

People's Wave Banking App



2021S2_REG_WE_32

IT19091044 – Gnanarathna E.D.K.V

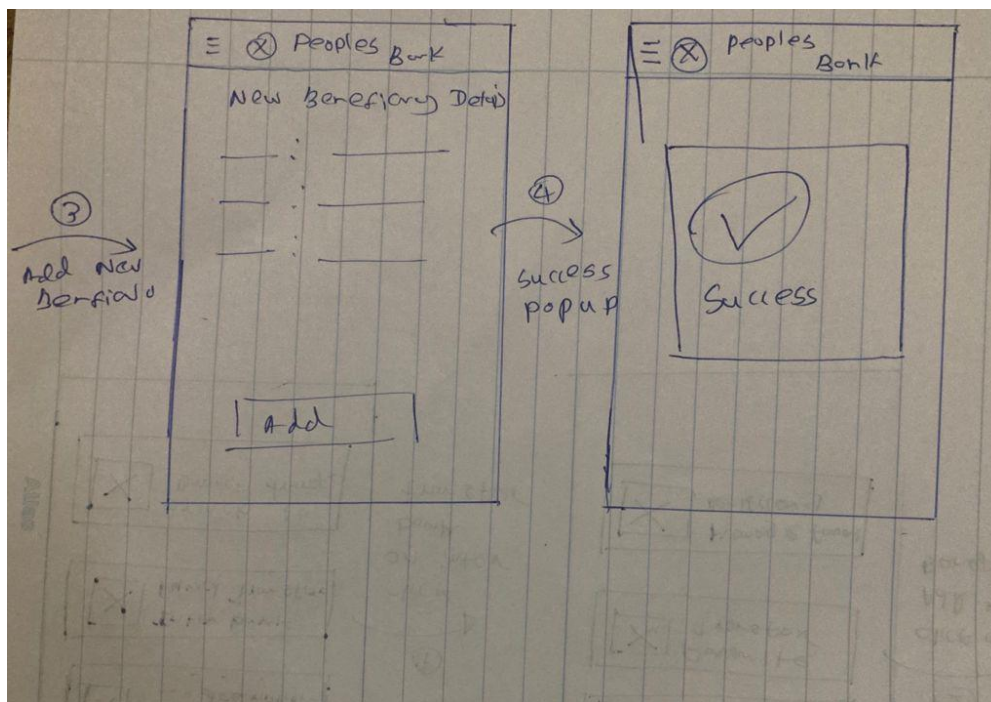
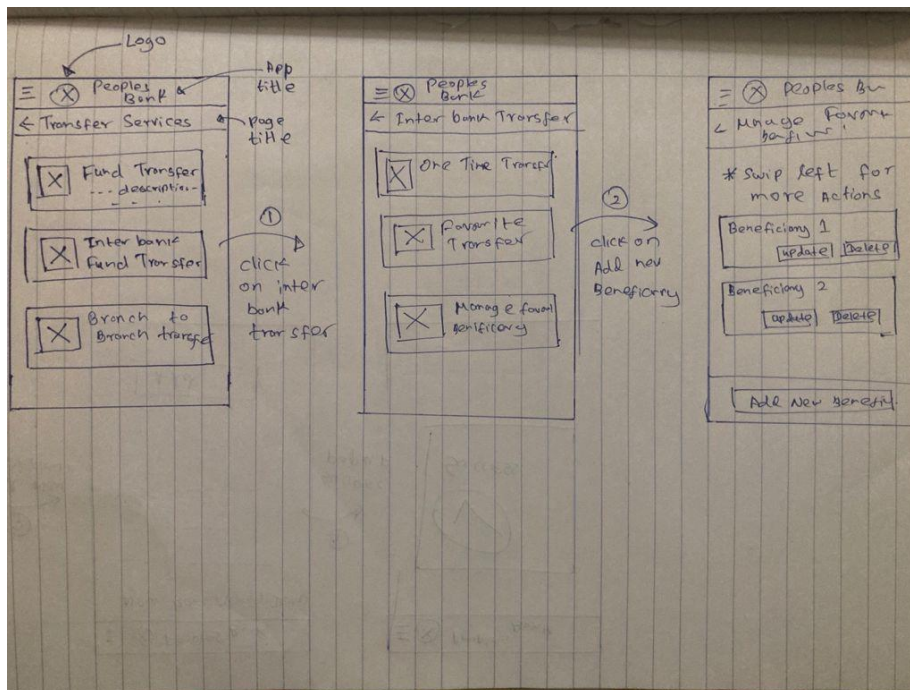
IT18408584 - Balasooriya R.P.T.U

