**SE3050-UEE – Lab sheet 5**

Identify fail-points/blockings in the key-user flow(s)

**Group ID: 2021S2\_REG\_WE\_57**

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| **ID Number** | **Name** |
| IT19014128 | A.M.W.W.R.L. Wataketiya |
| IT19180526 | S.A.N.L.D. Chandrasiri |
| IT19240848 | H.G. Malwatta |
| IT19057248 | G. L. I. R. Liyanage |

**Member 1 – IT19014128 - A.M.W.W.R.L. Wataketiya**

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| IT19014128 – A.M.W.W.R.L. Wataketiya | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail Points / Blocking | Thin crust Pizzas are in a separate menu | Cart does not show the pizza crust or pizza size. |
| Evidence |  |  |

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| IT19014128 – A.M.W.W.R.L. Wataketiya | 03 Fail-points/blocking | 04 Fail-points/blocking |
| Fail Points / Blocking | Cart does not have a clear all button | Cart does not allow editing items. |
| Evidence |  |  |

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| IT19014128 – A.M.W.W.R.L. Wataketiya | 05 Fail-points/blocking |
| Fail Points / Blocking | iOS version of the cart does not remove the item upon deletion |
| Evidence | <https://web.microsoftstream.com/video/d5349968-04c7-4f42-909f-4fdf74db057d?st=2621>  This is the link to the interview video. For evidence, watch from point 43:40 onwards. |

**Member 2 - IT19180526 -S.A.N.L.D. Chandrasiri**

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| IT19180526 – Chandrasiri S. A. N. L. D. | 01 Fail-points / blocking | 02 Fail-points / blocking | 03 Fail-points / blocking |
| Fail-points / blocking | User can’t find where the “Feedback” section in the app. Because name of the “Feedback” section in main menu named as “Contact Us”. And user have filled all user information again to send a message to seller. Information such as title, first name, last name, email, country, phone number. | First time opening the app, in "Our Most Popular Deals" section didn't load the details of the promos. User needs refresh the app to load the information. | In the appetizers and others section, user can’t identify food items because it has complex menu bars. Top of the app and bottom of the app. |
| Evidence | <https://web.microsoftstream.com/video/6d638b0c-f6c9-4e00-a1b6-54ce55d5686b>  [Icon  Description automatically generated](https://web.microsoftstream.com/embed/video/6d638b0c-f6c9-4e00-a1b6-54ce55d5686b?autoplay=false&showinfo=true&app=word&appPlatform=win32&hostCorrelationId=0800cad0-7299-452c-8097-d8b24e0dd0ee) | <https://web.microsoftstream.com/video/3056c0b9-aebc-450e-8e22-e7402c698049>  [Icon  Description automatically generated](https://web.microsoftstream.com/embed/video/3056c0b9-aebc-450e-8e22-e7402c698049?autoplay=false&showinfo=true&app=word&appPlatform=win32&hostCorrelationId=2be02600-69bc-499a-9037-c0f3640750fa) | <https://web.microsoftstream.com/video/c1ebfa98-6a0a-4b8c-aa16-95aa79212735>  [Icon  Description automatically generated](https://web.microsoftstream.com/embed/video/c1ebfa98-6a0a-4b8c-aa16-95aa79212735?autoplay=false&showinfo=true&app=word&appPlatform=win32&hostCorrelationId=fe68c6b3-81bf-4bb2-bf53-b638711572d2) |

**Member 3 - IT19240848 - H.G. Malwatta**

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| IT19240848 – Malwatta H.G. | 01 Fail-points / blocking | 02 Fail-points / blocking | 03 Fail-points / blocking |
| Fail-points / blocking | When user need to update their details, user cannot update phone number and email in the same page but other fields can. they implemented phone number and email change separate way (separate pages). | Sign in out is difficult and not clear. | Time to time user need to add their delivery location. |
| Evidence | <https://web.microsoftstream.com/video/89454d71-6af3-41b3-a93b-e9002beb6626> | <https://web.microsoftstream.com/video/df4666c9-a7f4-4834-91b4-e4a31956a9f9> | <https://web.microsoftstream.com/video/3120d2c3-63bb-42cf-bbcd-46c7f0c7392e> |

**Member 4 –** **IT19057248 (G. L. I. R. Liyanage)**

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| IT19057248 (G. L. I. R. Liyanage) | 01 Fail-points/blocking | 02 Fail-points/blocking |
| Fail Points | User should manually search for the coupon code in their earlier bill and add it when needed. | When we click on “locate me” it will not show us the nearest outlets to us. |
| Evidence |  | This needs to show the outlets near Boralesgamuwa. But, it does not work properly. |

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| IT19057248 (G. L. I. R. Liyanage) | 03 Fail-points/blocking |
| Fail Points | When we are searching for the outlet, it does not navigate us to the map. When the user clicks on the navigation button it automatically disappears. |
| Evidence | [**Link to evidence**](https://drive.google.com/file/d/16kGZ93TjAb9ac7W46q_5AAJ1BhqkwZwp/view?usp=sharing) |