

Self-Service Kiosk at Banks

User Analysis:

- Target users are day to day customers of the bank who just need basic things done.
- UI should be minimal and efficient as only basic queries (ex. Withdrawal, deposit, money transfer, balance check etc.) are necessarily done.
- Debit/Credit can be used to login for ease of use.
- Should use the same pin as your atm pin.
- Net-banking ID can also be used for login.
- Support should redirect the user to the correct in-bank official if possible.
- Complex queries can be introduced in later updates as users get used to how the kiosk works.
- OTPs are the final step to almost every query.
- Sufficiently large buttons are needed as most kiosks use touch for input.
- Texts should also be sufficiently large with clear distinctions.
- Confirmation messages are needed when the user does some major changes.
- Every option should be easily accessible.

Layout Design:

Withdraw/Deposit	Debit/Credit card Settings	Transfer money	Check Balance	Miscellaneous	DP
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Welcome, User.
Accn. no:1234567890xxxx

Tip: You can also check balance by giving a missed call to 1800-234-456 from your registered mobile

Min. balance required is Rs.1500.

Balance: Rs 10,000

Recent Transactions: