# User Research Plan

Group ID: 2021S1\_REG\_WD\_05



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## Introduction

Purpose of this user research is to discover valuable and contextual feedback to our ComBank Q plus payment App from the user. We use several techniques for this user research, like interviewing user and analysis techniques.in the interview we ask a series of questions from two users. Then we understand things from user’s perspective then, we analyze and deliver user research in forms that support UI design, including personas, tasks, and scenarios. Finally, we plan and practice ideation techniques that start from user research and broadly generate potential design ideas to the application.

Test Objectives

* Get suggestions from the user’s perspective
* Find out the weaknesses of the current Q+ Application.
* Determine app security
* Determine app product quality
* To identify and reveal as many errors as possible
* To make the app of acceptable quality by removing the errors and retesting
* To compile a record of App errors for use in error prevention in future

## Methodology

The interview is conducted through the online platforms we selected 2 people from our user group a Shop owner and a PR Manager. We used Microsoft teams and zoom equipment to conduct the interviews

### Interviewing

Interview questions

**PR Manager**

1. Are you using bill payment feature in the app? and for what?
2. Are all types of bill payments available in the app?
3. Are the user interfaces in this feature are user-friendly?
4. Do you trust this bill payment transaction in this app?
5. Do you feel secure when you using this feature?
6. Is the notification feature useful for you in this app?
7. Are you satisfied with the provided functions in the notification feature?
8. What is your (first) impression of the online transaction feature?
9. What do you expect to gain from using the online transaction feature?
10. Do you feel the online transaction feature was made for you? Why or why not?
11. What was the one thing you dislike the most about the transaction?
12. What is your (first) impression of the card feature?
13. How do you feel about the ComBank Q Plus Payment App Login and Signup experience?
14. 2.Do you feel this Login / Signup design was made for you? Why or why not?
15. 3.What was the one thing you liked the most about the design of complain Feature?
16. 4. What is the biggest pain point or inconvenience you faced related to [Signup and login process]?
17. 5.Tell me about the last time you tried to login to this app.
18. 6.Would you download or use this App if the change(s) were made?
19. 7.What can we do to make the Signup task easier?

**Shop Owner**

1. Are you using bill payment feature in the app? And for what?
2. What is your (first) impression of this bill payment feature?
3. What was the hardest part while you were performing a bill payment in the app?
4. What was the easiest part while you performing a bill payment in the app?
5. Can you tell me an estimation for how long it is taking to perform a bill payment?
6. Are you using notification feature in the app? Is the UI easy to understand?
7. What is the most liked/disliked part in the notification feature?
8. What are you thinking as you look at online transactions?
9. When and where do you use the online transaction feature?
10. What would keep you from using the online transaction feature?
11. Do you trust the online transaction feature?
12. Is there any drawback you see in the managing card feature? If yes what is it?
13. What was your experience with the Login and signup designs?
14. What was your Over-all experience with [complaint] Feature?
15. Where did you get stuck when you are using this application?
16. In which ways this app helped you?
17. Was the Complain interface easy to understand?
18. How much Rating will you give for the Complain feature?
19. If you could change one thing about the design, what would it be?

### Video recording

The interview is conducted through the Microsoft teams and zoom online platforms

Interview video link - https://mysliit-my.sharepoint.com/:v:/g/personal/it19175126\_my\_sliit\_lk/EcB34WZtFzhItJG5iCoOc4ABGsWUC4HhwSE\_ucyJUWXkUQ?e=ke3b5y

### Questionnaire

**For PR Manager**

1. Are you using bill payment feature in the app? and for what?
2. Are all types of bill payments available in the app?
3. Are the user interfaces in this feature are user-friendly?
4. Do you trust this bill payment transaction in this app?
5. Do you feel secure when you using this feature?
6. Is the notification feature useful for you in this app?
7. Are you satisfied with the provided functions in the notification feature?
8. What is your (first) impression of the online transaction feature?
9. What do you expect to gain from using the online transaction feature?
10. Do you feel the online transaction feature was made for you? Why or why not?
11. What was the one thing you dislike the most about the transaction?
12. What is your (first) impression of the card feature?
13. How do you feel about the ComBank Q Plus Payment App Login and Signup experience?
14. 2.Do you feel this Login / Signup design was made for you? Why or why not?
15. 3.What was the one thing you liked the most about the design of complain Feature?
16. 4. What is the biggest pain point or inconvenience you faced related to [Signup and login process]?
17. 5.Tell me about the last time you tried to login to this app.
18. 6.Would you download or use this App if the change(s) were made?
19. 7.What can we do to make the Signup task easier?

