

# **User Experience Engineering**

**SE3050**



## **Sketches, Wireframes and Prototypes**

**Group 2021S2\_REG\_WE\_07**

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IT19213590	G.A.D.K.M Gardiarachchi
IT19207100	A.G.S.P Deshapriya

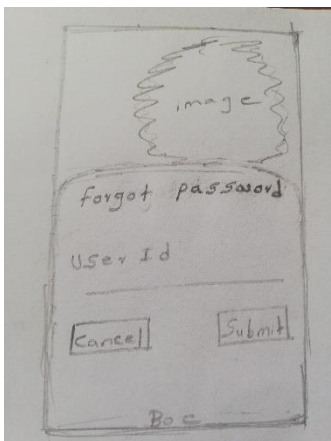
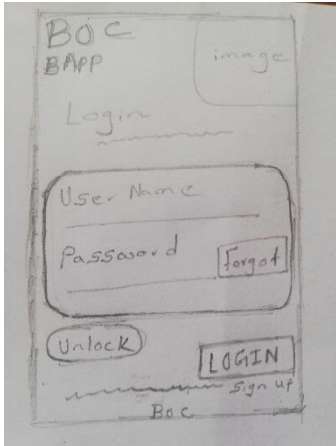
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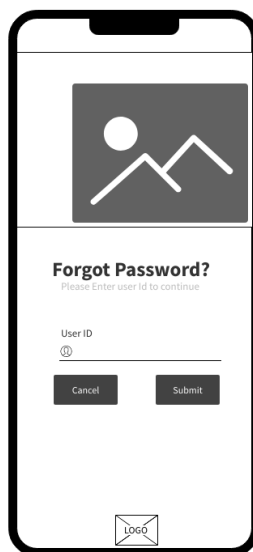
# Sketches Wireframes and Prototypes

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

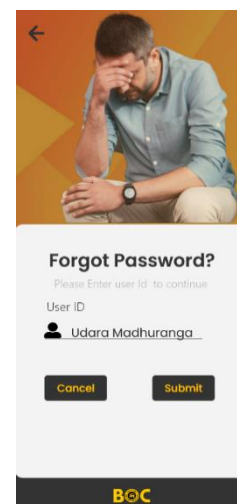
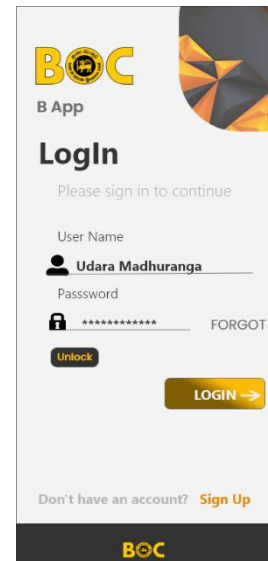
## Sketch

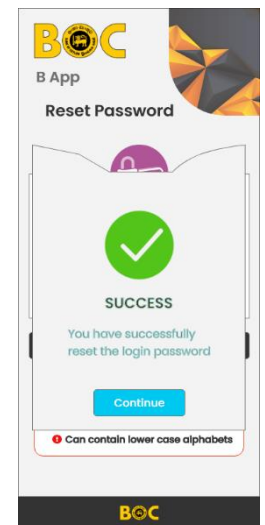
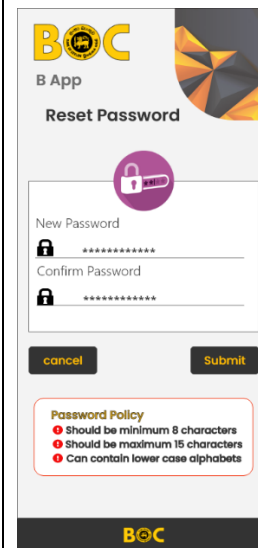
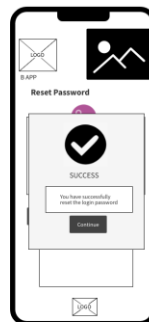
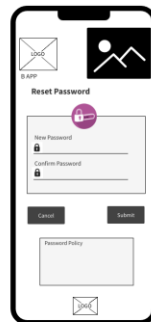
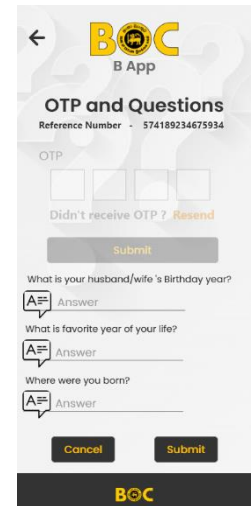
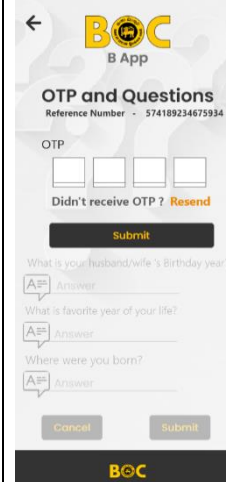
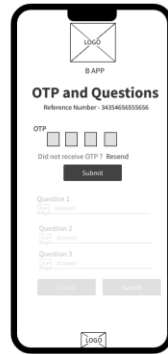
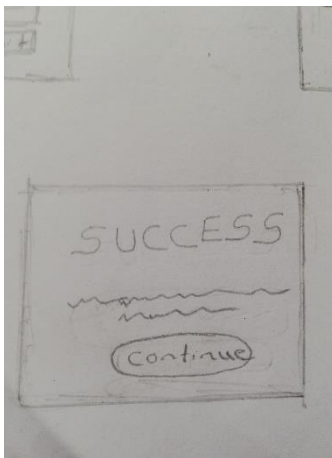
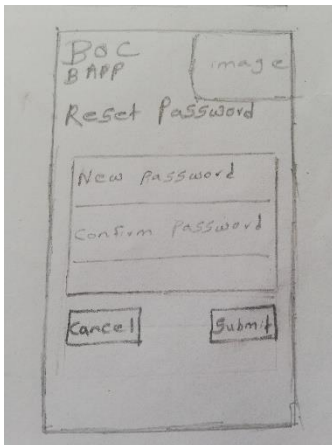
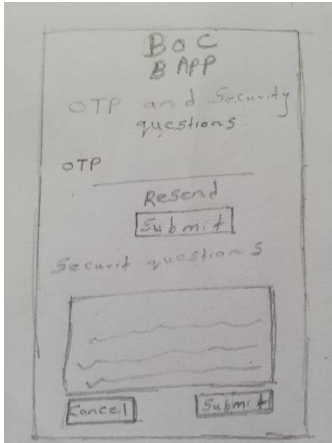


