|  |
| --- |
| **Fontys - University of Applied Sciences - ICT** |
| Individual track project: Online inventory system |
| **UX Feedback Report** |

|  |
| --- |
| Martin Georgiev  1-22-2021 |

# Introduction

The purpose of this document is to provide further insight into the individual project’s development. One of the steps that were taken in order to deliver a quality software solution was to conduct an observation in order to obtain feedback about the user experience (UX) of my application. The goal is to showcase that feedback in a concise and well-structured manner and include the actions that I plan to/or have already taken in order to apply the abovementioned feedback.

A limited observation was conducted with two main types of testers: ones with technical background (classmates and family) and ones without any technical background (friends and family). In the following section I will list all feedback points that were given to me by the testers, give them a priority and a short description of how I plan to follow through with the more important ones.

Last but not least, I would like to point out that some of the feedback I received concerns application functionality that is outside the scope for this project. For these points, I will mark them as planned for development in the future.

# User Feedback

|  |  |  |
| --- | --- | --- |
| No. | Feedback | Plan of action |
| 1 | Users should be able to have more filter options in the dashboard menu. | I agree with this feedback. At the moment of testing, only a search bar was present. Since then, I added two more filter options: a sorting functionality (Alphabetic, High to low & Low to High) and a checkbox to show only out-of-stock items. |
| 2 | Managers should be able to see the warehouse ID so that they can easily send it to their workers. | An oversight on my end. I added a section at the top of the dashboard that shows both the warehouse ID (invite token) and user role. |
| 3 | Managers can have some sort of management page where they can promote and demote workers, kick them out of the virtual warehouse, etc. | This is one of the features that are out of the scope of this project. If development on this project continues after the end of the semester, I will definitely add this. |
| 4 | Chat room – It would be nice to separate users by roles. Maybe give users with different roles different colors. | This was an amazing idea. Unfortunately, it requires a significant change to the backend as the current client is unaware of other users’ roles. Additionally, this can be considered a potential security risk that could be exploited. That is why I will not follow up on this suggestion. |
| 5 | There should be some sort of additional indication that the dashboard has no items. | This is feedback that I received a while back. I quickly followed up on it and added an icon and an additional button to add new items to the virtual warehouse. |
| 6 | Inform the end users what the software is all about. Maybe add a section to the home page that explains the application’s functionality. | This is another great idea. However, it is outside the scope of this project. I will not follow up on this suggestion purely due to time constraints. |
| 7 | The registration system seems a little bit too complicated. | I do agree with that statement. Nevertheless, it is an intentional decision for purely security reasons with the backend. |

## Further notes:

* Everyone gave me positive feedback about the project’s design approach, color palette and element placements.
* The people with technical knowledge who discovered the detailed item page were intrigued by its implementation.
* The people who did not know about the project’s requirements/deliverables told me that the chat functionality seems out of place in comparison to the rest of the application’s functionality. I do agree on this statement but the implementation of a chat room seemed like the perfect way to demonstrate my understanding of WebSockets.

# Conclusion

In conclusion, I received a lot of valid criticism/feedback from all testers. However, as mentioned above, most of it outside of the scope of this project as the main focus is demonstration of functionality and some of the suggestions would create overlaps that would not positively affect the grade of the project. Additionally, a few of the suggestions either required a considerable amount of resources to make sure that they are implemented correctly and do not introduce any bugs or were too insignificant too follow up on. Nonetheless, I decided to include/fix the following features:

* Additional item search options (additional filters) were added. Now users can sort alphabetically, from high to low and from low to high. Moreover, people can exclusively see items that that are out of stock.
* A bar on the dashboard page that shows the user’s role and the ID of the warehouse they are part of. That way, the ID can be easily retrieved for registration purposes.
* An indicator was added when the dashboard item list is empty. A prompt was added to add new items.