**For Shop Owner**

1. Are you using bill payment feature in the app? And for what?
2. What is your (first) impression of this bill payment feature?
3. What was the hardest part while you were performing a bill payment in the app?
4. What was the easiest part while you performing a bill payment in the app?
5. Can you tell me an estimation for how long it is taking to perform a bill payment?
6. Are you using notification feature in the app? Is the UI easy to understand?
7. What is the most liked/disliked part in the notification feature?
8. What are you thinking as you look at online transactions?
9. When and where do you use the online transaction feature?
10. What would keep you from using the online transaction feature?
11. Do you trust the online transaction feature?
12. Is there any drawback you see in the managing card feature? If yes what is it?
13. What was your experience with the Login and signup designs?
14. What was your Over-all experience with [complaint] Feature?
15. Where did you get stuck when you are using this application?
16. In which ways this app helped you?
17. Was the Complain interface easy to understand?
18. How much Rating will you give for the Complain feature?
19. If you could change one thing about the design, what would it be?

## Participant Profiles

The table below provides a breakdown of the participants selected for testing:

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| Name | Demography | Location, Date and Time |
| M.R.M Rifack | Occupation – Shop owner | Location – Teams virtual meeting  Date - 24-08-2021  Time - 3.15PM |
| F Muhassan | Occupation – PR Manager | Location – Zoom virtual meeting  Date - 24-08-2021  Time - 2.00PM |

### User Research – Tasks/Scenarios

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| --- | --- | --- | --- |
| **No.** | **Task Instruction** | **Target** | **Probes** |
| 1. | **Scenario - Make Bill Payment**  You are going to buy products for the shop in the market. You forgot to pay the utility bills of your home and today is the last day to pay the utility bills. Use the combankQ+ app to do this task.  **Task - Make Bill Payment**   1. User login to the system 2. User click Bill Payment icon in Home page 3. User click the utility bill payment category icon in bill category page 4. User select the relevant utility bill payment icon in the biller page 5. User enters the bill account no 6. User enters the bill amount 7. User click proceed button 8. User select a card to make the bill payment 9. User click payment button 10. User click conform payment button | User should be able to make utility bill payments through the app |  |
| 2. | **Scenario – Online Transaction**  As a Shop owner you want to buy products for the shop in the market. You want to pay for the bought products now itself.  Use CombankQ+ app to do this task.  **Task – Online Transaction**   1. User login to the system 2. User click transaction icon in Home page 3. User Select the bank 4. User enter the receiver account no. 5. User enter the receiver Name 6. User enter the amount 7. User enter description 8. User click submit button 9. User select a card to make the transaction 10. User click the Transaction button 11. User enter app password to confirm the transaction | User should be able to make money transaction through the app |  |
| 3. | **Scenario – Raise a complain**  As a Shop Owner Using Combank Q+ App you decided to make a Payment to your SLT bill but still you didn’t get a payment confirmation from SLT for long Time.so you are going to raise a complain regarding your Bill payment issue.  **Task - Raise a complain**   1. User Login to the App. 2. User Click Complaints icon in the Home page. 3. User click Add Complaint Icon in the Complaints page. 4. User Select the complaint Type. 5. User Type the Message. 6. User Click the Raise Button. 7. User Click View Complain icon to view the complaints. | User should be able raise a complaint through the app |  |
| 4. | **Scenario – Make data reload**  You have urgent meeting to attend online but you don’t have sufficient mobile data to attend the meeting on your mobile phone or laptop. use the combankQ+ app to do this task.  **Task – Make data reload**   1. User login to the system 2. User click Bill Payment icon in Home page 3. User click the data reload category icon in Bill Category page 4. User select the relevant service provider icon in the Biller page 5. User enters the phone no 6. User enters the amount 7. User click proceed button 8. User select a card to make the data reload 9. User click payment button 10. User click conform payment button | User should be able to make data reload for the mobile through the app |  |
| 5. | **Scenario – Forgot PIN**  As a PR Manager you want to make bill Payment to your television service provider using the Combank Q+ App But you forgot your Combank Q+ account PIN So you use Forgot PIN Service to change your PIN.  **Scenario – Forgot PIN**   1. User Click forgot pin text in the Customer Login page. 2. User will receive an OTP as a text message to his given mobile number. 3. User enter received OTP and enter a new password and confirm that password by reentering that password again. 4. User click submit button in the forgot PIN page. 5. Then user is redirect again to the customer log in page. | User should be able to change the app login credentials in the app |  |

