

Lab Practical 02 – Project Selection & Supervisor feedback

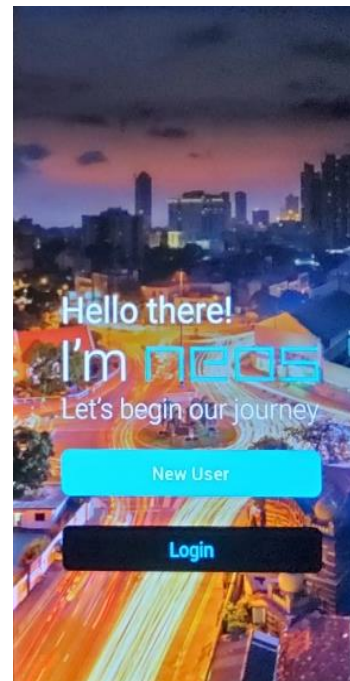
Each UX team should research and find a Mobile app

Fill the following table to show your findings

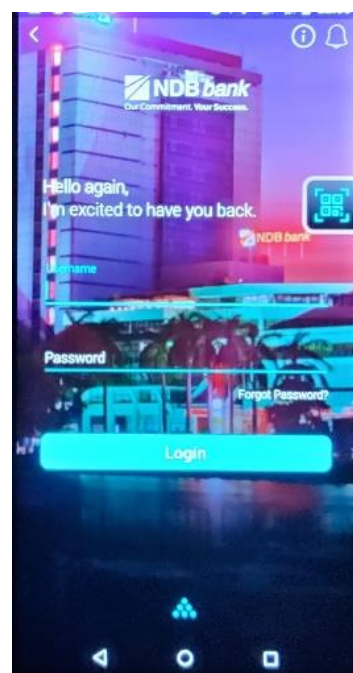
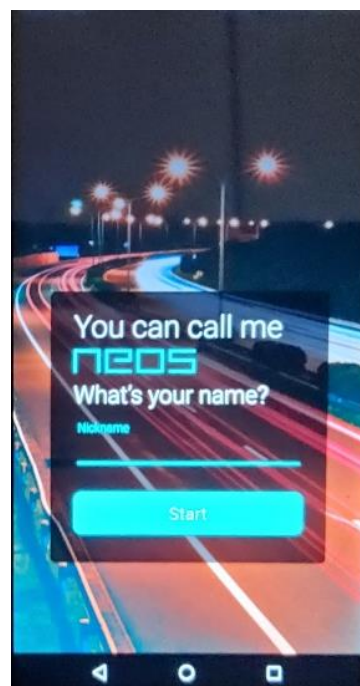
| | |
|-------------|---|
| Mobile App | Finance |
| Name: | NDB Neos (National Development Bank) |
| Developer | National Development Bank PLC |
| Purpose: | <p>Using the NDB Mobile Banking app, you can view your account, card, loan, and fixed deposit balances, transfer funds, pay your bills, recharge mobile connections and pay credit card bills. In addition, we provide a number of unique functions such as Pay to Mobile, card switch on/off, card activation/deactivation, and information on special offers and promotional deals.</p> <p>The new NDB Mobile Banking app is an upgrade to the older version of the Mobile Banking platform and offers you several new features:</p> <ul style="list-style-type: none"> - On-boarding using account details - Biometrics for login – Use your fingerprint or face ID to login to the app - Real time fund transfers to other banks through CEFTS - In-app notifications on transaction alerts - OTP through email as well as through SMS for better convenience <p>Additionally, the new Mobile Banking app delivers a revamped look-and-feel for a seamless customer journey.</p> |
| Screenshot: | |

F1: Login, Registration, Contact us Pages: - (Ruvindu Kaushalya)