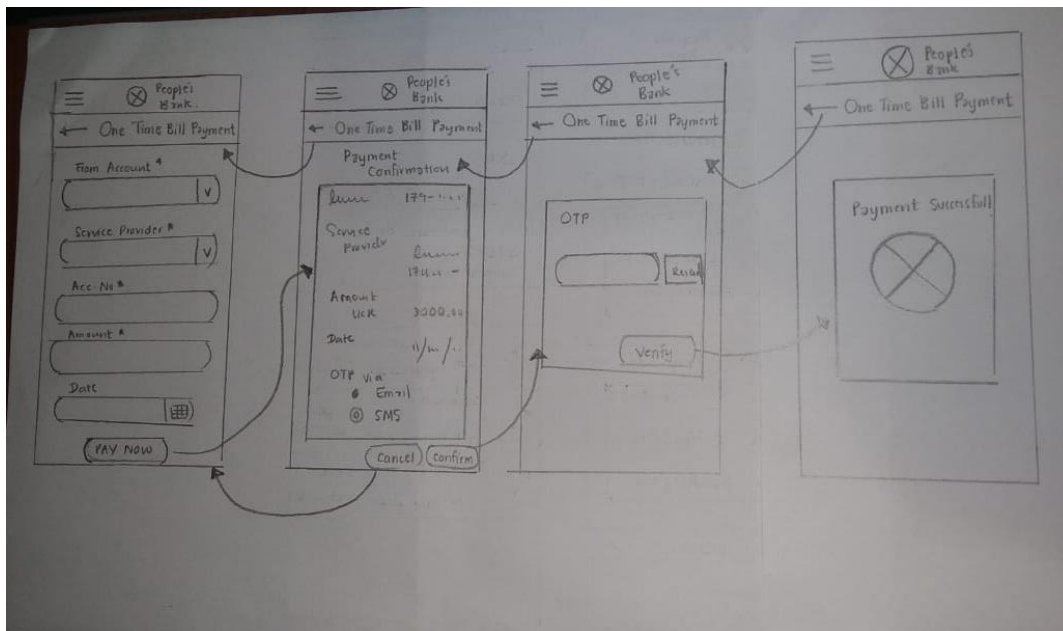
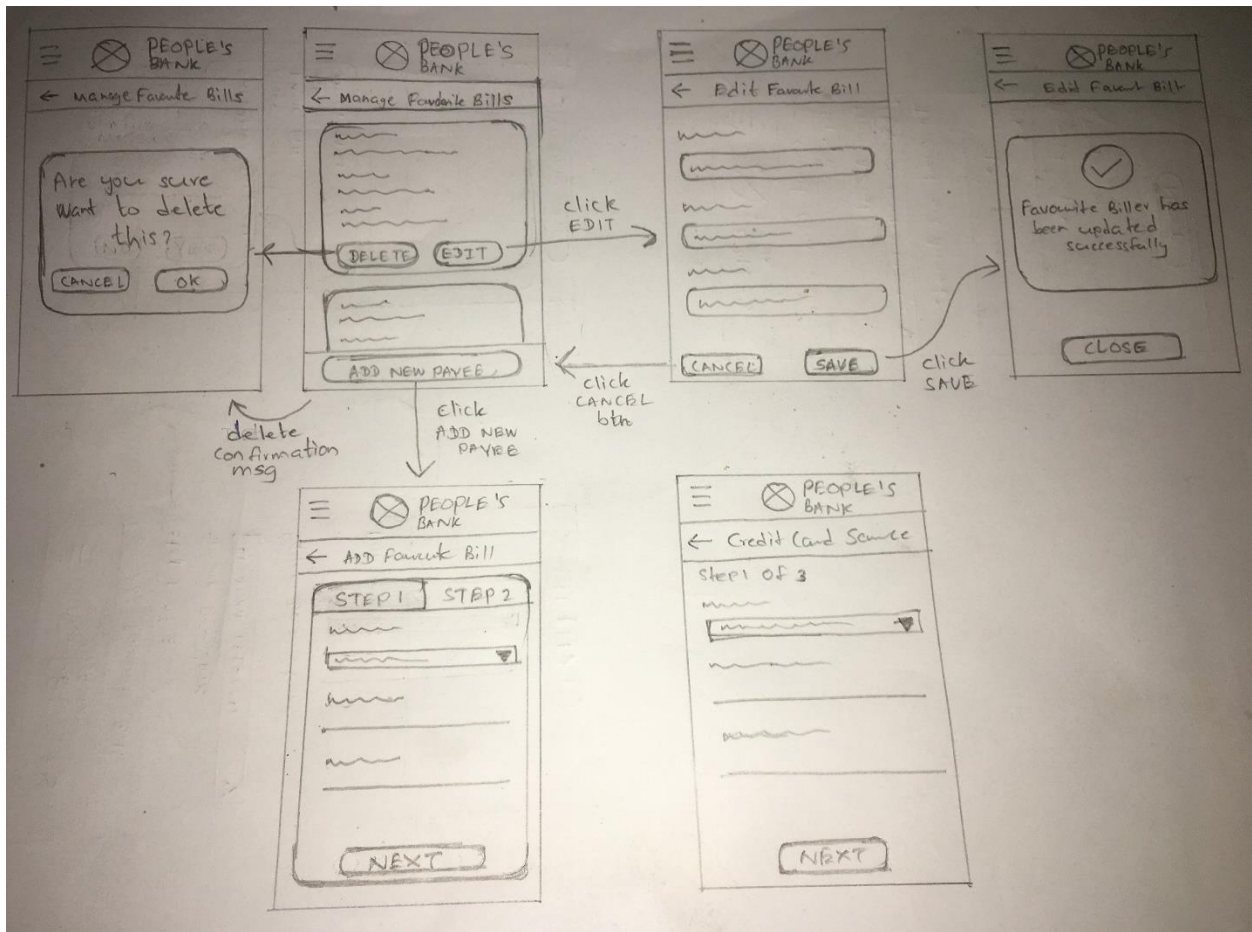
IT19016894 - Pinto R. D. S. P

