SE3050 – User Experience Engineering

Lab sheet 06

People's Wave Banking App

2021S2_REG_WE_32

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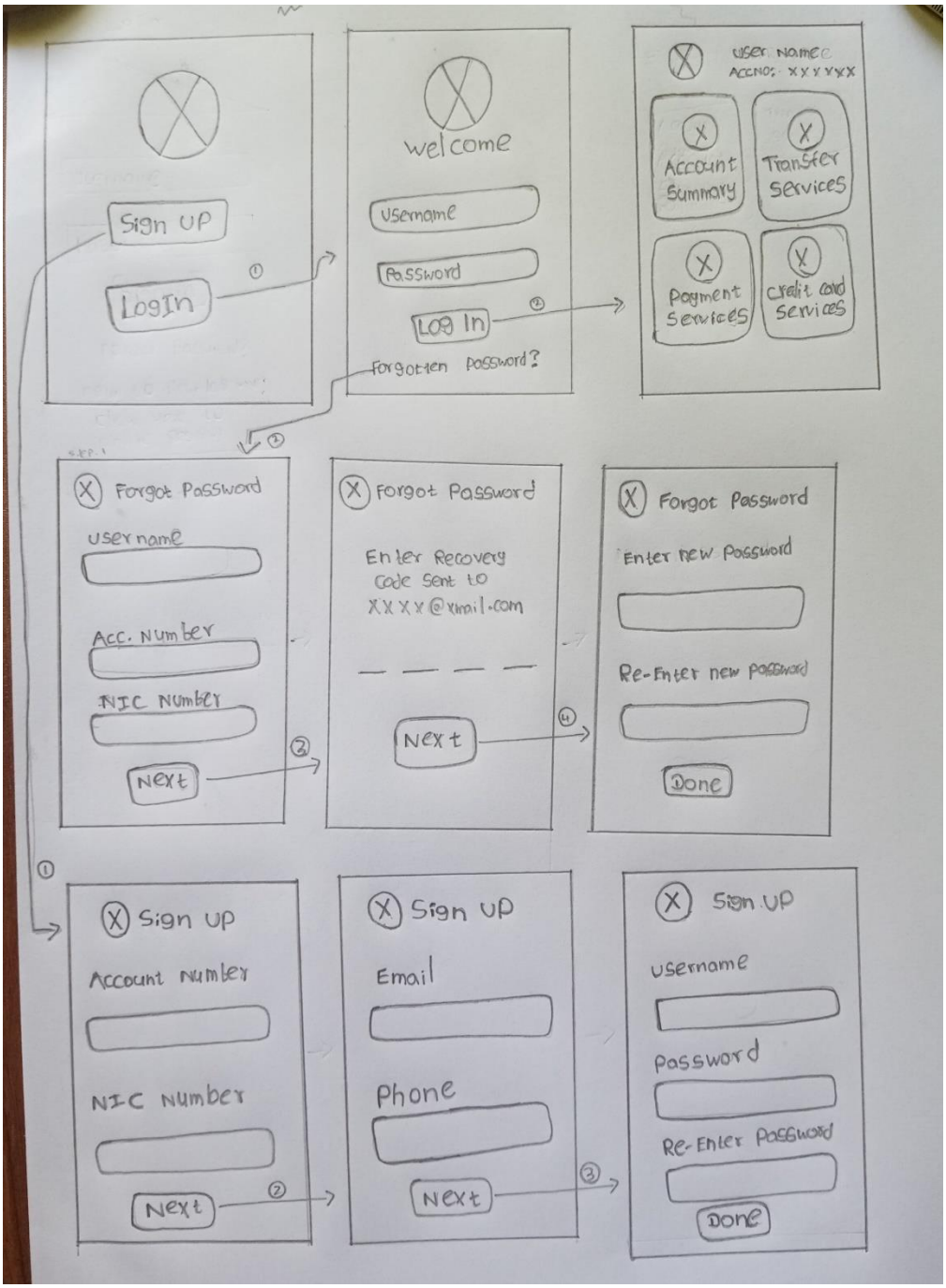
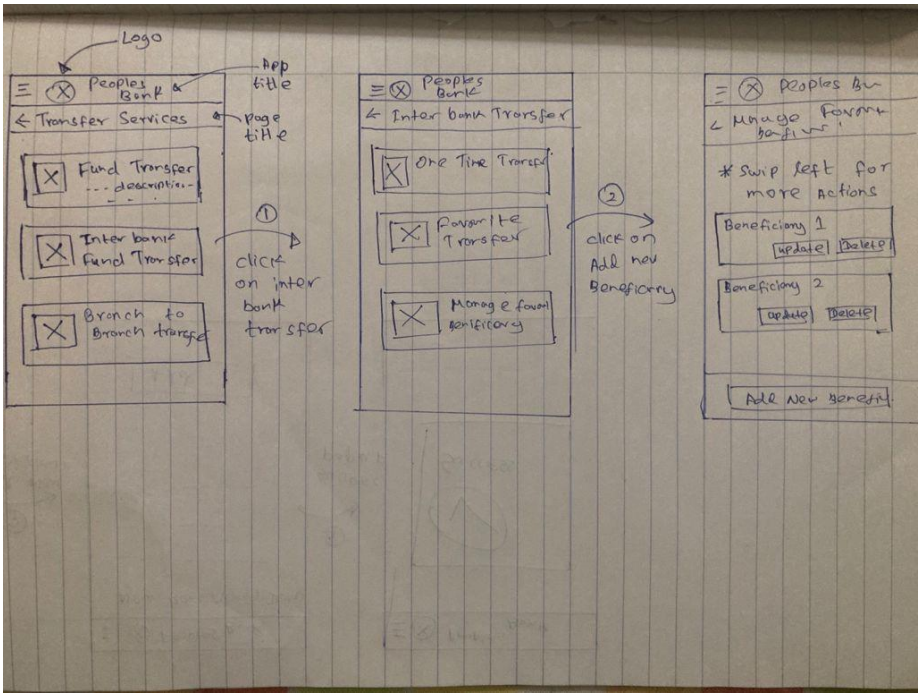
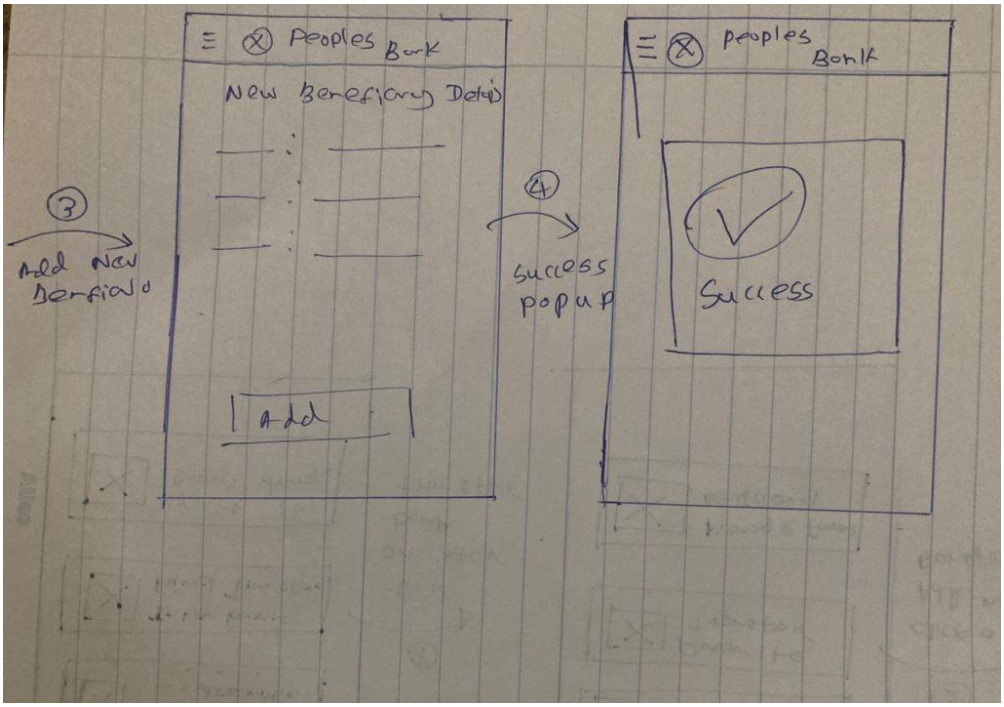
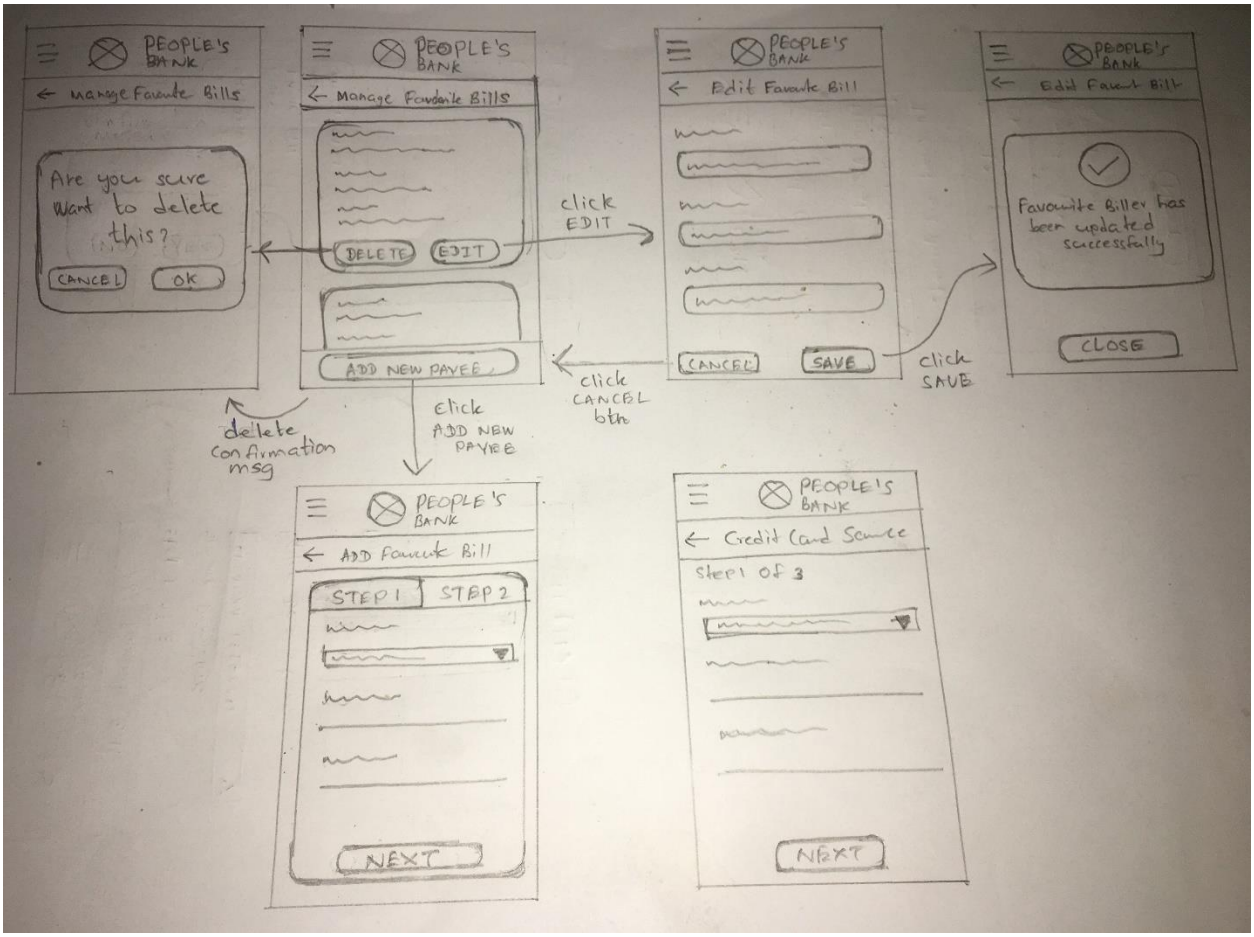
IT19156248 - K.G. Kolamunna

