User Experience Engineering

SE3050

Sketches, Wireframes and Prototypes

Group 2021S2_REG_WE_07

IT Number	Name
IT19209012	I.D.I Balasuriya
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IT19213590	G.A.D.K.M Gardiarachchi
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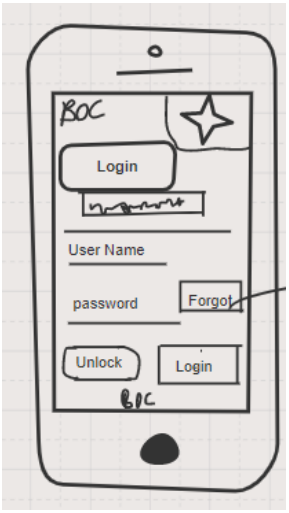
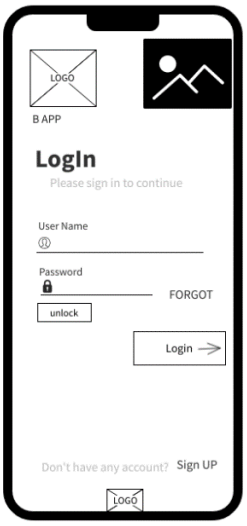
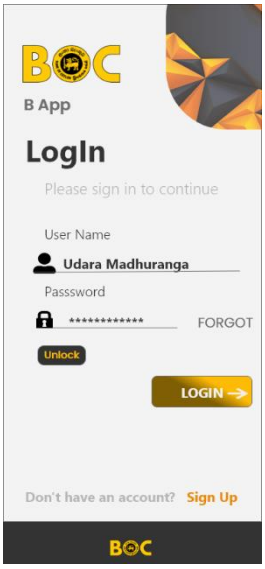
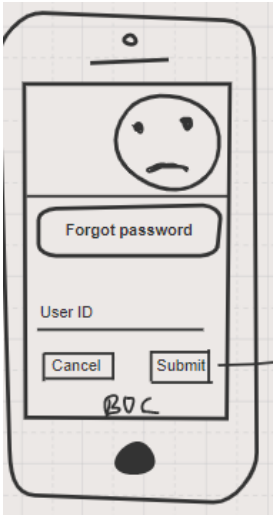
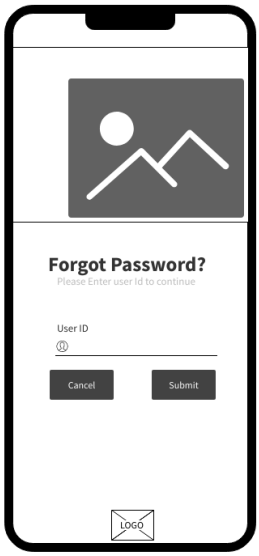
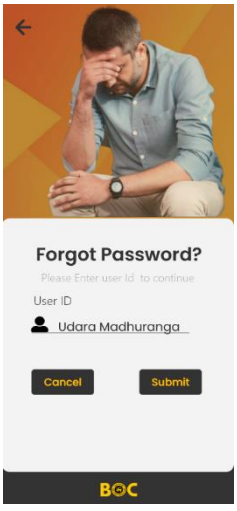
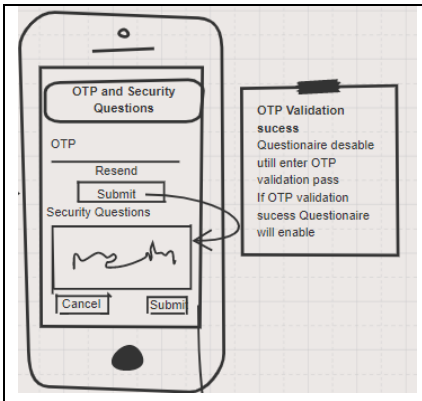
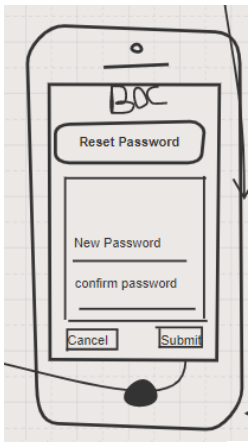
Sketches Wireframes and Prototypes

Member 1 : M.R.U.M.Senewirathna – IT19210520

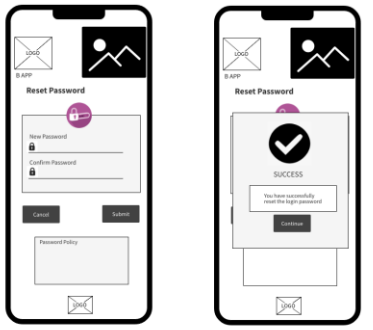
Sketch	Wireframe	Prototype
		
		

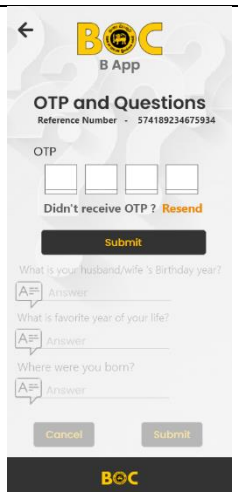

OTP and Security Questions
OTP
Resend
Submit
Security Questions
Cancel
Submit
OTP Validation sucess
Questionaire desable utill enter OTP validation pass
If OTP validation sucess Questionaire will enable


BOC
Reset Password
New Password
confirm password
Cancel
Submit

BOC
Sucess
Continue

B APP
OTP and Questions
Reference Number - 343546565555656
OTP
Did not receive OTP ? Resend
Submit
Question 1
Question 2
Question 3
Cancel
Submit
LOGO


B APP
Reset Password
New Password
Confirm Password
Cancel
Submit
Password Policy
SUCCESS
You have successfully reset the login password
Continue
LOGO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B App
OTP and Questions
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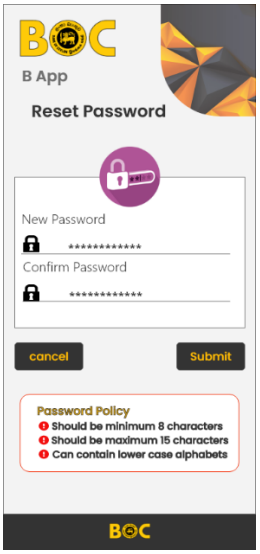
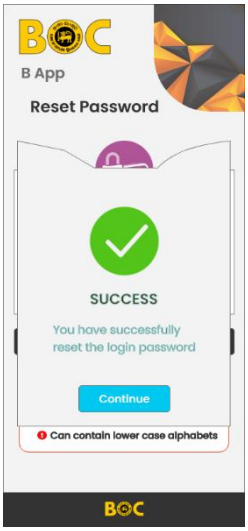
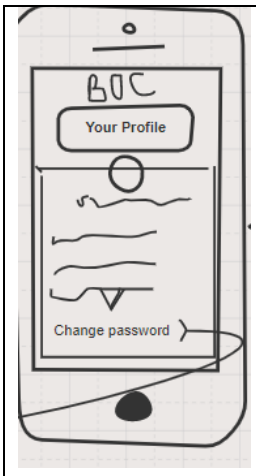
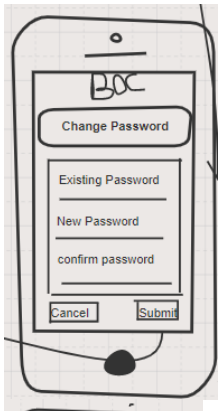
Didn't receive OTP ? Resend
Submit
What is your husband/wife 's Birthday year?
Answer
What is favorite year of your life?
Answer
Where were you born?
Answer
Cancel
Submit
BOC

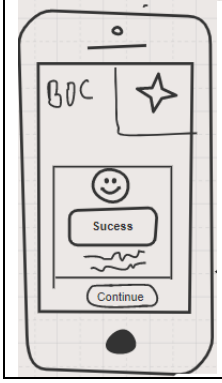
BOC
B App
OTP and Questions
Reference Number - 574189234675934
OTP
Didn't receive OTP ? Resend
Submit
What is your husband/wife 's Birthday year?
Answer
What is favorite year of your life?
Answer
Where were you born?
Answer
Cancel
Submit
BOC

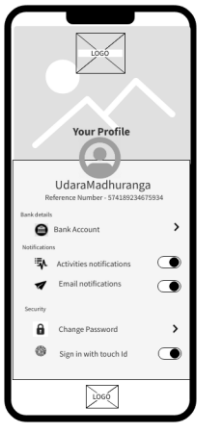

BOC
B App
Reset Password
New Password
Confirm Password
cancel
Submit
Password Policy
Should be minimum 8 characters
Should be maximum 15 characters
Can contain lower case alphabets
BOC


BOC
B App
Reset Password
SUCCESS
You have successfully reset the login password
Continue
Can contain lower case alphabets
BOC

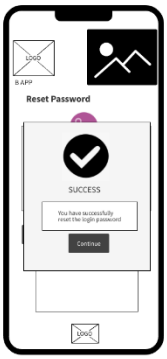

BOC
Your Profile
Change password

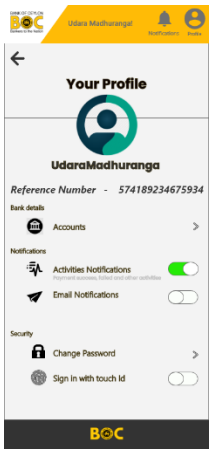

BOC
Change Password
Existing Password
New Password
confirm password
Cancel
Submit

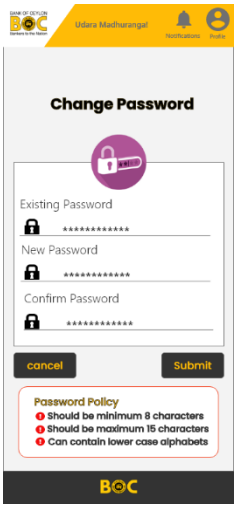

BOC
Sucess
Continue

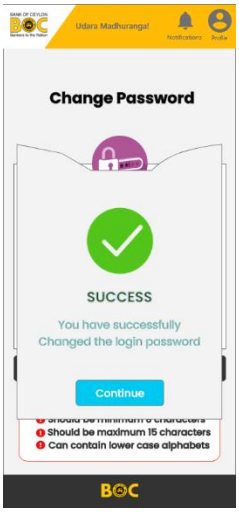

LOGO
Your Profile
UdaraMadhuranga
Reference Number - 574189234675934
Bank details
Bank Account
Notifications
Activities notifications
Email notifications
Security
Change Password
Sign in with touch Id
LOGO

LOGO
B APP
Reset Password
New Password
Confirm Password
Cancel
Submit
Password Policy
LOGO

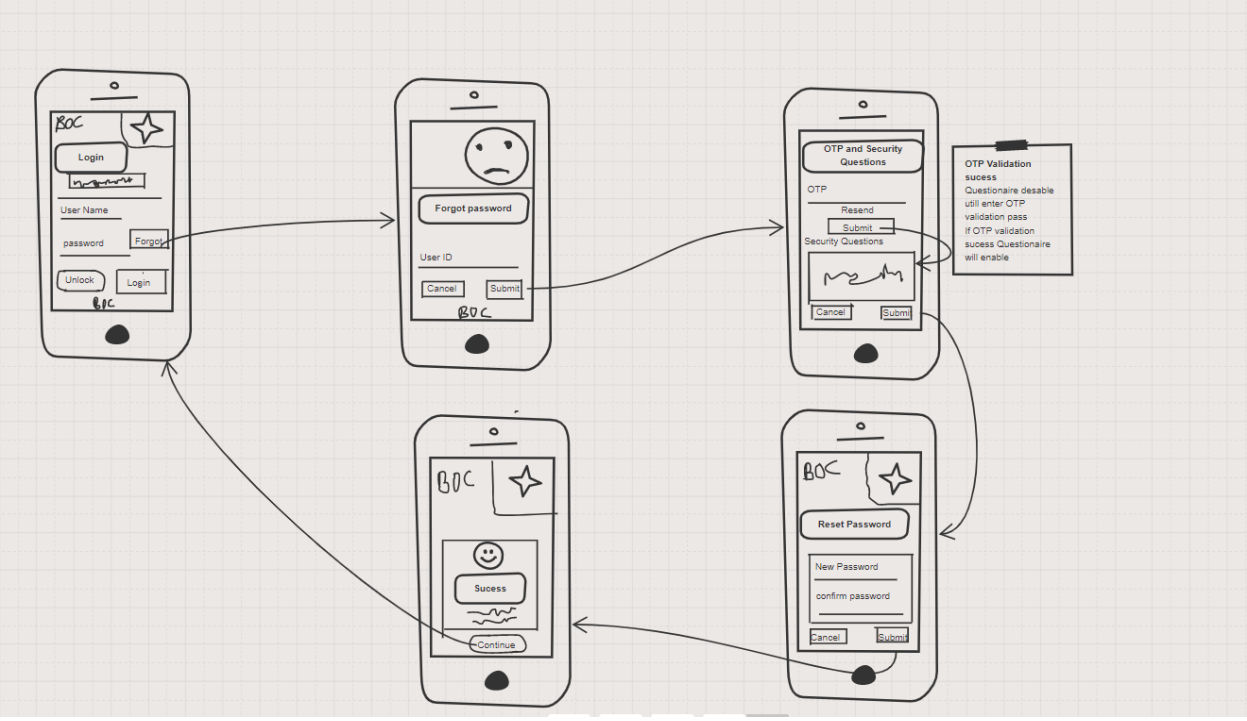

LOGO
B APP
Reset Password
SUCCESS
You have successfully reset the login password
Continue
LOGO


Udara Madhuranga
Notifications
Profile
Your Profile
UdaraMadhuranga
Reference Number - 574189234675934
Bank details
Accounts
Notifications
Activities Notifications
Email Notifications
Security
Change Password
Sign in with touch Id
BOC

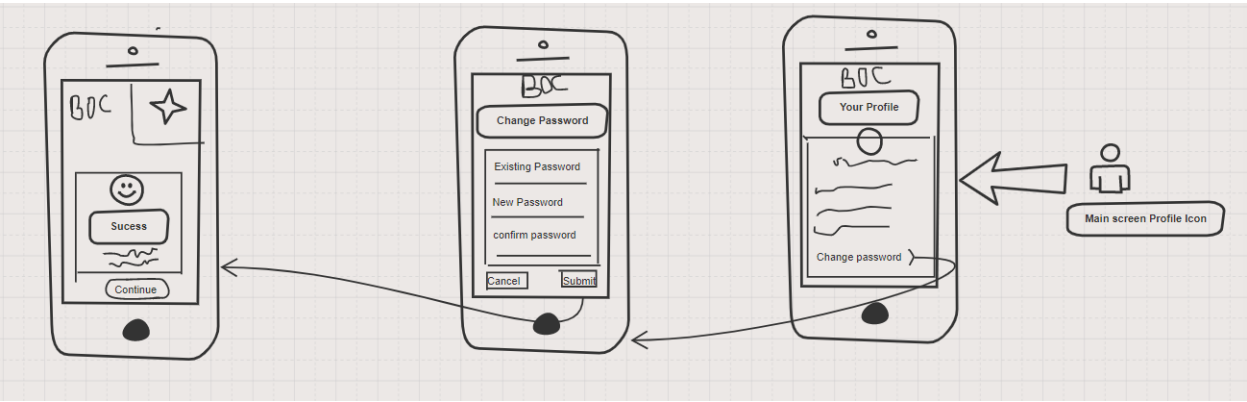

Udara Madhuranga
Notifications
Profile
Change Password
Existing Password
New Password
Confirm Password
cancel
Submit
Password Policy
Should be minimum 8 characters
Should be maximum 15 characters
Can contain lower case alphabets
BOC


Udara Madhuranga
Notifications
Profile
Change Password
SUCCESS
You have successfully
Changed the login password
Continue
Should be maximum 15 characters
Can contain lower case alphabets
BOC

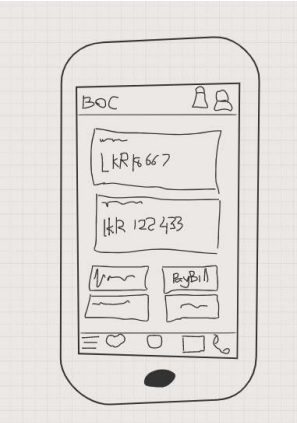
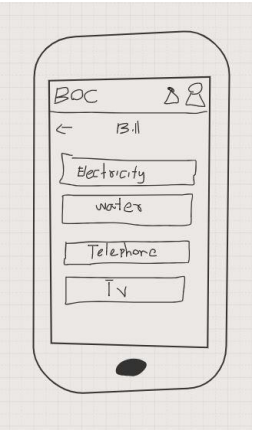
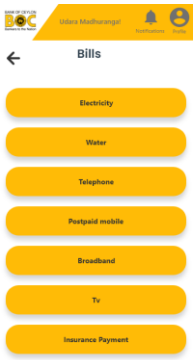
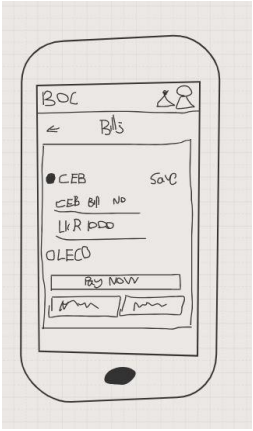
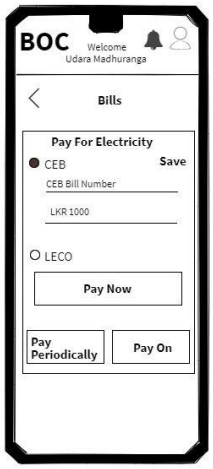
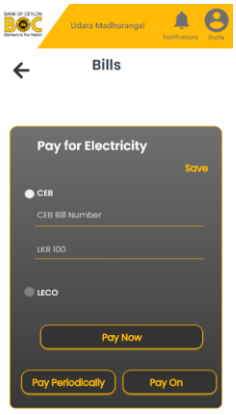
Flow of the sketch: Login and Forgot Password



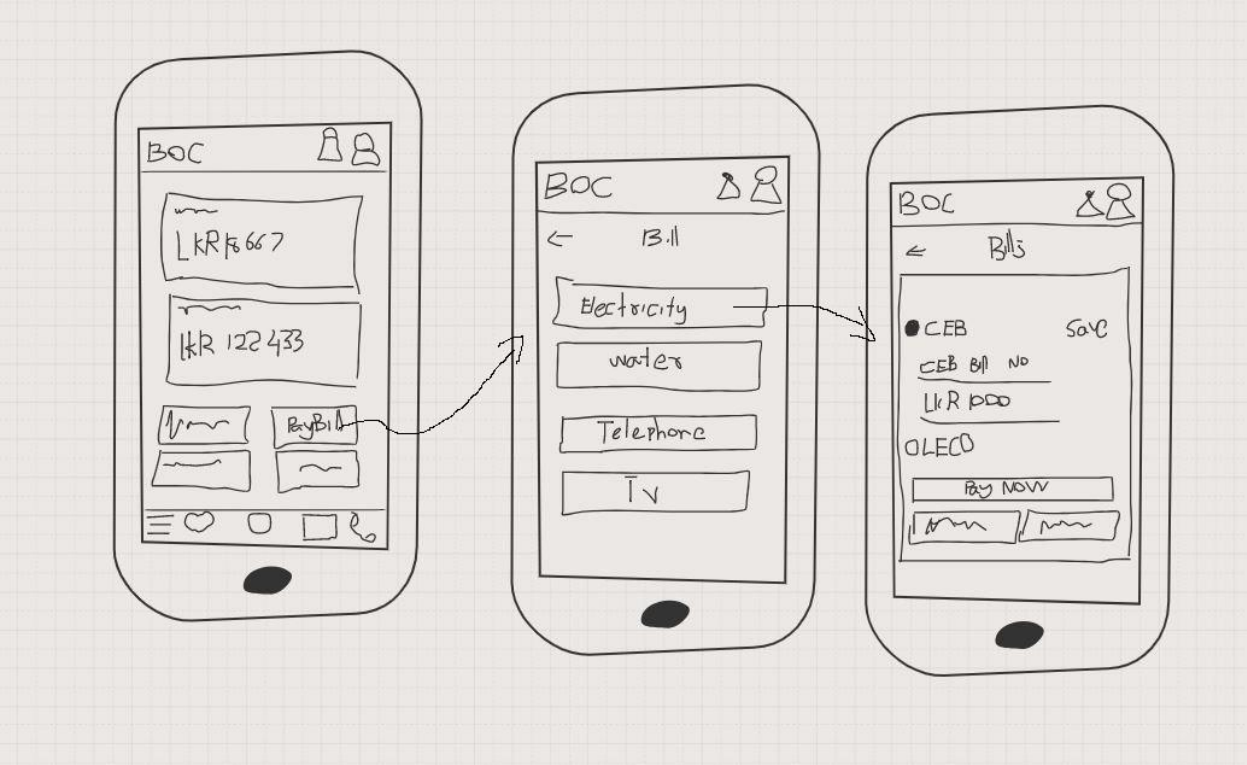
Change Password :



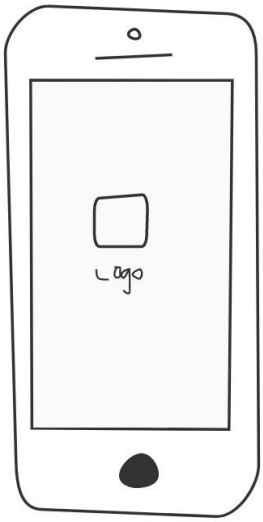
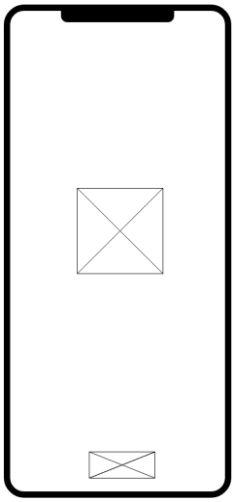
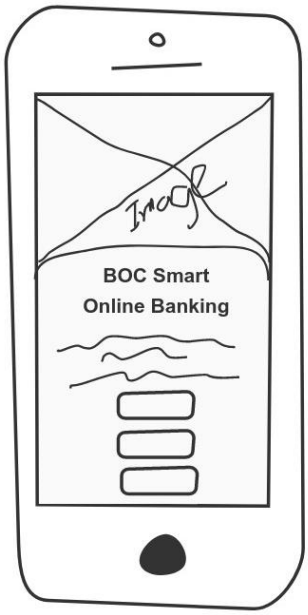
Member 2 : I.D.I. Balasooriya – IT19209012

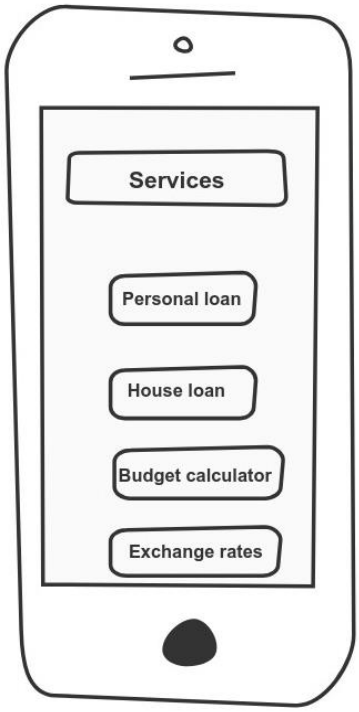
Sketch	Wireframe	Prototype
		
		
		

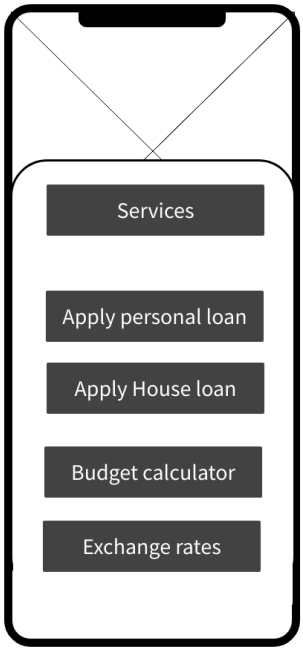
Flow of the sketch: Dashed board and Forgot Pay bills

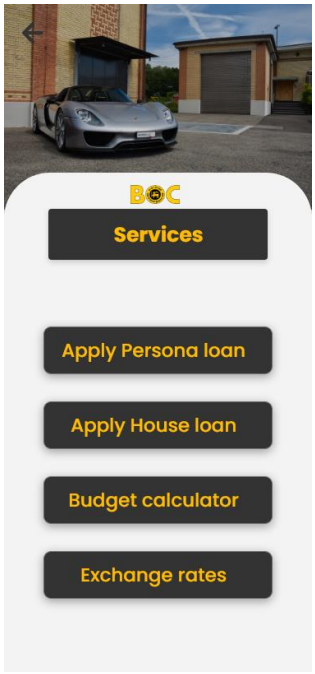


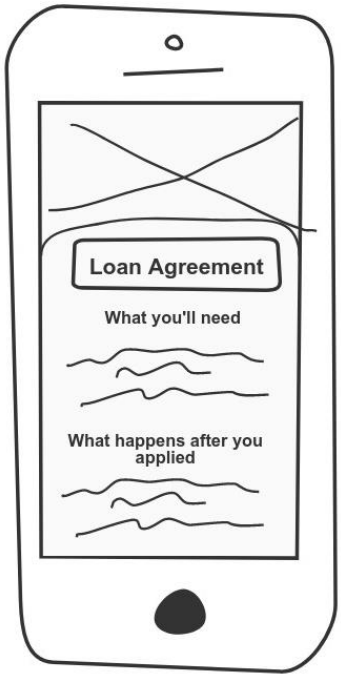
Member 3 : G.A.D.K.M. Gadiarachchi – IT19213590

Sketch	Wireframe	Prototype
		
		

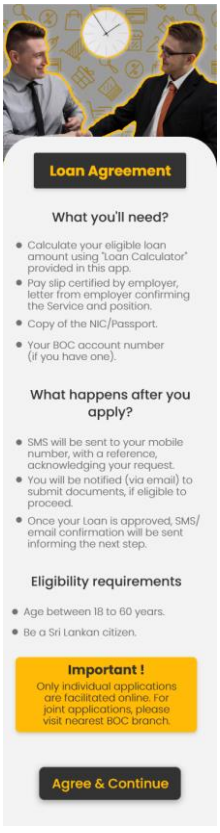

Services
Personal loan
House loan
Budget calculator
Exchange rates

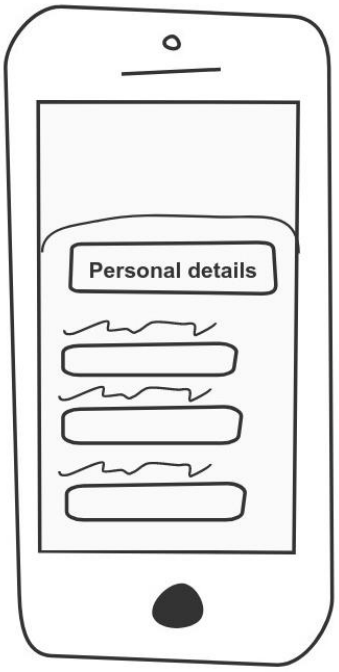

Services
Apply personal loan
Apply House loan
Budget calculator
Exchange rates


BOC
Services
Apply Persona loan
Apply House loan
Budget calculator
Exchange rates

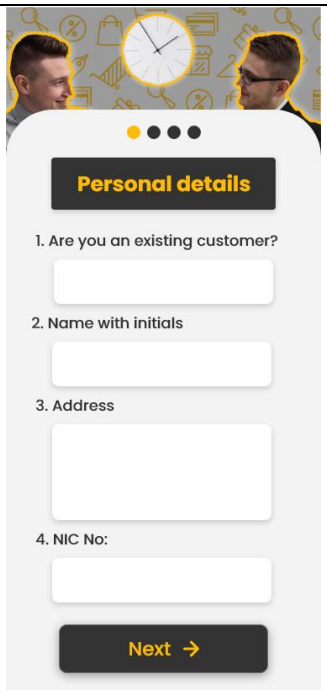

Loan Agreement
What you'll need
What happens after you applied

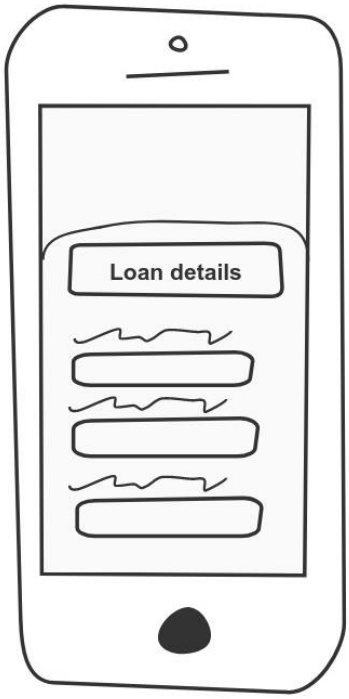
Loan agreement
What you'll need?
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis,
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis,
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis,
What happens after you applied?
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis,