Landing 1 | Landing 2

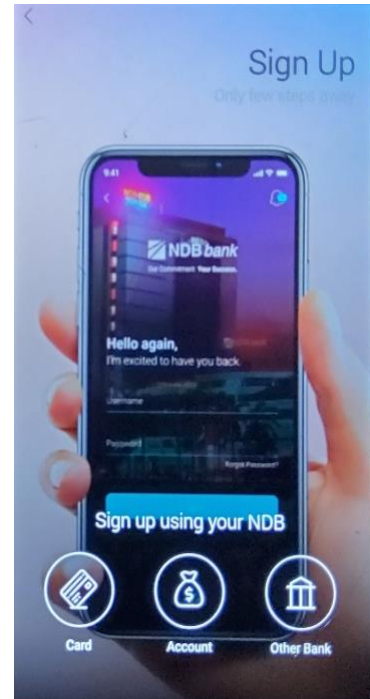


Ask for nick name | Ask for Login



Login by Card | Choose login Method

A screenshot of a mobile app login screen. At the top, it says 'Ruvindu2, I need below details to sign you up.' Below this are four input fields: 'Card Number', 'Card Expiry (MM/YY)', 'CVV', and 'ATM PIN'. Each field has a corresponding icon (card, calendar, and lock respectively). At the bottom is a large blue 'Continue' button.

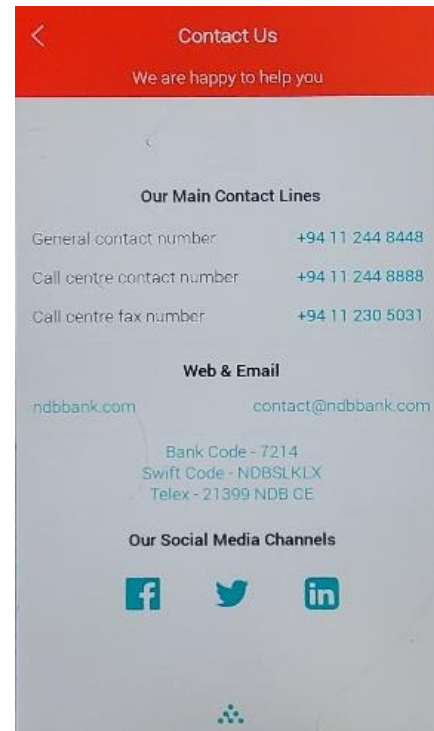
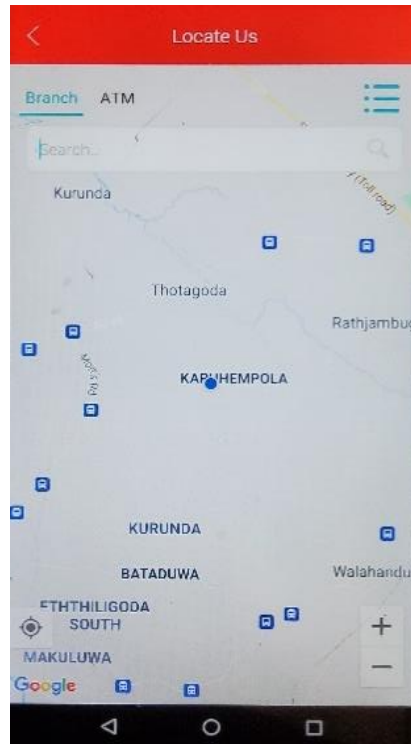


Login by Account | Login by Another Bank's Account

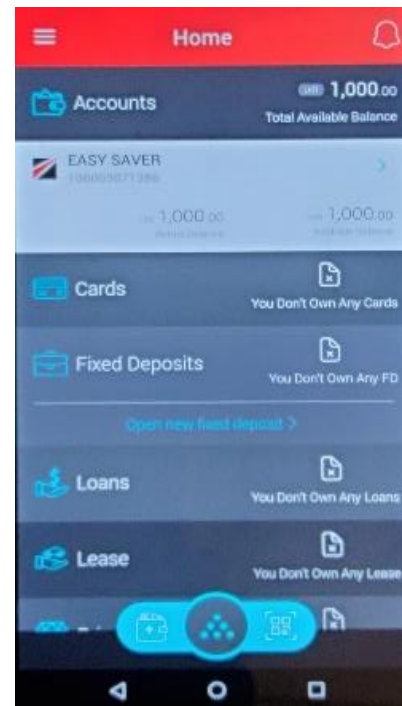
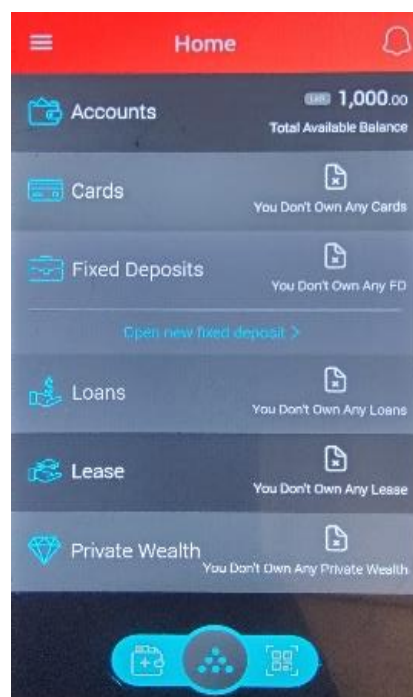
A screenshot of a mobile app login screen. At the top, it says 'Ruvindu2, I need below details to sign you up.' Below this are three input fields: 'Account number' (with the value 106003071386), 'NIC/ Passport Number' (with the value 981581270V), and 'Date of Birth' (with the value 06-Jun-1998). At the bottom is a large blue 'Continue' button.