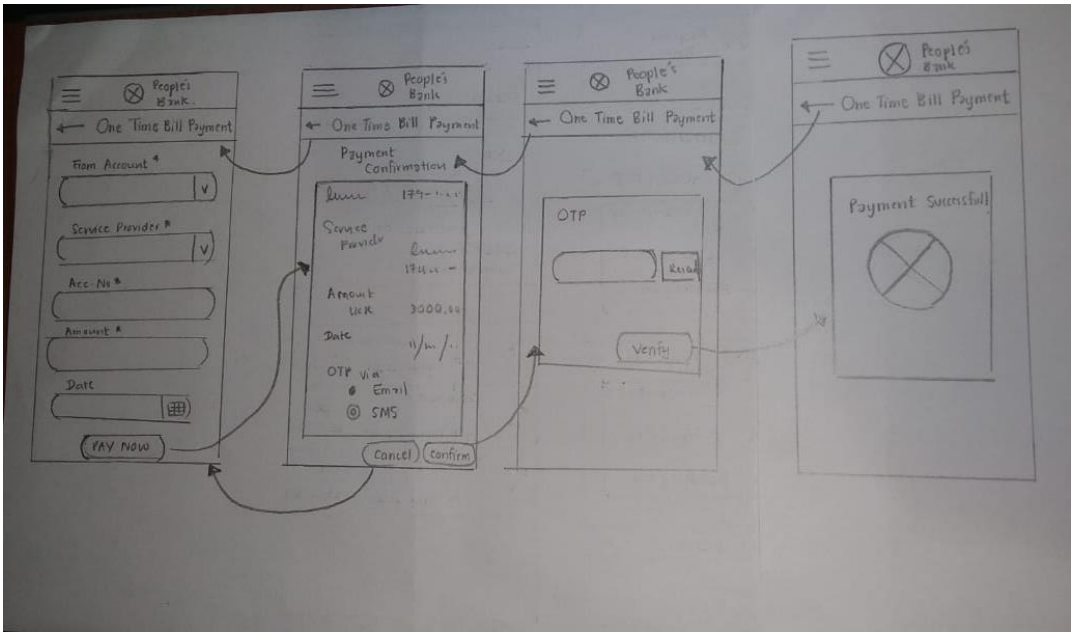
Sketches

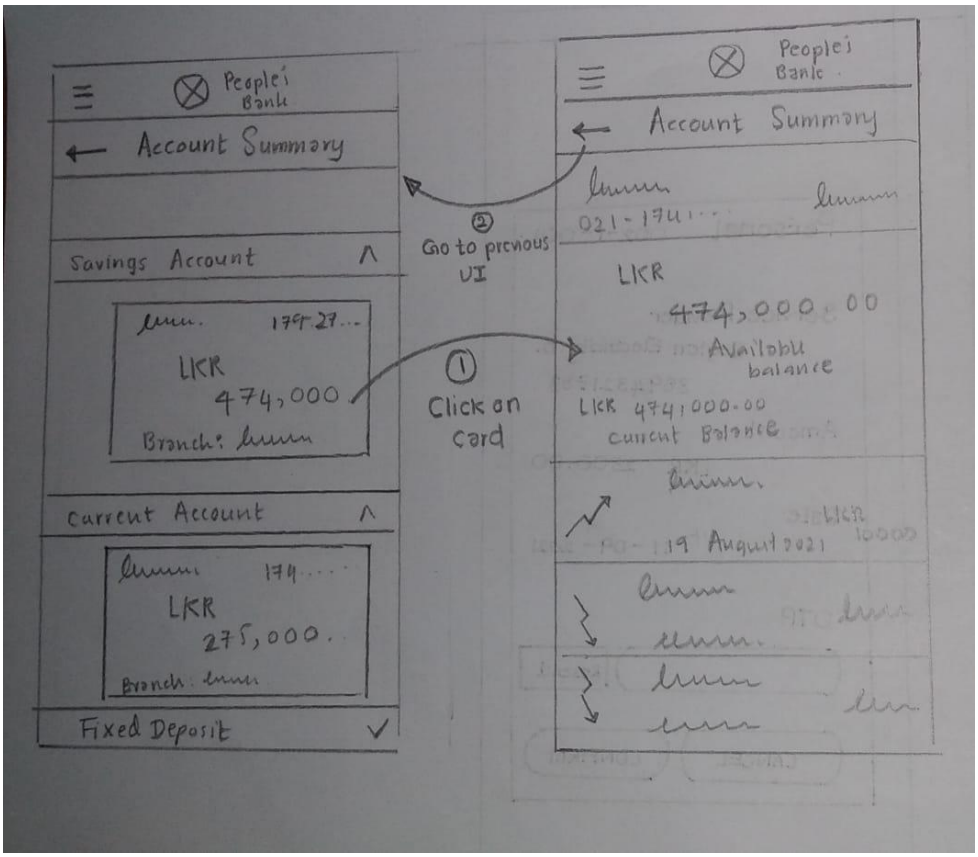

Sign UP
LogIn
welcome
Username
Password
Log In
Forgotten password?
User name
ACC NO: XXYYXX
Account Summary
Transfer Services
Payment Services
Credit card services
Forgot Password
username
Acc. Number
NIC Number
Next
Forgot Password
Enter Recovery Code Sent to XXXX@xmail.com
Next
Forgot Password
Enter new Password
Re-Enter new password
Done
Sign UP
Account number
NIC Number
Next
Sign UP
Email
Phone
Next
Sign UP
username
password
Re-Enter Password
Done


Logo
Peoples Bank
App title
Transfer Services
page title
Fund Transfer
Inter bank Fund Transfer
Branch to Branch transfer
1
click on inter bank transfer
Peoples Bank
Inter bank Transfer
One Time Transfer
Favourite Transfer
Manage favourite beneficiary
2
click on Add new Beneficiary
Peoples Bank
Manage favourite beneficiary
* Swip left for more actions
Beneficiary 1
update
Delete
Beneficiary 2
update
Delete
Add New Benefit

