

## Deliverable F: Prototype I and Customer Feedback

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## Introduction

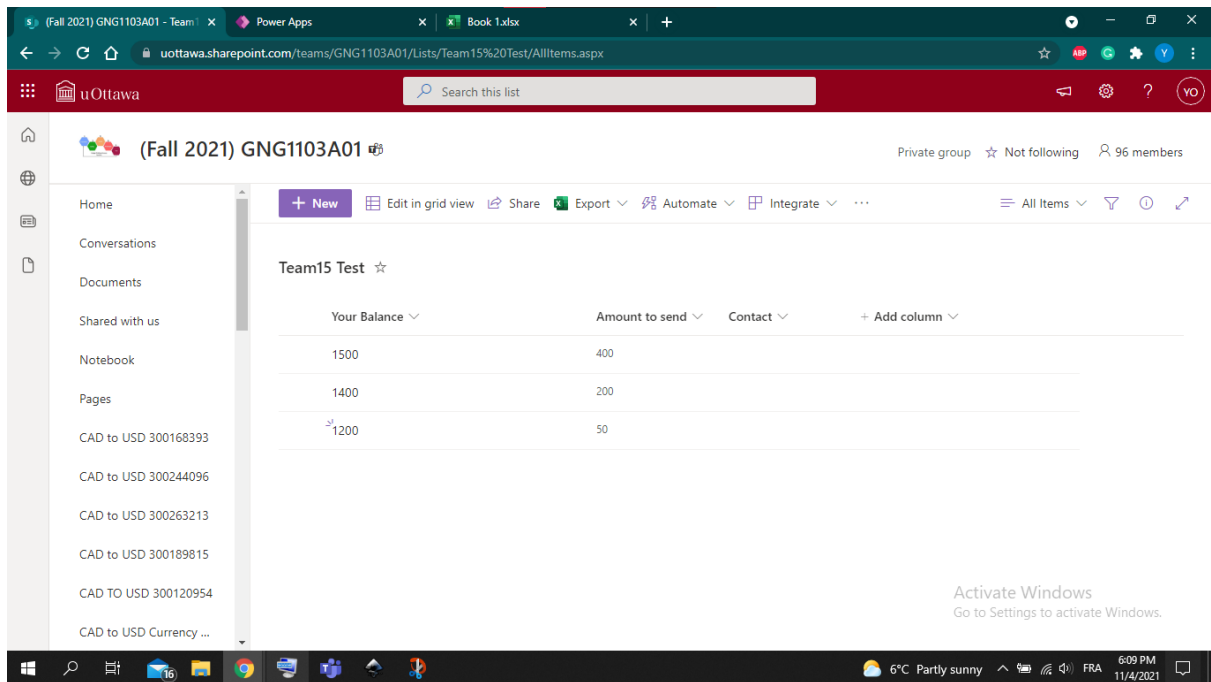
The team had moved from the project preparation phase to building the first prototype, which majorly focused on creating users' reward points accounts that allow the users to store, redeem and transfer the points they earned by purchasing products from partnering businesses.

## Prototype I

This prototype is a reward points account interface that allows users to transfer their rewards points in their accounts to other people's. The objective of this prototype is to create a currency-like environment and allow users to make use of the points. Based on the current prototype, each bank customer will have an associating reward point account, which stores the reward points they earned from various channels. The purpose of this is to introduce the reward points as a currency (there could be more details or features, such as point interests and reward plans, to be added to this reward point account) and make the points to be a valuable asset to the bank customers. Also, this prototype allows bank customers to transfer part of their points to another person who he/she has contact with, which is similar to make an e-transfer by a chequing account.

# Prototype I Test Results

The app successfully allows users to see their balance, pick a contact from a list and send them the amount they want then see their balance updated. Basically the app takes the value the user wants to send (which is stored and can be used later to update the balance of the recipient), then subtracts it from their balance. However it couldn't receive amounts from other users and add them to the recipient balance nor create new contacts. The purpose of sharing points is partially met but this prototype sets a good base to build next things from.



Power Automate interface showing a flow configuration. The flow is titled "When a new item is added in SharePoint, complete a custom action - 2".

