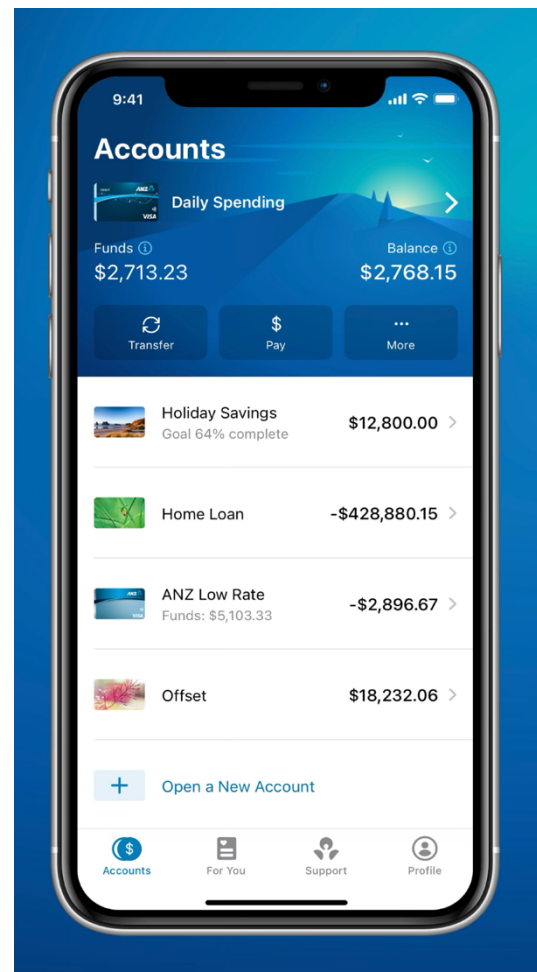
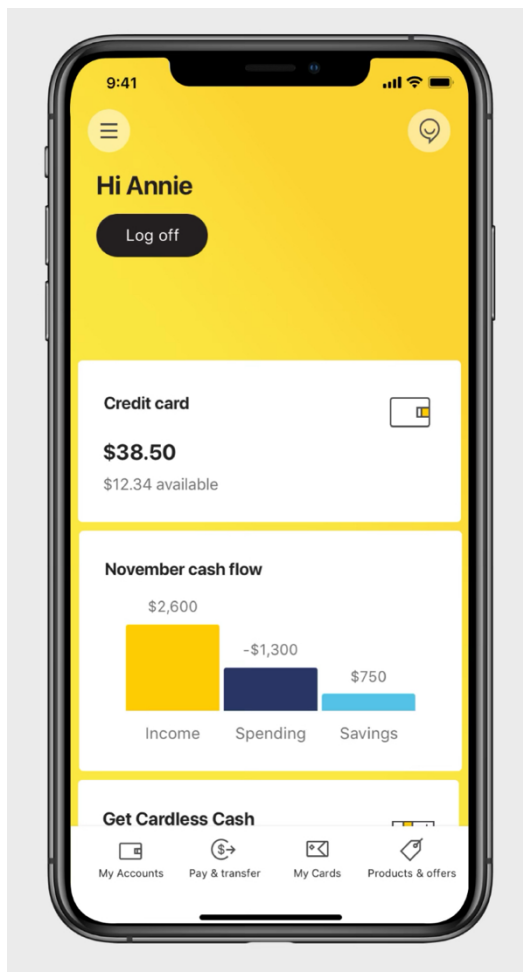