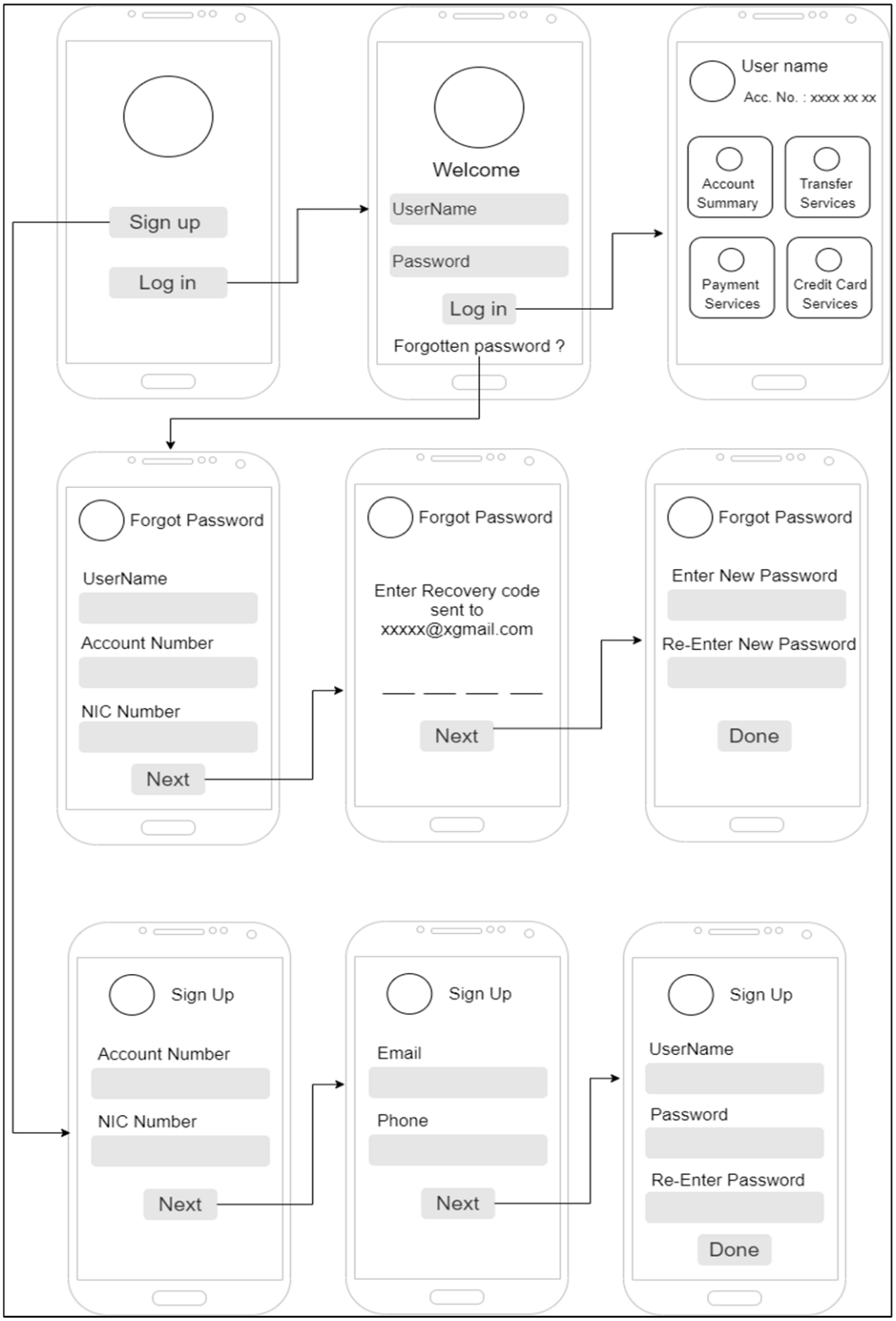

Peoples Bank
New Beneficiary Detail
Add
3
Add New Beneficiary
4
Success popup
Peoples Bank
Success

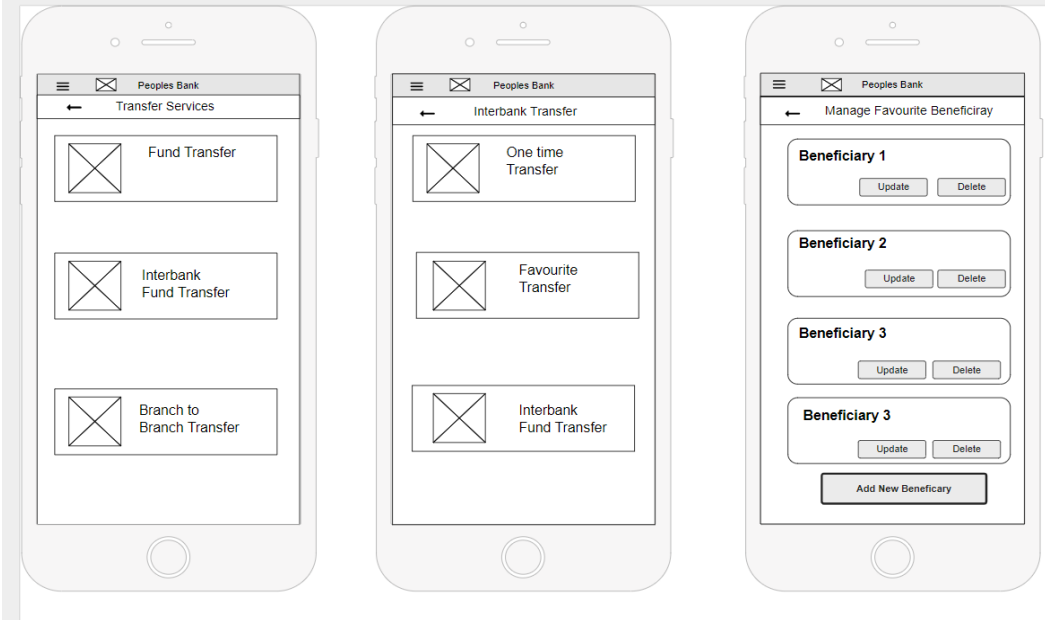

PEOPLE'S BANK
Manage Favorite Bills
Are you sure Want to delete this?
CANCEL
OK
DELETE
EDIT
ADD NEW PAYEE
click EDIT
Edit Favorite Bill
CANCEL
SAVE
click SAVE
Favourite Biller has been updated successfully
CLOSE
click CANCEL btn
delete confirmation msg
click ADD NEW PAYEE
ADD Favorite Bill
STEP 1
STEP 2
NEXT
Credit Card Source
Step 1 of 3
NEXT

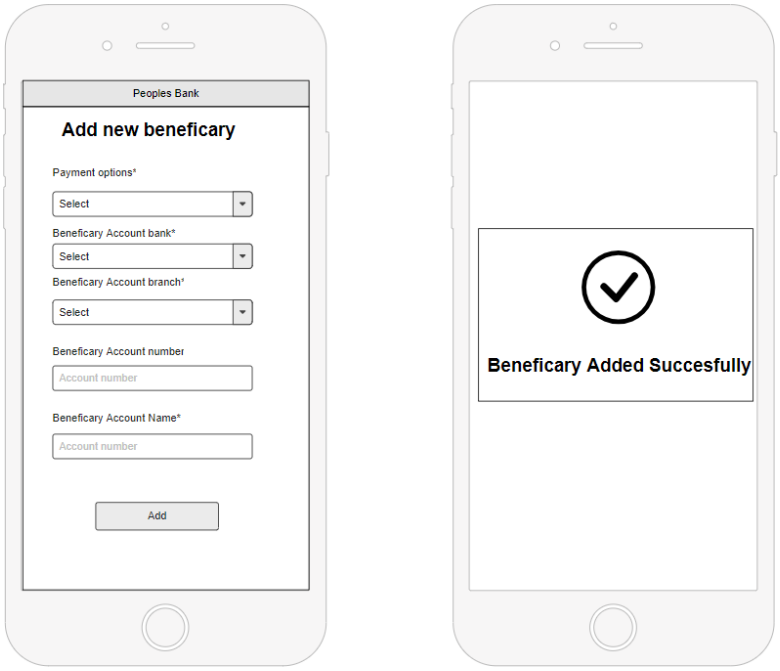

People's Bank
One Time Bill Payment
From Account *
Service Provider *
Acc No *
Amount *
Date
PAY NOW
Payment Confirmation
Service Provider
Amount
Date
OTP via
Email
SMS
Cancel
Confirm
OTP
Verify
Payment Successful

