Question 3

One of the registration websites requires your suggestion on the Usability aspects of their website.
Functional Requirement:
Launch a new Browser.
Open URL https://www.bestundertaking.net/NewConnection.aspx
Provide your feedback/improvements/suggestions as a Functional Quality Engineer and as an End - User in terms of
Functionality
Usability
UI Aesthetics

Functionality

Building no, plot no should accept only numeric value

Generate OTP functionality is not working.

Reset all functionality does not reset the values entered in Enter the OTP here to validate text box

When Subsidized is seleced for Application Type Panel Installed Agency dropdown dose not show any value.

Registration Fees (Rs) doesnot accept any value

When solar is seleced, it doesnot ask for mobile no but generate otp option is available

In solar, reset functionality doesnot work

When no pin code is selected, still select are is showing value.

In payment page when mobile no entered is less that 10 and search button is clicked, instead of showing error message, it directs "Error in ex.Try after sometime" message.

Usability

Customer helpline number should be available.

Nearby Reference Consumer No should accept NA.

Pin code no should have search option

when a consumer no is entered in "Do you want to opt for Hard Copy of BILL?" page, and again the consumer no is changed to invalid no, the value which was auto filled in other feilds remain unchanged and no error message is displayed .

Mobile field should have a dropdown to select country code.

UI Aesthetics

Payment page doesnot have page name.

It looks good if all the fields are of same size and with same colour combination.

Portal name is not same in all pages.

Some information about the electricity office must be mentioned.