Lab Practical 03 - Identify user groups

IT19951386	Bhasura S.R.M.P
IT19951836	Lakshan D.I.P
IT19986722	Widanapathirana C.B
IT19140162	Wickramasinghe W.A.L.M

Mobile App

   A. *Create Persona(s)*

Premasiri Elapatha

Profession : Retired clerk
Gender: Male
Age: 63
Location: Gampaha
Marital Status: Maried
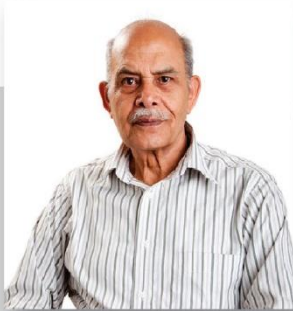
Background

Premasiri is a retired clerk at a government office who completed his last day at work 8 years ago.

He spends his time with his grandchildren and helps other people as much as possible. He lives by himself and uses his pension to cover up the expenses.

Motivation

Get the relevant updated information easily and quickly.

Goal

View and do changes in standing bank details.

Technical Ability

Knowledge of using mobile phone and internet skills.

Tharindi Fernando

Profession : Student
Gender: Female
Age: 22
Location: Rathnapura
Marital Status: Single

Background

Tharindi is a university student who is currently following a Business Management degree at a private university. She lives in a rented room since her hometown is far from his university location.

She is a tech-savvy young girl who loves to use technology as much as possible.

Motivation

Safe and easy work from one place.

Goal

Easily manage universities with parental remittances.

Technical Ability

Professional at work with online banking facility.

Kamal Perera

Background

Kamal is a businessman who runs his own company for a couple of years. 5-10 employees work under his supervision. He has local and foreign clients who do business with his company.

Kamal is well an educated person who works hard to achieve his personal as well as his business goals.

Profession : Businessman
Gender: Male
Age: 50
Location: Colombo
Marital Status: Maried

Motivation

Manage time for better work.

Goal

Transfer money for clients, business partners and transfer salary to the employers in the company.

Technical Ability

Professional at work with technology.

Supun Chamara

Background

Supun is an accountant at a private company that operates in Kandy. He manages his daily tasks effectively by working smartly. He always does his job 100% perfectly and never misses a chance to enjoy his free time with his family as well.

Profession : Accountant
Gender: Male
Age: 36
Location: Kandy
Marital Status: Maried
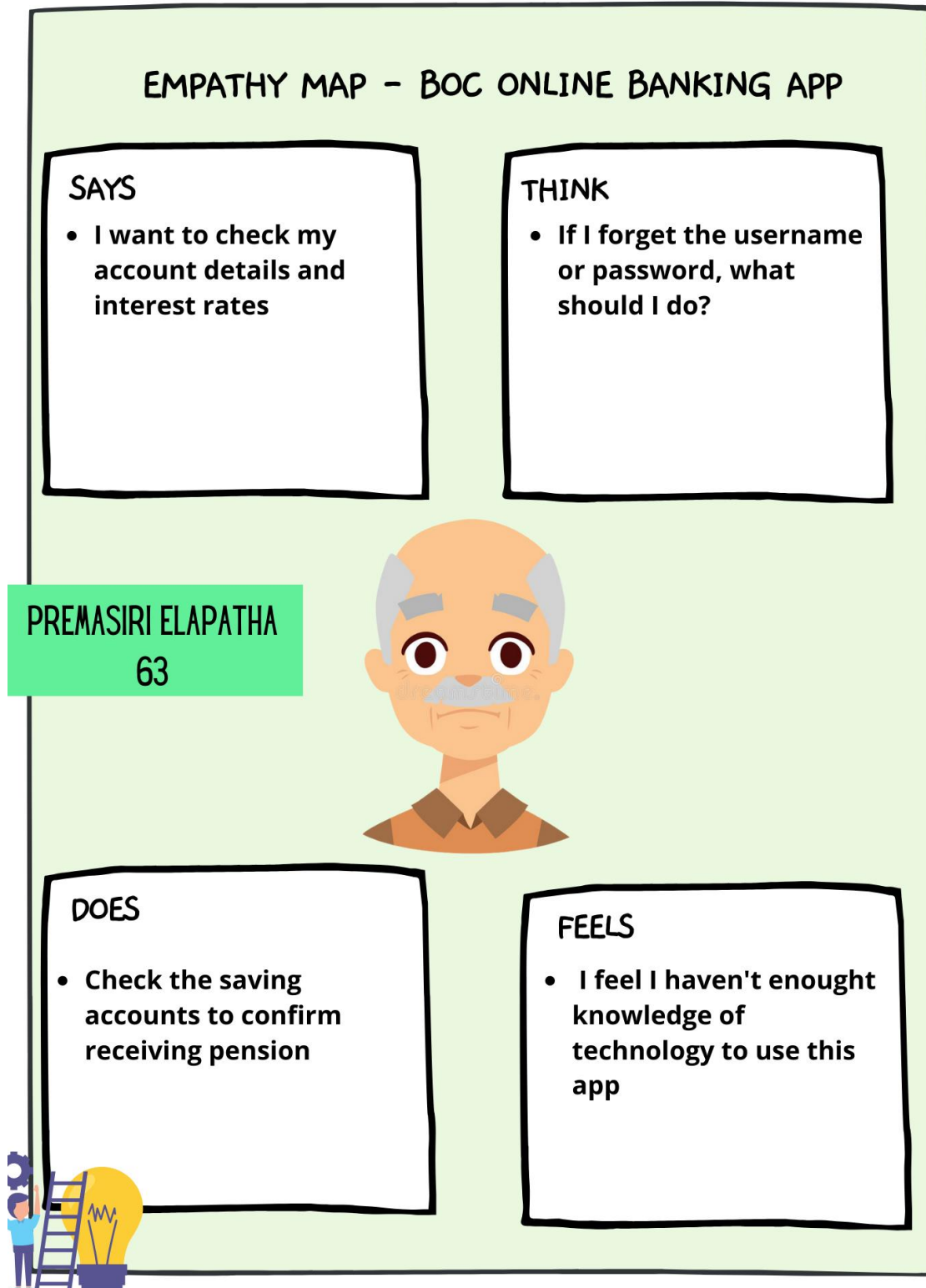
Motivation

