Understanding User Requirement of Application

	Participant-1	Participant-2	Participan-3	Participant-4	Participant-5
See Uses of Tennis Court Locating/Tracking	1	1		1	1
Doesn;t See Uses of Tennis Court Locating/Tracking			1		1
Easily FInd Tennis Court		1	1	1	1
Has a hard time to find Tennis Court	1				
No Problem, Adding Tennis Court to the list	1	1	1		
Feels frustrated Adding Tennis Court into check-out				1	
Speaks in a positive tone	1	1			1
Speaks in a indifferent tone	1		1		
Speaks in a frustrated tone			1		
Speaks in a annoyed and impatient tone		1			

Speaks in a confident Tone	**1**		**1**	**1**	
Confused About Name of sections		**1**	**1**		
Didn't understand the connection between "My Tennis Court" and "Tennis Court"			**1**		

Theme Identification

1. It was observed that 5 out of 5 participants found it difficult to choose a Tennis Court from the menu list. This means that choosing a Tennis Court item was difficult for all the participants.

2. It was observed that 5 out of 5 participants found it difficult tracking Tennis Court Booking. This means that there was difficulty in tracking on Tennis Court Booking

3. It was observed that 4 out of 5 participants found it difficult to select a date and time to schedule the Tennis Court . This means that the majority of the participants felt it was difficult to get a slot.

4. It was observed that 5 out of 5 participants found the app useful. This means that app is found to be useful for almost all the users.

5. It was observed that 3 out of 5 participants found issues completing the checkout process This means that the user might have a lot of memory burden.

6. It was observed that 3 out of 5 participants useful of using our app. This means that majority of the participants were positive.

Insight Identification

1. Based on the theme that: users finding it difficult to choose a Tennis court from the menu list, an insight is: users should be given clear options and categories of the listing.

2. Based on the theme that: users finding it difficult to track the The tennis court an insight is: they must be given real time update.

3. Based on the theme that: Users finding it difficult to select a date and time to schedule the tennis court, an insight is: Clear slots and available options should be displayed.
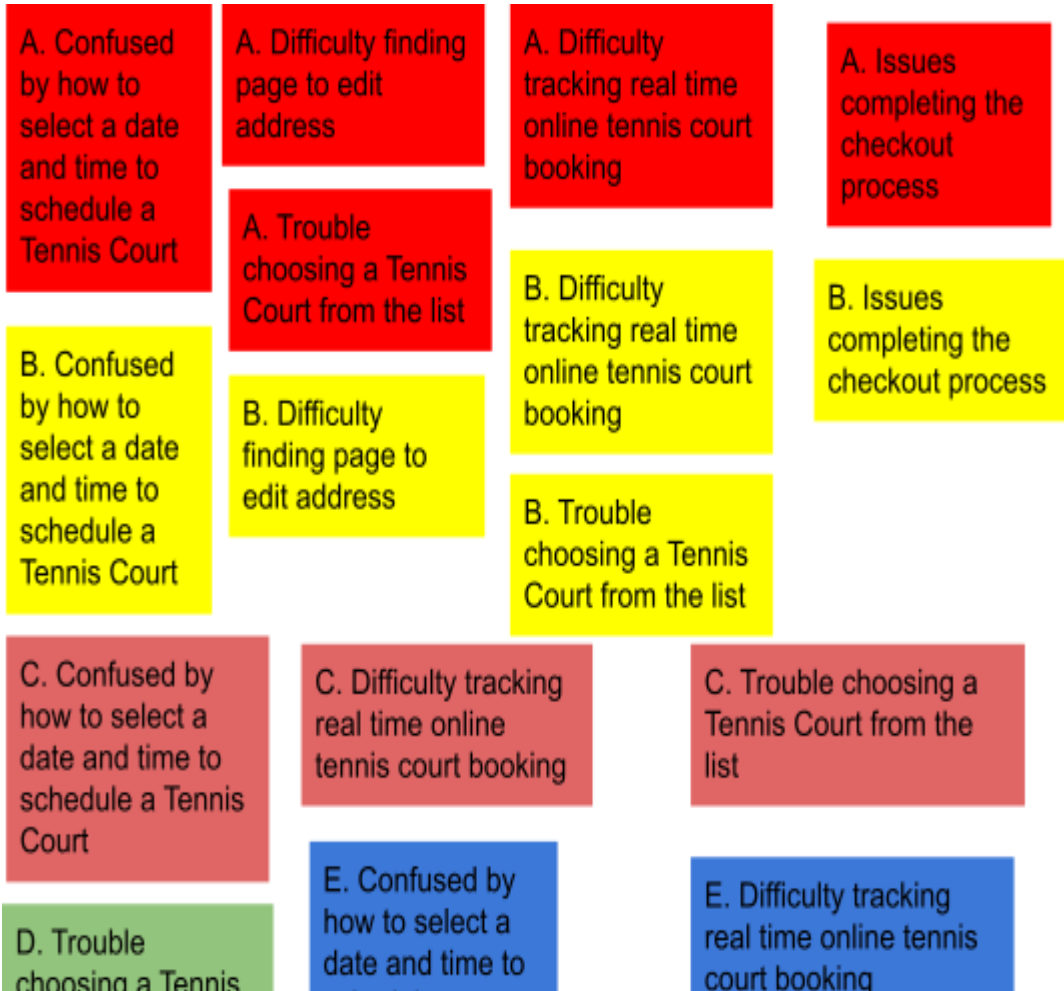
4. Based on the theme that: Users finding issues during completing the checkout process , an insight is: the users must be provided with proper confirmation messages and help options.

5. Based on the theme that: almost all the users found our App useful, an insight is: our app is being helpful to the user in finding a convenient Tennis court

AFFINITY MAPPING DIAGRAM

EASY

NOT EASY

A. Confused by how to select a date and time to schedule a Tennis Court

A. Difficulty finding page to edit address

A. Difficulty tracking real time online tennis court booking

A. Issues completing the checkout process

A. Trouble choosing a Tennis Court from the list

B. Confused by how to select a date and time to schedule a Tennis Court

B. Difficulty finding page to edit address

B. Difficulty tracking real time online tennis court booking

B. Issues completing the checkout process

B. Trouble choosing a Tennis Court from the list

C. Confused by how to select a date and time to schedule a Tennis Court

C. Difficulty tracking real time online tennis court booking

C. Trouble choosing a Tennis Court from the list

D. Trouble choosing a Tennis

E. Confused by how to select a date and time to

E. Difficulty tracking real time online tennis court booking

TONE

B. Speaks in an indifferent tone

C. Speaks in an indifferent tone

A. Speaks in a positive tone

D. Speaks in a positive tone

E. Speaks in a positive tone

USEFUL

B. Thinks Tennis Court booking app is useful

C. Thinks Tennis Court Booking App is useful

A. Does not think Tennis COurt Booking app is useful

D. Does not think Tennis court booking App is useful

E. Does not think Tennis Court Booking app is useful