IT19156248 - K.G. Kolamunna

Sketches







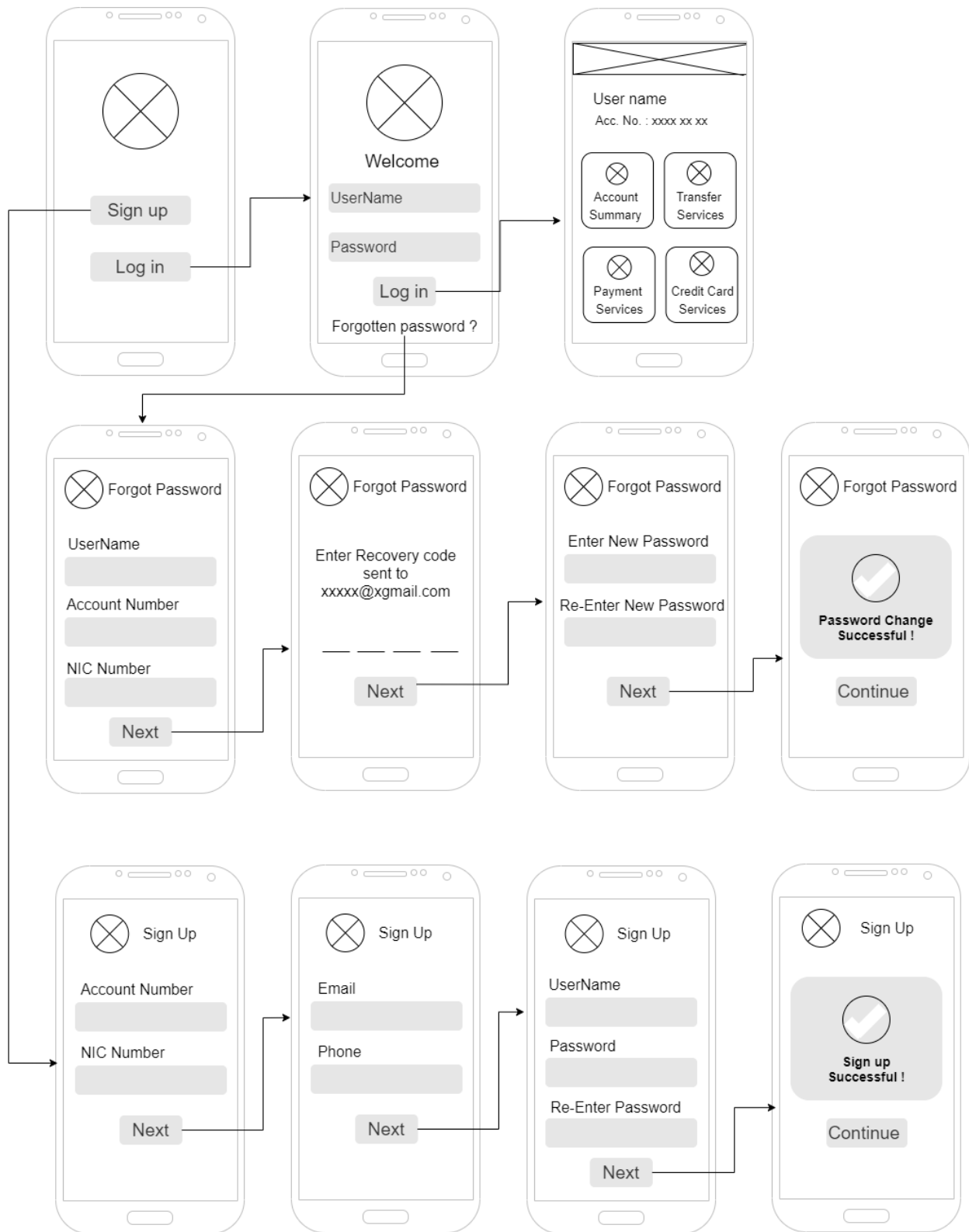
☰	⊗ People's Bank
←	Account Summary
Savings Account ^	
<div> LKR 474,000 Branch: LKR </div>	
Current Account ^	
<div> LKR 275,000 Branch: LKR </div>	
Fixed Deposit ✓	