ASSESSMENT-1

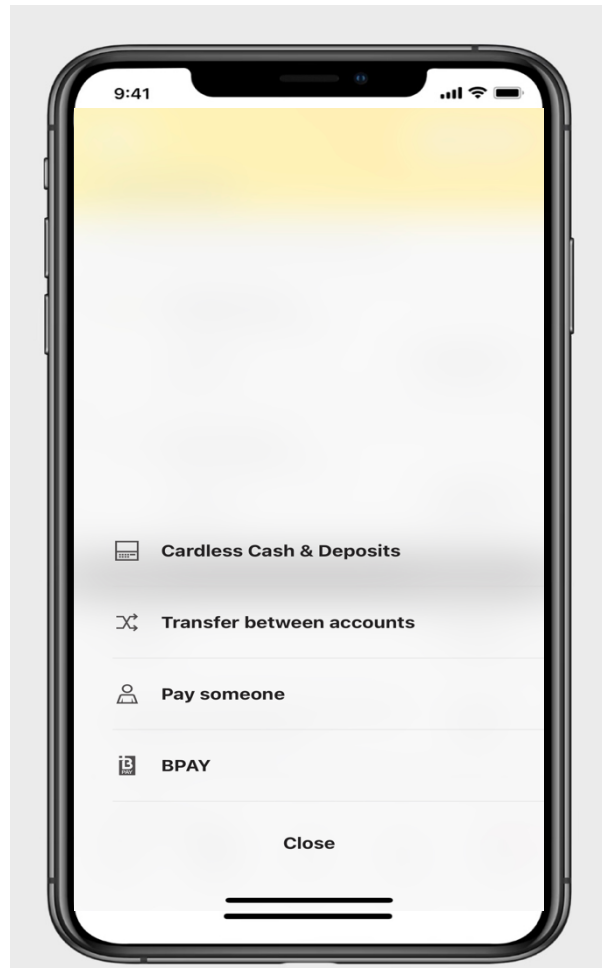
PRINCIPLES OF USER EXPERIENCE DESIGN

Creating reports on frequently used applications is wise move. To develop a user interface and user experience report for their programs, I have selected ANZ and COMMONWEALTH bank.