Manage life without wasting time.

Goal

Get the monthly salary and transfer money to bank loans, online.

Technical Ability

Knowledge of internet and security.

B. Empathy map(s)

EMPATHY MAP – BOC ONLINE BANKING APP

SAYS
- **I want to check my account details and interest rates**

THINK
- **If I forget the username or password, what should I do?**

PREMASIRI ELAPATHA 63

DOES
- **Check the saving accounts to confirm receiving pension**

FEELS
- **I feel I haven't enought knowledge of technology to use this app**

EMPATHY MAP - BOC ONLINE BANKING APP

SAYS
- I want to do my university payments online.
- I need to check my remittances.

THINK
- I don't know if I will receive a online receipt for my payments
- Can I pay utility bills online at any time

THARINDI FERNANDO AGE 22

DOES
- Check the balance of my account

FEELS
- Can I use the online transaction receipt as a provement?

EMPATHY MAP – BOC ONLINE BANKING APP

SAYS

- I want to check and do third party transactions monthly.

- I want to see my transaction history.

THINK

- Did the transaction happen on time?

- I don't know whether my transactions are safe.

**KAMAL PERERA
AGE 50**

DOES

- Tracking transaction fees monthly.

- Compare interest rate between fixed and saving account.

FEELS

- Is this the cheapest way to do online transactions

EMPATHY MAP – BOC ONLINE BANKING APP

SAYS
- I want to get my salary and transfer installments to banks

- I want to pay my electricity and water bills online

THINK
- Is it secure to transfer money online?