## Plan for Data analysis

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| *<<Interviews>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>*  Considering the users feedbacks….   * Change Login User Credentials to perform well. * Change User name field to allow both capital and simple letters. * Change signup button to respond well. * Make changes in Login and signup UI to give user a good experience. * Increase the user-friendliness in the overall app. * Make an option to remove the added card. * Speed up the payment process. * Make a way to delete and manage old notifications. * Change current password method to more secure way like adding two factor verifications, change 4-digit PIN to six-digit pin or higher. * Introduce more features in the application. * Without typing all the information again and again implement the app to auto fill some fields with previously used data. * Provide a proper guide to the user to how to create the account. * Change the PIN service to allow user to change their PIN even without inserting a card. |
| *<<Video recordings>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>* |
| *<<Questionnaires>>*  *<<Qualitative or quantitative collected data>>*  *<<Detail analysis plan>>*  **Shop Owner Questionnaires with answers**   1. Are you using bill payment feature in the app? And for what?  * Yeah, I mostly using for to pay my utility bills.  1. What is your (first) impression of this bill payment feature?  * It’s easy to make bill payments and it saves lots of my time. Also, I can make payment at any time.  1. What was the hardest part while you were performing a bill payment in the app?  * There is no hardest part but when I am entering the account number and amount in the payment form sometimes it takes longer to validate.  1. What was the easiest part while you performing a bill payment in the app?  * The easiest part is the final payment part where we have to select the bank card and make the payment.  1. Can you tell me an estimation for how long it is took to perform a bill payment?  * I cannot say the exact time it’s depends on the phone network and bank validation process  1. Are you using notification feature in the app? Is the UI easy to understand?  * Yes, it is easy to understand  1. What is the most liked/disliked part in the notification feature?  * I mostly disliked that I cannot remove my old notifications or mange those notifications  1. What are you thinking as you look at online transactions?  * It is a platform for users to carry out their day-to-day banking services without Physically being at the bank  1. When and where do you use the online transaction feature?  * Randomly I prefer to online transaction feature whenever I feel there is no need to go the bank and also to make a quick money transfer which eventually saves My time  1. What would keep you from using the online transaction feature?  * Easy money transfer at our fingertips  1. Do you trust the online transaction feature?  * Yeah obviously I do. Nowadays more concern has been pointed towards the security on these which practically makes these more trustable  1. Is there any drawback you see in the managing card feature? If yes what is it?  * Yes, once a card Is added it doesn't allow us to remove that specific card which I eventually see that as big drawback * What was your experience with the Login and signup designs? * So, When I downloaded this app, the first page asking for login credentials is literally dead. App does not respond properly for login detail inputs. It only Accept user name in capital letter it was really disgusting. The sign-up button also isn't responding; no response whatsoever, irresponsive of where I'm trying to click. Even the cursor isn't appearing in either field of username or password. Log in button is not responding well in my mobile, for Samsung M21, Android v.11  1. What was your Over-all experience with [complaint] Feature?  * It’s really Very useful feature. I highly recommend this feature for others especially in this crucial situation.it make things easier.  1. Where did you get stuck when you are using this application?  * When I tried to log in to the app, it shows duplicated logins. it was not allowing   me to enter into the application.   1. n which ways this app helped you?  * last week I lost my ATM card inside my house, in that situation this application helped me a lot to proceed my services.  1. Was the Complain interface easy to understand?  * Yes, it was simple and easy to understand.  1. How much Rating will you give for the Complain feature?  * Complain Service is super. But we want a new & revolutionary UI design for this So, I give you 3-star rating. If you can consider my suggestion & make some difference to UI I give you 5-star rating.  