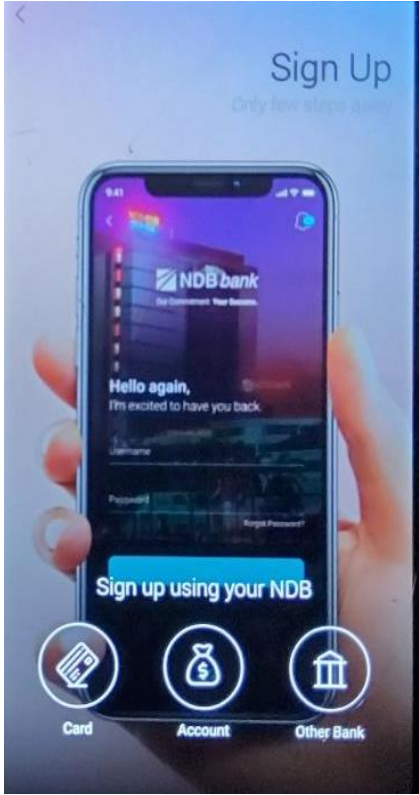**IT3050 – User Experience Engineering**　　　　　**Semester 2, 2021**

Identify fail-points/blockings in the key-user flow(s)
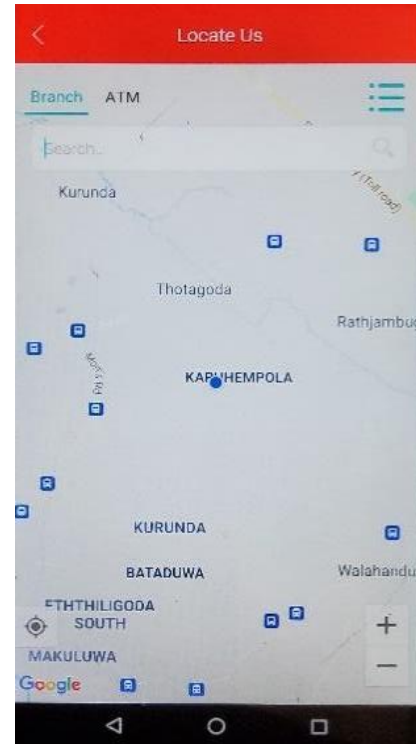
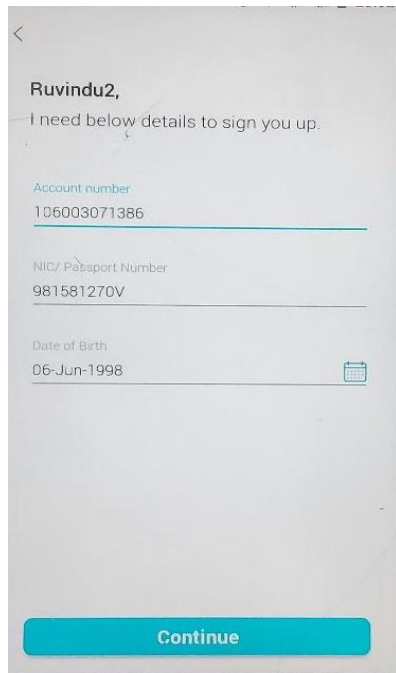| Ruvindu Kaushalya A G	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	**Failure 1: -** There are three separate pages with nearly the same content to make registration with the menu. It makes unnecessary complications for the app. And we are able to come up with one page with one radio button and take details.	**Failure 2: -** Locate us only with a map and it's better to guide users properly by having some written information as well. Also the contact us is less functional. **Failure 3: -** forgot password section is only responding for card holders.
Evidence	Screenshots of Failure 01: - Choose login Method Login by Card	Screenshots of Failure 02: - Contact Us

Locate us

Login by Account

Video Timelines to catch failure 02: -
08.45-10.15 (As a answer for our question)

- Within the existing app the given contact us pages are poor with functionalities and Locate us pages are only functional for having a map.

- Within the proposed solution we can have the contact us pages with enough functionality to contact them easily with more functional way than this such as online feedbacks on-line contacts. And some additional essential functionalities to make feedbacks and contact them easily with details.