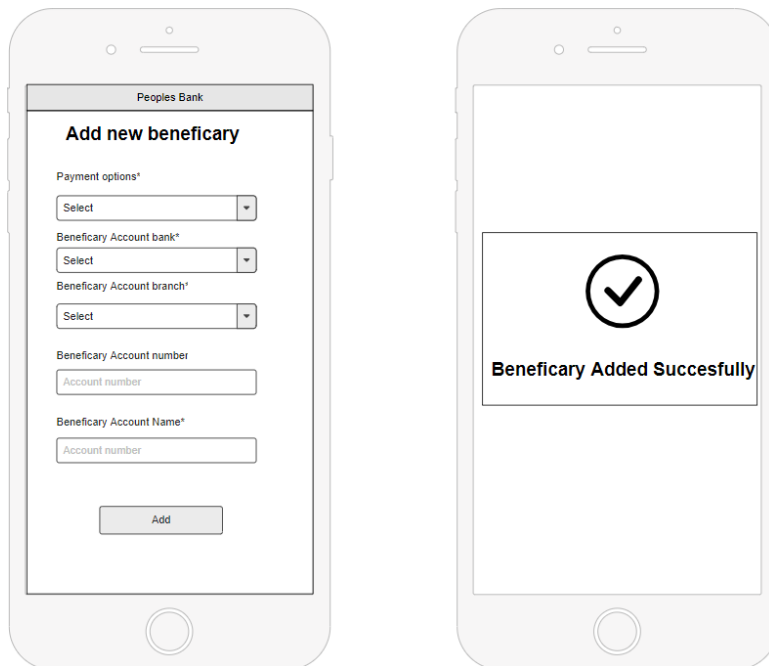
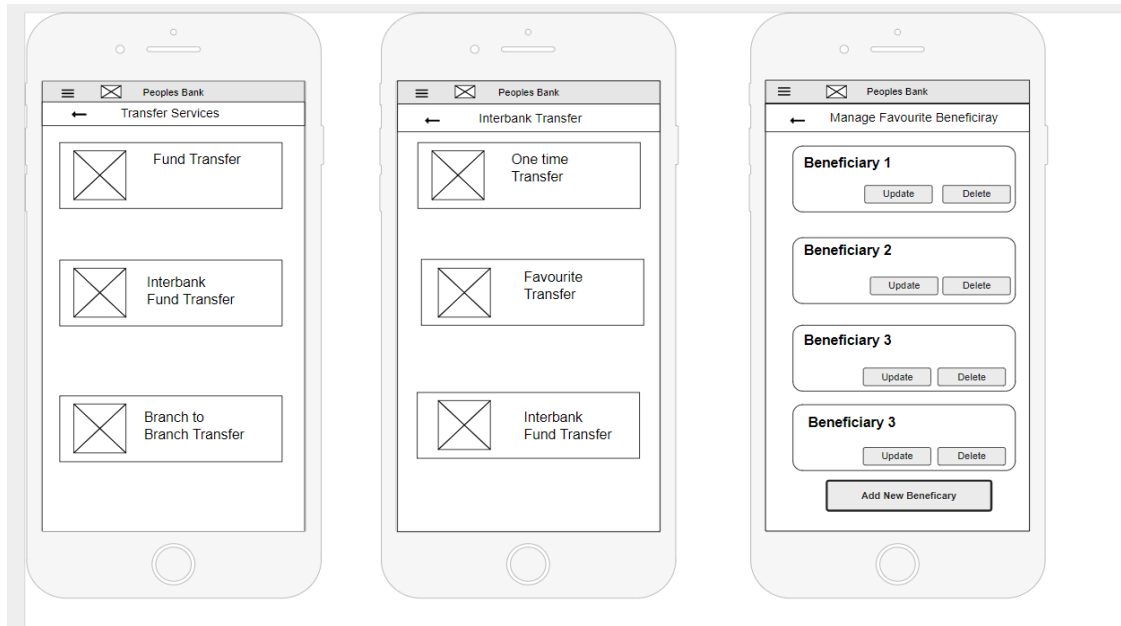
②
Go to previous
VI