SUPUN CHAMARA 36

DOES
- Registered with SMS service, then I can get notifications of transactions

FEELS
- I don't know if it charges additionaly to the payments

C. User stories

USER STORIES

1   As a user, I want to see my account details, So that I can easily analyze the monthly interest of my fixed account.

2   As a user, I want to pay my utility bills online, So that I can manage my time efficiently.

3   As a user, I want to transfer money for third party accounts, So that I can do my transactions on time.
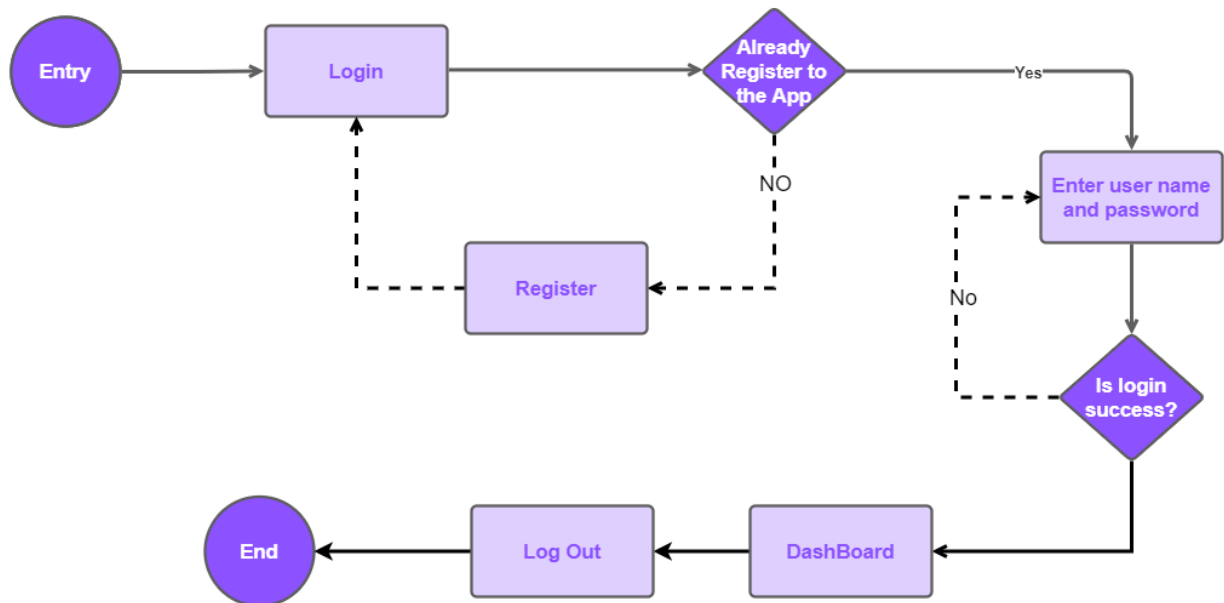
4   As a user, I need to transfer installments to