**Step 1: When a new item is created**

- Site Address: (Fall 2021) GNG1103A01 - https://uottawa.sharepoint.com/teams/GNG1103A01
- List Name: Team15 Test

**Step 2: Add a row into a table**

- Location: OneDrive for Business
- Document Library: OneDrive
- File: /Book 1.xlsx
- Table: Table2
- Column1: (empty)
- Your Balance: Title x
- Points to transfer: Amount to send x
- Contact: (empty)

Buttons: + New step, Save

Environment: University of Ottawa (def)

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Power Apps Canvas interface showing a form titled "Team15 Test".

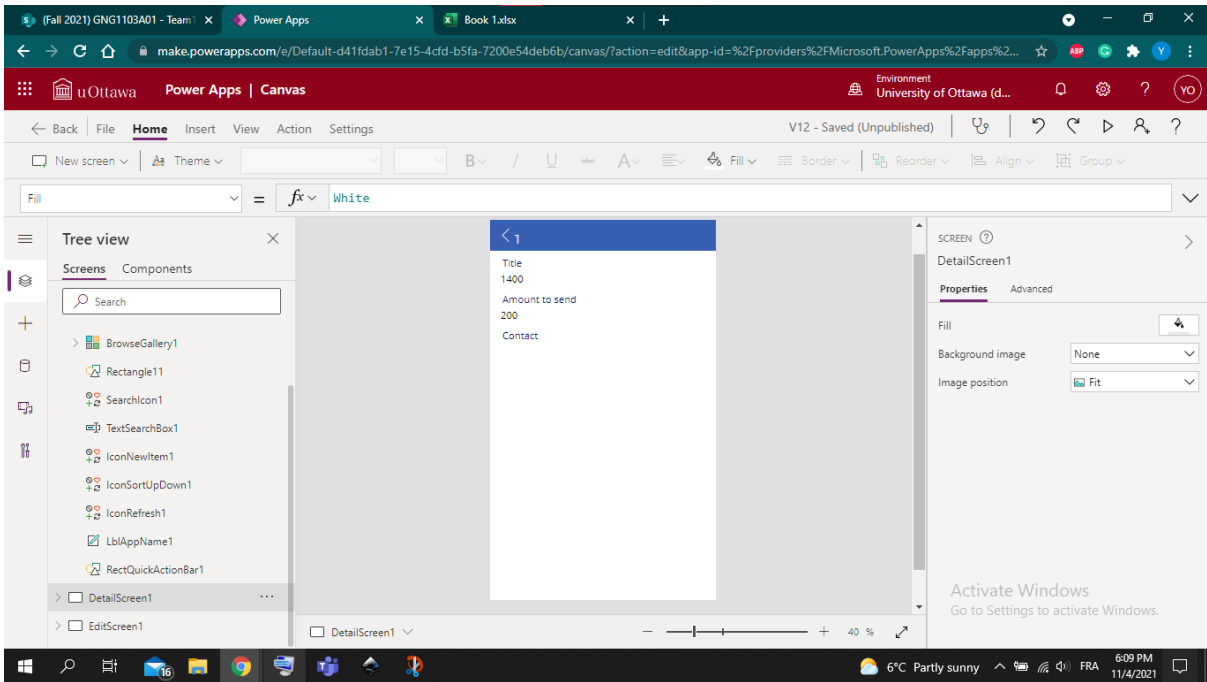
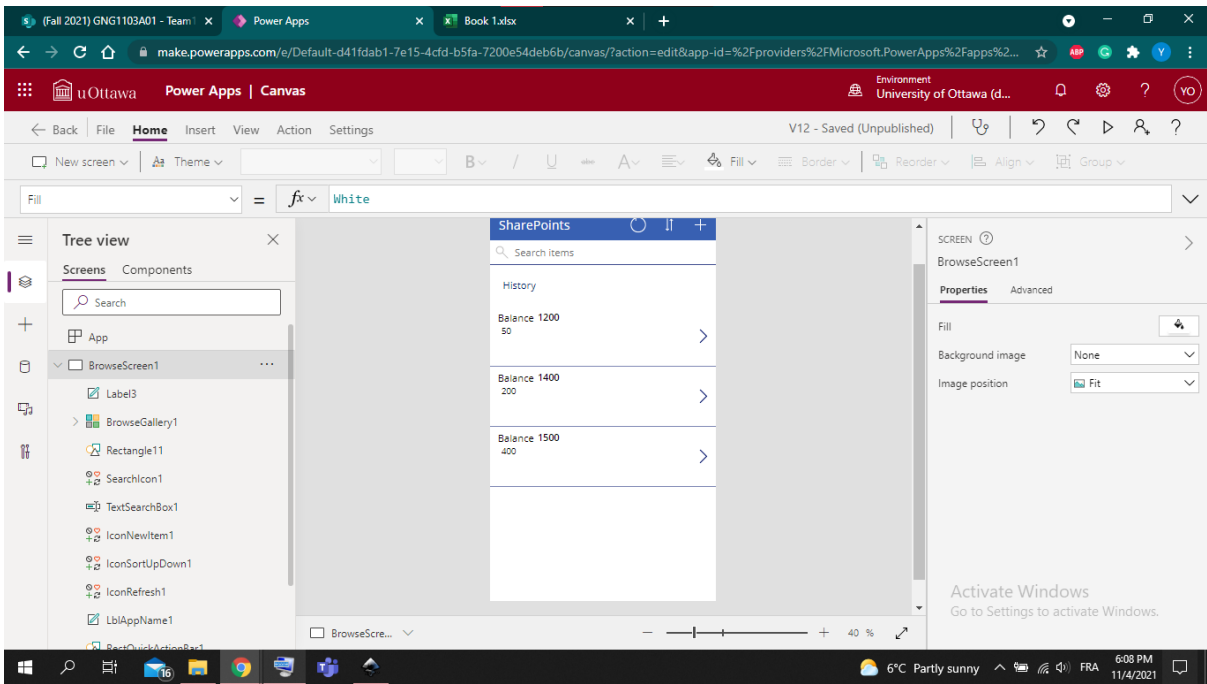
**Form Fields:**

