GaME Co’s Project 2

[Rectify issues as per SLA]

2B - F3BE Group

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# Introduction

2B (F3BE), a UX design company, has collaborated on Project 1, which involved creating a prototype for GAMECo. We are now embarking on Project 2, where our primary objective is to address and resolve two identified issues that have emerged during the one-week live period of GAMECo's website. This report will implement steps to rectify each suit from a developer's perspective per our SLA.

# Task 1:

From a developer’s point of view, provide an outline for each issue and identify a potential resolution to solve this issue. (20-40 words per issue)

## **Issue 1: Items not being added to the cart via popup**

**Outline:**

Verify proper binding of the "Add to Cart" button in the popup to the cart functionality.

**Resolution:**

Debug and fix code issues related to the button binding.

Validate and correct the cart's update logic to reflect items added through the popup.

## **Issue 2: Difficulty locating the live chat feature**

**Outline:**

Evaluate the current placement and visibility of the live chat feature.

Consider alternative placements or change design to enhance discoverability and accessibility.

**Resolution:**

Move the live chat feature to a prominent location, like a floating button.

Incorporate clear labels or visual prompt to guide users towards the live chat option.

# Task 2: The system that is causing each issue

Look at the report you have provided your client within Project 1. (August Oo)

Identify the following (35-50 words per issue):

· The system that is causing each issue.

· Whether this system fall under your jurisdiction?

\* If it does, what are your escalation responsibilities to fix this issue according to the SLA agreed to by both companies?

## Issue 1:

**System causing the issue**: Cart functionality popup.

**Escalation Responsibilities**: Minor issue emailed with junior staff, escalated to the senior developer if unresolved. Our UX company is responsible for timely resolution as per SLA.

## Issue 2:

**System causing the issue**: Live chat feature design and placement.

**Escalation Responsibilitie**s: Senior staff must report and fix major issues via phone call. UX company is responsible for addressing and fixing the issue according to SLA.

# Task 3: Email to GameCo

Identify the main and secondary points of contact for GameCo. (Dot Points)

* Primary: Jimmy Haris
* Secondary: Kazuma Tanaka

Construct an email (70-100 words) to the main point of contact and advise them of the following:

* Your level of support as per the SLA
* The systems that are causing the issues
* your proposed resolutions

|  |  |  |
| --- | --- | --- |
|  | To… | Jimmy Haris, |
| CC… |  |
| Attachment |  |
| Subject | Support and Proposed Resolutions for the Reported Issues |
| *Dear Jimmy Haris,*  *I hope this email finds you well. As per our Service Level Agreement (SLA), I wanted to inform you about the level of support we provide and address the reported issues.*  *Issue 1:  Cart functionality is not working via the popup.*  *Proposed solution: We will Validate and correct the cart's update logic to reflect items added through the popup.*  *Issue 2: Difficulty locating the live chat feature.*  *Proposed solution: We will optimise the design and placement of live feature to improve its visibility and accessibility for customers.*  *Please be assured that we will work diligently to resolve these issues and enhance the overall user experience. If you have any further questions or concerns, please do not hesitate to reach out.*  *Thank you for your attention to this matter.*    *Best Regards,*  *August Oo aka Byuelar Oo s4019427*  *2B UX Company* | | |

# Task 4: Flow Chart

Ensure each flowchart references the issue they are solving. You are not required to provide explanations for each section of the flowchart here. This will be done in Task 5.

|  |  |
| --- | --- |
| **First issue: Items not being added to the cart via popup** | **Second Issue: Difficulty locating the live chat feature** |
|  |  |

# Task 5: Email to GameCo

Based on the information shown in your flowchart, construct an email to the main contact confirming your flowchart troubleshooting process. (175-225 words)

|  |  |  |
| --- | --- | --- |
|  | To… | Jimmy Haris |
| CC… |  |
| Attachment |  |
| Subject | Support and Proposed Resolutions for the Reported Issues |
| *Dear Jimmy Haris,*    *I hope you are having a good day. As Part of our SLA agreement, I wanted to inform you about our troubleshooting process.*    *We had complaints from our users about the shopping cart (first issue) on GAMECO’s website. They told us that the items weren’t being added to cart via popups. The team investigated the issue and confirmed that it is present. To solve this, all the code inside the shopping cart were debugged and revised, ensuring that the cart is functioning as intended.*    *We also had complaints from users, saying that they were having difficulties locating the live chatbot on GAMECO’s website. The issue was handed to our team and confirmed that the issue was indeed present. We optimised the live chatbots design and moved it to the front page for better accessibility.*    *If you have experienced any other issues relating to GAMECO’s website, please email the team and we will get back to you as soon as possible. We will continue to update the website to ensure satisfaction from our users.*    *Have a great day Jimmy!*    *Best Regards,*  *Araf Khan s4009178*  *2B UX Company* | | |

# Task 6: Develop Prototype

## Task 6.1: Observational Task

Appendix: s4019427-August Oo aka Byuelar Oo v1.1. xd

## Task 6.2: Survey

<https://forms.office.com/r/CL8BwjFNae>

Appendix: <2B> Rectifying.xlsx

# Task 7: Summary

Provide an overall summary of your implementation of each step of the flowchart process to provide a clear understanding of the client support and resolution. The handover report is not required at this stage and will be completed in Task 8 (180-250 words)

Both flowcharts had similar steps when it came to resolving the issue.

* The first step covered complaints from our customers, saying that they were experiencing issues with the shopping cart and the live chatbot.
* Step 1.5 is there to ensure that the issue was persisting.
* Step 2 covered the revisions of both issues. There were many trials and errors when our team was revising both issues.
* Step 3 involved testing the update and observations. We gathered feedback from our users after we asked them to see if the issue has been resolved.
* Step 4 references our feedback from our users. We had two options regarding our solution. If our solution didn’t work, our first option was to go back to step 2 (which was to revises both issues again, until both issues are solved). If our solution worked, our second option is to go to step 4.
* Step includes writing a handmade report summarising our troubleshooting process to our main point of contact via email. We will continue to connect with users regarding any issues on the website.

# Conclusion

In conclusion, our group rectified two issues raised on GameCo’s website. We identified the system that caused these issues and escalation responsibilities according to our SLA agreement between the Client and our UX design company. We developed flowcharts and implemented each step of the flowchart process.

# Appendix:

1. s4019427-Augustina. xd
2. <2B> Rectifying.xlsx