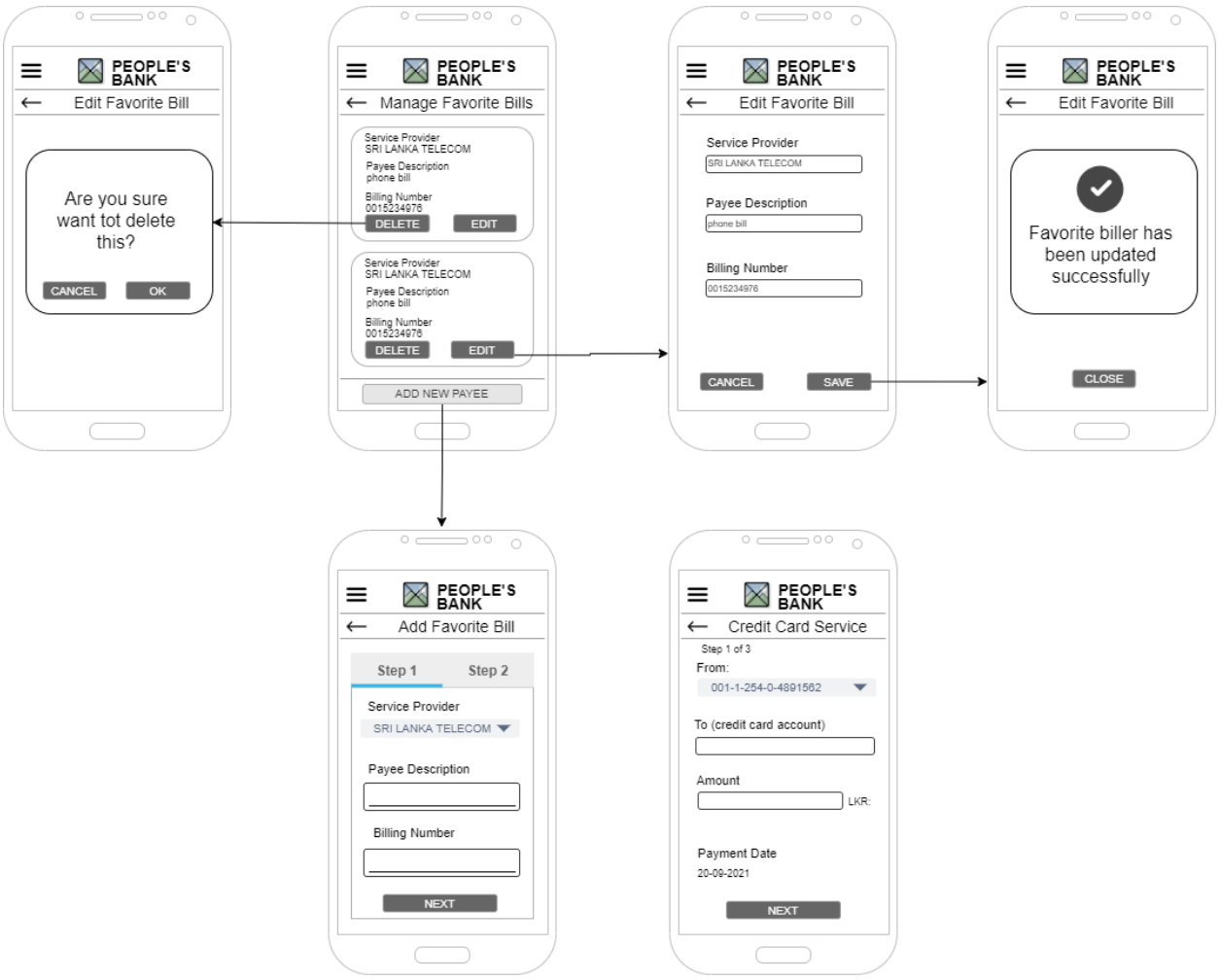

People's Bank
Account Summary
Savings Account
LKR
474,000
Branch:
Current Account
LKR
275,000.
Branch:
Fixed Deposit
② Go to previous UI
① Click on card
People's Bank
Account Summary
LKR
474,000.00
Available balance
LKR 474,000.00
current Balance
19 August 2021

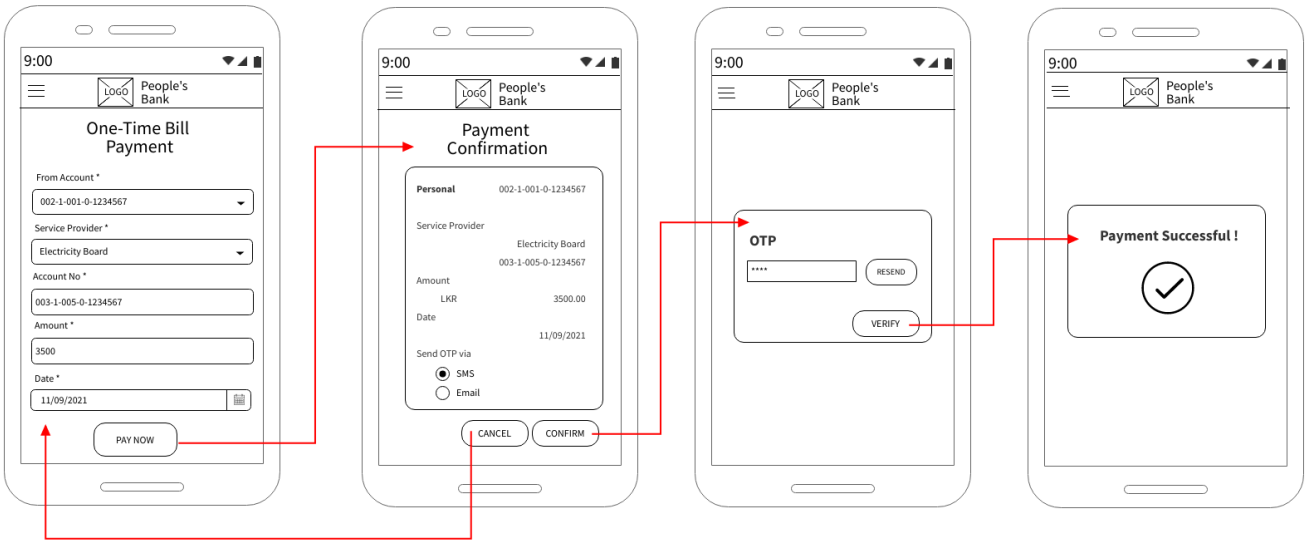
Wireframes

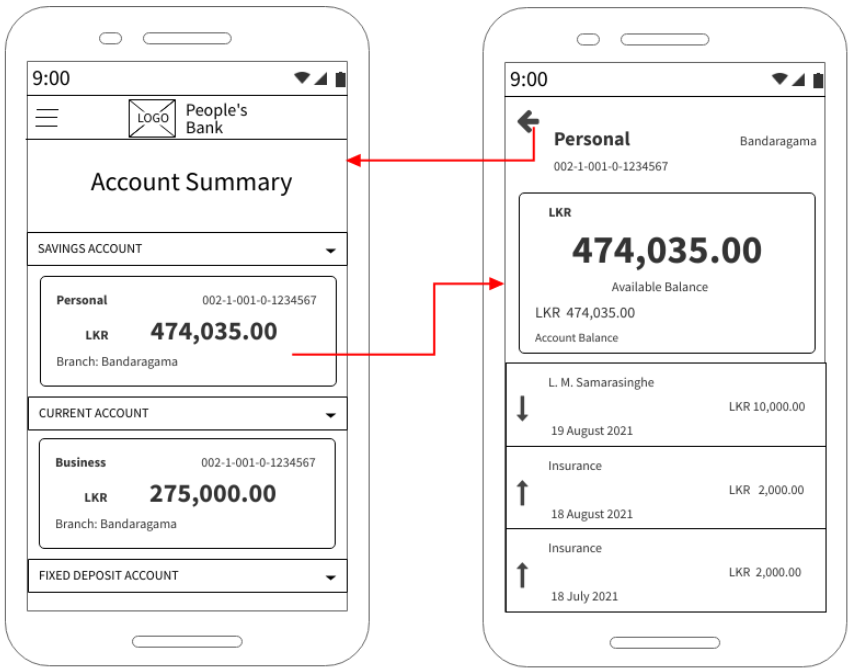

Sign up
Log in
Welcome
UserName
Password
Log in
Forgotten password ?
User name
Acc. No. : xxxx xx xx
Account Summary
Transfer Services
Payment Services
Credit Card Services
Forgot Password
UserName
Account Number
NIC Number
Next
Forgot Password
Enter Recovery code sent to xxxxx@xgmail.com
Next
Forgot Password
Enter New Password
Re-Enter New Password
Done
Sign Up
Account Number
NIC Number
Next
Sign Up
Email
Phone
Next
Sign Up
UserName
Password
Re-Enter Password
Done


Peoples Bank
Transfer Services
Fund Transfer
Interbank
Fund Transfer
Branch to
Branch Transfer
Peoples Bank
Interbank Transfer
One time
Transfer
Favourite
Transfer
Interbank
Fund Transfer
Peoples Bank
Manage Favourite Beneficiray
Beneficiary 1
Update
Delete
Beneficiary 2
Update
Delete
Beneficiary 3
Update
Delete
Beneficiary 3
Update
Delete
Add New Beneficary


Peoples Bank
Add new beneficary
Payment options*
Select
Beneficary Account bank*
Select
Beneficary Account branch*
Select
Beneficary Account number
Account number
Beneficary Account Name*
Account number
Add
Beneficary Added Succesfully


PEOPLE'S BANK
Edit Favorite Bill
Are you sure want tot delete this?
CANCEL
OK
PEOPLE'S BANK
Manage Favorite Bills
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0015234976
DELETE
EDIT
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0015234976
DELETE
EDIT
ADD NEW PAYEE
PEOPLE'S BANK
Edit Favorite Bill
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0015234976
CANCEL
SAVE
PEOPLE'S BANK
Edit Favorite Bill
Favorite biller has been updated successfully
CLOSE
PEOPLE'S BANK
Add Favorite Bill
Step 1
Step 2
Service Provider
SRI LANKA TELECOM
Payee Description
Billing Number
NEXT
PEOPLE'S BANK
Credit Card Service
Step 1 of 3
From:
001-1-254-0-4891562
To (credit card account)
Amount
LKR:
Payment Date
20-09-2021
NEXT


9:00
People's Bank
One-Time Bill Payment
From Account *
002-1-001-0-1234567
Service Provider *
Electricity Board
Account No *
003-1-005-0-1234567
Amount *
3500
Date *
11/09/2021
PAY NOW
Payment Confirmation
Personal
002-1-001-0-1234567
Service Provider
Electricity Board
003-1-005-0-1234567
Amount
LKR
3500.00
Date
11/09/2021
Send OTP via
SMS
Email
CANCEL
CONFIRM
OTP
****
RESEND
VERIFY
Payment Successful !