A screenshot of a mobile app login screen. At the top, it says 'Ruvindu2, I need below details to sign you up.' Below this are four input fields: 'Full Name', 'NIC', 'Bank', and 'Account Number'. Below these is an 'Account Type' section with two radio buttons: 'Savings Account' (selected) and 'Current Account'. At the bottom is a 'Mobile Number' field and a greyed-out 'Continue' button.

Contact Us | Locate us



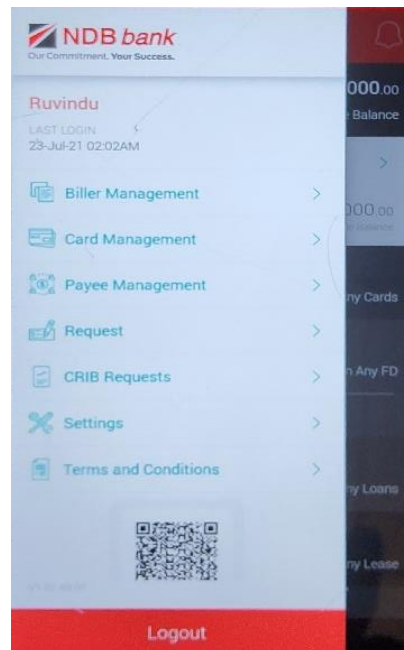
F2: My Profile/ Dashboard/Mobile Payment (Dark mode) – (Wangchen T)
Home



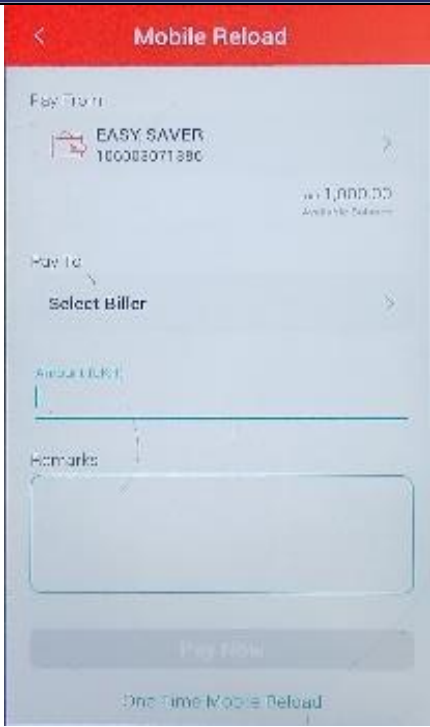
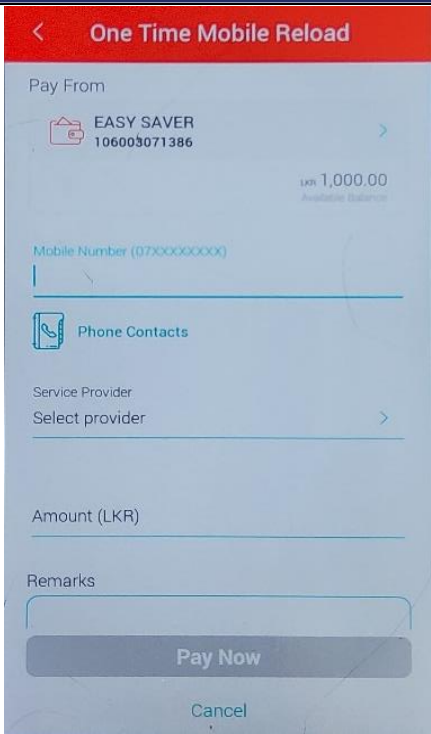

