User Story – Payments Dashboard

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**Enhancing customer experience by delivering a standard dashboard for cross- border payments**

**Priority:**

**Estimate:**

**As a** bank customer,

**I want to** be able to use a comprehensive and neat dashboard

**so that I can** have an overview of my past transactions, be able to check on the status on my current ones and know how much it will cost me to perform a new transfer to a beneficiary’s bank (domestically or cross-borders)

**Acceptance criteria**

**Given** that the user provides the name of the beneficiary’s bank at destination

**When** he selects the destination country and the name of the beneficiary’s bank name

**Then** he will be able to visualize:

***AVERAGE TIME FOR TRANSACTION*** :

* Stating last Year’s i.e. ‘2021’ average time (in days) of all transactions (left side)
* Current Month-to-date average time status (in days) (right side)

***CHARGES BY PERIOD*** :

* Stating last Year’s i.e. ‘2021’ total paid charges i.e.’2021’ (Left side)
* Current Month status (Right side)

***STATUS OF PAYMENT*** in a colored treemap:

* NEW: a count of all his new payments and their amounts
* COMPLETED: a count of his completed payments and their amounts
* PENDING: a count of his pending payments and their amounts
* DELIVERED: a count of his delivered payments and their amounts
* PROCESSING: a count of his payments being processed and their amounts
* CANCELLED: a count of his cancelled payments and their amounts

***PAYMENT STATUS FORECAST*** in a circle views chart:

* Visualizing the status (Total counts) of each transaction type in the following order: Cancelled, Completed, Delivered, New, Pending, and Processing)

***ISSUES IN CORRESPONDENCE CHAIN*** in a colored pie chart:

* Visualizing the status (Totals in %) of the following transaction types (Pending, Processing, and Cancelled)

***PROBABILITY OF DELAY*** ***BY DESTINATION COUNTRY*** in a colored horizontal bar chart:

* Showing the status of the current delays per beneficiaries banks

***TROUBLES FORECASTS*** (chart TBD):

* Visualizing the status (Total counts) of the following transaction types (Pending, Processing, and Cancelled)

***DURATION/ PER COUNTRY MAP***

* Ability to choose a destination country on the map to have an idea of the duration for a transaction to take place