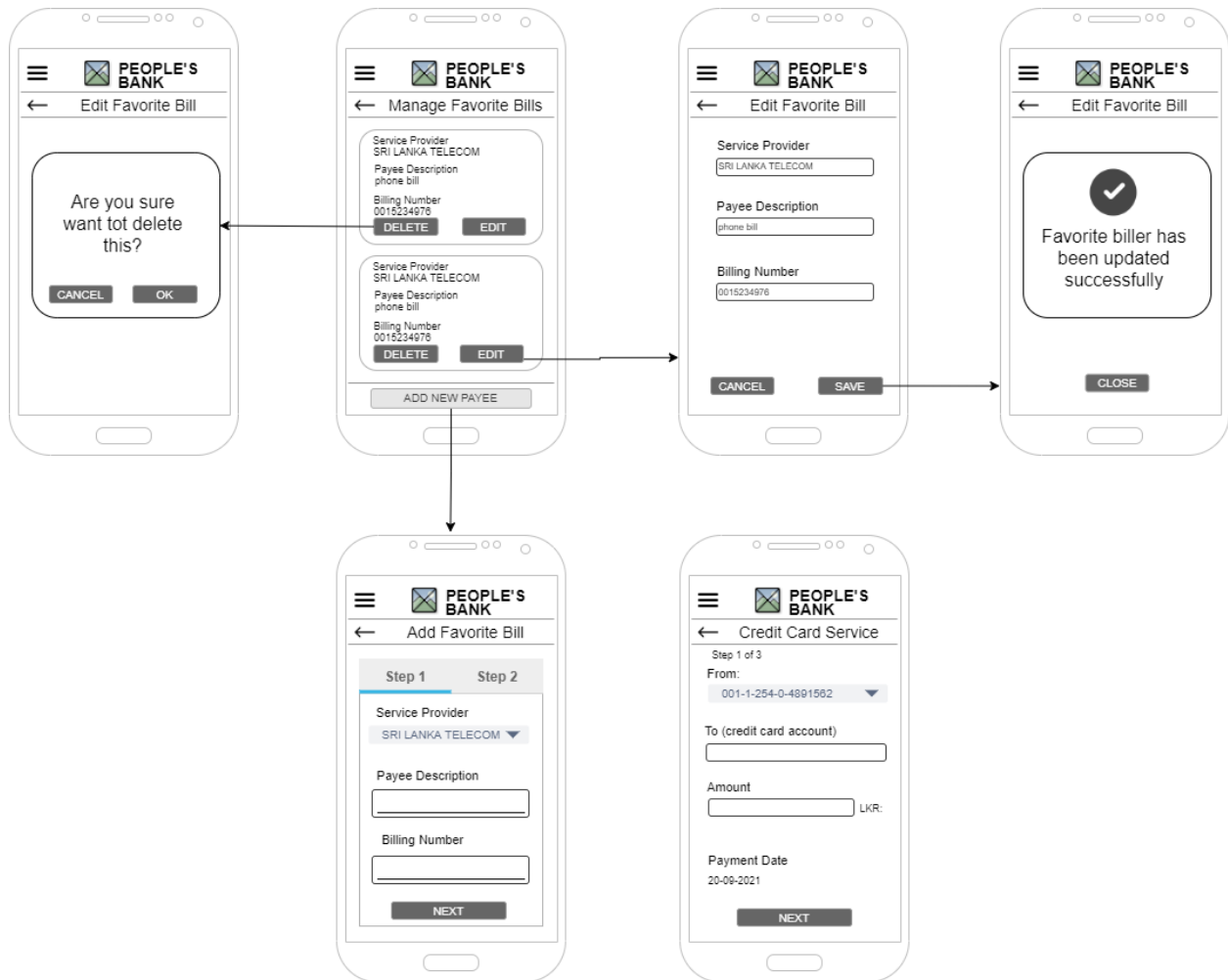
①
Click on
card

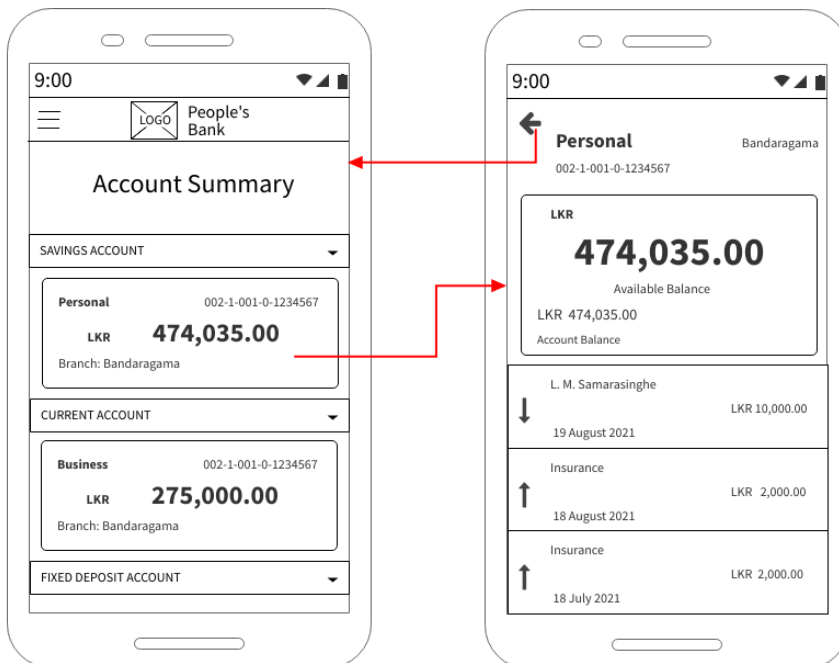
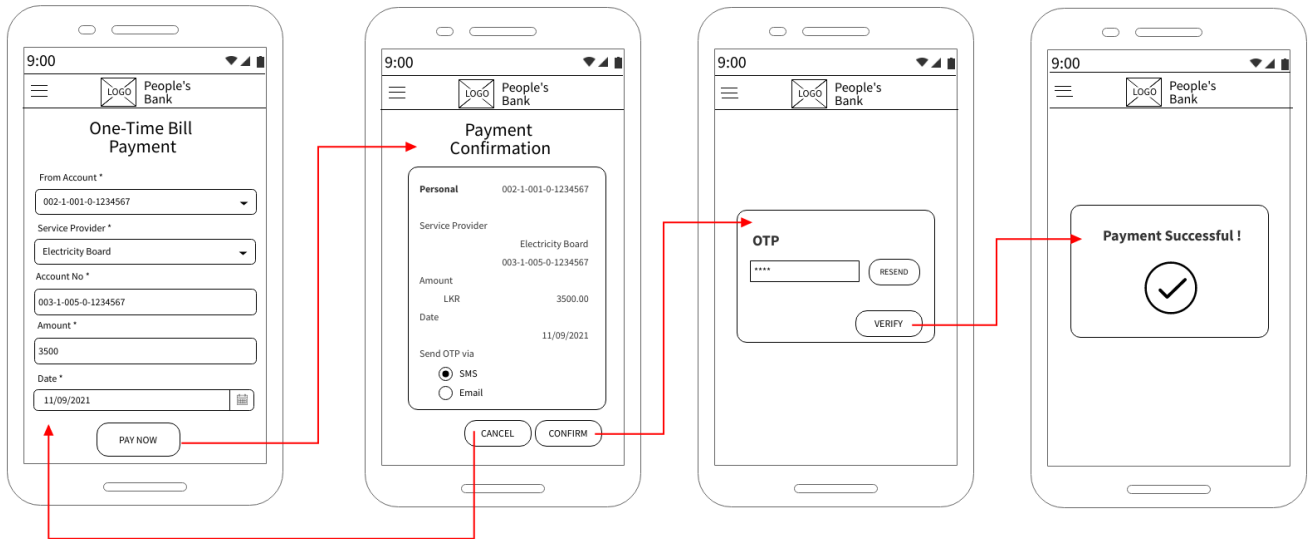
☰	⊗ People's Bank
←	Account Summary
<div> LKR 474,000.00 Available balance LKR 474,000.00 Current Balance </div>	
<div> LKR 275,000.00 Current Balance </div>	
<div> LKR 10000 </div>	
<div> LKR 10000 </div>	
<div> LKR 10000 </div>	

Wireframes









User Test Script

Manage favourite bill

- Welcome, Mrs Amali I am going to ask some questions from you about the user interfaces of the app. Are you ready?
Yes, I am ready.
- What do you think about the add favourite biller ui? How is the labels, texts input fields, buttons in the ui?
It is pretty much good than before. Can we go to step 2 by clicking step 2 button?
- Yes, you can use step 1 and step 2 buttons to move between these 2 Also you can go to step 2 using next button.
Ok. Its good. But it is better to make next button text to white colour and make step 1 button little bit dark. Then it will be more visible.
- Ok. I got it. I will describe the manage favourite bills page. This is showed the list of bills with the biller details. You can edit or delete a biller using these 2 buttons. So do you see anything that need to be improved in this user interface? If so what need to be improved?