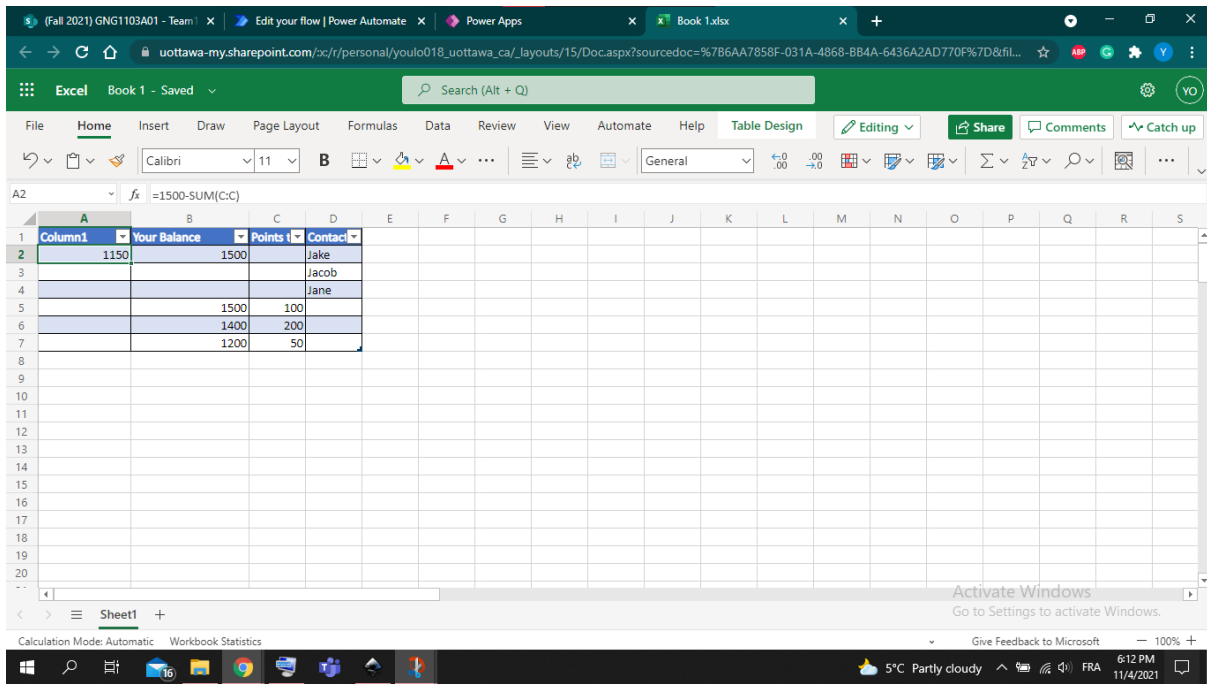
- \* Enter Your Balance:
- See your balance here: 1150
- Amount to send:
- Contact: Jake (selected from a list containing Jake, Jacob, Jane)

