

**GNG1103-A00**

**Deliverable-F-Prototype I and Customer Feedback**

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**Project Team-7**

**Sean Tsang (300166389)**

**Brian Bulitka (300248903)**

**Haonan Lin (300204423)**

**Yuning Xia (300231028)**

**Christopher Accad (300167886)**

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## **Introduction:**

In the previous deliverable, a project schedule and cost estimation was created to organize the remaining milestones and deliverables of the project. The purpose of this deliverable was to put conceptual design into development in the software power apps. This deliverable will also discuss some customer feedback and plans for the next step of our prototype.

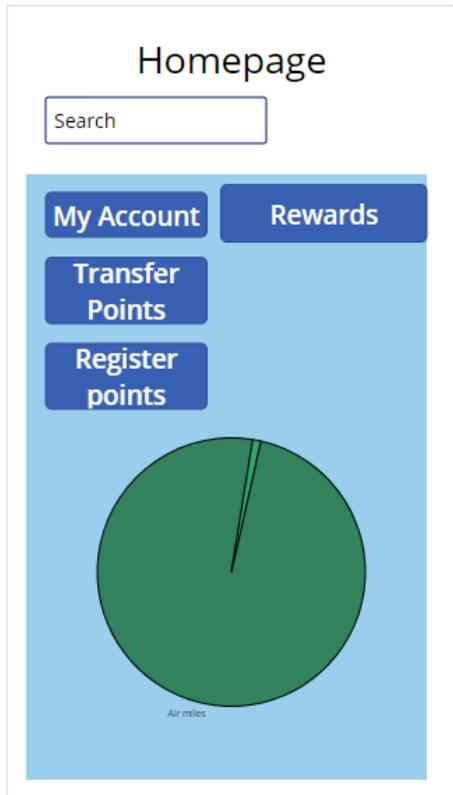
## **Prototype 1:**

This prototype, the idea was to lay out the main basic functions of the loyalty plus app. The basic functions include the home screen, the transfer screen, and the my account screen, and rewards screen. This prototype is a focused prototype, thus, it does not include all features in the full version of the app, but just a few of the basic functions.

## **Home Screen:**

The application home screen will be the screen that the customer will see after they login to their account. It will feature buttons that will access other screens such as the transfer page and the rewards page. The figure will show the home screen and the different button that can currently be used to access the other features. The developed buttons and its associated functions are concurrently being constructed through the use of power apps. The transfer button which will allow the user to transfer different points and rewards button which will display the users account information.

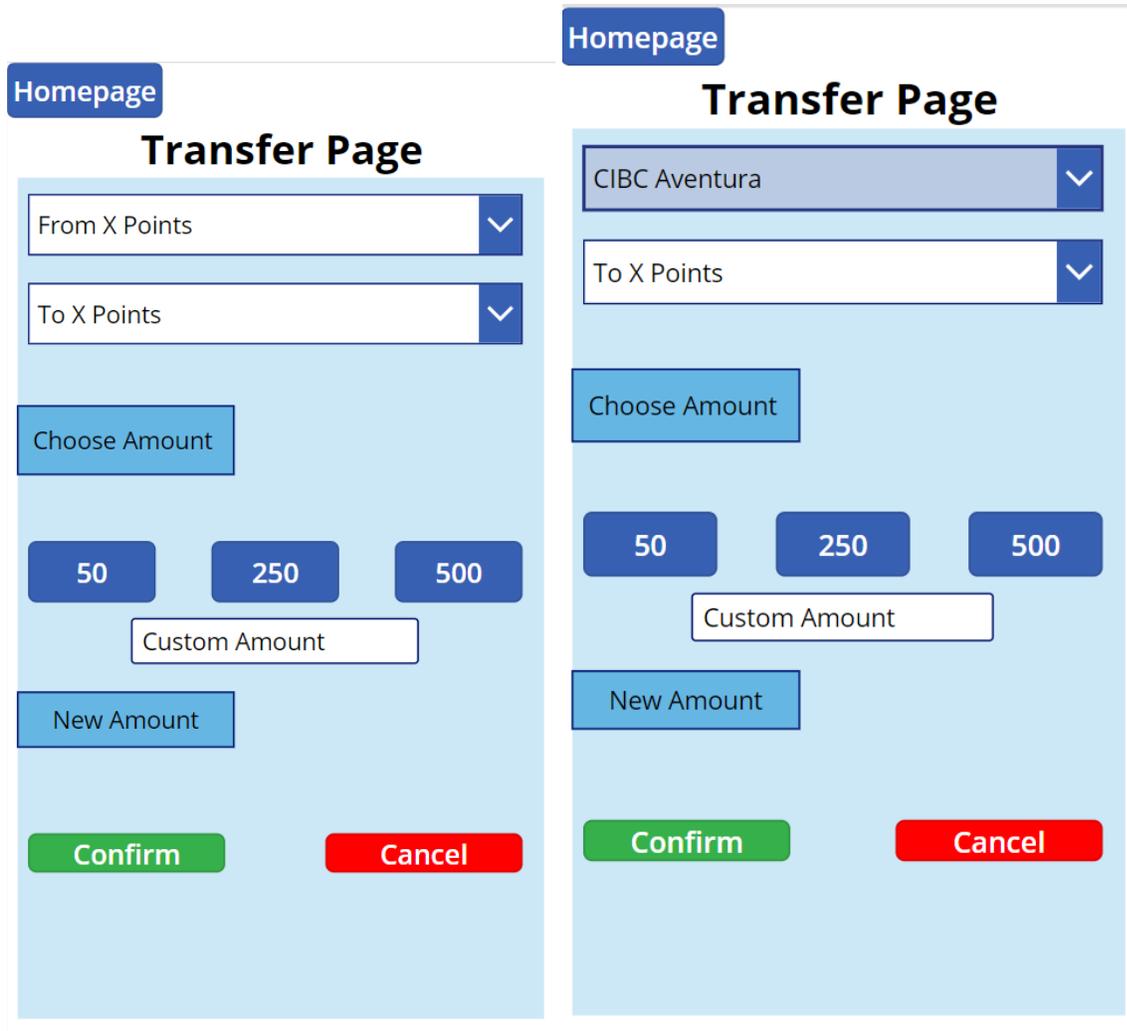
In regards with what is left to be done for the home screen, more buttons needed to be added to the home screen to access different menus. The register points button needs to be coded into power apps, currently it is just an image and does not go to another screen, so we need to update that feature. Additionally, some of the buttons still need images to go along with it. The settings, rewards and help button still need to be added to the next prototype.