There are only 2 billers at one-time user as I can see. So I think it is better to reduce the size of the card. Then it can show more than 2 billers on the screen.

- Ok. What do you think about the edit favourite bill ui and updated, delete notification messages?
I think no improvement needs to be made. The notification is big enough. So anyone can see it well.

Credit card Service

- What do think about the credit card service ui? Is it clear enough?
Yeah its very simple and clear ui. There are no many elements in the screen. The elements have been placed well.
- At the last considering all user interfaces, do you have any suggestion?
Overall the uis are good. I suggest to use few colours without using many colours for elements. I think its good to use app title colour for other elements. Then it will be like a modern apps ui.
- Ok, Mrs Amali thank you for your contribution for this feedback session.

One Time Bill Payment and Account Summary

I will be asking some questions concerning the One time Bill payment and Account summary UI.

- At a glance what can you say about the user interface for Onetime bill payment?

Yes, it's a very simple UI and I like the design. And it lets me focus on the necessary details at a glance so it's very convenient.

- So other than that, is there any other feedback you'd like to give us, perhaps on the functionality of the UI?

Well yes, I think it's not necessary to ask the user whether to send the OTP via email/SNS. Since everyone is using their mobile phones it will make sense to use SMS only. Also I think enabling downloadable receipts for every transaction would cost a lot of storage space. So making the user choose whether to download a receipt would be more convenient.

- What do u think about the user interfaces with regard to how the elements are placed and the colours used?

Well, I very much like the design and how the elements are placed. And I like how we can view the transaction history as well for a particular account.

- Do u have any feedback or suggestions the details presented to the users through the interface?

Yes, maybe adding the Account No with the account holder's name would be ideal for the transaction history.

User Authentication

Hi , Dimuthu , from this session we are hoping to test the usability of our banking application. To do that I'll ask you to do some task in our mobile application, and after completing a task please feel free to give your feedback. Shall we start?

- Now think you are new user to the app, so first you must sign up, so please do sign up?

yes sure.

- so how do you feel about sign-up interfaces and process?

I feel like its ok.

- what do you think about the sign-up forms, is it ok or need to change?

I Think its nice if input field border color goes with app theme color.

- now you have to login to the app, so what do you think about the login form?

its ok, easy to understand.

- login navigate you to the menu page, what do you think about menu button, that colors are ok or need to change?

I think that different colors for button does not match, I think it's good that icon colors go with theme color.

- ok, now think you forgot your password, so now can you go through the forgotten password process?
Yes, Sure.
- so what do you think about forgotten password UIs?
I feel like its ok, & easy to understand.

Manage Favorite Beneficiary

Ok, Dimuthu now let's move on to the manage beneficiary function .

Ok, as the first task let's check whether you can find the manage beneficiary page . --- User finds the manage Beneficiary page –

- Was it easy to find the page ? what do you think about the flow ?
Yeah , it was pretty straight forward , I think there is nothing to improve in the flow .
- What do you think about the user interfaces ?
Mm , I think there pretty good , but I would suggest you to change the colors of these menu items . I think it is better to use combination of red and white rather than red an yellow ,
- Ok , thankyou for that suggestion , let's move to the next part . Can you go and a new beneficiary? ---- User adds a new beneficiary ----
- Ok , what do you think about the process and the UI ? do you have any suggestions .
Yeah, I think I have some suggestions. - As the first thing, like i said previously you can change the color of these description box to red and white. - And next thing is, it was difficult for me to find the step that I was in the form, I think It is better to implement a progress bar on top of form which can highlight steps of the form. - And also you can add rounded corners to input fields , then that will get a modern look .
- Ok, lets check update and delete process . --- User check update and delete process ---
- What did you feel about the update and delete process .
I think it is pretty good there is nothing to improve there












Thank you

Interview Recording -

<https://drive.google.com/file/d/1K8L5uE3-w7bT3HwlerhhBZWR7FHZFNUj/view?usp=sharing>

Prototypes

Version 1

 <div>LOGIN</div> <div>SIGNUP</div>	 Welcome <div>Username</div> <div>Password</div> <div>LOGIN</div> Forgotton Password?	 Demo User Acc. No: xxxx xxxx xxxx xxxx <div>Account Summary</div> <div>Transfer Services</div> <div>Payment Services</div> <div>Credit Card Services</div>	 Forget Password <div>Username</div> <div>Username</div> <div>Account Number</div> <div>Account Number</div> <div>NIC Number</div> <div>NIC Number</div> <div>Next</div>
 Forget Password Enter Recovery code sent to xxxxx@mail.com _ _ _ _ <div>Next</div>	 Forget Password Enter new Password <div>Password</div> Re-Enter new Password <div>Re-enter password</div> <div>Next</div>	 Forget Password <div>✓</div> <div>Password change successfully !</div> <div>Continue</div>	 Sign Up <div>Account Number</div> <div>Account Number</div> <div>NIC Number</div> <div>NIC Number</div> <div>Next</div>
 Sign Up <div>Email</div> <div>Email</div> <div>Phone</div> <div>Phone</div> <div>Next</div>	 Sign Up <div>Username</div> <div>Username</div> <div>Password</div> <div>Password</div> <div>Re-Enter Password</div> <div>Re-enter password</div> <div>Next</div>	 Sign Up <div>✓</div> <div>Sign up successfully !</div> <div>Continue</div>	

