnm2jnGNuej_WlrgvZpXPqpsZcbvPEKjD23r_6SzpqS4lWK1yok8aqDgWBST9-vW19rWyz3H6zo3xdKp0jNwysKDVmGhn4XAgJu1N4VPePyN-PBcLlcTQ  *Although the email address is taken, it is not used meaningfully.* |  |