9:00
People's Bank
Account Summary
SAVINGS ACCOUNT
Personal
002-1-001-0-1234567
LKR
474,035.00
Branch: Bandaragama
CURRENT ACCOUNT
Business
002-1-001-0-1234567
LKR
275,000.00
Branch: Bandaragama
FIXED DEPOSIT ACCOUNT
Personal
Bandaragama
002-1-001-0-1234567
LKR
474,035.00
Available Balance
LKR 474,035.00
Account Balance
L. M. Samarasinghe
LKR 10,000.00
19 August 2021
Insurance
LKR 2,000.00
18 August 2021
Insurance
LKR 2,000.00
18 July 2021

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

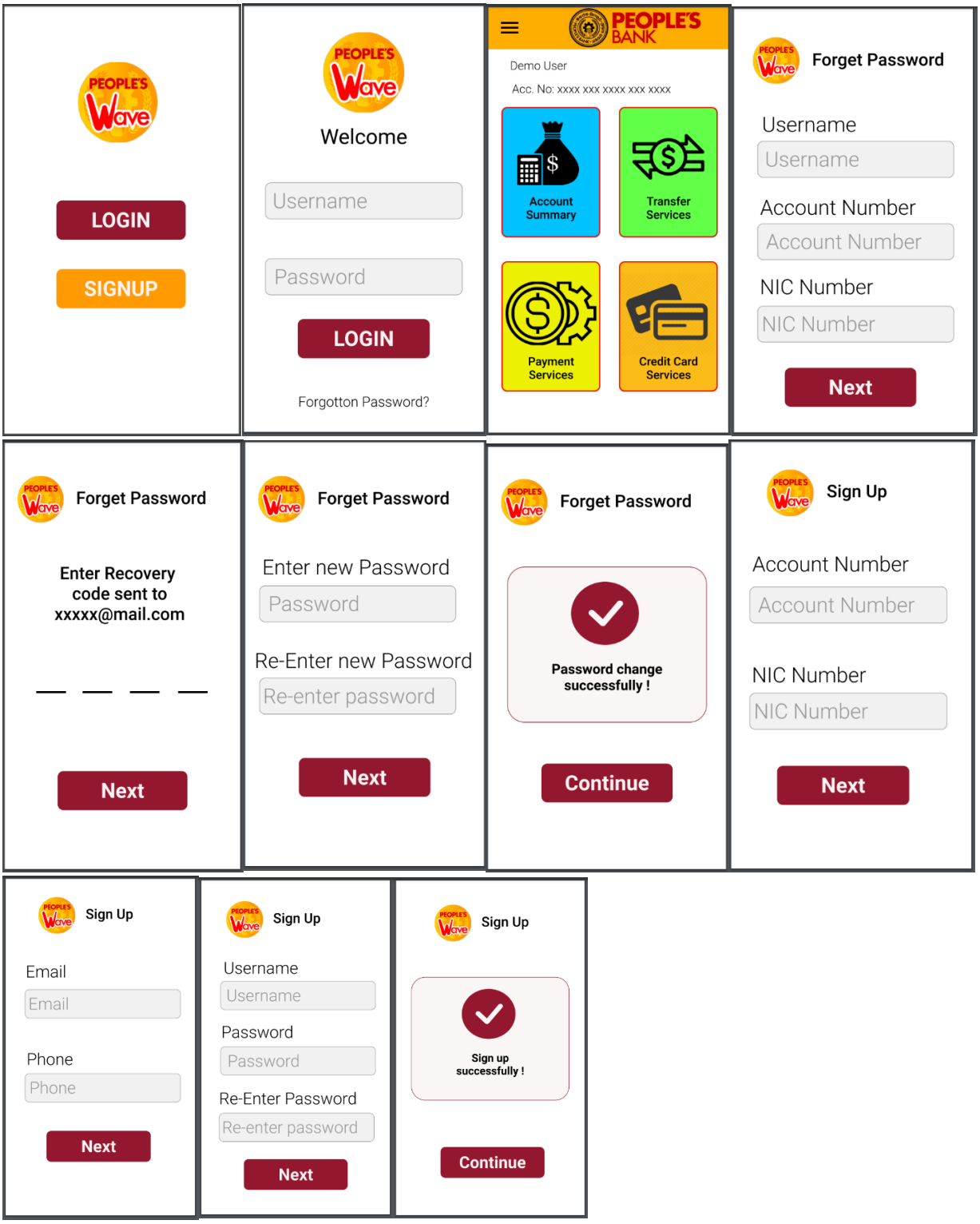
Thank you

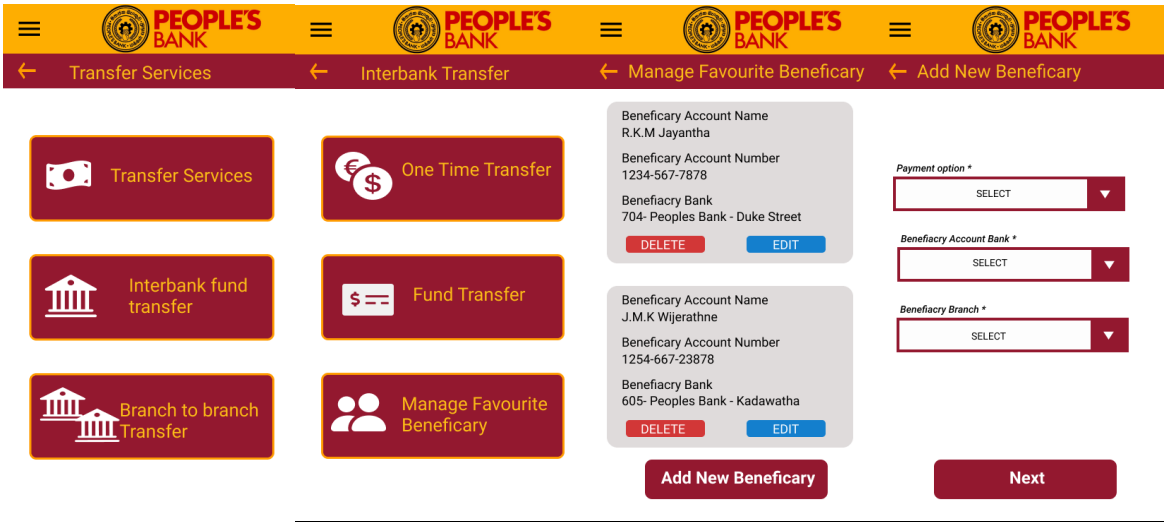
Interview Recording -

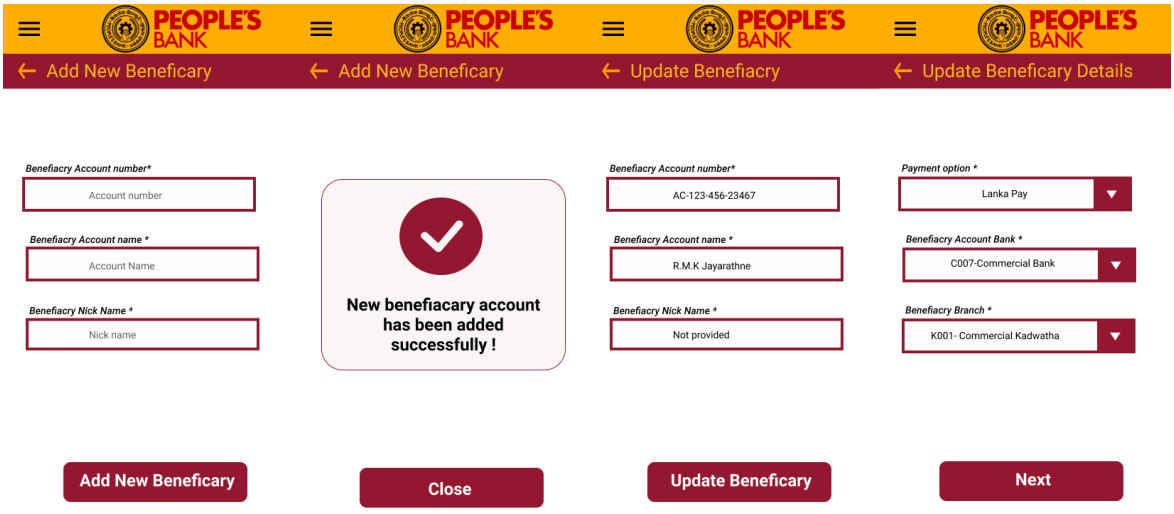
https://drive.google.com/file/d/1K8L5uE3-w7bT3HwlerhhBZWR7FHZFNuj/view?usp=sharing