### **Transfer page:**

The transfer window will appear once the user presses on the “Transfer Points” button it will bring them to a new screen which will allow the user to transfer any current points they have to the “universal points” or any other valid rewards point system. This function currently works with a randomly generated conversion factor in place for now until the team does more research to find conversion factors for different points. It will contain a space for the user to type in the amount they would like to convert, and another box which will display the conversion amount into universal points.

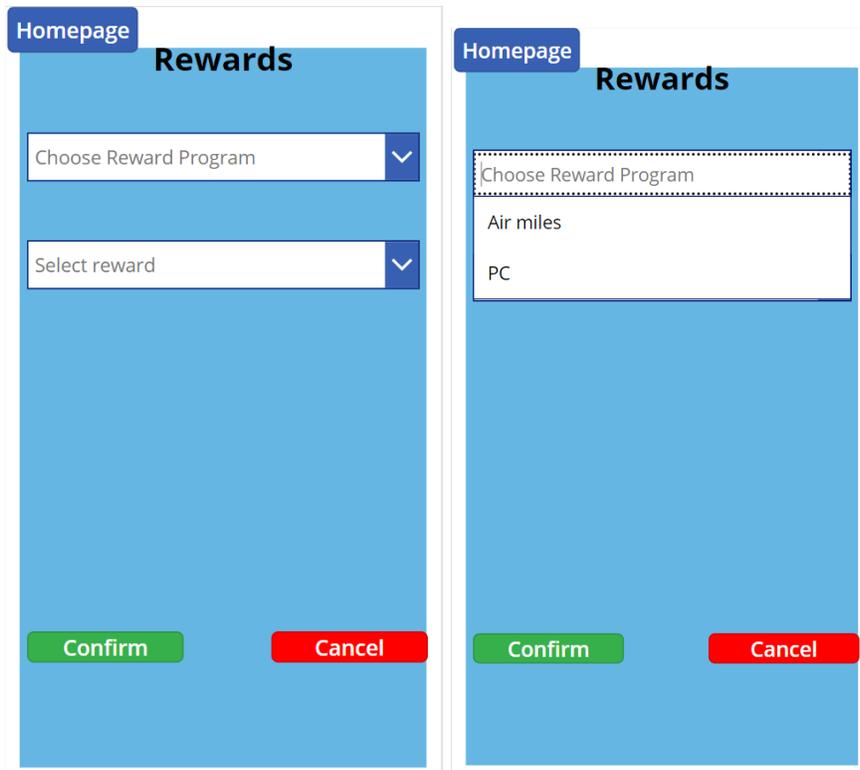
In regards with what else is needed to be developed for the transfer points screen is to add multiple areas to enter different types of point values. Additionally, the feature that sends and receives points from other accounts needs to be created. Moreover, a few more buttons and images need to be added to the screen, otherwise most of the main functions are completed.



### Reward page:

The reward window will appear once the user presses on the “Rewards” button. This will bring them to a new screen which will allow the user to select which reward point they would like to use and select a reward using those points. This function currently works with a spreadsheet that has a list of different reward programs to select from with one reward with each program.

In regards with what else is needed to be developed for the rewards screen is to have the points leave the user balance. Additionally, the feature that shows a larger list of rewards needs to be created for each reward program. Moreover, a few more buttons and images need to be added to the screen, otherwise most of the main functions are completed.