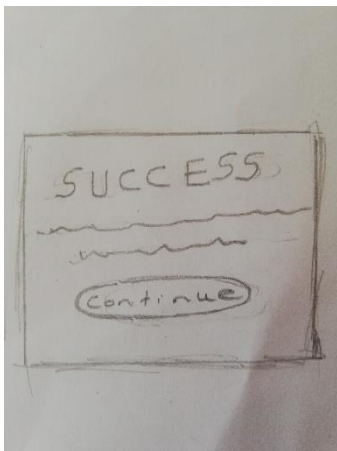
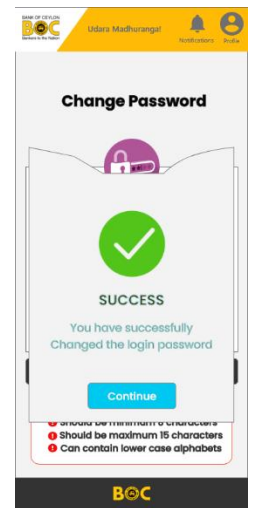
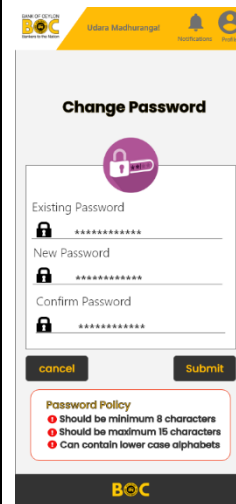
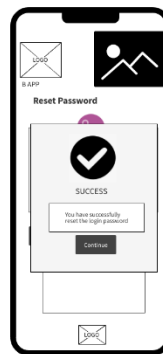
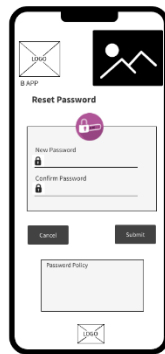
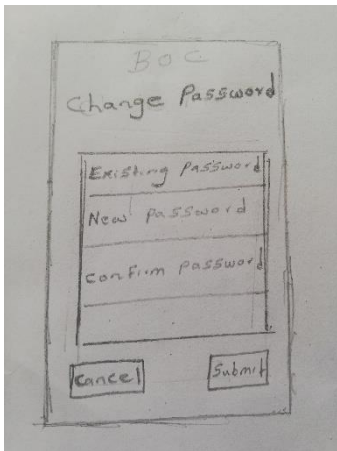
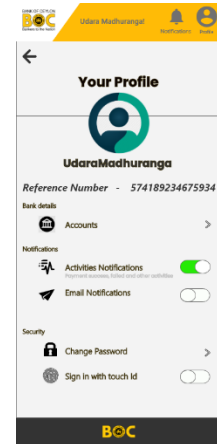
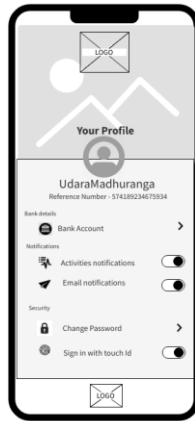
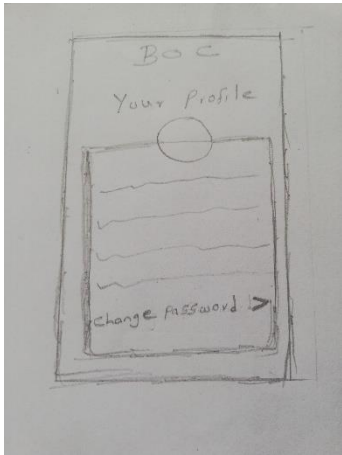
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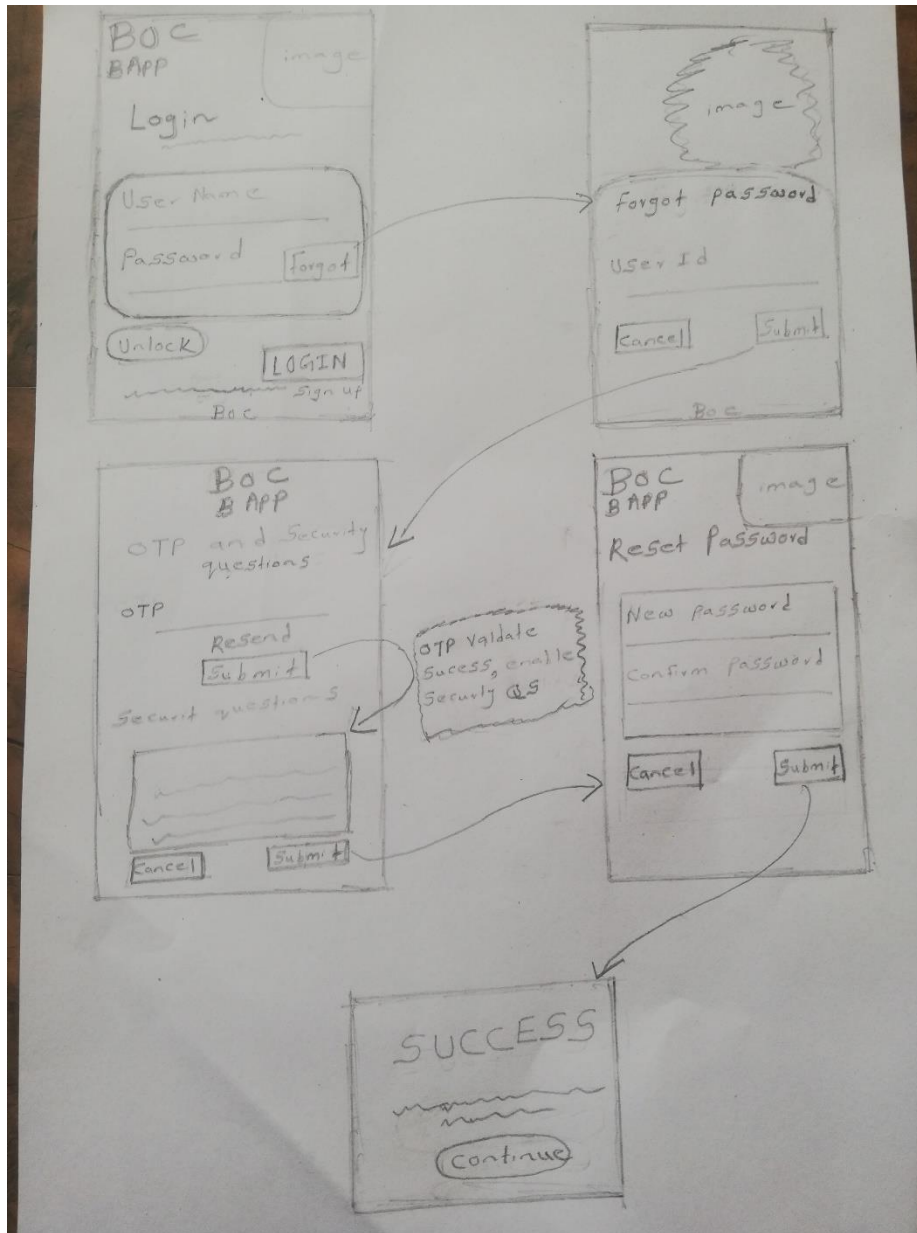
## Prototype