- Also for the Locate us we need to develop some easy platform to find the locations of the banks/ATMS more than the maps with some guidance and search enabled way also with
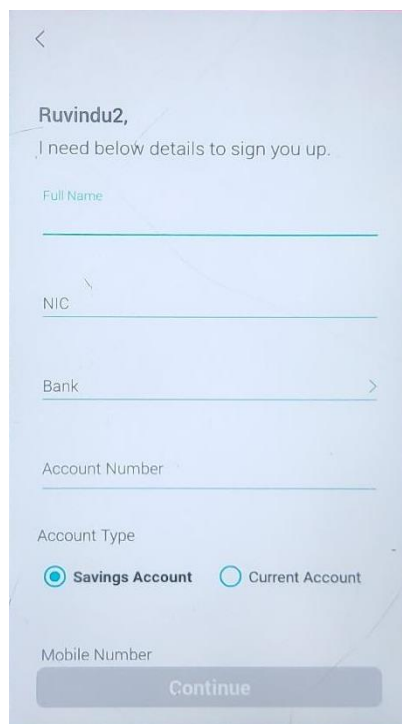
Login by Another Bank's Account
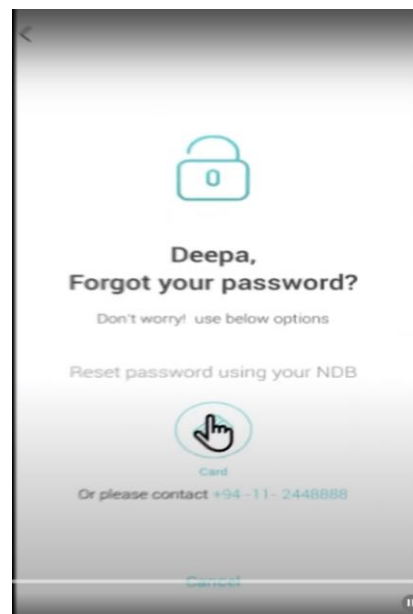

written addresses that the customers can easily find the nearest bank/ATM for them even the location services are not available at their devices.

Screenshots of Failure 03: -
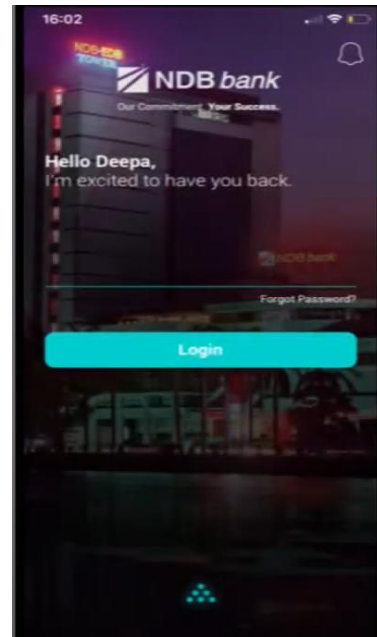
Clicking on "Forget Password"
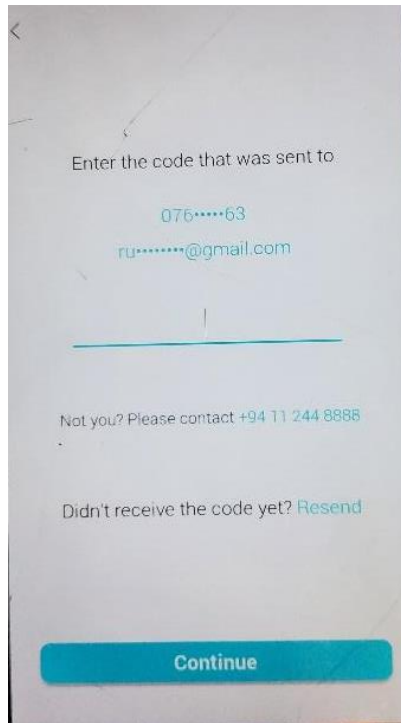
Clarification for that

Video Timelines to catch failure 01: -

02.33-03.07 (Clearly Described)
04.10-04.30 (Card Scanning Suggestion)

● Within the existing app it is given three separate options to sign up to the NDB-NEOS app, it seems ok but we it makes an unnecessary complication for the app. Nearly same content is appearing within the three pages respectively. Even though some pages are not asking some details about the user within that page (At the registration) They are asked to enter those details later by the app. Also the users are get