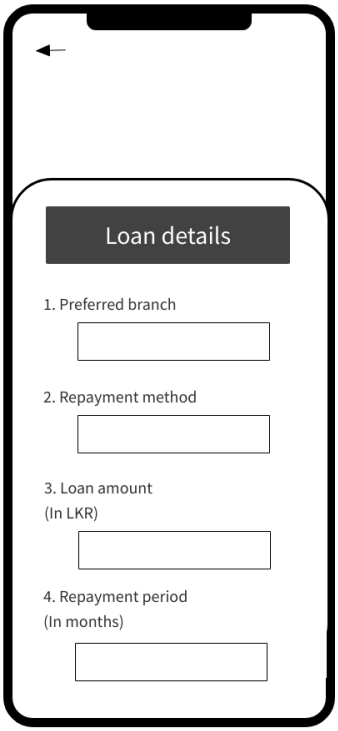

Loan Agreement
What you'll need?
Calculate your eligible loan amount using "Loan Calculator" provided in this app.
Pay slip certified by employer, letter from employer confirming the Service and position.
Copy of the NIC/Passport.
Your BOC account number (if you have one).
What happens after you apply?
SMS will be sent to your mobile number, with a reference, acknowledging your request.
You will be notified (via email) to submit documents, if eligible to proceed.
Once your Loan is approved, SMS/email confirmation will be sent informing the next step.
Eligibility requirements
Age between 18 to 60 years.
Be a Sri Lankan citizen.
Important !
Only individual applications are facilitated online. For joint applications, please visit nearest BOC branch.
Agree & Continue

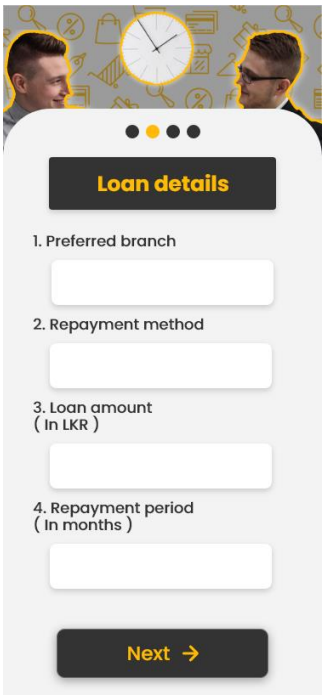

Personal details

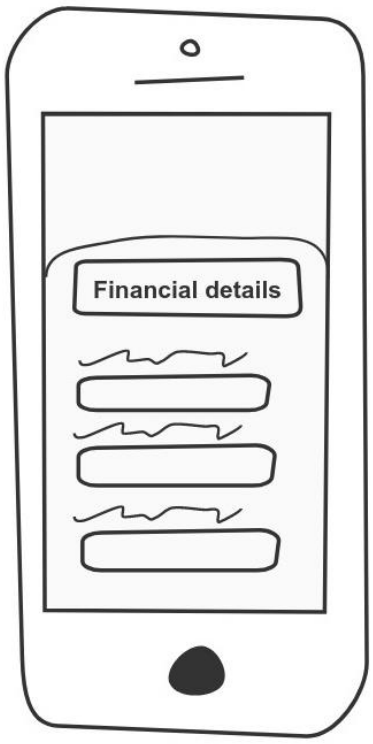
Personal details
1. Are you an existing customer?
2. Name with initials
3. Address
4. NIC


Personal details
1. Are you an existing customer?
2. Name with initials
3. Address
4. NIC No:
Next

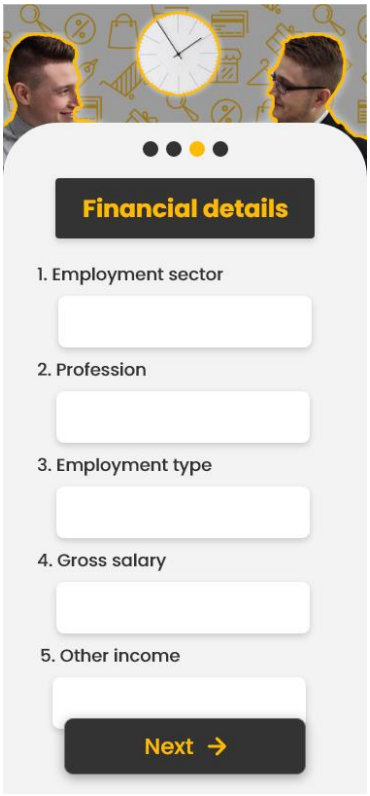

Loan details

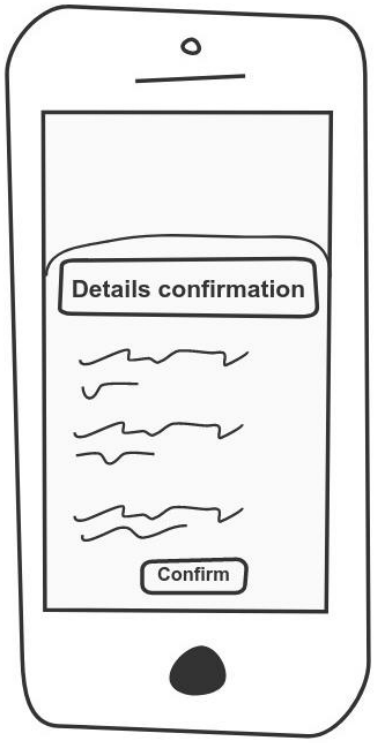

Loan details
1. Preferred branch
2. Repayment method
3. Loan amount
(In LKR)
4. Repayment period
(In months)

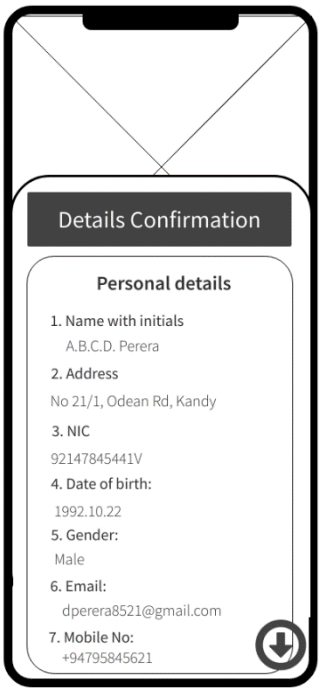

Loan details
1. Preferred branch
2. Repayment method
3. Loan amount
(In LKR)
4. Repayment period
(In months)
Next

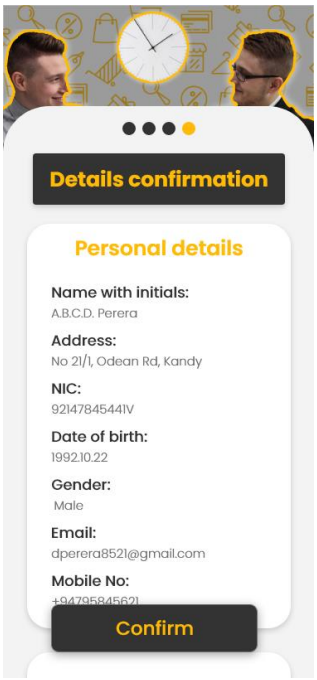

Financial details

Financial details
1. Employment sector
2. Profession
3. Employment type
4. Gross salary