Buttons: X, Checkmark

Environment: University of Ottawa (d...)

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## Customer Feedback

We identified three different potential customers and users provided feedback for our first prototype. Our potential customers include a software engineering student who has experience in the background of softwares and platforms that we have used for our prototype. They are also everyday users of banking apps as well as loyalty rewards pointing systems. The following comments were made about our first prototype:

Constructive Criticism	Positive Feedback
<ul style="list-style-type: none"> <li>- "I would have liked the app to show me a preview of my new balance before I confirm the send my points."</li> <li>- "The app can look more attractive"</li> <li>- "The app shouldn't let you send more than what you have in points"</li> <li>- "I would have liked the contact name to show in the history"</li> <li>- "I would like the history to have more details such as say the amount shown was 'sent'"</li> </ul>	<ul style="list-style-type: none"> <li>- "Easy to use and straightforward"</li> <li>- "App does what it's supposed to do"</li> <li>- "Selecting contacts instead of entering name is very convenient and saves time"</li> <li>- "I like that you can see the history of points sent"</li> <li>- "I like that the app automatically updates how many points you have left"</li> </ul>

As shown, we were provided with both positive feedback and feedback that has given us insight on how to improve our prototypes and plans for the future prototypes.

Our main objective for this prototype was to successfully set up a system and algorithm that allows users to send points and through the feedback we have succeeded with this goal. We will now focus on improving with the constructive feedback we received and ensuring we improve on what we lacked for this prototype.

## Prototype II Test Plan

Test ID	Test Objective	Description of Prototype used and Basic Test Method	Description of results to be recorded and how these results will be used	Estimated Test duration and planned start date
1	Test the accuracy of the calculation of money transfer to points	Try to allow users to transfer money and gain points	We will try and rate the ease of conversion on a 1-10 scale, these results will show if point system is viable	Start date : 11/08/2021 Estimated time: 2 days
2	Test versatility in implementation	Reach out to small businesses for feedback to see if the options are favorable for them	Feedback on experience on 1-10 scale, if the results are too low that means we failed to make a platform for every business size	Start date : 11/08/2021 Estimated time: 1 day
3	Test and verify feasibility	Reach out to potential users to give feedback on their impressions of the app	Feedback on user experience on 1-10 scale, if the results are too low that means the app/website is not easy enough for people to navigate alone	Start date : 11/20/2021 Estimated time: 1 day

Greater gains of points from more money you spend( a piecewise-defined function: for individuals from 1-200\$, its 10% point back from 200-500\$ its 15% above 500\$ its 18%.)

1 pts for every \$10 spent with an acceleration multiplicand(if the user uses the software for 365 days, the points redeemed each time will increase 10%. 20 % max)

# Conclusion

After completing our first prototype we will be moving onto the planning and designing for our second prototype. Our goal for the first prototype was to be able to create a way for users to send points. Our goal was successfully accomplished. To improve our prototype as we move onto developing a second one we received customer feedback from potential users. For our second prototype we will be focusing on how to calculate points and transfer them back and forth. Our first prototype provided us with a good base to build on for the following prototypes.