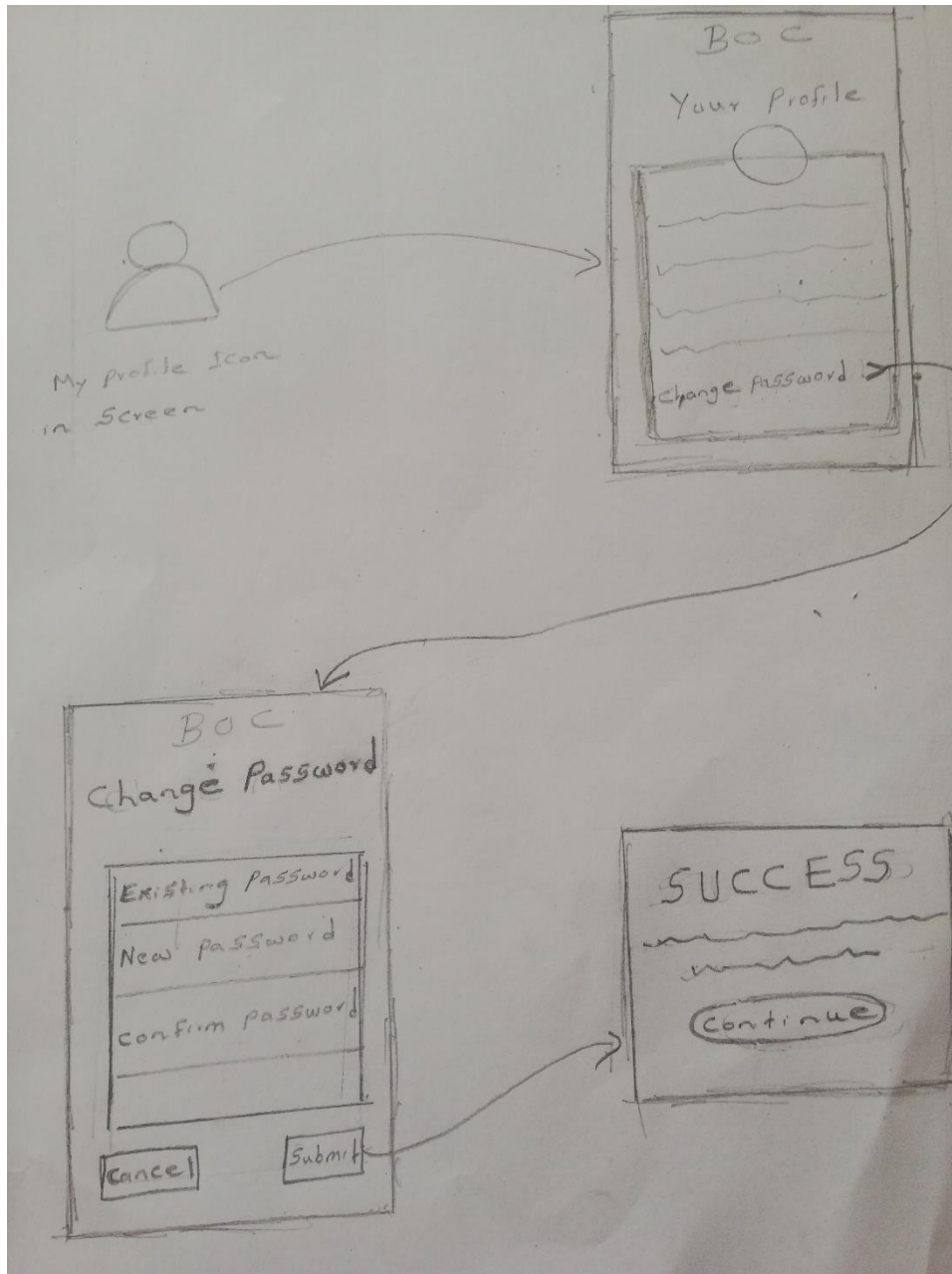




### Flow of the sketch: Login and Forgot Password

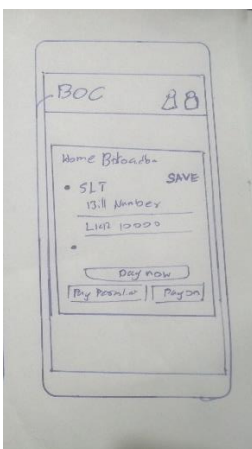
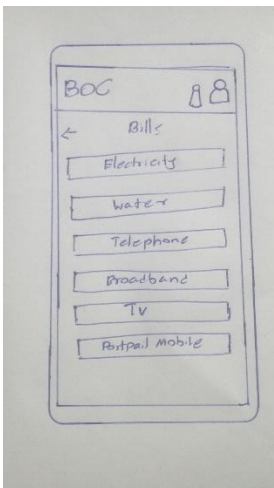
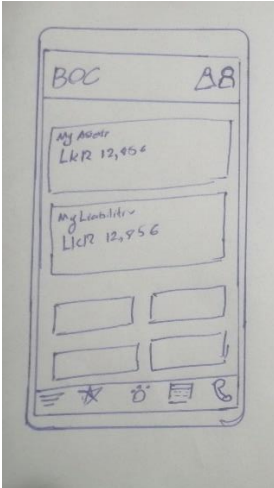


**Flow of the sketch: Change Password :**

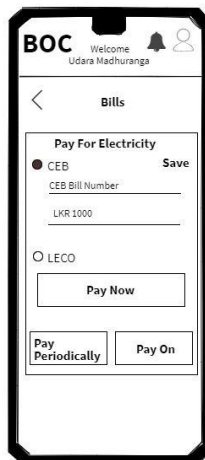
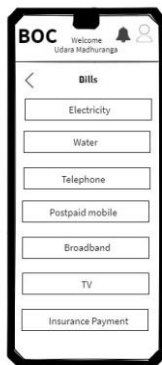


**Member 2:** I.D.I. Balasooriya – IT19209012

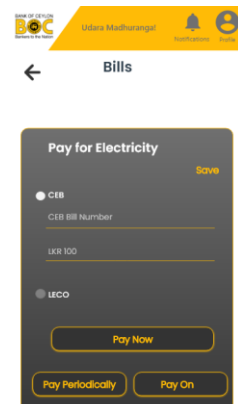
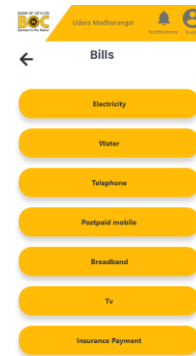
### Sketch



