Mobile banking app

AREA	CURRENT STATE	DESIRED STATE	GAP	IMPROVEMENT
Navigation	Cluttered, confusing, multiple taps	Simple, intuitive, fewer steps	High cognitive load for users	Simplify UI, reduce unnecessary steps, use AI-driven suggestions
Speed	Slow due to multi-step authentication	Quick with biometric/face recognition	Frustration due to waiting time	Implement quicker biometric authentication, streamline processes
Customization	Static dashboard, no personalization	Customizable, user-preference-based layout	Lack of flexibility for users	Allow users to adjust their dashboard to their needs
Error Handling	Vague error messages, no clear next steps	Clear, actionable, and informative messages	High user frustration with unclear errors	Revamp error messages, provide troubleshooting steps
Customer Support	Difficult to find or access	Easy access to live support within the app	Long time to resolve issues	Integrate live support (chatbot/live agent), improve FAQ section