Enter Card Details

Conformation

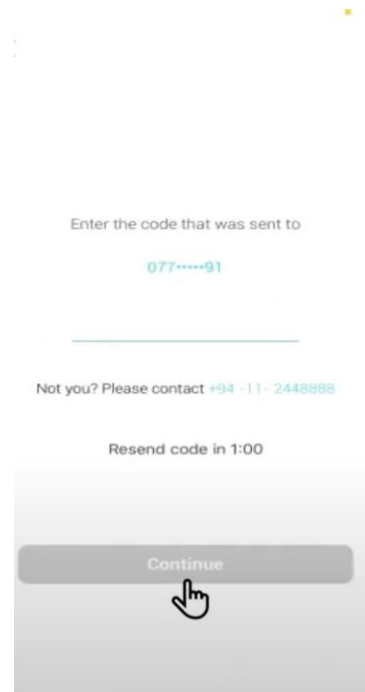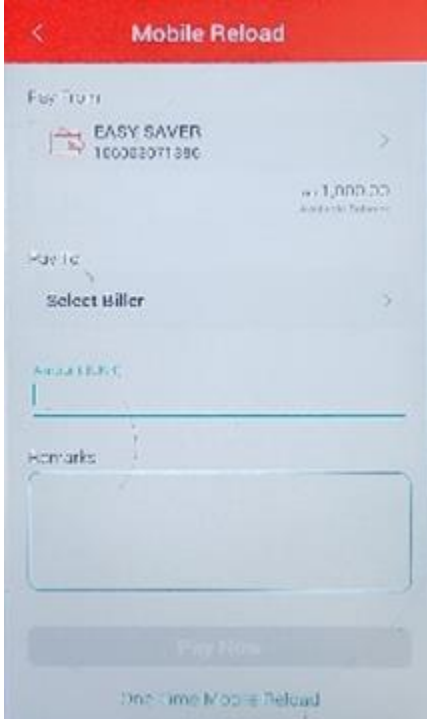somewhat confused by having this thee separate things at same page at the beginning of the app.

● As the solution we can simply have one registration page by having Drop down or check box to mark the authorization way (with appearing specific fields for that). And we can take same needed details and proceed the registration simply and more understandable way like that without having unnecessary complicity and the pages.

Set New PWD

Enter the code that was sent to

077••••91

Not you? Please contact +94 -11- 2448888

Resend code in 1:00

Continue

● Within the existing app it is given forget password section is only respective to give service for the card holders while customers are able to register in the app with 2other ways without using cards.

● So, it is essential to have a micanicems to those majority of the users to use this function by letting them to reset their password by adding their NDB account/ Other bank account details.

Wangchen T	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	**Failure 1: -** Home dashboard has a very complex/ confusing user interface, many functions are there and some functions are not even required in the home page.	**Failure 2: -** mobile payment under the utility section has a very long procedure for the mobile payment, users might get frustrated with the long procedure.
Evidence	**Screenshots of Failure 01: -** 	**Screenshots of Failure 02: -**
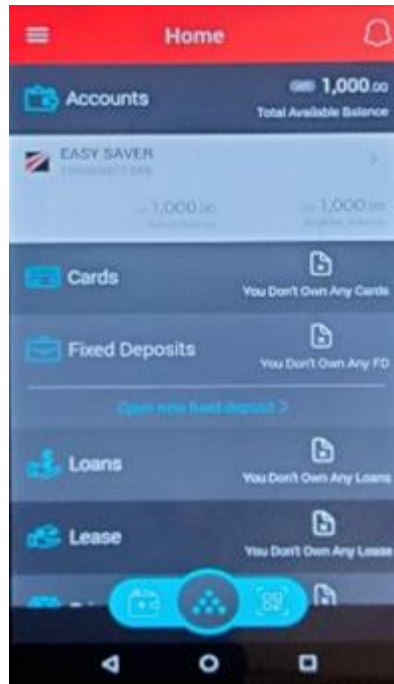
Video Timelines to catch failure 01: -
We had a non-sharing video session, since there was a disable of screens hare during usage of this app. We asked the interviewer to click the screenshot at that instance. So here are the screenshots of the failure caught from his POV.
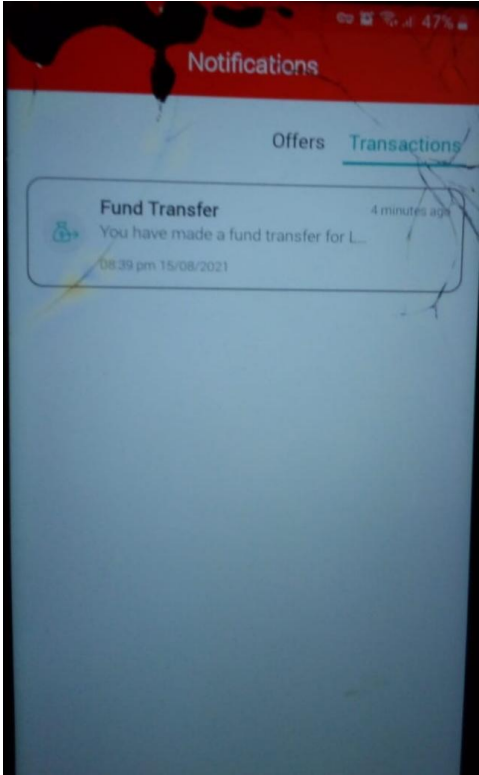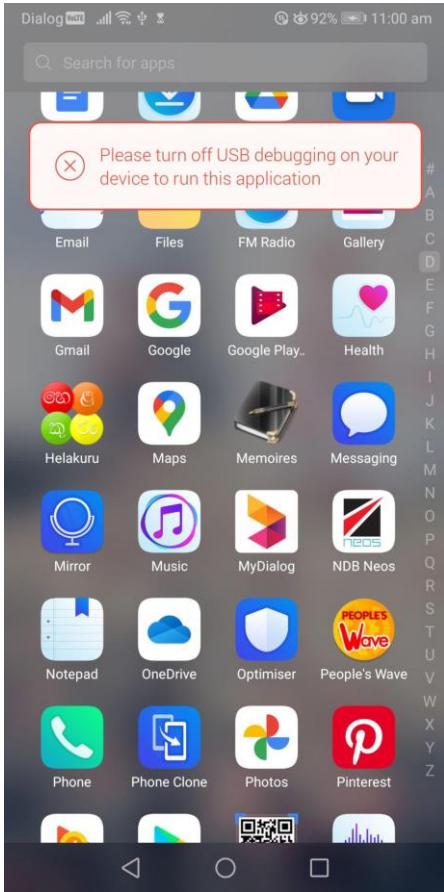
6:44 - 7:53