## Testing:

The testing phase is an integral part of the prototype phase. The main functions that were being tested in this prototype are the my rewards page and the transfer points page. In the transfer points page, the function was tested by choosing one value that was to be converted into another point value. The criteria of success is to transfer points correctly into the other point type. The transfer points page currently works

Moreover, the test for the rewards page was to see if the user can successfully choose a reward that they would like to purchase using a certain type of reward points. It was tested that the user can currently choose a reward that they would like, however, the function currently fails to take away the specific amount of points required to buy the reward.

Additionally, the test for the home page is to make sure all buttons currently work. The homepage currently successfully allows the user to interact with each button, thus it passes this current test. The homepage will be tested again in prototype 2 to make sure all buttons still work additionally that new buttons work.

## FeedBack:

The feedback collected by friends and family that the team has asked is currently overall quite good. Most of them found the app useful and intuitive with its functions and its user-friendly interface. Although not functional feedback, users wanted a more clean look with more intriguing visuals to the app. Users also want to have the rewards system more intuitive, by displaying images, cost and what point value that item requires.

## Prototype Test Plan:

<i>Test ID</i>	<i>Test Objective (Why)</i>	<i>Description of Prototype used and of Basic Test Method (What)</i>	<i>Description of Results to be Recorded and how these results will be used (How)</i>	<i>Estimated Test duration and planned start date (When)</i>
1	Client feedback	Distribute Loyalty Plus products to first users for free, let these customers use, generate and collect feedback  The first user(s):  Anyone who has a bank business can be the first user.	According to the experience feelings, satisfaction level and user comments,  Record through questionnaire  We can collect the results of the questionnaire and make a bar graph	Check after finished  Around two days

2	Flexibility and efficiency	<p>People are able to open the page very quickly.</p> <p>Time of users find what they need is also an important factor</p> <p>First users: professional analysts and regular bank clients</p>	<p>Timed a whole app using each item and observed if the interface was responsive. Whether users experience lag and program crashes during use</p> <p>The data we get can be used to produce feedback on normal use.</p>	<p>Check after finished</p> <p>Around one day</p>
3	New users guide	<p>This allows consumers to quickly understand the functions of the app and master the main operation process of the loyalty program</p> <p>First users: Anyone who has a bank business can be the first users.</p>	<p>Observe whether the instruction process enables beginners to learn the basic operations quickly</p> <p>The data we get can be used to produce feedback on normal use.</p>	<p>Check after finished</p> <p>Around two days</p>
4	Freedom in controlling	<p>Depending on the popularity of each item, the user can change the operation or the system can show the relevant items to the user through a database. Also, customers can find the item wanted in the shortest time</p> <p>First users:</p>	<p>Whether the program has setting items that users are accustomed to using, and whether the items recommended by the interface are popular with the public</p> <p>The data we get can be used to produce feedback on normal use.</p>	<p>Check it during the whole process</p> <p>Around one day</p>

		Anyone who has a bank business can be the first users.		
5	Aesthetic and minimalist design	<p>Beautify the usage page to make it feel premium yet simple and comfortable. Also, adding ads or high profit strategy to attract people to use this app is beneficial.</p> <p>First users: professional art analysts and regular bank clients</p>	<p>The overall layout of the interface and whether the content meets people's normal aesthetic standards</p> <p>The data we get can be used to produce feedback on normal use.</p>	Check it during the whole process
6	Information completeness	<p>Make sure the information that is uploaded in the app is covered with all kinds of FAQs.</p> <p>Programming code</p> <p>This test needs program designers to check items the program should have are fully included.</p>	<p>Percentage of content in the App versus actual content</p> <p>The data we get can be used to produce feedback on normal use.</p>	Check after finished
7	Error prevention	<p>This test is used to avoid an error in the app. This system should also send an email of information that is needed to prevent viruses from invading.</p>	<p>correction errors generated in twenty arbitrary uses</p> <p>The data we get can be used to produce feedback on normal use.</p>	Check it during the whole process

		This test needs program designers to check programming code.		
8	System bug identification, diagnosis and recovery	<p>Use a program that can find an error in the whole system.</p> <p>When a problem occurs, there should be a reminder system for the users to recover the app.</p> <p>This test needs program designers to check programming code.</p>	<p>Percentage of program errors generated in twenty arbitrary uses</p> <p>The data we get can be used to produce feedback on normal use.</p>	Check it during the whole process
9	Information accuracy	<p>Make sure if the information provided has a high degree of accuracy with the actual prototype.</p> <p>The professional inspector needs to compare the app with the daily real-time information without errors.</p>	<p>Evaluate the percentage of content in the App versus actual content</p> <p>The data we get can be used to produce feedback on normal use.</p>	Check it during the whole process

## Conclusion:

The first prototype was quite successful as many of our functions worked. Additionally, the user feedback was overall received quite well, with some improvements to be made. For prototype 2, the team needs to improve on the rewards system and the transfer system. As well as add buttons for the homepage and add the settings screen and a few more functions.