relevant banks, So that I don't need to waste my time being in a queue.
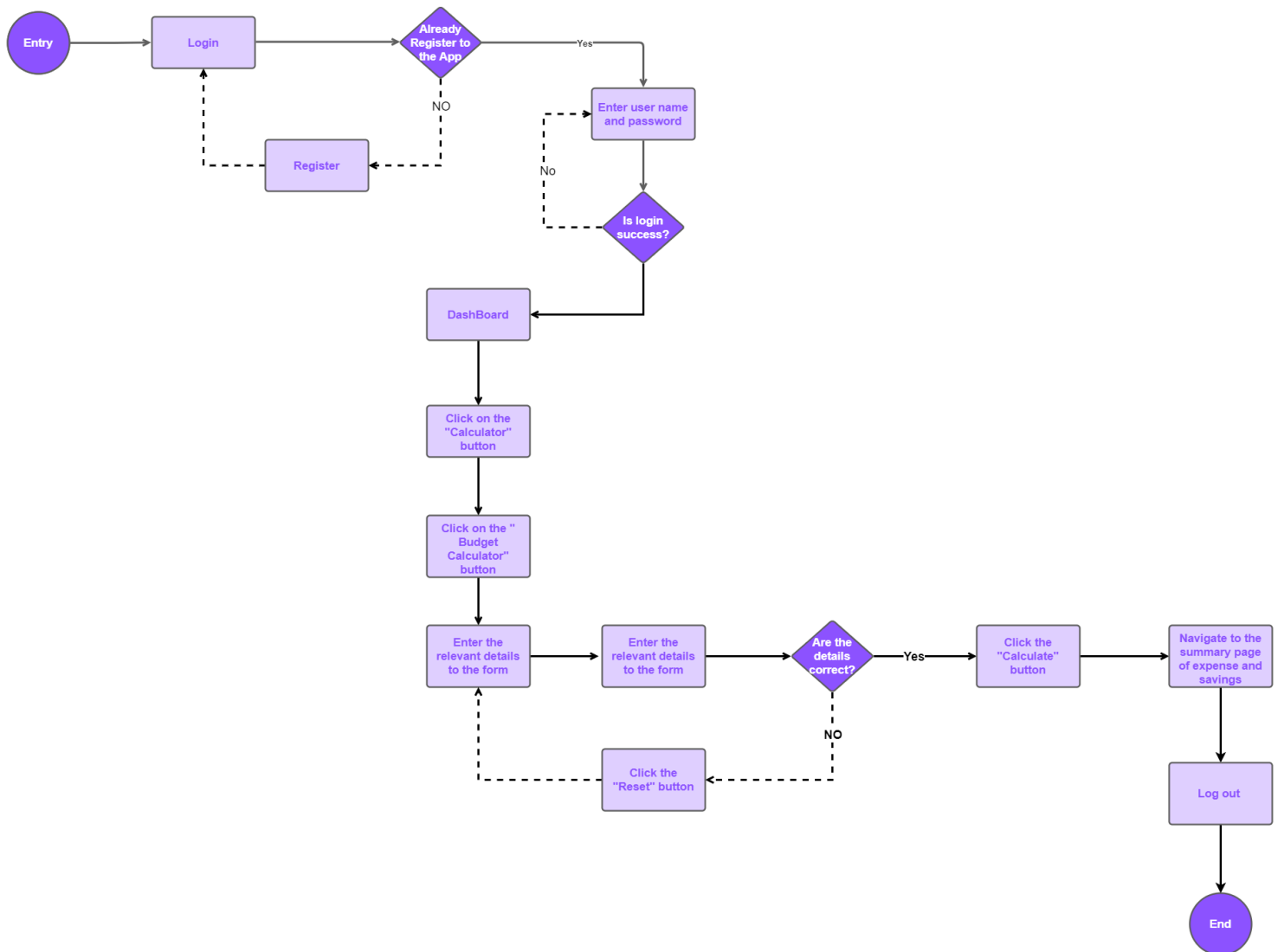
BOC ONLINE BANKING APP
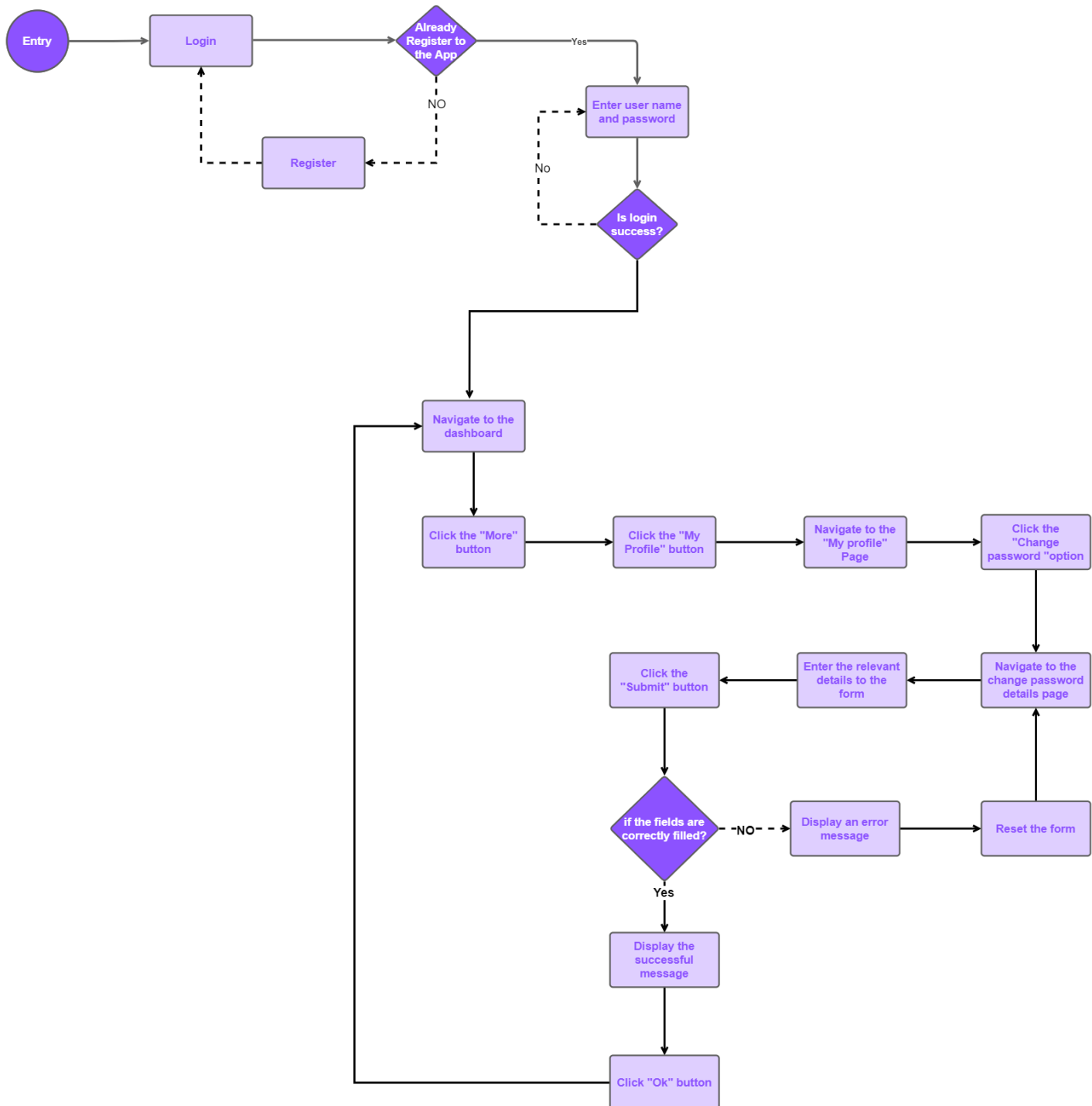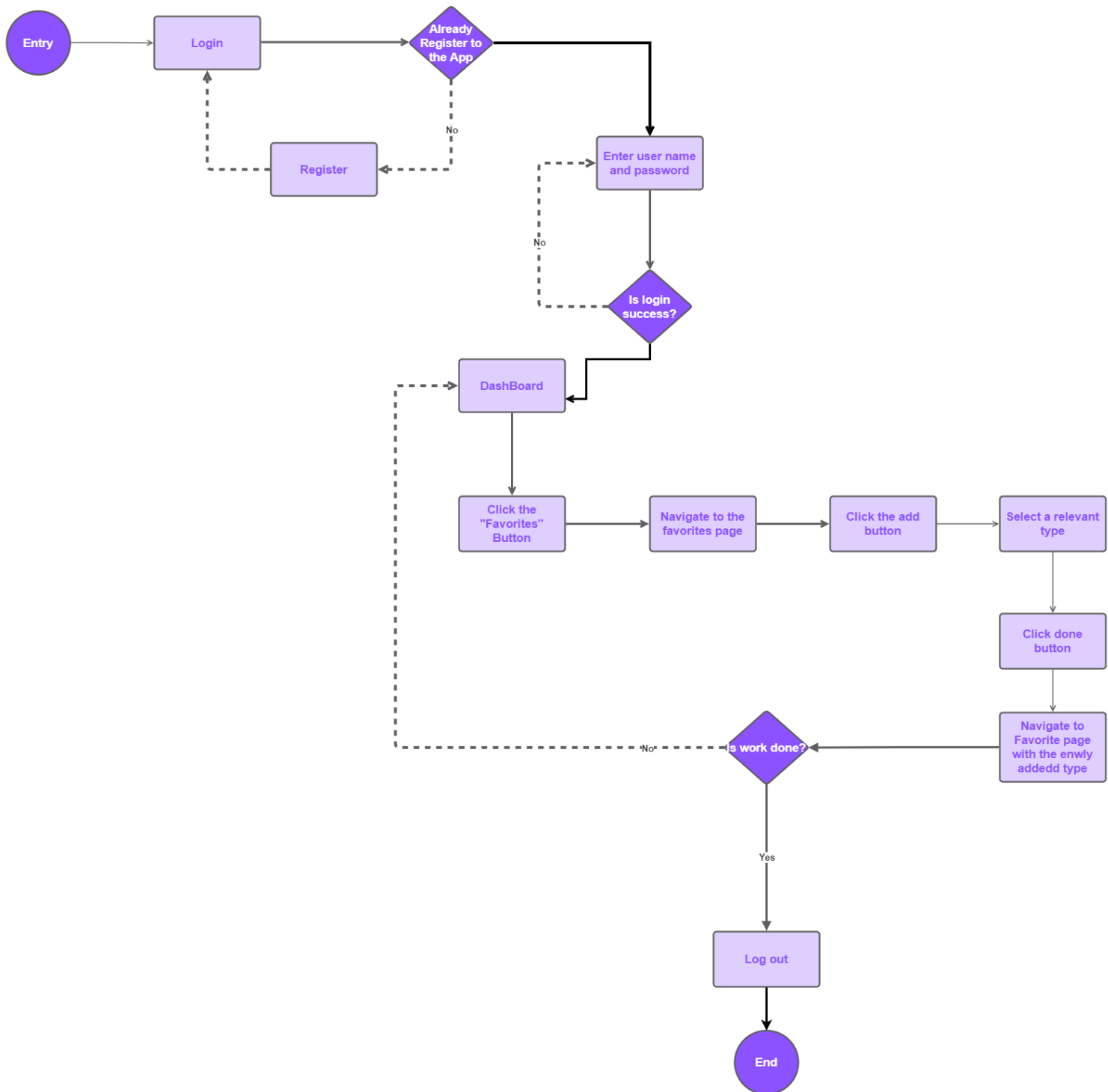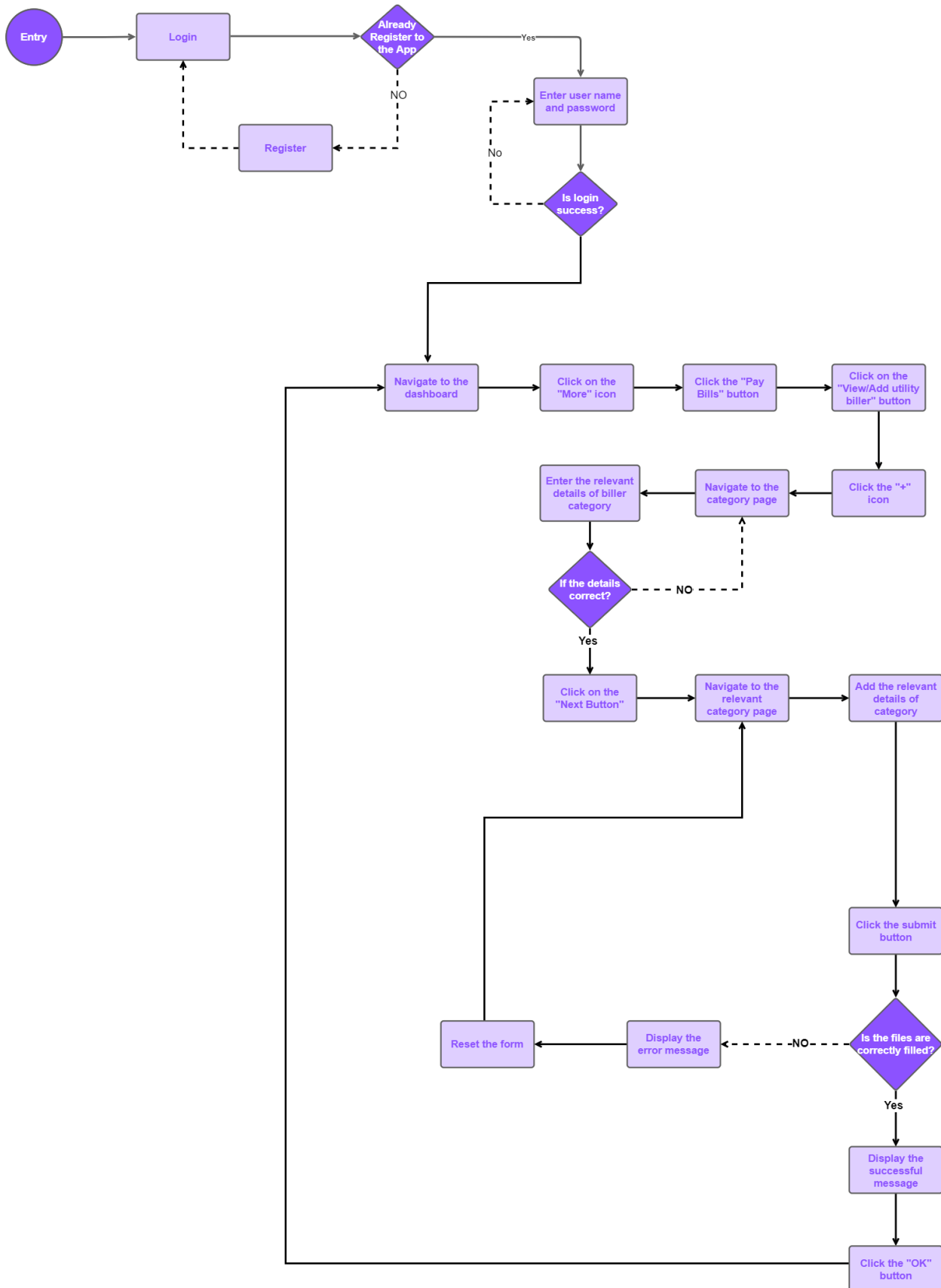
D. Identify user flow(s)

1) Login

2) Calculator

3)Change Password

4)Add favorites

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BSc (Hons) in Information Technology
Software Engineering – Year 3
Lab sheet 03

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

5)Pay Bills

E. *Service Blueprint(s)*

Service Blueprint
BOC Online Banking App