Digital Solutions

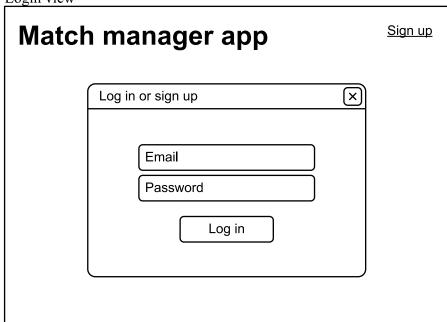**General instruction**

- Work in this book will not be marked.

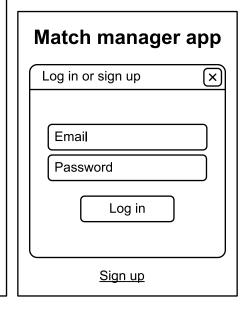THIS PAGE IS INTENTIONALLY BLANK

Stimulus 1

A web application (app) is developed to manage and display match data for esports tournaments. The wire frames for the desktop and mobile interfaces are shown.
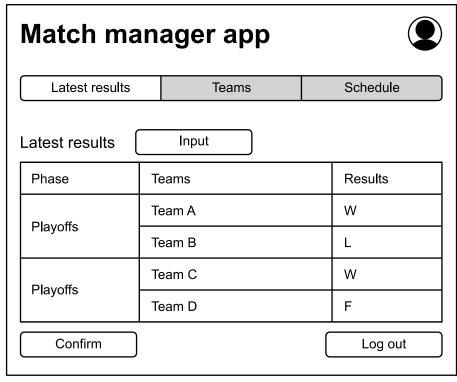
The app supports large international tournaments as well as smaller local events for a range of popular games. Teams and match data are managed by tournament administrators.
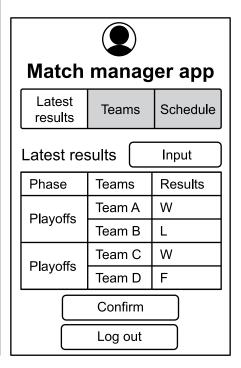
Login view

Match manager app

<u>Sign up</u>

Log in or sign up ☒

Email

Password

Log in

Match manager app

Log in or sign up ☒

Email

Password

Log in

<u>Sign up</u>

Results view

Match manager app

Latest results	Teams	Schedule

Latest results

Input

Phase	Teams	Results
Playoffs	Team A	W
	Team B	L
Playoffs	Team C	W
	Team D	F

Confirm

Log out

Match manager app

Latest results	Teams	Schedule

Latest results

Input

Phase	Teams	Results
Playoffs	Team A	W
	Team B	L
Playoffs	Team C	W
	Team D	F

Confirm

Log out

Key

W	Win
L	Lose
F	Forfeit

Stimulus 2

User feedback survey

Question 1: What features made it easy or hard to log in or access match results?

8 responses:

1.   Not enough results displayed.

2.   When I clicked 'input', I received a 401 'Unauthorised' error.

3.   When I clicked 'confirm', I received a 401 'Unauthorised' error.

4.   Forgot password.

5.   There are two options for signing up — which one do I use?

6.   My match result was not there.

7.   The pop-up was clear and easy to access.

8.   The most recent results were the first thing I saw, which is what I wanted.

Question 2: What concerns did you have when using the system?

8 responses:

1.   When I log in, my password is visible to others.

2.   None.

3.   I don't understand why there is a confirm button.

4.   No way of resetting password.

5.   When I closed the login window, I got stuck and couldn't log in, so had to refresh.

6.   Some results were wrong, but I can't provide feedback or make contact.

7.   The confirm button didn't work for me.

8.   I couldn't change my password.

Question 3: What features do you like about this system?

8 responses:

1.   Not cluttered.

2.   Everything.

3.   Able to access results straight after the match.

4.   Layout.

5.   The layout is nice.

6.   Nothing.

7.   I like the uncluttered layout.

8.   I like that it works on my tablet and phone.

Question 4: What improvements are needed in this system?

8 responses:

1.   More filtering and sorting options.

2.   Nothing.

3.   Ability to view previous results or an overview or expanded results table.

4.   Way to reset password.

5.   Scroll through match results.

6.   Better sorting options.

7.   Layout.

8.   Change the layout.

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