Video Timelines to catch failure 02: -
We had a non-sharing video session, since there was a disable of screenshare during usage of this app. We asked the interviewer to click the screenshot at that instance. So here are the screenshots of the failure caught from his POV.
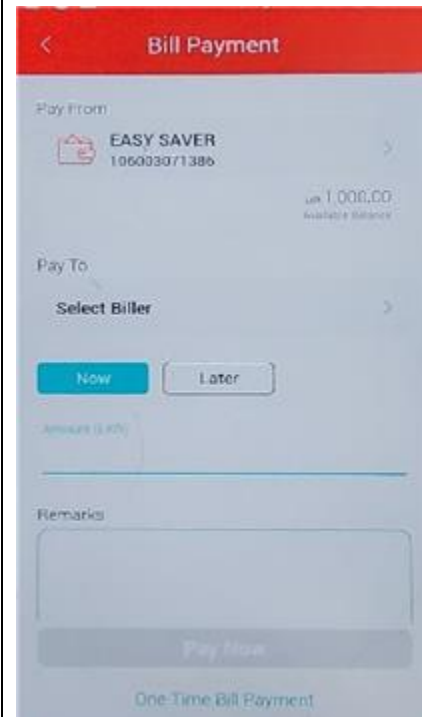
16:0 - 19:75

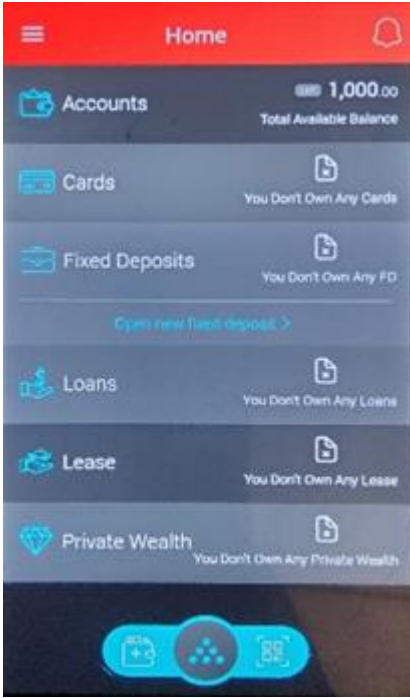| Pasqual N T	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	**Failure 1: -** Recent transactions cannot be properly viewed.	**Failure 2: -** Cannot do transactions when USB debugging is enabled. **Failure 3: -** Cannot save and do bill payment periodically.
Evidence	**Screenshots of Failure 01: -** **Video Timelines to catch failure 01: -** 17.32 - 17.50	**Screenshots of Failure 02: -**