Financial details
1. Employment sector
2. Profession
3. Employment type
4. Gross salary
5. Other income
Next


Details confirmation
Confirm


Details Confirmation
Personal details
1. Name with initials
A.B.C.D. Perera
2. Address
No 21/1, Odean Rd, Kandy
3. NIC
92147845441V
4. Date of birth:
1992.10.22
5. Gender:
Male
6. Email:
dperera8521@gmail.com
7. Mobile No:
+94795845621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Email:
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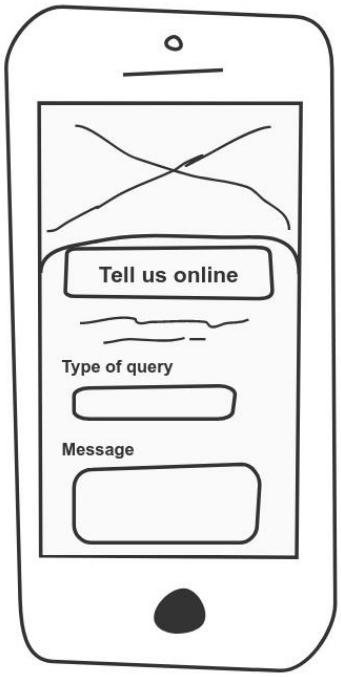
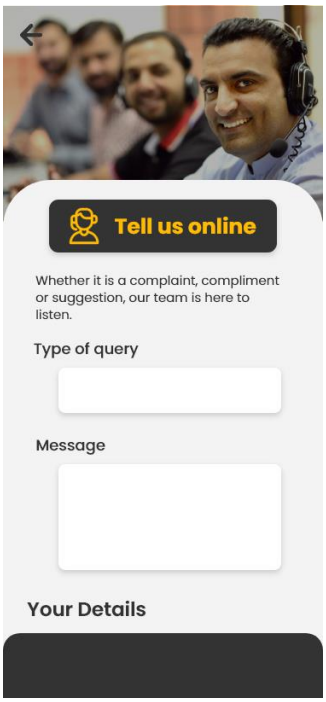
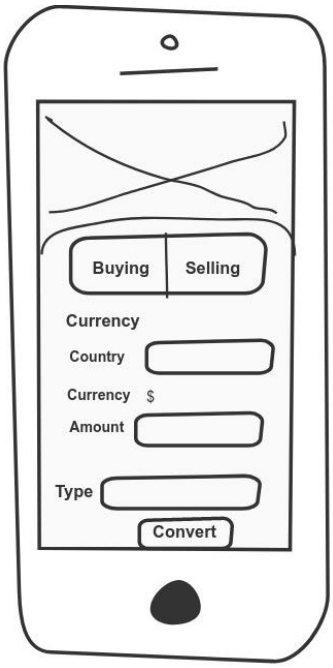
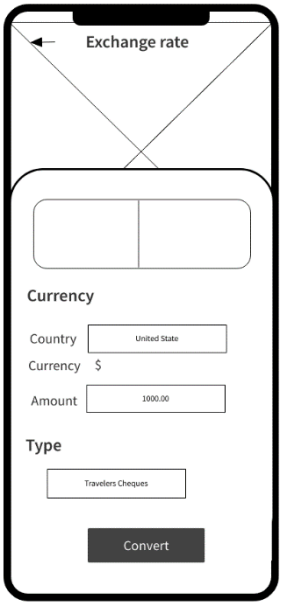
Mobile No:
Confirm

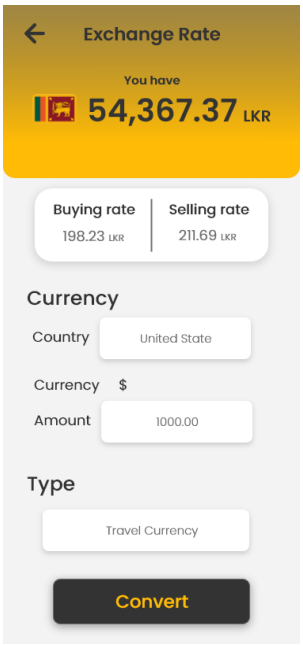

Tell us online
Type of query
Message

Tell us online
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat
Type of query
Message
Your details

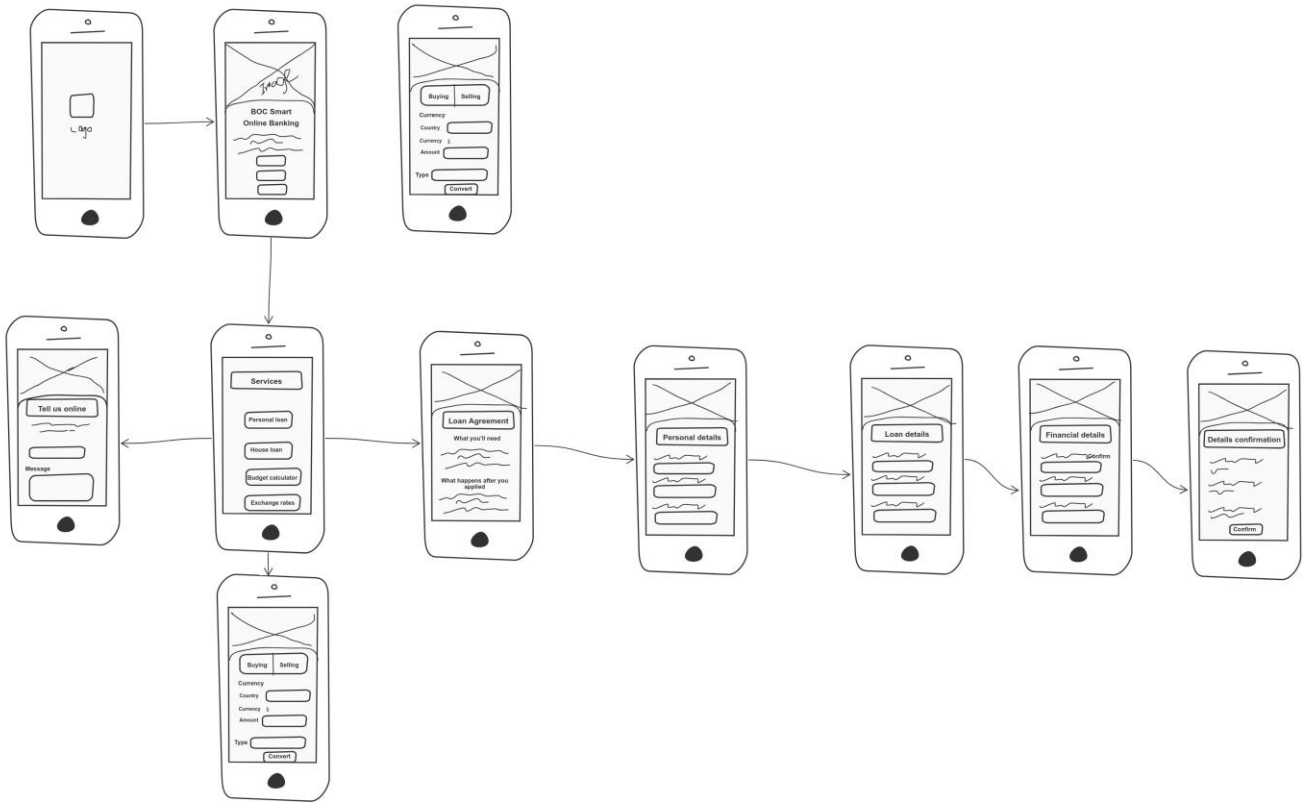

Tell us online
Whether it is a complaint, compliment or suggestion, our team is here to listen.
Type of query
Message
Your Details