Main Menu



Notification Bar | QR Scanning



Mobile Reload

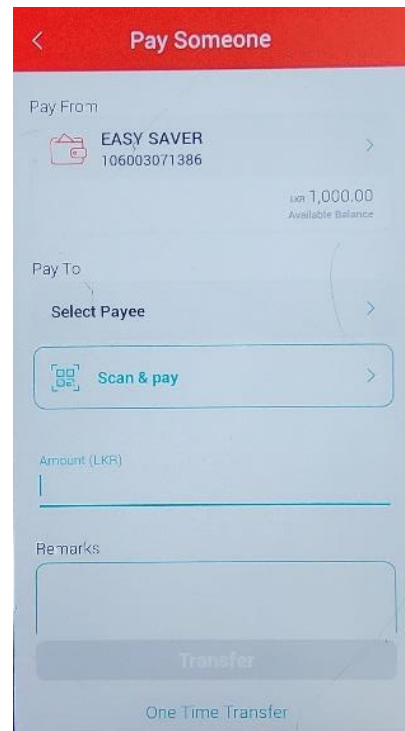
| | | |
|--|--|--|
| |  <p>Mobile Reload</p> <p>Pay From EASY SAVER 106003071386 LKR 1,000.00 Available Balance</p> <p>Pay To Select Biller</p> <p>Amount (LKR) 1</p> <p>Remarks</p> <p>Pay Now</p> <p>One Time Mobile Reload</p> |  <p>One Time Mobile Reload</p> <p>Pay From EASY SAVER 106003071386 LKR 1,000.00 Available Balance</p> <p>Mobile Number (07XXXXXXX) 1</p> <p>Phone Contacts</p> <p>Service Provider Select provider</p> <p>Amount (LKR)</p> <p>Remarks</p> <p>Pay Now</p> <p>Cancel</p> |
| |  <p>One Time Pay to Mobile</p> <p>Pay From EASY SAVER 106003071386 LKR 1,000.00 Available Balance</p> <p>Nickname 1</p> <p>Mobile Number</p> <p>Phone Contacts</p> <p>Amount (LKR)</p> <p>Remarks</p> <p>Pay Now</p> <p>Cancel</p> | |

F3: Account/ Transactions – (Pasqual N T)

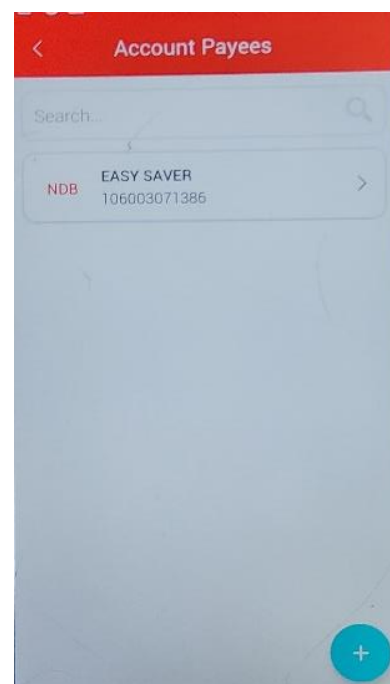
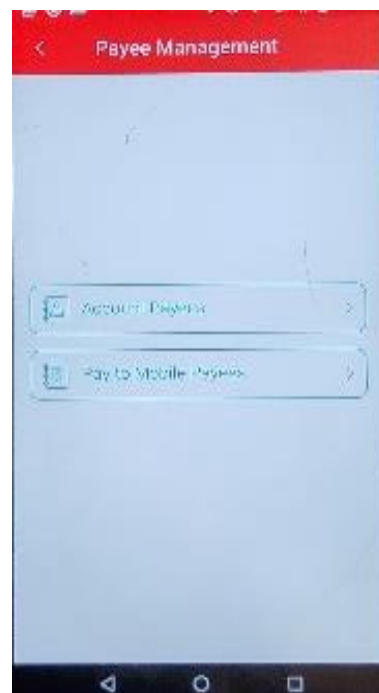
Add Payment | Fixed Deposit Opening

