

USER INTERFACE DESIGN

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AIM: Conduct task analysis for an app (online banking) and document user flow diagram using Lucidchart

Content:

- >**Task Analysis** - Write down task breakdowns
- > **User Flows** - Create flowcharts for each task(lucidchart)

1)Task analysis:

TASK: Logging In / Authentication

The first step for any user is securely logging into the banking app. Users open the app and enter their credentials (username and password). For enhanced security, the app may prompt for an additional OTP (One-Time Password) or biometric verification. Successful login redirects the user to their account dashboard, while incorrect credentials lead to an error message and a retry option.

User Flow:

Open App → Enter Username/Password → Verify (OTP/Biometric) → (Yes: Go to Dashboard / No: Show Error, Retry)

TASK: Checking Account Balance

Once logged in, users typically want to check their account balance. They select the account type — savings, checking, or credit account — and the app displays the available balance along with a list of recent transactions for clarity. If users have multiple accounts, they can switch between them for a complete financial overview.

User Flow:

Dashboard → Select Account → View Balance & Transactions

TASK: Transferring Money

Transferring money is a crucial feature. Users navigate to the "Transfer Money" section, choose between saved recipients or add a new payee. They enter details like the amount and recipient account number. A final review screen summarizes the transfer, and the user confirms the transaction, often requiring a final OTP or security prompt for safety. Upon success, the app displays a confirmation message.

User Flow:

Dashboard → Transfer Money → Select Payee (Saved/New) → Enter Amount & Details → Review & Confirm → (OTP Verification) → Transaction Successful

TASK: Paying Bills

Users often rely on their banking app to handle utility bills. They select the "Bill Payments" option, pick a biller (e.g., electricity, water, credit card), and either enter the amount manually or fetch it from the biller if supported. After confirming payment, a receipt is generated for record-keeping. Failed transactions prompt a retry or error message.

User Flow:

Dashboard → Bill Payments → Select Biller → Enter Amount → Review & Confirm → (Optional OTP) → Payment Success/Failure

TASK: Logging Out

To ensure session security — especially on shared devices — users must log out. This is a straightforward task: they navigate to their profile or settings and select "Log Out." The app closes the session and returns to the login screen.

User Flow:

Dashboard → Settings/Profile → Log Out → Return to Login Screen

2)DOCUMENT USER FLOWS DIAGRAM (USING LUCIDCHART):