Buying
Selling
Currency
Country
Currency $
Amount
Type
Convert

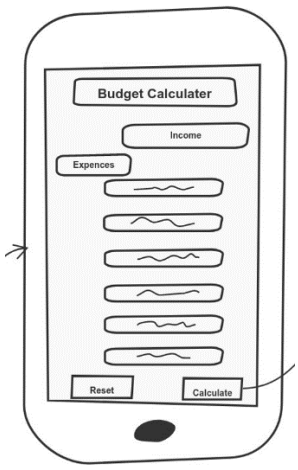
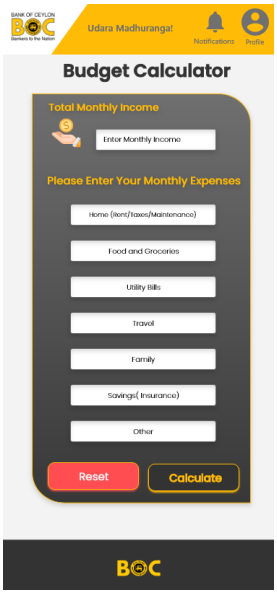
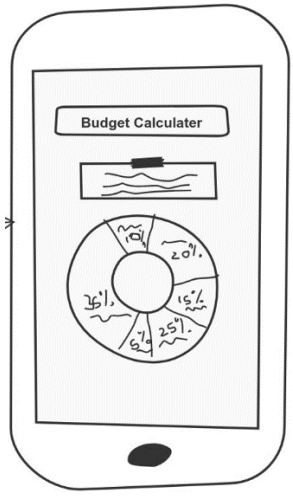
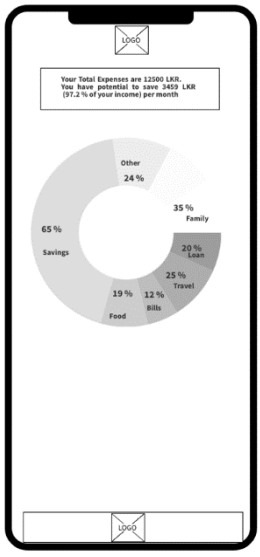
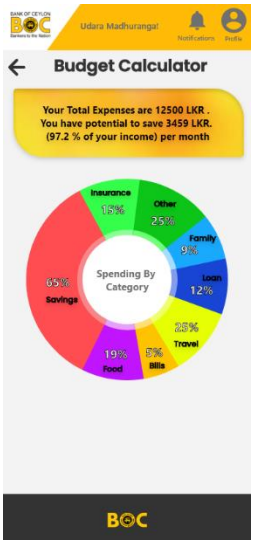

Exchange rate
Currency
Country
United State
Currency $
Amount
1000.00
Type
Travelers Cheques
Convert

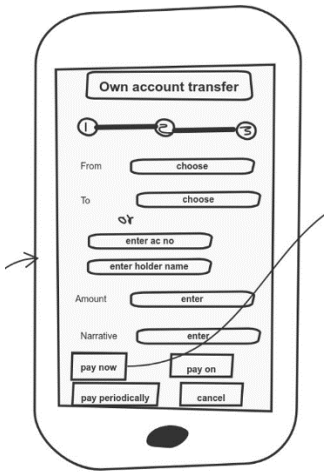

Exchange Rate
You have
54,367.37 LKR
Buying rate
198.23 LKR
Selling rate
211.69 LKR
Currency
Country
United State
Currency $
Amount
1000.00
Type
Travel Currency
Convert

Flow of the sketch: Budget Calculator and Own Account Transfer

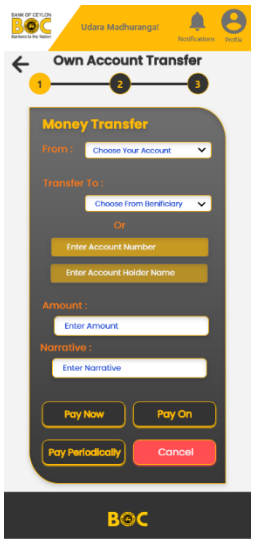


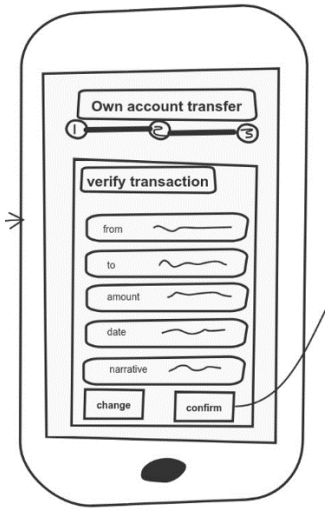
Member 4 : Deshapriya A.G.S.P – IT19207100

Sketch	Wireframe	Prototype
		
		

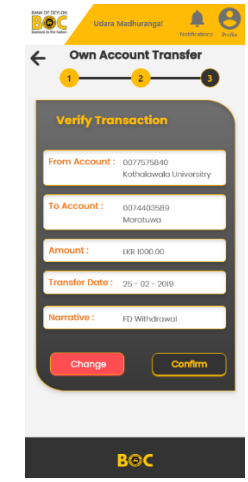

Own account transfer
1
2
3
From
choose
To
choose
or
enter ac no
enter holder name
Amount
enter
Narrative
enter
pay now
pay on
pay periodically
cancel

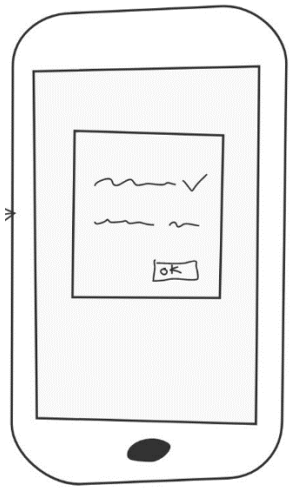
LOGO
Own Account Transfer
1
2
3
Money Transfer
From :
Choose your Account
Transfer To :
Choose From Benificiary
Or
Enter Account Number
Enter Account Holder Name
Amount :
Enter Amount
Narrative:
Enter Narrative
Pay Now
Pay Now
Pay Periodically
Cancel
LOGO


Udara Madhuranga!
Notifications
Profile
Own Account Transfer
1
2
3
Money Transfer
From :
Choose Your Account
Transfer To :
Choose From Benificiary
Or
Enter Account Number
Enter Account Holder Name
Amount :
Enter Amount
Narrative :
Enter Narrative
Pay Now
Pay On
Pay Periodically
Cancel
BOC

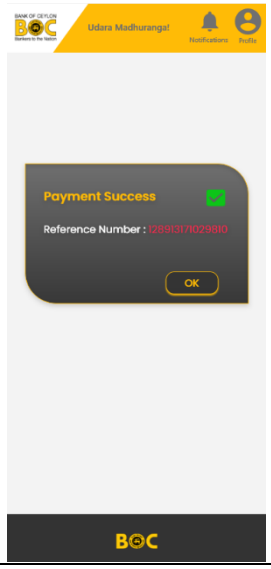

Own account transfer
1
2
3
verify transaction
from
to
amount
date
narrative
change
confirm