Fund Transfer

Pay Someone



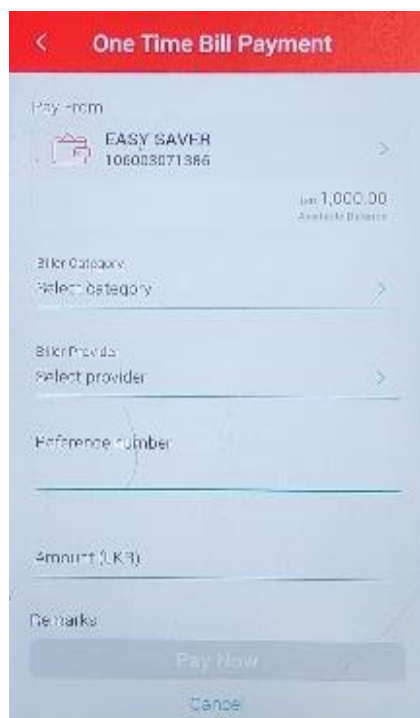
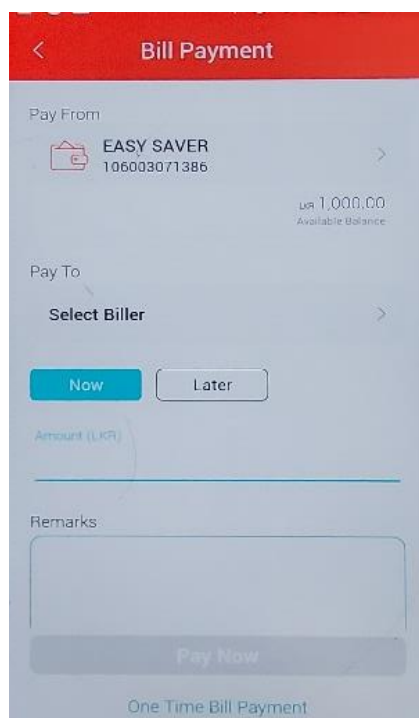
Payee Management





F3: Playbills/ Customer Services– (Amarasinghe A.A.B.G)

Bill Payment

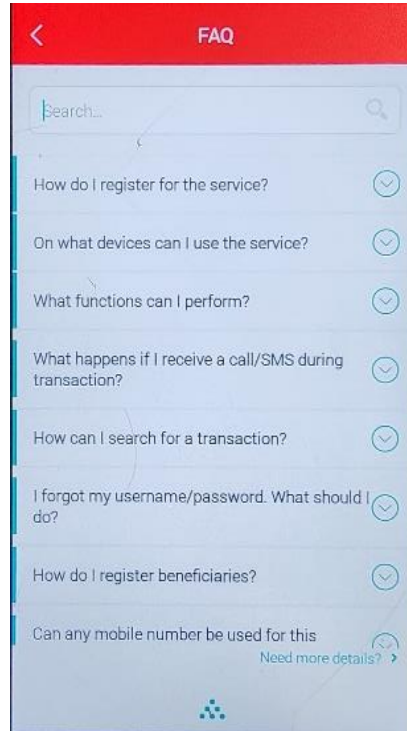




Dealers and Offers



FAQ

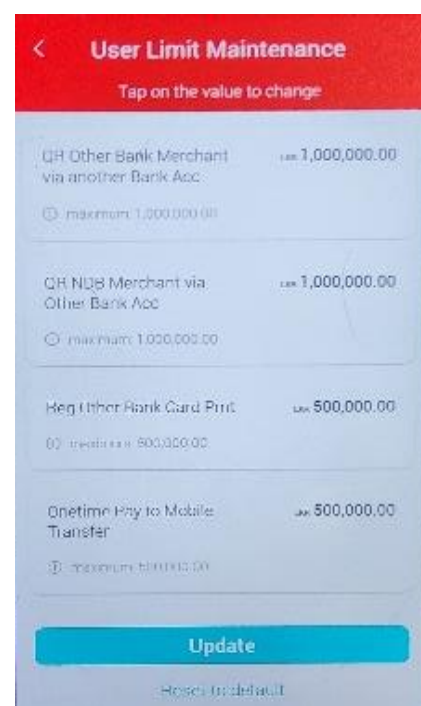


Additional Pages of the System (Implement Accordingly)

