

## LIST OF TABLES

|                                                                                |    |
|--------------------------------------------------------------------------------|----|
| Table II-1. SUS Score margin based on Aaron et al. (2008). .....               | 24 |
| Table II-2. Comparison table of various SDLC methods to Prototyping method. 29 |    |
| Table II-3. Previous Studies Table.....                                        | 31 |
| Table IV-1. Individual User Requirement gathering. ....                        | 42 |
| Table IV-2. User Requirements Of The Verdant Mobile App.....                   | 43 |
| Table IV-3. Submit Complaint Use Case Scenario.....                            | 47 |
| Table IV-4. Ask Follow-Up Question Use Case Scenario.....                      | 48 |
| Table IV-5. Save Chats Use Case Scenario. ....                                 | 48 |
| Table IV-6. Access Saved Chats Use Case Scenario.....                          | 49 |
| Table IV-7. Access App Tutorial Use Case Scenario.....                         | 49 |
| Table IV-8. Delete Saved Chats Use Case Scenario.....                          | 50 |
| Table IV-9. Planned Endpoints For Verdant's Back-End. ....                     | 68 |
| Table V-1. API Test Case Table .....                                           | 74 |
| Table V-2. User Acceptance Test Questions. ....                                | 90 |