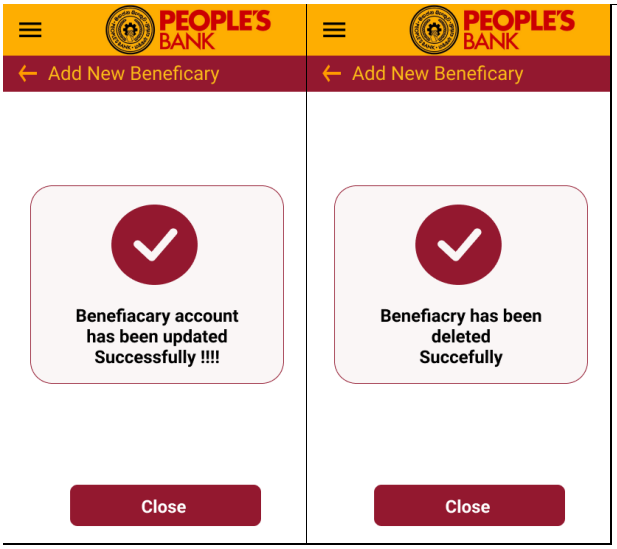
Prototypes

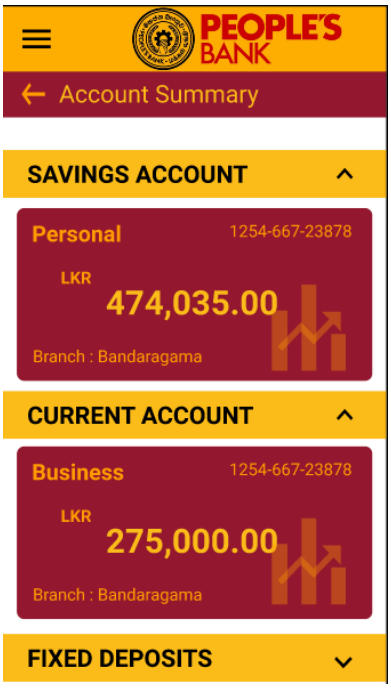
Version 1

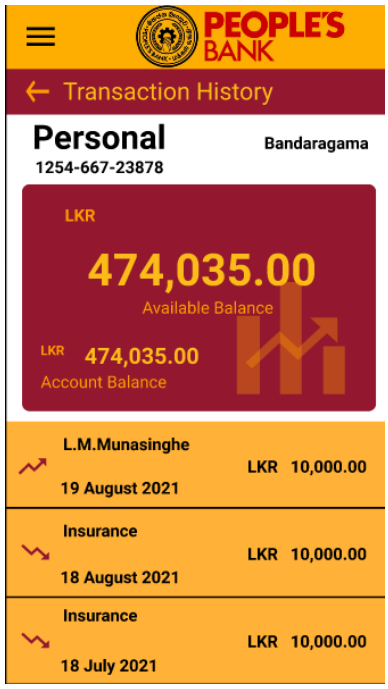


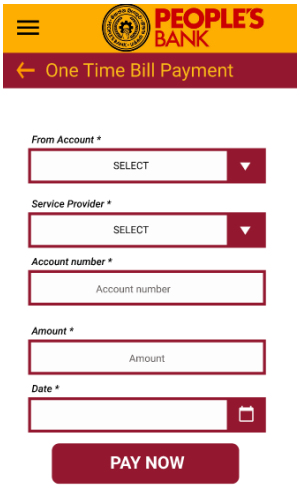

PEOPLE'S BANK
Transfer Services
Transfer Services
Interbank fund transfer
Branch to branch Transfer
PEOPLE'S BANK
Interbank Transfer
One Time Transfer
Fund Transfer
Manage Favourite Beneficary
PEOPLE'S BANK
Manage Favourite Beneficary
Beneficary Account Name
R.K.M Jayantha
Beneficary Account Number
1234-567-7878
Beneficiary Bank
704- Peoples Bank - Duke Street
DELETE
EDIT
Beneficary Account Name
J.M.K Wijerathne
Beneficary Account Number
1254-667-23878
Beneficiary Bank
605- Peoples Bank - Kadawatha
DELETE
EDIT
Add New Beneficary
PEOPLE'S BANK
Add New Beneficary
Payment option *
SELECT
Beneficiary Account Bank *
SELECT
Beneficiary Branch *
SELECT
Next

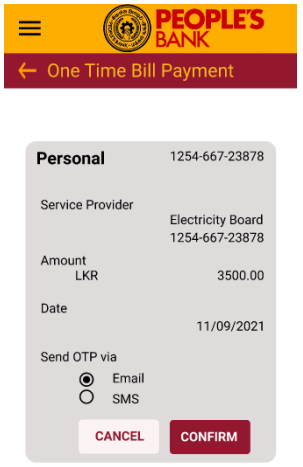

PEOPLE'S BANK
Add New Beneficary
Beneficiary Account number*
Account number
Beneficiary Account name *
Account Name
Beneficiary Nick Name *
Nick name
Add New Beneficary
PEOPLE'S BANK
Add New Beneficary
New benefiacary account has been added successfully !
Close
PEOPLE'S BANK
Update Benefiacry
Beneficiary Account number*
AC-123-456-23467
Beneficiary Account name *
R.M.K Jayarathne
Beneficiary Nick Name *
Not provided
Update Beneficary
PEOPLE'S BANK
Update Beneficary Details
Payment option *
Lanka Pay
Beneficiary Account Bank *
C007-Commercial Bank
Beneficiary Branch *
K001- Commercial Kadwatha
Next

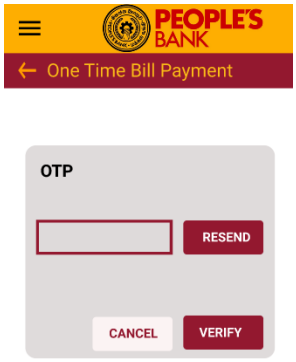

PEOPLE'S BANK
Add New Beneficary
Benefiacary account has been updated Successfully !!!!
Close
PEOPLE'S BANK
Add New Beneficary
Beneficiary has been deleted Succefully
Close

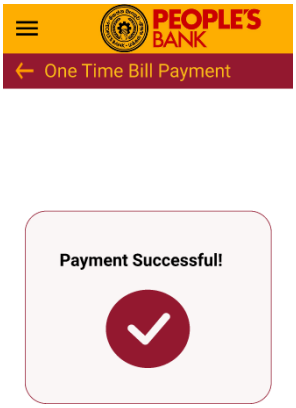

PEOPLE'S BANK
Account Summary
SAVINGS ACCOUNT
Personal
1254-667-23878
LKR
474,035.00
Branch : Bandaragama
CURRENT ACCOUNT
Business
1254-667-23878
LKR
275,000.00
Branch : Bandaragama
FIXED DEPOSITS

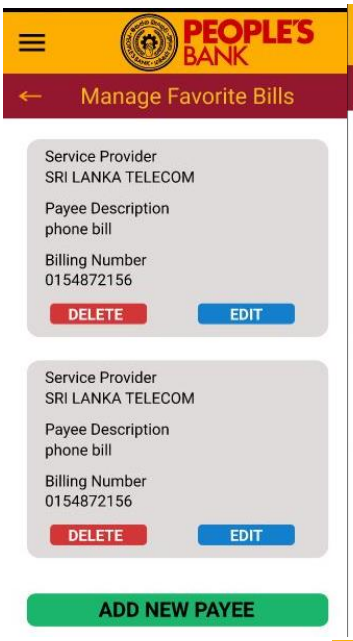

PEOPLE'S BANK
Transaction History
Personal
Bandaragama
1254-667-23878
LKR
474,035.00
Available Balance
LKR 474,035.00
Account Balance
L.M.Munasinghe
LKR 10,000.00
19 August 2021
Insurance
LKR 10,000.00
18 August 2021
Insurance
LKR 10,000.00
18 July 2021

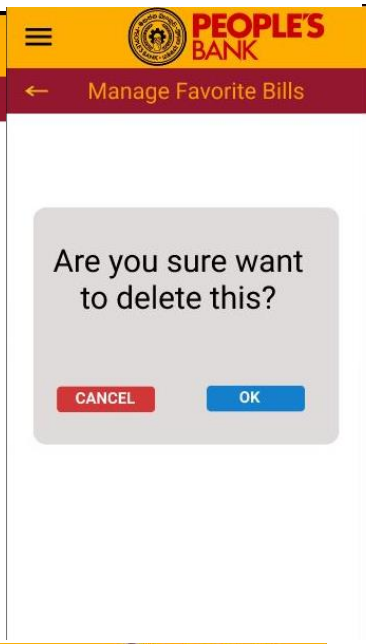

PEOPLE'S BANK
One Time Bill Payment
From Account *
SELECT
Service Provider *
SELECT
Account number *
Account number
Amount *
Amount
Date *
PAY NOW

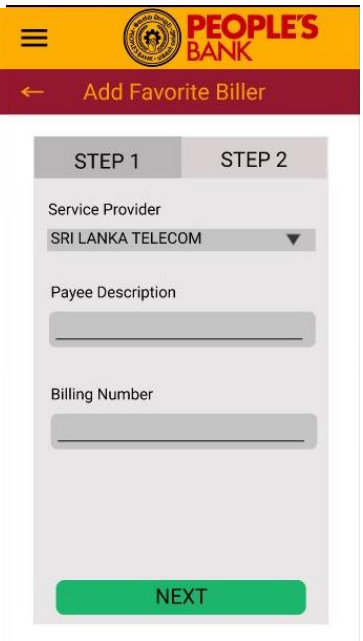

PEOPLE'S BANK
One Time Bill Payment
Personal
1254-667-23878
Service Provider
Electricity Board
1254-667-23878
Amount
LKR
3500.00
Date
11/09/2021
Send OTP via
Email
SMS
CANCEL
CONFIRM


PEOPLE'S BANK
One Time Bill Payment
OTP
RESEND
CANCEL
VERIFY

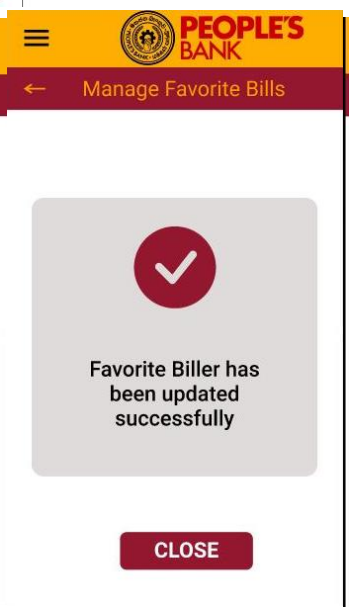

PEOPLE'S BANK
One Time Bill Payment
Payment Successful!