### Wireframe

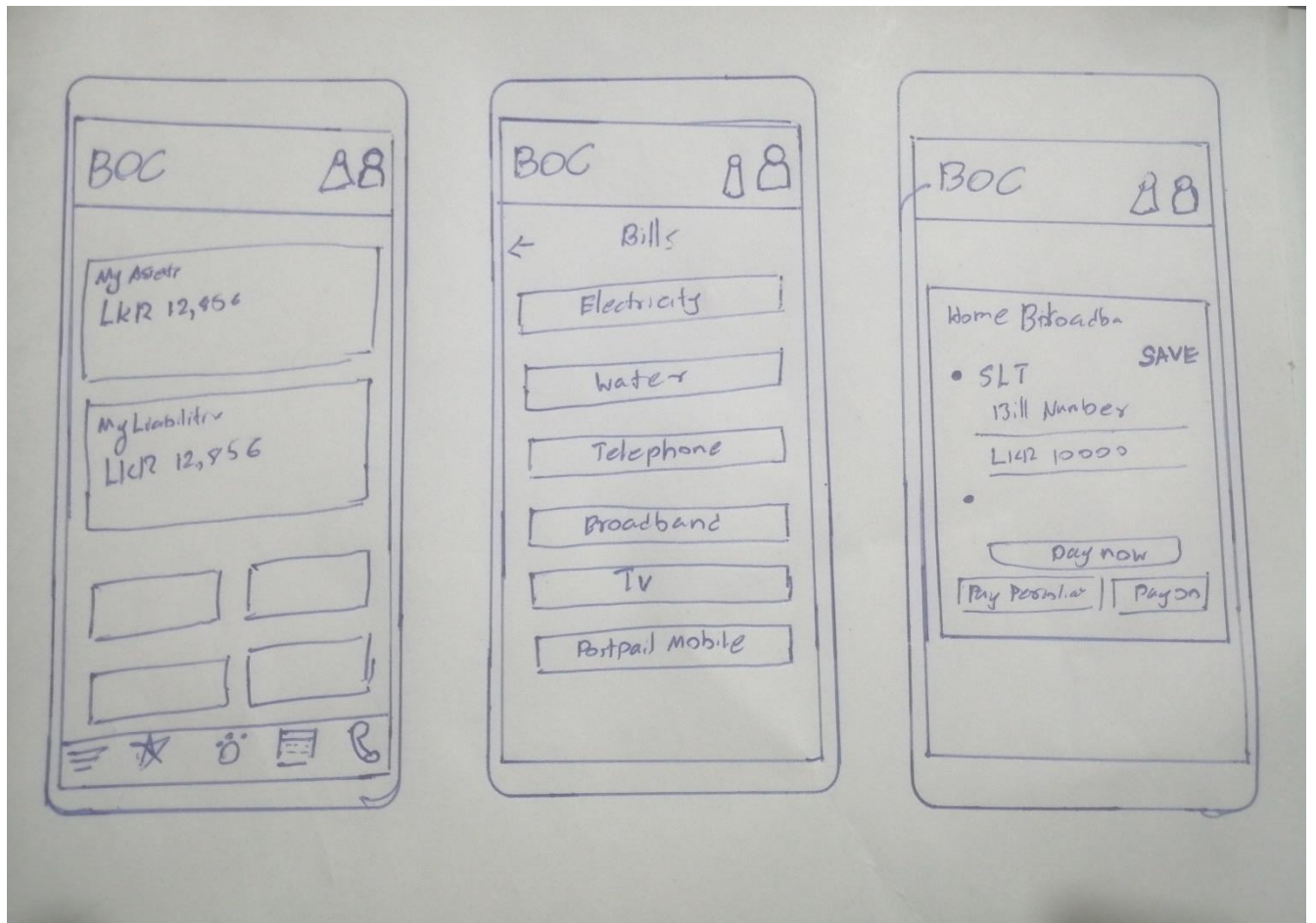


### Prototype



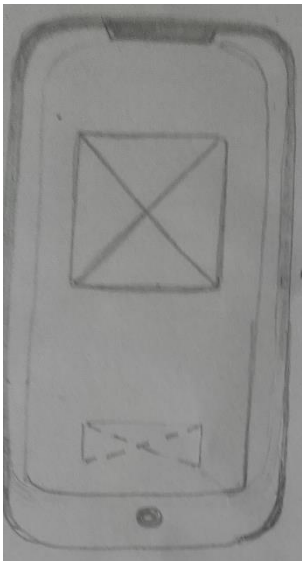


**Flow of the sketch: Dashboard and Pay bills**

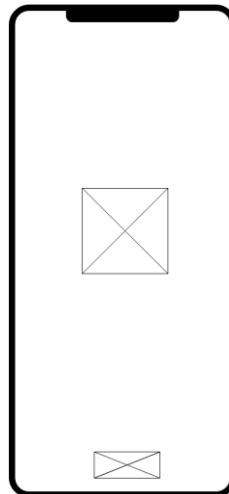


**Member 3 :** G.A.D.K.M. Gadiarachchi – IT19213590

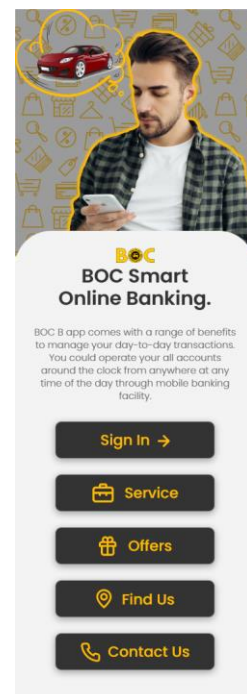
**Sketch**

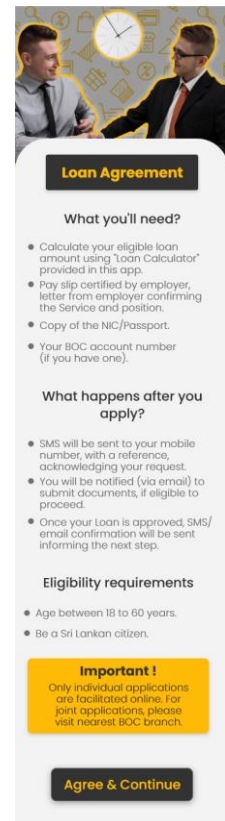
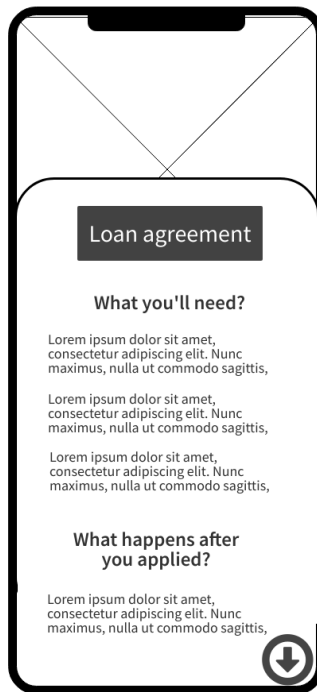
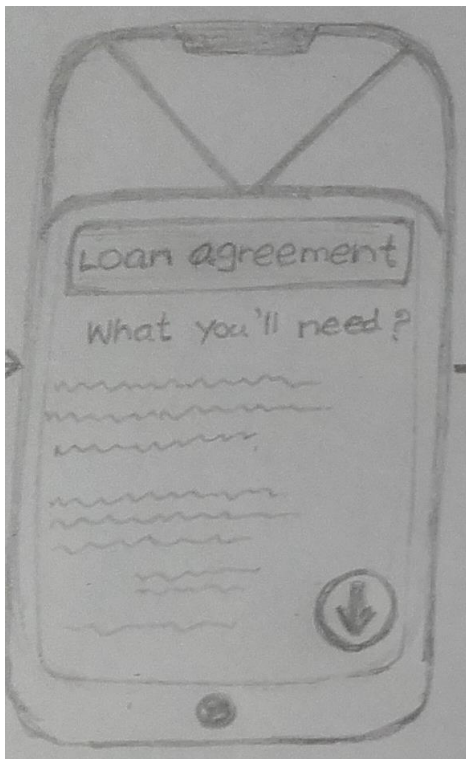
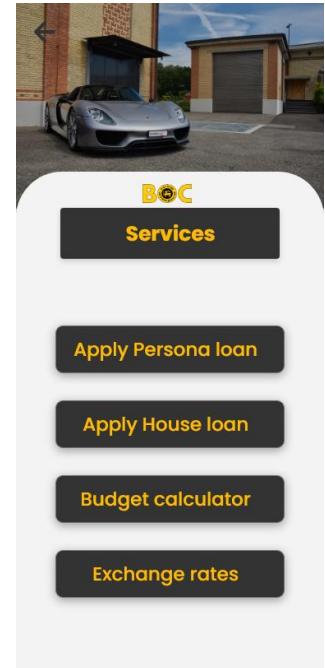
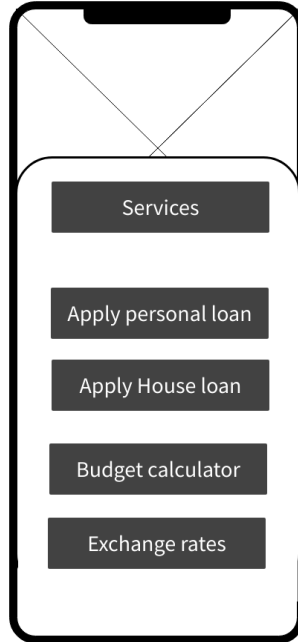