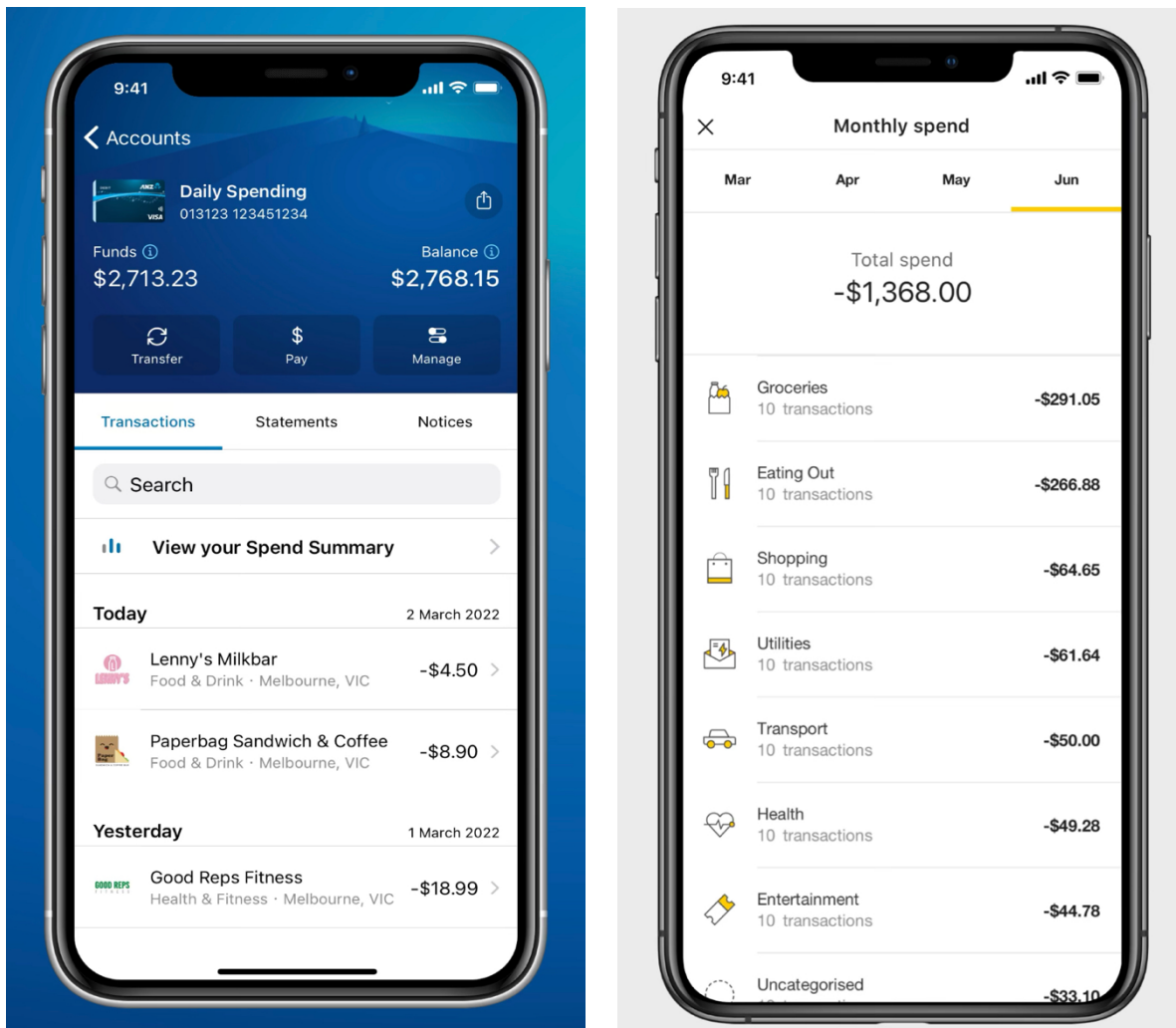


The user must have simple access to their account and statement information, which is a fundamental requirement for a bank application and Commonwealth and ANZ Banks are making every effort to meet those standards in their applications. However, several program features continue to be confusing and challenging for users to use. In my opinion, the following are some crucial user experience requirement and modifications to the current user experience options in those programs. Every user can easily grasp the Commonwealth Bank application splash screen,

and it has only a small number of key options, reducing user confusion. However, the UX of the ANZ program is extremely confusing because the splash screen is overflowing with options, which can make first-time users and users who need something right away confused. In ANZ application users frequently experience confusion when paying others and transferring money between internal bank accounts, the ANZ application included two options in the splash screen: transfer and pay. in fact, which can combine both into a single option and create a subcategory to improve clarity and reduce clutter on the splash screen.



However, Commonwealth Bank was particularly successful in preserving this state of affairs. It offered a single option for paying someone and provided users with a clear choice between doing so and transferring money within the same internal bank.



While both banks' transaction pages have different UX, in this instance, I believe that ANZ bank offers a superior user experience to Commonwealth Bank. The user experience on this ANZ page features a special search feature that enables users to easily find transaction data by entering a few keywords into the search field; however, users on Commonwealth Bank's website are not given access to this feature. As a result, the user perceives that searching for a particular transaction takes more time.

Both applications' lack of emphasis on the importance given to the user experience of their items and offers pages was a flaw. It is crucial for banks to give customers precise information about their current and upcoming products as well as offers. Such a crucial option requires a button or separate logo. The user experience in the products and offers section is greatly improved as a result of this improvement.

The application configuration option is another area where the majority of banking applications fall short of providing a positive user experience. In this case, ANZ and Commonwealth banks also fall short. The cause of this may be due to the application developer's incorrect assumption that the user will use this option infrequently or won't give it much weight. But in my opinion, one of the most crucial choice pages in any app is the settings page. Because I use these programs frequently, I've developed some thoughtful observations and written a report on them.

References: pictures used in this assessment are downloaded from ANZ bank and Commonwealth Bank applications.