# Lab Practical 02 – Project Selection & Supervisor feedback

Each UX team should research and find a Mobile app.

Fill the following table to show your findings.

|  |  |
| --- | --- |
| Mobile App | Lanka Bell Mobile App |
| Name: | LMST - 2021S2\_REG\_WE\_56 |
| Developer | bellsolutions mobile. |
| Purpose: | Maintain and provide details of Lanka bell internet connection and also carry out any transactions related to Lanka bell internet connection (payment of bills). |
| Screenshot: | Graphical user interface, application, website  Description automatically generated Graphical user interface, text, application  Description automatically generated  A picture containing text, electronics, printer, screenshot  Description automatically generated Text  Description automatically generated  Graphical user interface, text, application, chat or text message  Description automatically generated Graphical user interface, application  Description automatically generated  Graphical user interface, website  Description automatically generated Table  Description automatically generated  Text  Description automatically generated Graphical user interface, text, application  Description automatically generated  Graphical user interface, text  Description automatically generated Graphical user interface, text, application  Description automatically generated  Graphical user interface, text, application  Description automatically generated Text  Description automatically generated  Graphical user interface, text, application  Description automatically generated |
| Competitor Mobile apps | MyDialog (Dialog), SLT Broadband (SLT) |
| Good design  1.    2.    3.  4. | Even though the interface of the application is not user friendly, the functionality of the app works without any errors (Buttons are responsive).  Easy to navigate. |
| Design issues  1.    2.    3.  4. | User Dashboard is not informative (lack of graphical representation ex: - Data usage, payable amount etc..).  The payment procedure is excessive, and the payment detail page is not responsive.  When the connection is deactivated the access to the account is blocked which makes it impossible to make the payment through the application.  No proper procedure of any complain submission and the details provided on the user profile is not organized (lack of white spaces). |