1. If you could change one thing about the design, what would it be?  * It’s defiantly Login and signup Designs. Because it has the worst UI and those UI are Outdated and not responding well.     **PR Manager Questionnaires with answers**   1. Are you using bill payment feature in the app? and for what?  * Yeah, I mostly using for data reload and bill payments for my phone.  1. Are all types of bill payments available in the app?  * Yes, most of them are available.  1. Is the user interfaces in this feature are user-friendly?  * Yes, most of them are user-friendly  1. Do you trust this bill payment transaction in this app?  * Yeah, since most of my bill payment transaction worked without any problem.  1. Do you feel secure when you using this feature?  * I’m not satisfied with the security because when selecting a card to make bill payment there is no way to ensure that the card owner is making the payment if anyone or a family member know the login credentials of the app they can access the app.  1. Is the notification feature useful for you in this app?  * Yes, but it has some limitations  1. Are you satisfied with the provided functions in the notification feature?  * Actually, no it only has basic functions only we can view the notification and there are no any other functions provided.  1. What is your (first) impression of the online transaction feature?  * It’s a platform for users to carry out their day to day banking services without Physically being at the bank  1. What do you expect to gain from using the online transaction feature?  * The best thing in using the online transaction is to save time and also skip long queues at the bank  1. Do you feel the online transaction feature was made for you? Why or why not?  * Yes. As a business person, I tend to engage more with banking activities as a result of using this Feature the workload of mine has been drastically reduced  1. What was the one thing you dislike the most about the transaction?  * Every time I have to retype the receiver details whenever I need to transfer money to that particular person which is sometimes an irritating moment.  1. What is your (first) impression of the card feature?  * It’s a new feature to me seems like this feature will be so convenient to use which will eventually help us to pay for our services using any ATM cards   1.    How do you feel about the ComBank Q Plus Payment App Login and Signup experience?   * When I was creating my account for the 1st time It didn’t allow me to create my account because app has not accepted my information I tried many times to signup but I couldn’t create or signup for new user account. It shows technical error. Also got many alerts when creating an account like "invalid data”, “technical error and “please try again later". I received more SMS about this and that!??  But it doesn’t work.   2.Do you feel this Login / Signup design was made for you? Why or why not?   * My answer is No for this, * I tried many times but Customer Login UI shows just dull interface only. Very large icon and which look bad not gives decent appearance to the mobile. * Also, App does not respond properly for login in detail inputs. It only Accept user name in capital letter.   3.What was the one thing you liked the most about the design of complain Feature?   * UI Designs in complain feature is Very User friendly and highly sophisticated   4. What is the biggest pain point or inconvenience you faced related to [Signup and login process]?   * The very first major thing is security for The Security PIN only has a 4-digit passcode to protect the account. No Strong password or NO 2 Factor Authentication (2FA) anyone can easily Misuse the data. * Another thing that I noticed is, to enter a card a user has to login to the Application first but When I Click Forgot PIN and requesting for a new PIN It Shows an Error Message “Add Card to Proceed” without Adding a card can’t proceed Forgot PIN Service. I don’t know what is the logic behind this without a Successful Login how can a User Add a Card?????   5.Tell me about the last time you tried to login to this app.   * It's been 3 months ago for an urgent situation I had to install this application and my very 1st experience was a failure. Then again after some days I have updated my Q plus app and tried to login but still it shows that it needs to be updated again and. also got many alerts. it doesn’t perform well so I decided to delete that app from my mobile.   6.Would you download or use this App if the change(s) were made?   * Yeah Sure Defiantly.   7.What can we do to make the Signup task easier?   * It is appreciated if you can put proper guide how to create an account. |