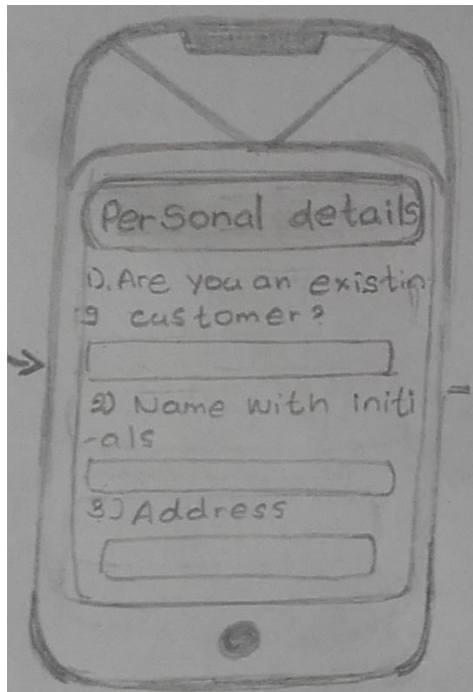
**Wireframe**



**Prototype**







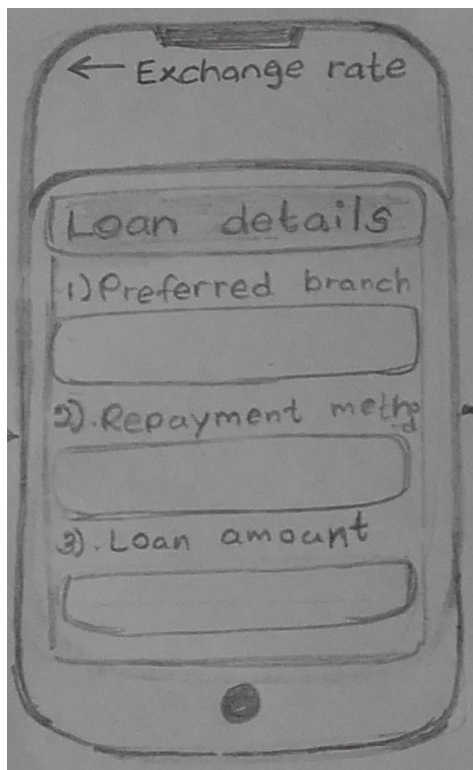
Personal details

- Are you an existing customer?
- Name with initials
- Address
- NIC

Personal details

- Are you an existing customer?
- Name with initials
- Address
- NIC No:

Next →



←

Loan details

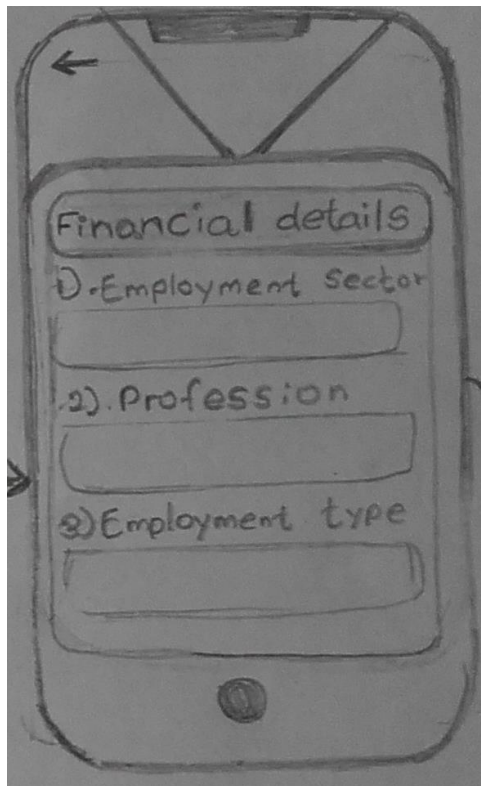
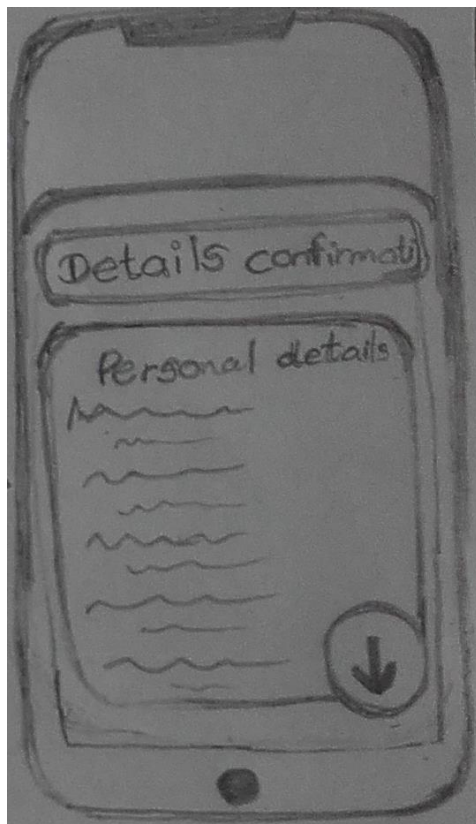
- Preferred branch
- Repayment method
- Loan amount  
(In LKR)
- Repayment period  
(In months)

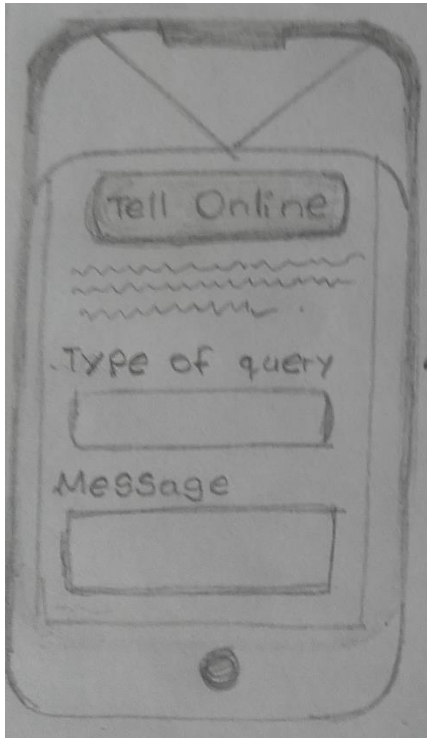
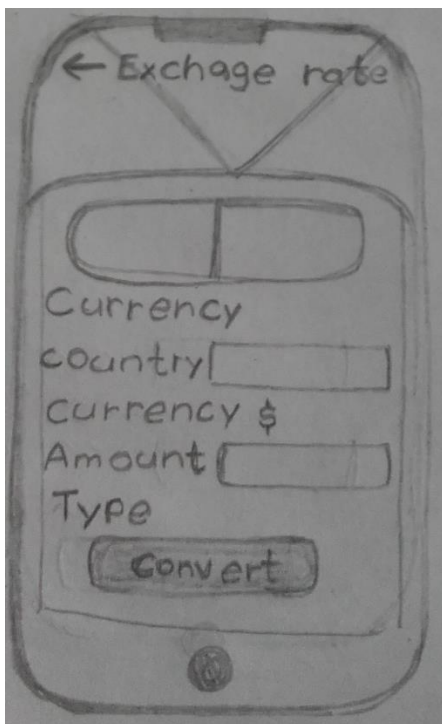
Loan details