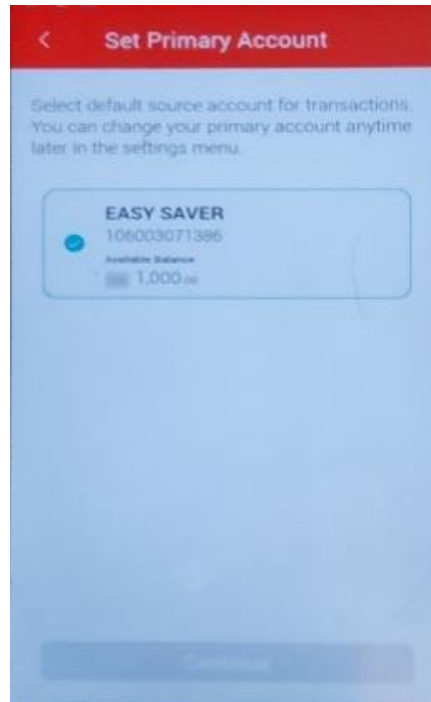
Schedules | Mail View



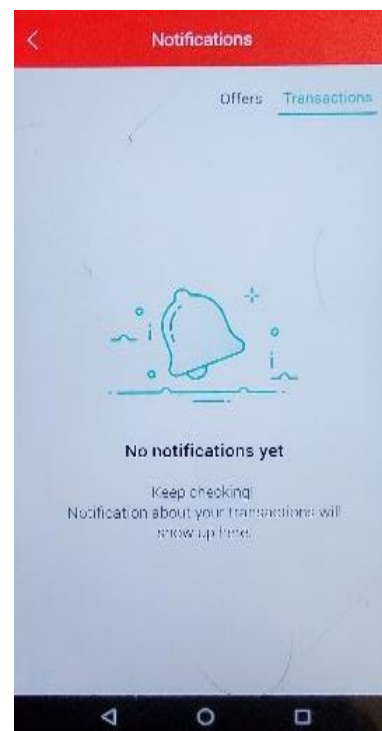
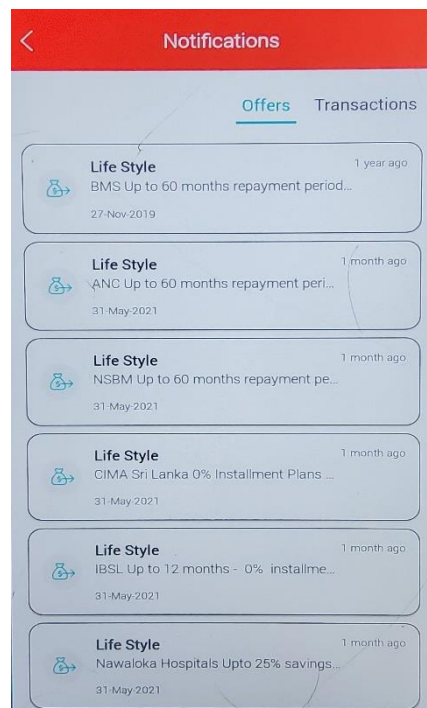
CRIB Requests | User Limit Maintenance