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PEOPLE'S BANK

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Transfer ServicesInterbank TransferManage Favourite BeneficiaryAdd New Beneficiary

Transfer Services

Interbank fund transfer

Branch to branch Transfer

One Time Transfer

Fund Transfer

Manage Favourite Beneficiary

Beneficiary Account Name
R.K.M Jayantha
Beneficiary Account Number
1234-567-7878
Beneficiary Bank
704- Peoples Bank - Duke Street
DELETEEDIT

Beneficiary Account Name
J.M.K Wijerathne
Beneficiary Account Number
1254-667-23878
Beneficiary Bank
605- Peoples Bank - Kadawatha
DELETEEDIT

Add New BeneficiaryNext

Payment option *
SELECT

Beneficiary Account Bank *
SELECT

Beneficiary Branch *
SELECT

☰

PEOPLE'S BANK

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Add New BeneficiaryAdd New BeneficiaryUpdate BeneficiaryUpdate Beneficiary Details

Beneficiary Account number*
Account number

Beneficiary Account name *
Account Name

Beneficiary Nick Name *
Nick name

✓

New beneficiary account
has been added
successfully !

Beneficiary Account number*
AC-123-456-23467

Beneficiary Account name *
R.M.K Jayarathne

Beneficiary Nick Name *
Not provided

Payment option *
Lanka Pay

Beneficiary Account Bank *
C007-Commercial Bank

Beneficiary Branch *
K001- Commercial Kadwatha

Add New BeneficiaryCloseUpdate BeneficiaryNext

☰

PEOPLE'S BANK

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Add New BeneficiaryAdd New Beneficiary

✓

Beneficiary account
has been updated
Successfully !!!!

Close

✓

Beneficiary has been
deleted
Succesfully

Close

PEOPLE'S BANK

← Account Summary

SAVINGS ACCOUNT ^

Personal 1254-667-23878
LKR 474,035.00
 Branch : Bandaragama

CURRENT ACCOUNT ^

Business 1254-667-23878
LKR 275,000.00
 Branch : Bandaragama

FIXED DEPOSITS v

PEOPLE'S BANK

← Transaction History

Personal Bandaragama
 1254-667-23878

LKR 474,035.00
 Available Balance
LKR 474,035.00
 Account Balance

L.M.Munasinghe	LKR 10,000.00
19 August 2021	
Insurance	LKR 10,000.00
18 August 2021	
Insurance	LKR 10,000.00
18 July 2021	

PEOPLE'S BANK

← One Time Bill Payment

PEOPLE'S BANK

← One Time Bill Payment

PEOPLE'S BANK

← One Time Bill Payment

PEOPLE'S BANK

← One Time Bill Payment

From Account *

SELECT

Service Provider *

SELECT

Account number *

Account number

Amount *

Amount

Date *

PAY NOW

Personal 1254-667-23878
 Service Provider Electricity Board 1254-667-23878
 Amount LKR 3500.00
 Date 11/09/2021
 Send OTP via
☒ Email
☐ SMS

CANCEL CONFIRM

OTP

RESEND

CANCEL VERIFY

Payment Successful!



 Edit Favorite Biller

Service Provider

SRI LANKA TELECOM ▼

Payee Description

phone bill




Billing Number

0154872156

CANCEL

SAVE

A screenshot of the PEOPLE'S BANK mobile app interface. At the top, there is a yellow header bar with the bank's logo on the left and the text "PEOPLE'S BANK" in bold black letters on the right. Below the header is a dark red navigation bar with a white left-pointing arrow and the text "Manage Favorite Bills" in white. The main content area has a light gray background. In the center, there is a dark red circle containing a white checkmark. Below this, the text "Favorite Biller has been updated successfully" is displayed in bold black font. At the bottom center, there is a dark red rectangular button with the word "CLOSE" in white capital letters.

**PEOPLE'S
BANK**

< Card Service

step 1 of 3

From:

001-1-268-9-4785120 ▼

To: (credit card account)

Amount


















LKR

Payment Date

20-09-2021

NEXT

Version2

 <div>LOGIN</div> <div>SIGNUP</div>	 Welcome <div>Username</div> <div>Password</div> <div>LOGIN</div> Forgotton Password?	<div>PEOPLES BANK</div> <div>Demo User Acc. No: xxxx xxx xxxx xxx</div> <div><div> Account Summary</div><div> Transfer Services</div><div> Payment Services</div><div> Credit Card Services</div></div>	 Forget Password <div>Username</div> <div>Username</div> <div>Account Number</div> <div>Account Number</div> <div>NIC Number</div> <div>NIC Number</div> <div>Next</div>
 Forget Password <div>Enter Recovery code sent to xxxxx@mail.com</div> <div>— — — —</div> <div>Next</div>	 Forget Password <div>Enter new Password</div> <div>Password</div> <div>Re-Enter new Password</div> <div>Re-enter password</div> <div>Next</div>	 Forget Password <div> Password change successfully !</div> <div>Continue</div>	
 Sign Up <div>Email</div> <div>Email</div> <div>Phone</div> <div>Phone</div> <div>Next</div>	 Sign Up <div>Account Number</div> <div>Account Number</div> <div>NIC Number</div> <div>NIC Number</div> <div>Next</div>	 Sign Up <div>Username</div> <div>Username</div> <div>Password</div> <div>Password</div> <div>Re-Enter Password</div> <div>Re-enter password</div> <div>Next</div>	 Sign Up <div> Sign up successfully !</div> <div>Continue</div>