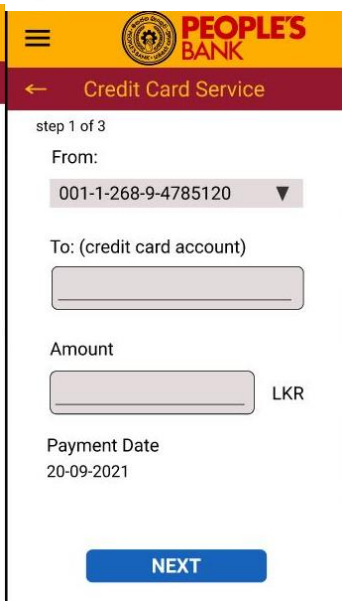

PEOPLE'S BANK
Manage Favorite Bills
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156
DELETE
EDIT
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156
DELETE
EDIT
ADD NEW PAYEE


PEOPLE'S BANK
Manage Favorite Bills
Are you sure want to delete this?
CANCEL
OK

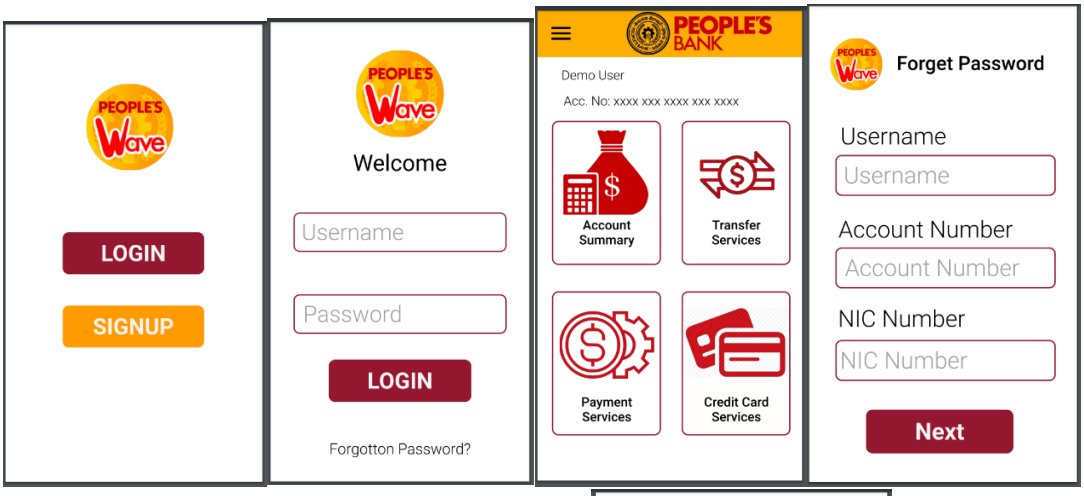

PEOPLE'S BANK
Add Favorite Biller
STEP 1
STEP 2
Service Provider
SRI LANKA TELECOM
Payee Description
Billing Number
NEXT

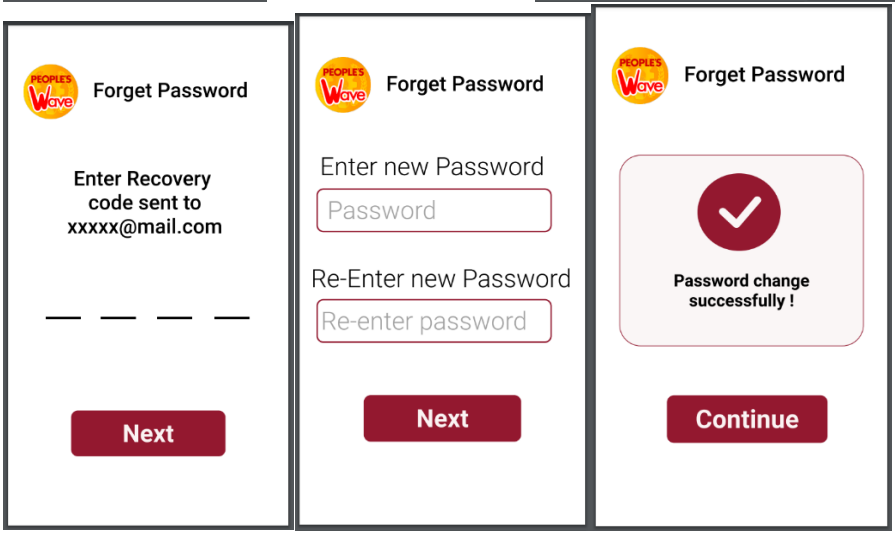
PEOPLE'S BANK
Edit Favorite Biller
Service Provider
SRI LANKA TELECOM
Payee Description
phone bill
Billing Number
0154872156
CANCEL
SAVE

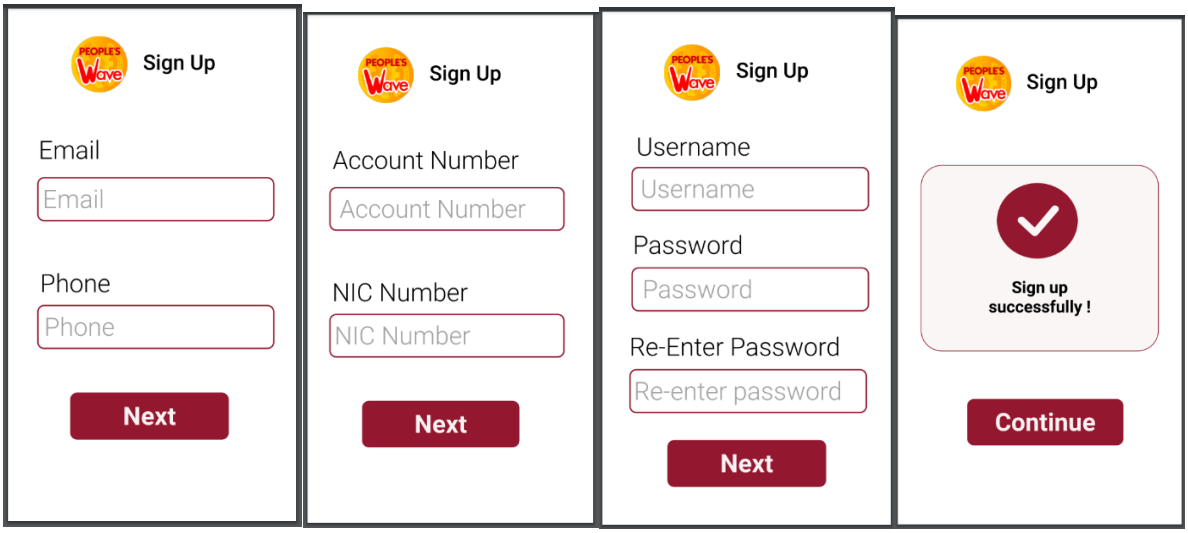

PEOPLE'S BANK
Manage Favorite Bills
Favorite Biller has been updated successfully
CLOSE

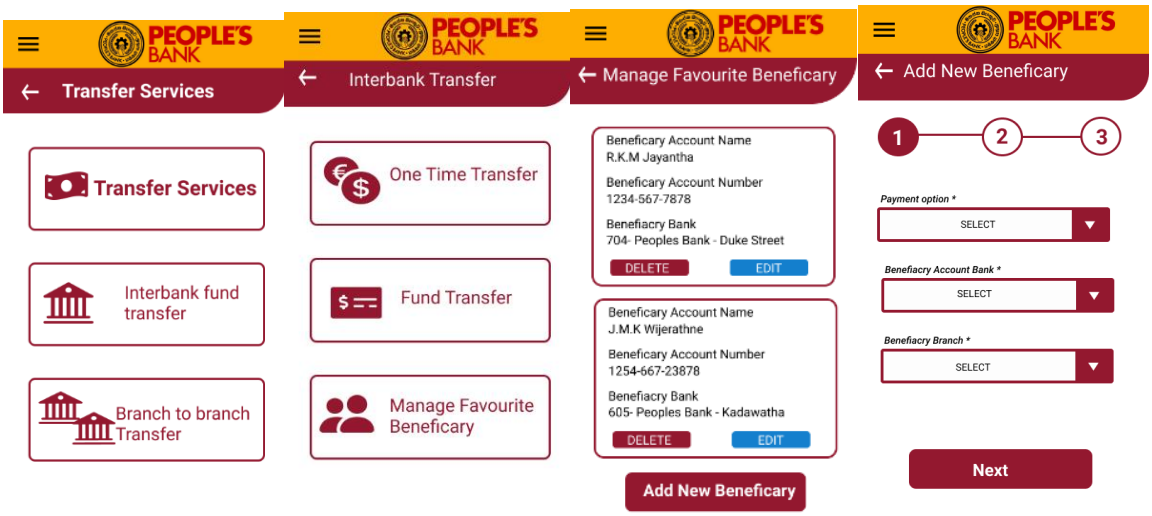

PEOPLE'S BANK
Credit Card Service
step 1 of 3
From:
001-1-268-9-4785120
To: (credit card account)
Amount
LKR
Payment Date
20-09-2021
NEXT

