A picture containing text, clipart, vector graphics

Description automatically generated

**UEE Lab sheet 05**

**Year 3 Semester 2 | Group 7.2**

**2021S2\_REG\_WE\_56**

**Submitted by:**

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| IT19148328 | 01 Fail-points/blocking | 02 Fail-points/blocking | 03 Fail-points/blocking |
| Fail-points/blocking | In order to make the monthly bill payment, the user is unable to find the payable amount. Lack of user experience as user is not shown a payment bill consisting of the monthly payment. All what the user can do is, pay the monthly bill for the package by remembering the amount. | Payment detail page is not responsive for mobile app. The unresponsiveness makes it to be viewed by scrolling to the right direction. This degrades the user experience by a huge margin | The payment procedure is unnecessarily distributed towards more than one page. This had increased the payment procedure. |
| Evidence | Graphical user interface, text, application  Description automatically generated | Text  Description automatically generated  Graphical user interface, text, application  Description automatically generated |  |

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| IT19148182 | 01 Fail-points/blocking | 02 Fail-points/blocking | 03 Fail-points/blocking |
| Fail-points/blocking | Homepage is not user-friendly enough and informative. | Checking the data usage and available data slot is the most important goal in the usage of this app. Said that, checking the data usage is not straight forward. It is not displayed in the homepage which is highly inconvenient for the user. | Displaying of the packages in order to activate them is also one of the main goals in the usage of this app. Being said that the displaying of the package is not located where the user can take an action to activate a package easily. |
| Evidence | A picture containing text, electronics, printer, screenshot  Description automatically generated  Text  Description automatically generated | Graphical user interface, text, application  Description automatically generated  Graphical user interface, text, application, chat or text message  Description automatically generated | Graphical user interface, website  Description automatically generated  Table  Description automatically generated |

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| IT19074382 | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail-points/blocking | When the user does not make the due payment on the internet connection on time. The app restricts the user’s login access. Which is a huge failure point. | With the login access restricted. The user won't be able to log into the system. In a situation If the user wants to make the payment, the user will be unable to do so as his/her login access is restricted. |
| Evidence |  |  |

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| IT19179018 | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail-points/blocking | There is no proper option available for the user to submit any feedback according to the experiences the user faces. | Lack of option available within the app to submit any complaint in order to express any inconvenience faced by the user. |
| Evidence | Graphical user interface, text, application  Description automatically generated | Graphical user interface, text, application  Description automatically generated |