Screenshots of Failure 03: -

Video Timelines to catch failure 03: -

19.07 - 19.28

| Amarasinghe A.A.B.G	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	**Failure 1: -** When the user wants to check the balance, an error displaying "can't serve you right now" and Transaction tab is not functioning. when user tries to open a new fixed deposit the screen suddenly user again navigates to the login screen.	**Failure 2: -** The app crashes when users try to pay credit card bills **Failure 3: -** Unbilled transactions cannot be viewed
Evidence	Screenshots of Failure 01: - 	Screenshots of Failure 02: -
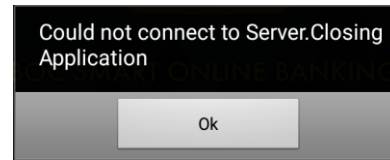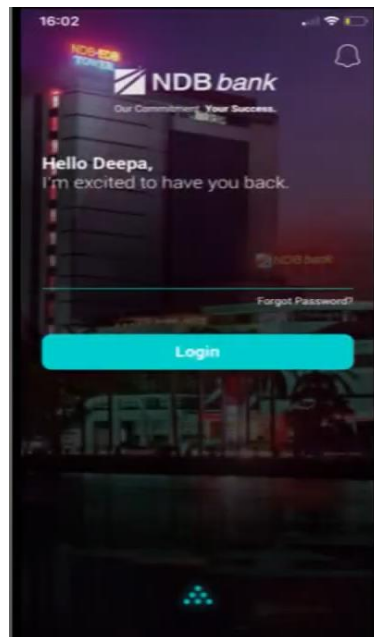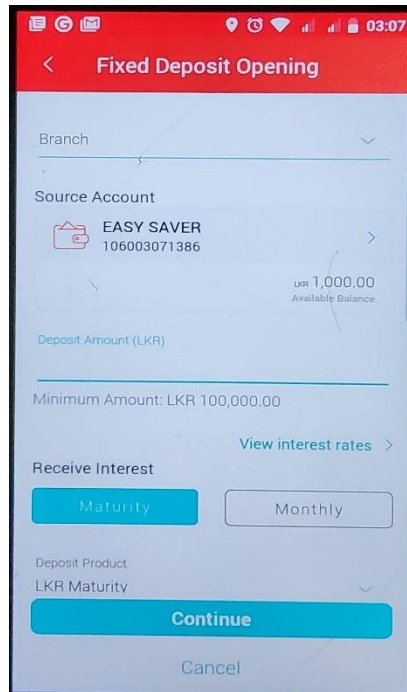
Video Timelines to catch failure 02: -

We conducted a non-sharing video session with a NDB

Neos user and since there was a disable of screen share during usage of this app. We asked the interviewer to

Try paying a credit card bill. Then user proceed sometime with entering payee details and when he clicks on the pay

Button the app crashes and it displayed an error message

That "Could not connect to Server. Closing Application.

Also user tried this multiple times but the same error occurred. So here are the screenshots of the failure caught from her POV.

Screenshots of Failure 03: -
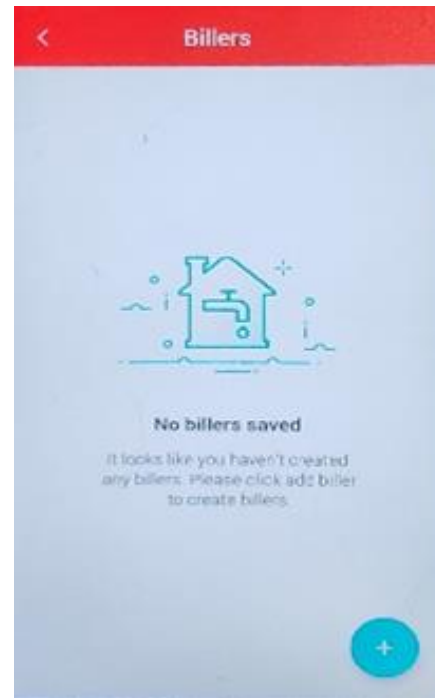
Video Timelines to catch failure 01: -

We conducted a non-sharing video session with a NDB Neos user and since there was a disable of screen share during usage of this app. We asked the interviewer to click on the check balance option. The user got stuck in that screen and after some time it automatically navigated to the login screen. So here are the screenshots of the failure caught from her POV.

Video Timelines to catch failure 03: -

We conducted a non-sharing video session with a NDB

Neos user and since there was a disable of screen share during usage of this app. We asked the interviewer to

perform an unbilled transaction in bill payment.

Then the user continued the bill payment and after completing that step user wanted

to view her transaction status. But there was no way

to view the unbilled transactions payment status in the current NDB NEOS app. So here are the screenshots

of the failure caught from her POV.

Thank you!

All the user researchers and detail that have taken from the personal app data has taken under relevant permissions in a respective and organized manner respectively.

All the details included here has been taken after full review of the app and researchers that we have done under the functionalities that have allocated for the members after taking the conformation from the academic section: -

Accepted - Mentioning points are very clear. You have selected the most appropriate failure points from the app so you all can proceed with these points.

[8/16 9:46 AM] Ms. Karthiga Rajendran