LOGO
Own Account Transfer
1
2
3
Verify Transaction
From Account :
To Account :
Amount :
Tranfer Date :
Narrative :
Change
Confirm
LOGO

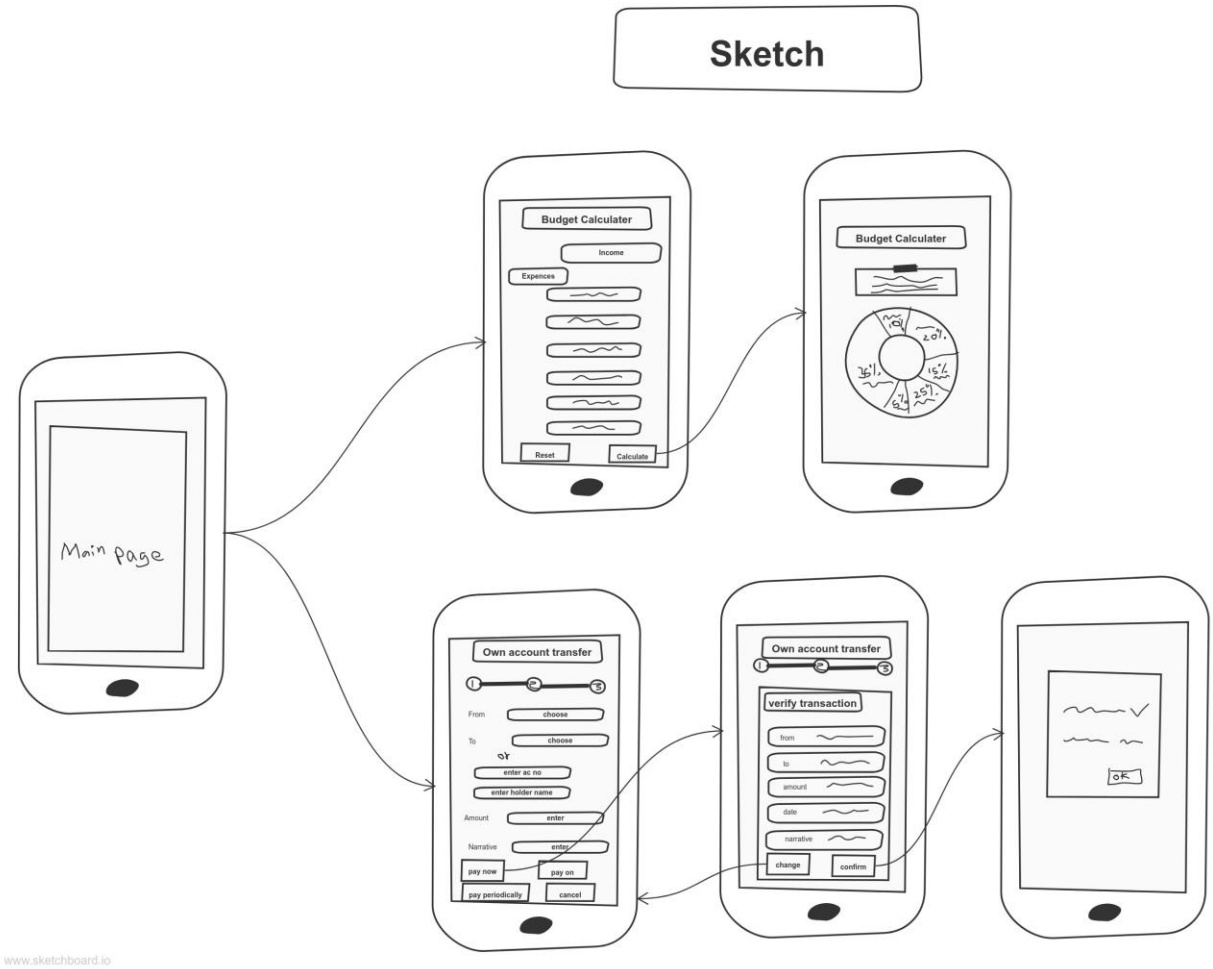

Udara Madhuranga!
Notifications
Profile
Own Account Transfer
1
2
3
Verify Transaction
From Account :
To Account :
Amount :
Transfer Date :
Narrative :
Change
Confirm
BOC


OK

LOGO
Transaction Successfully
Reference Number :
Ok
LOGO


Udara Madhuranga!
Notifications
Profile
Payment Success
Reference Number :
OK
BOC

Flow of the sketch: Budget Calculator and Own Account Transfer



User Testing script

Interview Video : https://web.microsoftstream.com/video/c867e0a4-5447-4a88-bec0-64e9ea918b10

Prototype version 1 : https://xd.adobe.com/view/7123b806-7fd7-4ccc-bd96-a2ca96d8deb6-2470/

Prototype version 2 : https://xd.adobe.com/view/53a505e6-946c-43fa-88bc-580c88935be2-06f6/

Hi Mr. ……. , Thank you for join us again for another interview. Pervious interview helped us a lot to continue our assignment successfully. Issues you pointed helped us to find fail points of the BOC mobile banking app. Thank you very much for that information.

Before we stared this interview, I will give a brief awareness regarding how this interview going to happen.

Actually, we re-design some of the interface of functionalities of Boc mobile banking app according to the issues you pointed out in the previous interview. From those information we made a primary prototype version. We will show it now to you. What You have do is will give some tasks to perform in that prototype and you have to give your honest opinion about the design. So we will be able to improve it more in user experience wise and user interface wise.

Don't worry we are not testing your ability to use a mobile app. Only we looking for are lacking of our new design. If you are facing any uncomfortableness, feel free to tell it. So fare Do you have any question ?

Ok, then lets get started

First will let you to use the protype and get used to it?

Are you done?

Task 1

Q1. Ok now I think you have used to the prototype functionality?

Q2. Can you perform the forgot password functionality again?

Q3. What do you think about interface beginning of the login screen to rest success screen?

Q4. In the previous interview you said that forgot password control flow is too long. So we merge two screen OTP validation and security question to one page Did you noticed it?

Q5.So what do you thing about that?

Task 2

Q1. Can you find the location of change password option?

Q3. In the previous interview you mentioned that location of changing password is too hard to find. Comparing to app you are using what do you think about the prototype version ?

Task 3

Q1. Can you move to the dashboard interface? What do you think about this new UI

Task 4

Q1. Can you perform a bill payment. What do you think about new bill payment function new bill payment UI

Task 5

Q1. Can you move to the budget calculator interface again? What do you think about this budget calculator

Task 6

Can you move to the Own account transfer interface again? Did you remember you told us money transfer page is too time consuming because there is no option to type other party account details by itself. So by considering that issue we redesigned it.What do you think about this Own account Transfer?

Task 7

Q1- What you think about the home screen by comparing previous app?

Task 8

Q2 – Exchange rate section

Task 9

Q3 – Service menu

Task 10

Q4 – Loan agreement

Thank you very much for allocating time for our interview with your busy schedule. We were able to clarify mistakes and inconveniences of our design. Thank you again, have a good day Bye.