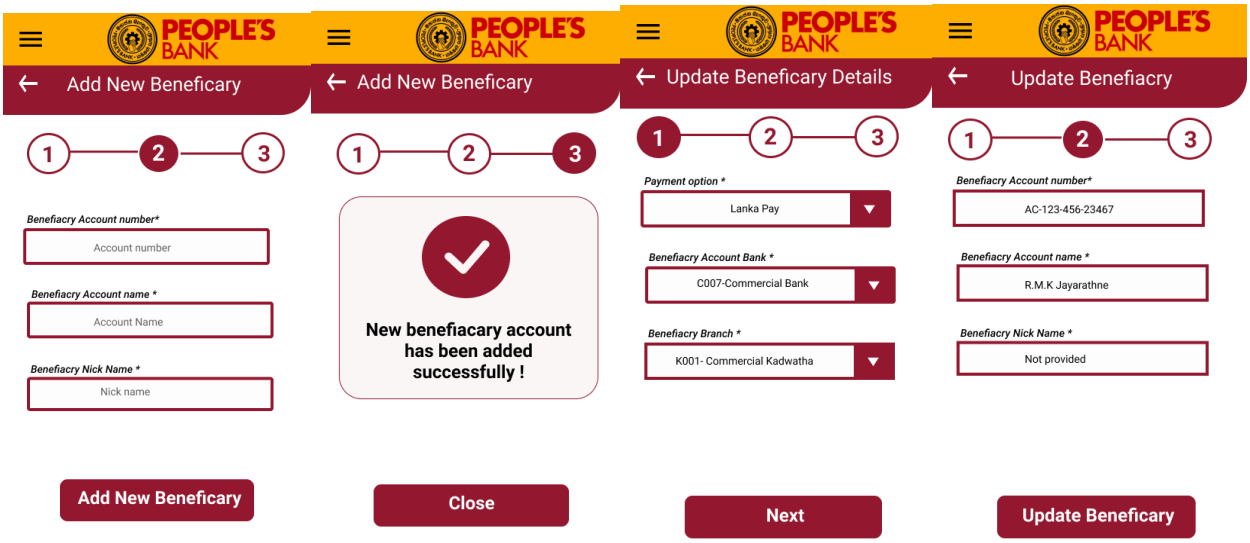
Version2

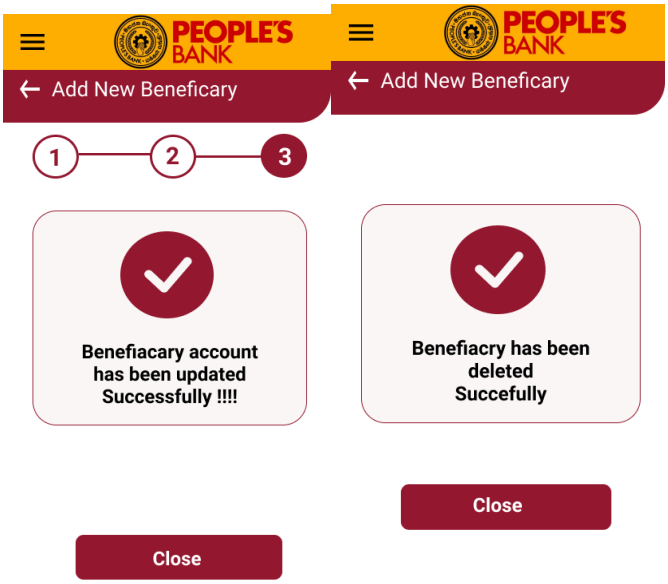

PEOPLE'S Wave
LOGIN
SIGNUP
PEOPLE'S Wave
Welcome
Username
Password
LOGIN
Forgotton Password?
PEOPLE'S BANK
Demo User
Acc. No: xxxx xxx xxxx xxx xxxx
Account Summary
Transfer Services
Payment Services
Credit Card Services
Forget Password
Username
Username
Account Number
Account Number
NIC Number
NIC Number
Next

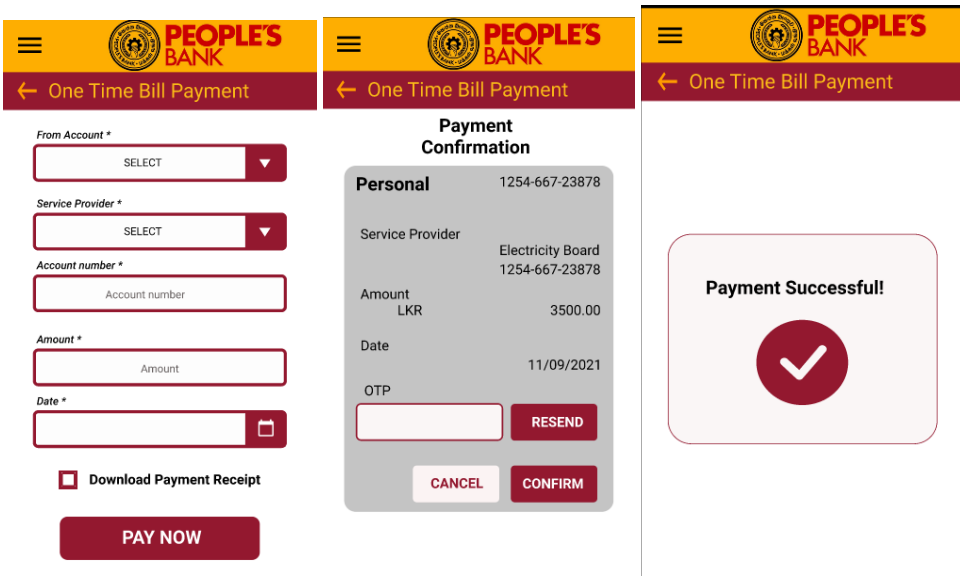

Forget Password
Enter Recovery code sent to xxxxx@mail.com
Next
Forget Password
Enter new Password
Password
Re-Enter new Password
Re-enter password
Next
Forget Password
Password change successfully !
Continue


Sign Up
Email
Email
Phone
Phone
Next
Sign Up
Account Number
Account Number
NIC Number
NIC Number
Next
Sign Up
Username
Username
Password
Password
Re-Enter Password
Re-enter password
Next
Sign Up
Sign up successfully !
Continue

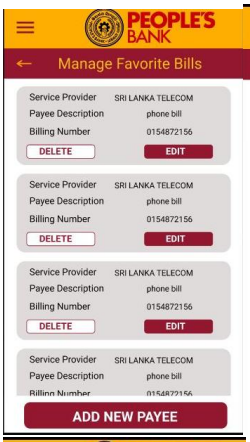

PEOPLE'S BANK
Transfer Services
Transfer Services
Interbank fund transfer
Branch to branch Transfer
Interbank Transfer
One Time Transfer
Fund Transfer
Manage Favourite Beneficary
Manage Favourite Beneficary
Beneficary Account Name
R.K.M Jayantha
Beneficary Account Number
1234-567-7878
Beneficiary Bank
704- Peoples Bank - Duke Street
DELETE
EDIT
Beneficary Account Name
J.M.K Wijerathne
Beneficary Account Number
1254-667-23878
Beneficiary Bank
605- Peoples Bank - Kadawatha
DELETE
EDIT
Add New Beneficary
Add New Beneficary
1
2
3
Payment option *
SELECT
Beneficiary Account Bank *
SELECT
Beneficiary Branch *
SELECT
Next

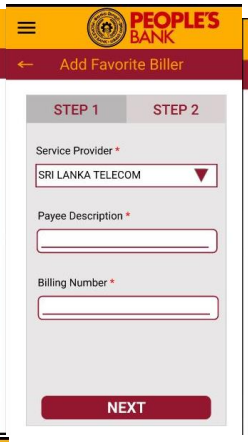

PEOPLE'S BANK
Add New Beneficary
1
2
3
Benefiacry Account number*
Account number
Benefiacry Account name *
Account Name
Benefiacry Nick Name *
Nick name
Add New Beneficary
Add New Beneficary
New benefiacary account has been added successfully !
Close
Update Beneficary Details
Payment option *
Lanka Pay
Benefiacry Account Bank *
C007-Commercial Bank
Benefiacry Branch *
K001- Commercial Kadwatha
Next
Update Benefiacry
Benefiacry Account number*
AC-123-456-23467
Benefiacry Account name *
R.M.K Jayarathne
Benefiacry Nick Name *
Not provided
Update Beneficary


PEOPLE'S BANK
Add New Beneficary
1
2
3
Benefiacary account has been updated Successfully !!!!
Close
Add New Beneficary
Benefiacry has been deleted Succefully
Close

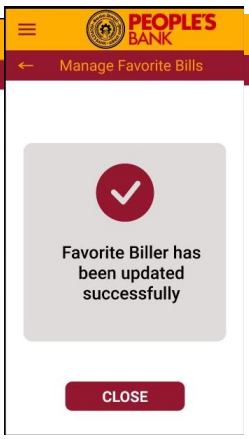

PEOPLE'S BANK
One Time Bill Payment
From Account *
SELECT
Service Provider *
SELECT
Account number *
Account number
Amount *
Amount
Date *
Download Payment Receipt
PAY NOW
PEOPLE'S BANK
One Time Bill Payment
Payment Confirmation
Personal
1254-667-23878
Service Provider
Electricity Board
1254-667-23878
Amount
LKR
3500.00
Date
11/09/2021
OTP
RESEND
CANCEL
CONFIRM
PEOPLE'S BANK
One Time Bill Payment
Payment Successful!

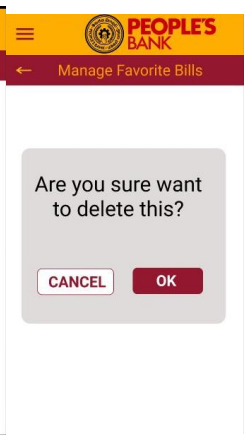
PEOPLE'S BANK
Account Summary
SAVINGS ACCOUNT
Personal
1254-667-23878
LKR
474,035.00
Branch : Bandaragama
CURRENT ACCOUNT
Business
1254-667-23878
LKR
275,000.00
Branch : Bandaragama
FIXED DEPOSITS
PEOPLE'S BANK
Transaction History
Personal
Bandaragama
1254-667-23878
LKR
474,035.00
Available Balance
LKR 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

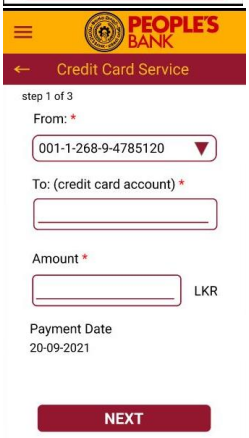

PEOPLE'S BANK
Manage Favorite Bills
Service Provider SRI LANKA TELECOM
Payee Description phone bill
Billing Number 0154872156
DELETE
EDIT
ADD NEW PAYEE


PEOPLE'S BANK
Add Favorite Biller
STEP 1
STEP 2
Service Provider *
SRI LANKA TELECOM
Payee Description *
Billing Number *
NEXT

PEOPLE'S BANK
Edit Favorite Biller
Service Provider *
SRI LANKA TELECOM
Payee Description *
phone bill
Billing Number *
0154872156
CANCEL
SAVE


PEOPLE'S BANK
Manage Favorite Bills
Favorite Biller has been updated successfully
CLOSE


PEOPLE'S BANK
Manage Favorite Bills
Are you sure want to delete this?
CANCEL
OK


PEOPLE'S BANK
Credit Card Service
step 1 of 3
From: *
001-1-268-9-4785120
To: (credit card account) *
Amount *
LKR
Payment Date
20-09-2021
NEXT

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