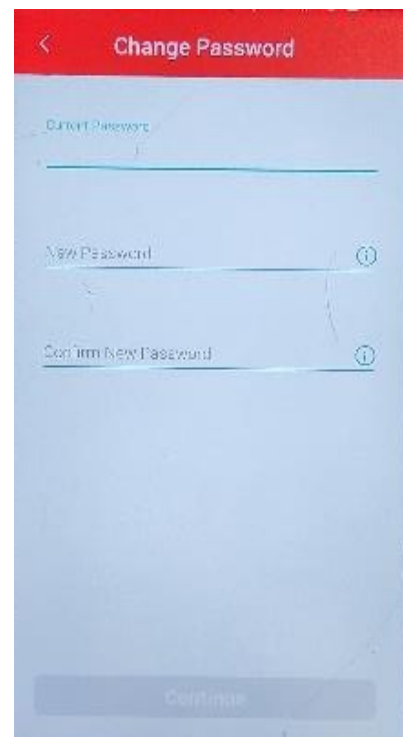
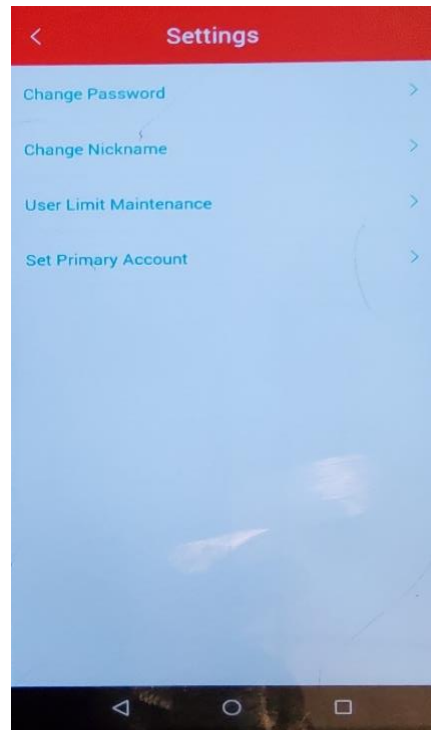
Set Primary Account | Card Management

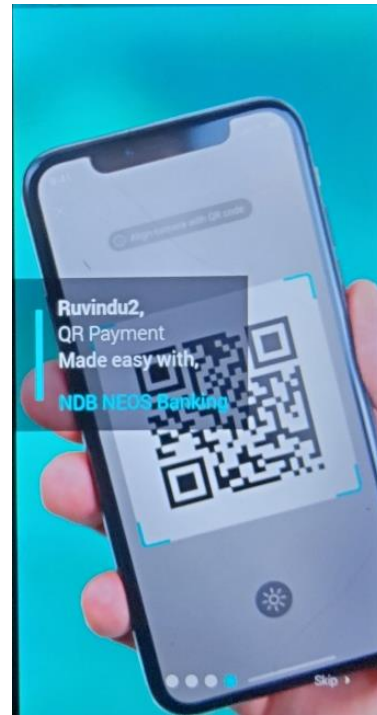
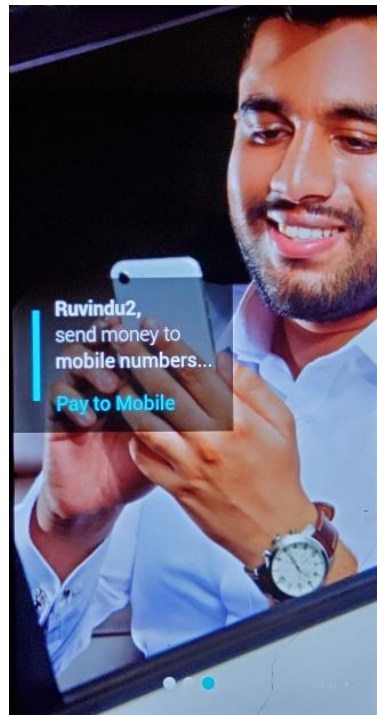


Notifications

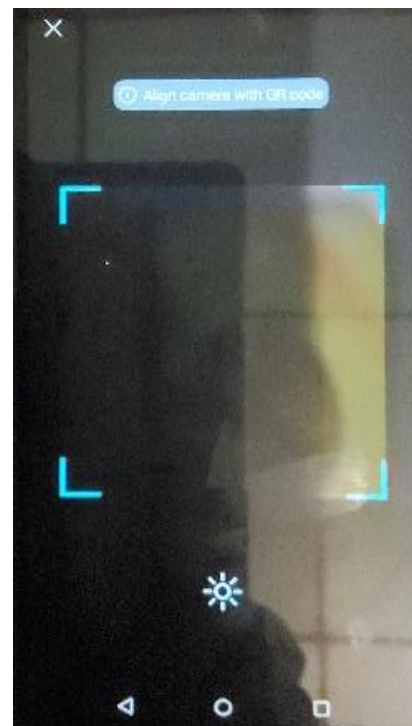
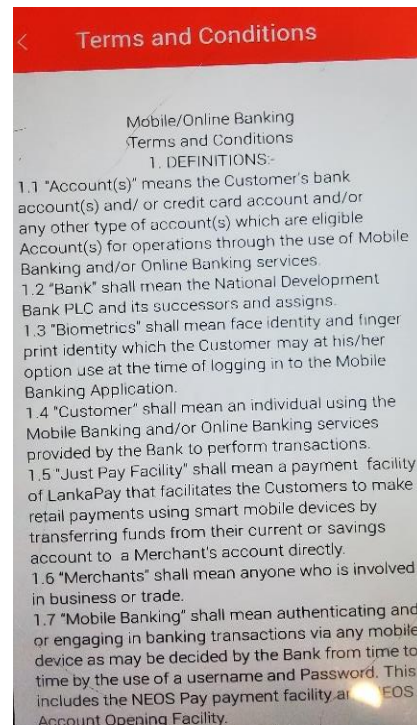


