**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)



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| **IT19148250** | **M.J.M. Imdaadh** |
| **IT19135076** | **S. Ahagaash** |
| **IT19237114** | **M.N.M. Saajidh** |
| **IT19092102** | **A. Ahmed** |

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| <<IT19092102>> | 01  Fail-Points/Blocking | 02  Fail-Points/Blocking |
| Fail-Points/Blocking | Once a customer makes a complaint, unless they receive a feedback from the service center, they cannot proceed to make another complaint. This must be eliminated because this is not a good feature. | Another failure point is the complaint registering form has only predefined complaints. If the user had some different issues to complaint, there’s an option called other, but that too doesn’t allow the user to customize his complaint according to his need |
| Evidence  <<Screenshots>>  <<Video timeline>> | Graphical user interface, text, application, chat or text message  Description automatically generated | Table  Description automatically generated with medium confidence |

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| <<IT19237114>> | 01  Fail-Points/Blocking | 02  Fail-Points/Blocking |
| Fail-Points/Blocking | A failure point we found out in the connection functionality was, if a particular user had already registered for his account, still another user or the same user can keep on registering for the same connection multiple times. This feature has to be fixed | Another failure point in the app was that a user cannot make a request for a new connection. Only existing connection details can be added to the app. The feature to request new connections too should have to be added in order to the app to be in standard with today’s requirements |
| Evidence  <<Screenshots>>  <<Video timeline>> | Graphical user interface, text, application, chat or text message  Description automatically generatedGraphical user interface, text, application, chat or text message  Description automatically generated | Graphical user interface, text, application, chat or text message  Description automatically generated |

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| <<IT19135076>> | 01  Fail-Points/Blocking | 02  Fail-Points/Blocking |
| Fail-Points/Blocking | In case a friend of the user requests to pay his electricity bill through the registered user’s account, there’s no such option to do so. If they wish to make a payment, they have to also register themselves in order to make a payment. Currently making multiple payments feature is not available on the app | Another failure point in the app is that, after a user had already made a payment through his card, the next time the card details will not have been stored to make a quicker payment. Again, the user must enter his card details to make a payment, and this will have to be kept on repeating |
| Evidence  <<Screenshots>>  <<Video timeline>> |  |  |



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| <<IT19148250>> | 01  Fail-Points/Blocking | 02  Fail-Points/Blocking |
| Fail-Points/Blocking | Now looking at the interruption Calendar, there are some major issues which have not been corrected. For example, when the future interruptions are not shown in the calendar, the user is unsure whether there is a scheduled interruption or since the interruption calendar doesn’t work properly, he might think there’s no interruptions in future. The user will also feel lazy to inquire about this. Also, there is not feature to inquire about the interruption such as a form. | Another failure point we pointed out in the app was that, normally a user doesn’t know how his electricity bill is being calculated. The app has not mentioned clearly how it works and there’s no information about how much is charged per unit. Since there’s less information about this, most of the users are not willing to use this function |
| Evidence  <<Screenshots>>  <<Video timeline>> | A picture containing text  Description automatically generated |  |