☰

PEOPLE'S BANK

← Transfer Services

Transfer Services

Interbank fund transfer

Branch to branch Transfer

☰

PEOPLE'S BANK

← Interbank Transfer

One Time Transfer

Fund Transfer

Manage Favourite Beneficiary

☰

PEOPLE'S BANK

← Manage Favourite Beneficiary

Beneficiary Account Name
R.K.M Jayantha

Beneficiary Account Number
1234-567-7878

Beneficiary Bank
704- Peoples Bank - Duke Street

DELETEEDIT

Beneficiary Account Name
J.M.K Wijerathne

Beneficiary Account Number
1254-667-23878

Beneficiary Bank
605- Peoples Bank - Kadawatha

DELETEEDIT

Add New Beneficiary

☰

PEOPLE'S BANK

← Add New Beneficiary

123

Payment option *
SELECT

Beneficiary Account Bank *
SELECT

Beneficiary Branch *
SELECT

Next

☰

PEOPLE'S BANK

← Add New Beneficiary

123

Beneficiary Account number*
Account number

Beneficiary Account name *
Account Name

Beneficiary Nick Name *
Nick name

Add New Beneficiary

☰

PEOPLE'S BANK

← Add New Beneficiary

123

New beneficiary account has been added successfully !

Close

☰

PEOPLE'S BANK

← Update Beneficiary Details

123

Payment option *
Lanka Pay

Beneficiary Account Bank *
C007-Commercial Bank

Beneficiary Branch *
K001- Commercial Kadwatha

Update Beneficiary

☰

PEOPLE'S BANK

← Update Beneficiary

123

Beneficiary Account number*
AC-123-456-23467

Beneficiary Account name *
R.M.K Jayarathne

Beneficiary Nick Name *
Not provided

Update Beneficiary

☰

PEOPLE'S BANK

← Add New Beneficiary

123

Beneficiary account has been updated Successfully !!!!

Close

☰

PEOPLE'S BANK

← Add New Beneficiary

123

Beneficiary has been deleted Succesfully

Close

PEOPLE'S BANK

← One Time Bill Payment

From Account *
SELECT

Service Provider *
SELECT

Account number *
Account number

Amount *
Amount

Date *

☐ Download Payment Receipt

PAY NOW

PEOPLE'S BANK

← One Time Bill Payment

Payment Confirmation

Personal 1254-667-23878

Service Provider
Electricity Board
1254-667-23878

Amount
LKR 3500.00

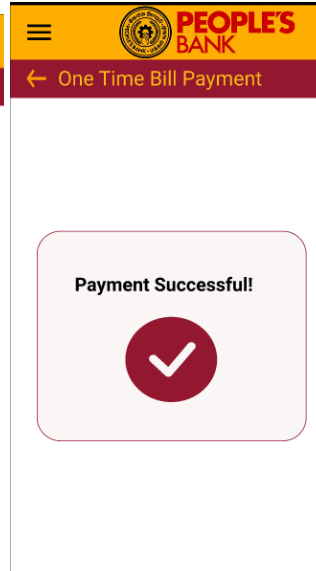
Date
11/09/2021

OTP

RESEND

CANCEL

CONFIRM



PEOPLE'S BANK

← Account Summary

SAVINGS ACCOUNT

Personal 1254-667-23878

LKR
474,035.00

Branch : Bandaragama

CURRENT ACCOUNT

Business 1254-667-23878

LKR
275,000.00

Branch : Bandaragama

FIXED DEPOSITS

PEOPLE'S BANK

← Transaction History

Personal Bandaragama
1254-667-23878

LKR
474,035.00
Available Balance

LKR **474,035.00**
Account Balance

L.M.Munasinghe 1254-667-23878 19 August 2021	LKR 10,000.00
Insurance 1254-667-23878 18 August 2021	LKR 10,000.00
Insurance 1254-667-23878 18 July 2021	LKR 10,000.00

PEOPLE'S BANK

Manage Favorite Bills

Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156

Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156

Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156

STEP 1

STEP 2

Service Provider *

Payee Description *

Billing Number *

Menu icon

PEOPLE'S BANK

Edit Favorite Biller

Service Provider *

Payee Description *

Billing Number *

Menu icon

PEOPLE'S BANK

Manage Favorite Bills

☒

Favorite Biller has been updated successfully

Menu icon

PEOPLE'S BANK

Manage Favorite Bills

Are you sure want to delete this?

Menu icon

PEOPLE'S BANK

Credit Card Service

step 1 of 3

From: *

To: (credit card account) *

Amount *

LKR

Payment Date

20-09-2021

Individual Contribution

IT19091044 – Gnanarathna E.D.K.V- Account Summary and One Time Bill Payment

IT18408584 - Balasooriya R.P.T.U - Manage Favorite Beneficiaries

IT19016894 - Pinto R. D. S. P - Signup and Login

IT19156248 - K.G. Kolamunna - Credit card services and manage favorite billers