Settings

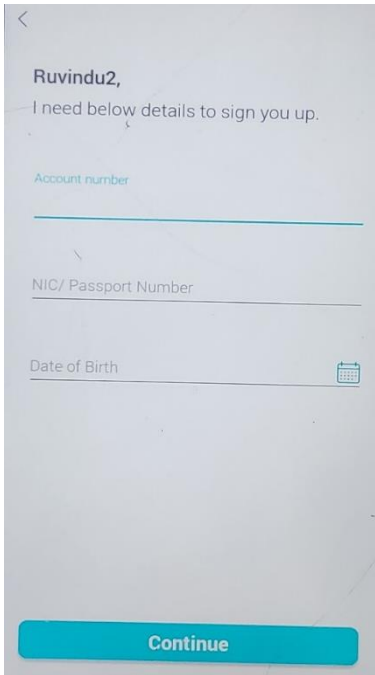
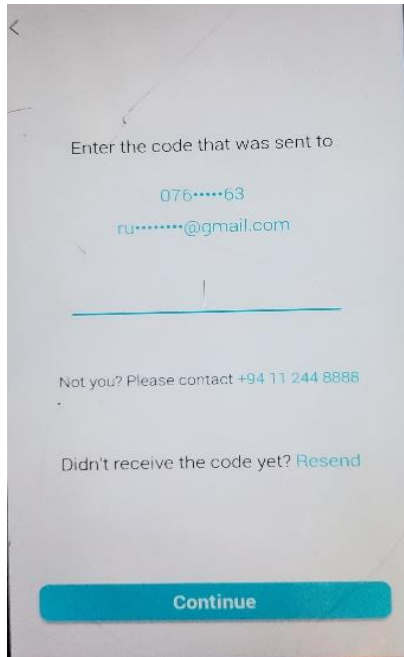




Terms and Conditions | QR Code Scan



Login by Account (same photo with data) | Clarification

| | |
|------------------------|---|
| | <div>   </div> |
| Competitor Mobile apps | Bank of Ceylon Mobile Banking People's Wave ComBank Digital NSBPay HNB Digital Banking Sampath Bank Mobile App UPay Nations Mobile Banking Genie |
| Good design | <ol style="list-style-type: none"> 1. Customer has more bank actions to perform 2. within the dashboard they are available to access the banking actions easily. 3. Well Managed Menu to access any of the actions 4. Secure Login mechanisms for the customer. 5. Distributed Customer Services |

| | |
|---------------|--|
| Design issues | <ol style="list-style-type: none"> 1. Dashboard and Menu can be handled than more accessible easy way than this. 2. Problem on wallpaper and Color combinations. 3. Some buttons and descriptions are not clear and user-friendly. 4. Some inputs as passwords needed to be in encrypted format. 5. Some actions are over distributed, it may interrupt the simplicity of the app. 6. Can Suggest new mood such as dark mood rather than staying at dealt with default wallpaper. 7. Need to have user friendly and simple navigation than this. 8. The priority order must be changed according to more user friendly way. 9. App must be easily navigable from page to page 10. User interfaces might be attractive and simplicity than this. 11. Most of the functions can be developed with more productive ways. 12. Poor impression 13. Crashing issues after installing new updates 14. Difficult to setup the account 15. Copy and paste not available 16. Over complicated design 17. Malfunctioning after installing latest updates |
|---------------|--|