- Preferred branch
- Repayment method
- Loan amount  
(In LKR)
- Repayment period  
(In months)

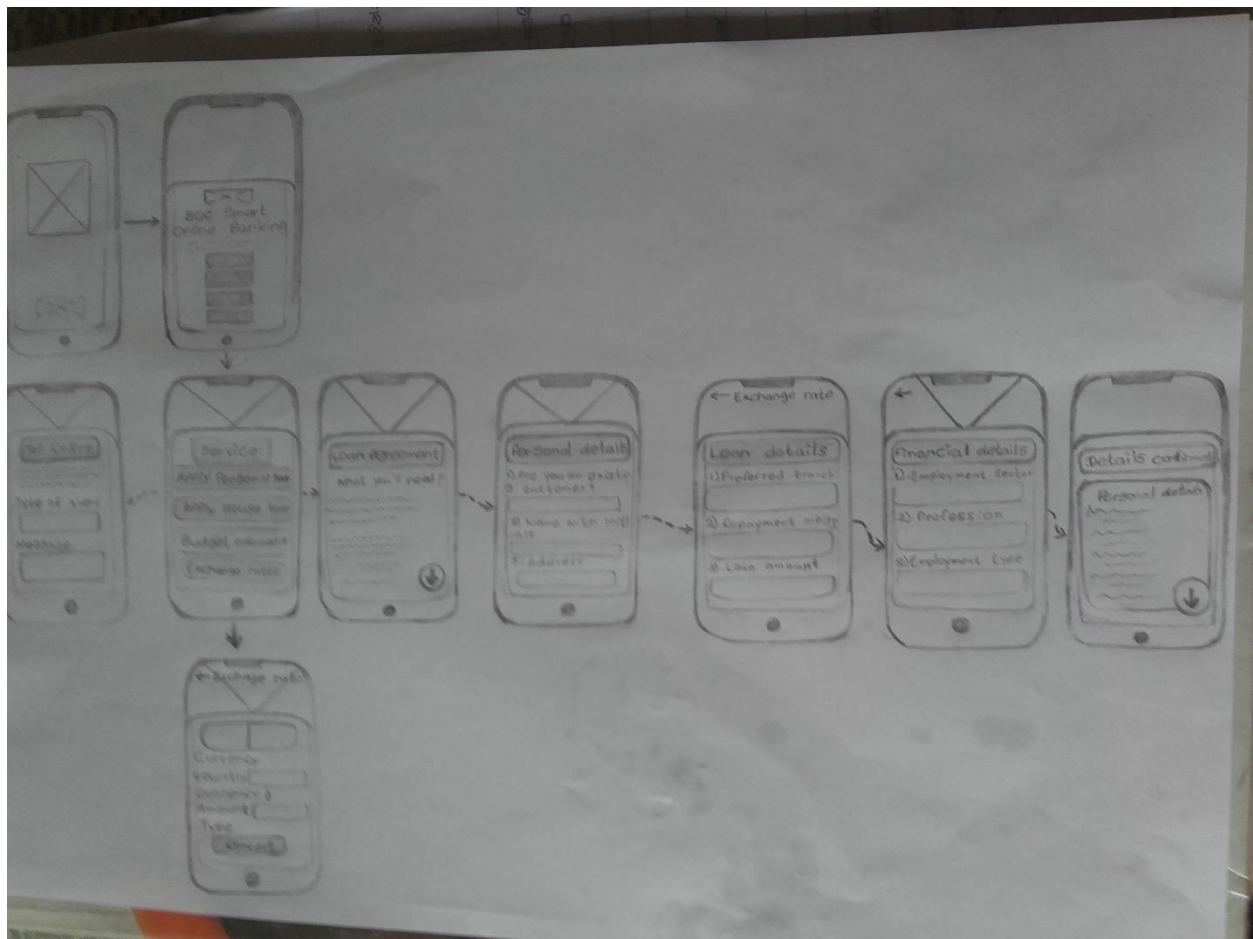
Next →



A digital wireframe of the 'Financial details' screen. It features a back arrow at the top left. The title 'Financial details' is centered in a dark box. Below the title, there are four numbered items, each with a text label and an empty input field: '1. Employment sector', '2. Profession', '3. Employment type', and '4. Gross salary'. The screen is enclosed in a black border representing the phone's frame.A polished design of the 'Financial details' screen. The header features a decorative banner with icons of a clock, a magnifying glass, and two people. Below the banner, the title 'Financial details' is in a dark box. The form consists of five numbered items with text labels and input fields: '1. Employment sector', '2. Profession', '3. Employment type', '4. Gross salary', and '5. Other income'. At the bottom, there is a dark button with the text 'Next →'.A digital wireframe of the 'Details confirmation' screen. It features a back arrow at the top left. The title 'Details Confirmation' is centered in a dark box. Below the title, there is a section titled 'Personal details'. This section contains seven numbered items, each with a text label and a value: '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), and '7. Mobile No:' (+94795845621). A circular button with a downward arrow is located at the bottom right. The screen is enclosed in a black border.A polished design of the 'Details confirmation' screen. The header features a decorative banner with icons of a clock, a magnifying glass, and two people. Below the banner, the title 'Details confirmation' is in a dark box. The form contains a section titled 'Personal details' with the following information: 'Name with initials:' (A.B.C.D. Perera), 'Address:' (No 21/1, Odean Rd, Kandy), 'NIC:' (92147845441V), 'Date of birth:' (1992.10.22), 'Gender:' (Male), 'Email:' (dperera8521@gmail.com), and 'Mobile No:' (+94795845621). At the bottom, there is a dark button with the text 'Confirm'.

A wireframe of the 'Tell us online' screen. It features a header with a back arrow and the title 'Tell us online'. Below the header is a paragraph of placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat.' This is followed by a 'Type of query' label and a text input field, then a 'Message' label and a larger text input field. At the bottom, there's a 'Your details' label.The final design of the 'Tell us online' screen. It has a header with a back arrow and a photo of a smiling man wearing a headset. Below the photo is a yellow button with a speech bubble icon and the text 'Tell us online'. The main content area has a paragraph of text: 'Whether it is a complaint, compliment or suggestion, our team is here to listen.' This is followed by a 'Type of query' label and a text input field, then a 'Message' label and a larger text input field. At the bottom, there's a 'Your Details' label and a paragraph of text: 'The following details are optional. However, providing much information will help us to confirm who you are and to provide you a feedback.'A wireframe of the 'Exchange rate' screen. It features a header with a back arrow and the title 'Exchange rate'. Below the header is a large rectangular input field divided into two sections. This is followed by a 'Currency' label, then a 'Country' label with a dropdown menu showing 'United State', then a 'Currency' label with a dropdown menu showing '\$', then an 'Amount' label with a text input field showing '1000.00', then a 'Type' label with a dropdown menu showing 'Travelers Cheques', and finally a 'Convert' button.The final design of the 'Exchange rate' screen. It has a header with a back arrow and the title 'Exchange Rate'. Below the header is a yellow box with the text 'You have' and a large number '54,367.37 LKR' next to a small flag icon. This is followed by a table with two columns: 'Buying rate' and 'Selling rate', with values '198.23 LKR' and '211.69 LKR' respectively. Below the table is a 'Currency' label, then a 'Country' label with a dropdown menu showing 'United State', then a 'Currency' label with a dropdown menu showing '\$', then an 'Amount' label with a text input field showing '1000.00', then a 'Type' label with a dropdown menu showing 'Travel Currency', and finally a large yellow 'Convert' button.

