

Fintech Payment Optimization Dashboard - Feedback Report

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1. Introduction

I compiled this feedback report for the Fintech Payment Optimization Dashboard (Jan 2023 - Dec 2023) to analyze post-launch user feedback. This 1-2 page excerpt, part of a 4-page report, was based on surveys from the client's fraud team in Dec 2023, driving a 25% fraud detection improvement.

2. Feedback Collection

- Method: Surveys via dashboard, Microsoft Forms.
- Participants: 20 analysts, 5 managers, 3 compliance officers.
- Period: Dec 5-15, 2023.

3. Key Findings

- Monitoring: 95% of analysts praised real-time updates; 5% noted occasional lags.
- Alerts: 90% found alerts actionable; 8% reported false positives.
- Filters: 85% of managers valued filter flexibility; 10% requested saved templates.
- Multi-Device: 80% confirmed tablet functionality; 5% noted UI scaling issues.

4. Recommendations

- Optimize query performance for real-time updates (target: <3 seconds).
- Refine alert rules to reduce false positives in Q1 2024.
- Add saved filter templates for managers.
- Fix tablet UI scaling via sprint 8 updates.

5. Impact

- Feedback drove sprint 8 optimizations (e.g., query performance).
- Increased analyst adoption (95% usage in first month).
- Shaped Q1 2024 roadmap (e.g., custom alerts).