## Flow of the sketch: Loan and Exchange and Customer Feedbacks



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

Sketch

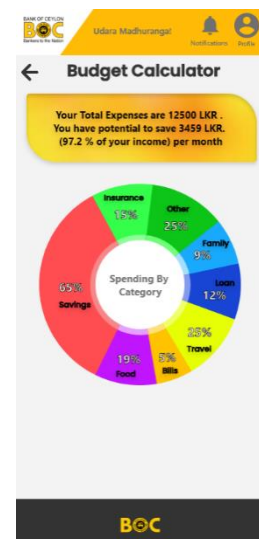
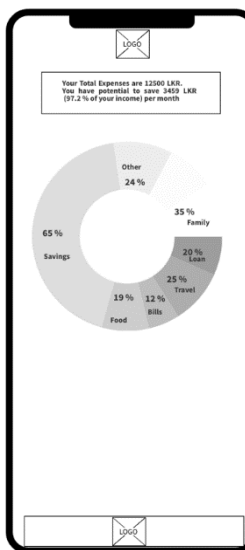
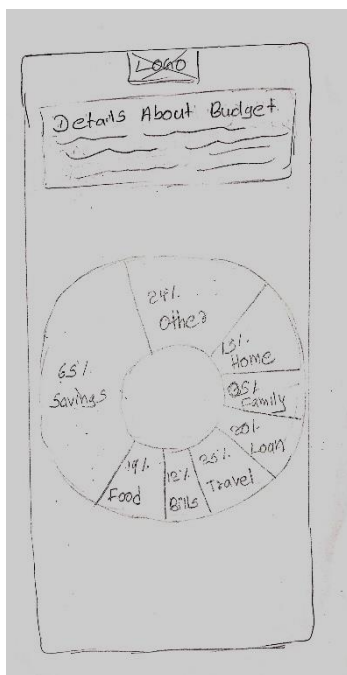
A hand-drawn sketch of the Budget Calculator app interface. At the top, there is a 'Logout' button. Below it, the title 'Budget Calculator' is written. The first section is 'Total Monthly Income' with an input field labeled 'Income'. The second section is 'Enter Your Monthly Expenses' with a list of categories: Home, Food, Utility Bills, Travel, Family, Savings, and Other. Each category has a corresponding input field. At the bottom, there are two buttons: 'Reset' and 'Calculate'.

Wireframe

A wireframe of the Budget Calculator app interface. It features a 'Logout' button at the top. The title 'Budget Calculator' is centered. Below the title, there is a section for 'Total Monthly Income' with a checkbox and an input field. The next section is 'Enter Your Monthly Expenses' with a list of categories: Home(Rent / Taxes), Food and Groceries, Utility Bills, Travel, Family, Savings( Insurance ), and Other. Each category has a corresponding input field. At the bottom, there are two buttons: 'Reset' and 'Calculate'.

Prototype

A prototype of the Budget Calculator app interface. It features a 'Logout' button at the top. The title 'Budget Calculator' is centered. Below the title, there is a section for 'Total Monthly Income' with a checkbox and an input field. The next section is 'Please Enter Your Monthly Expenses' with a list of categories: Home (Rent/Maintenance), Food and Groceries, Utility bills, Travel, Family, Savings( Insurance ), and Other. Each category has a corresponding input field. At the bottom, there are two buttons: 'Reset' and 'Calculate'.





~~12000~~

### Own Account Transfer

① — ② — ③

From: \_\_\_\_\_  
 To: \_\_\_\_\_  
 or  
 Enter AC NO: \_\_\_\_\_  
 Enter Holder Name: \_\_\_\_\_

Amount: \_\_\_\_\_  
 Narrative: \_\_\_\_\_

Pay Now   Pay On  
 Pay Periodically   Cancel

~~12000~~

### Own Account Transfer

① — ② — ③

#### Verify

From: \_\_\_\_\_  
 To: \_\_\_\_\_  
 Amount: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Narrative: \_\_\_\_\_

Change   Confirm

~~12000~~

### Transaction Successfully

Reference Number: \_\_\_\_\_

OK

~~12000~~

### Own Account Transfer

① — ② — ③

#### Money Transfer

From: Choose your Account  
 Transfer To: Choose from Beneficiary  
 Or  
 Enter Account Number  
 Enter Account Holder Name

Amount: Enter Amount  
 Narrative: Enter Narrative

Pay Now   Pay On  
 Pay Periodically   Cancel

~~12000~~

### Own Account Transfer

① — ② — ③

#### Verify Transaction

From Account: 007757540  
 Kothabeswala University

To Account: 007757540  
 Kothabeswala University

Amount: 20000.00 LKR  
 Transfer Date: 25-09-2021  
 Narrative: FD Withdrawal

Change   Confirm

~~12000~~

### Transaction Successfully

Reference Number: 07861404061411

OK

STATE OF CEYLON  
**BOC**  
 Bank of Ceylon

Udara Madhuranagar  
 Notifications   Profile

### Own Account Transfer

① — ② — ③

#### Money Transfer

From: Choose Your Account  
 Transfer To: Choose from Beneficiary  
 Or  
 Enter Account Number  
 Enter Account Holder Name

Amount: Enter Amount  
 Narrative: Enter Narrative

Pay Now   Pay On  
 Pay Periodically   Cancel

**BOC**

STATE OF CEYLON  
**BOC**  
 Bank of Ceylon

Udara Madhuranagar  
 Notifications   Profile

### Own Account Transfer

① — ② — ③

#### Verify Transaction

From Account: 007757540  
 Kothabeswala University

To Account: 00744335689  
 Moratuwa

Amount: LKR 10000.00  
 Transfer Date: 25-02-2019  
 Narrative: FD Withdrawal

Change   Confirm

**BOC**

STATE OF CEYLON  
**BOC**  
 Bank of Ceylon

Udara Madhuranagar  
 Notifications   Profile

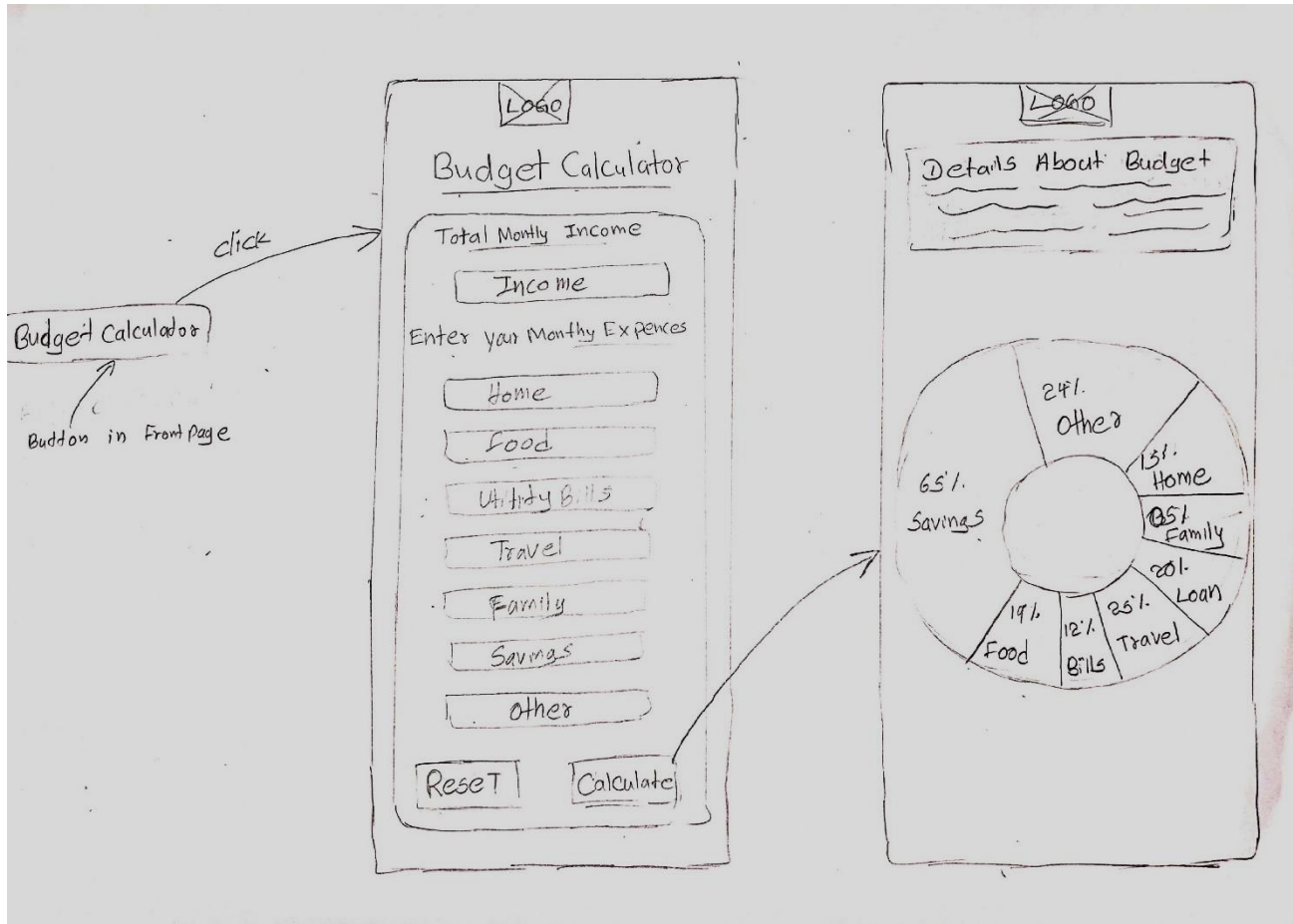
### Payment Success

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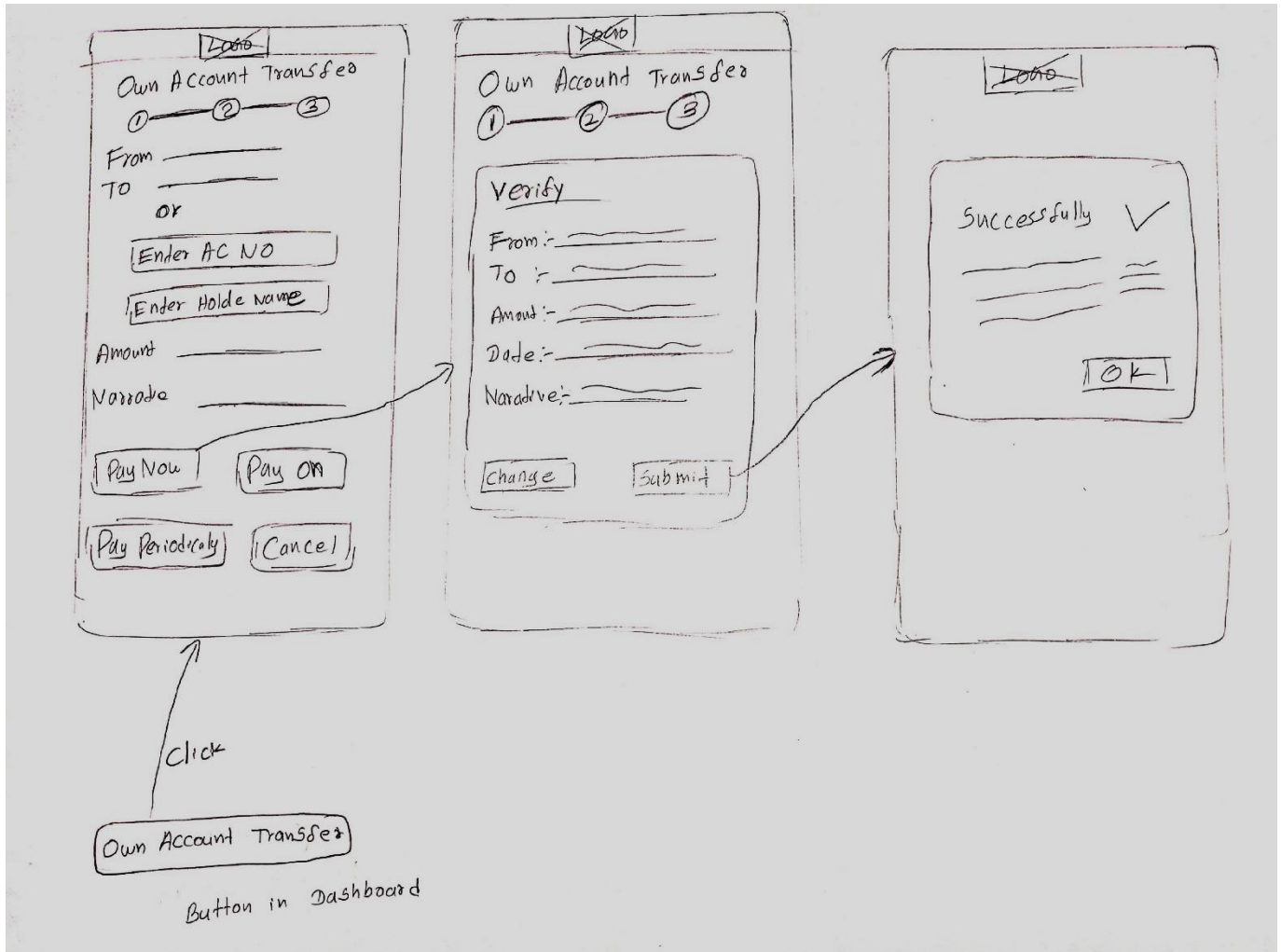
OK

**BOC**

## Flow of the sketch: Budget Calculator



## Flow of the sketch: 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 prototype 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 think 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 do you think about the home screen by comparing previous app?

## **Task 8**

Q1- Can you move to Feedback/Contact page by clicking Contact button? What do you think about new Feedback/Contact page by comparing previous version?

## **Task 9**

Q2 – Can you move to service menu by clicking service button? What do you think about new Service menu by comparing previous version?

### **Task 10**

Q3 – Can you move to Exchange rate section by clicking Exchange rate button? What you think about new Exchange rate page by comparing previous version?

### **Task 11**

Q4 – Can you move to Apply loan section by clicking Apply personal/home Loan button? What you think about new Apply loan section by comparing previous version?

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.