Sri Lanka Institute of Information Technology – User Experience Engineering - SE3050

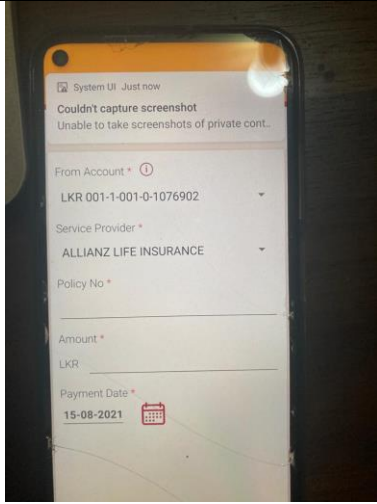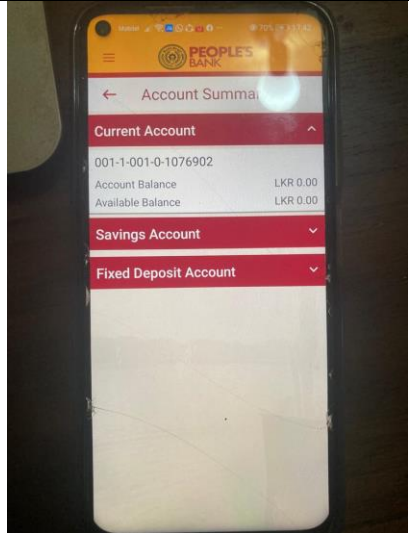# People's Wave Banking App

Lab Submission - 5

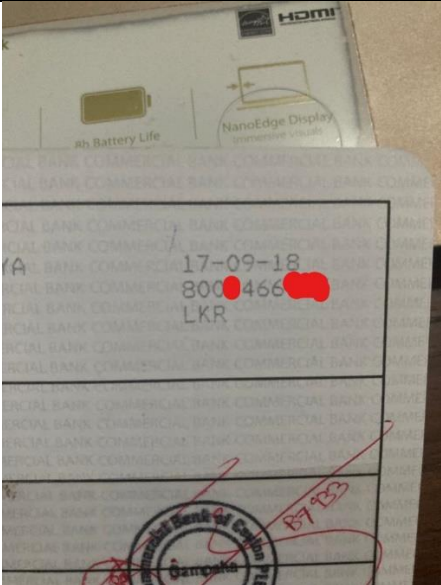IT19091044 – Gnanarathna E.D.K.V

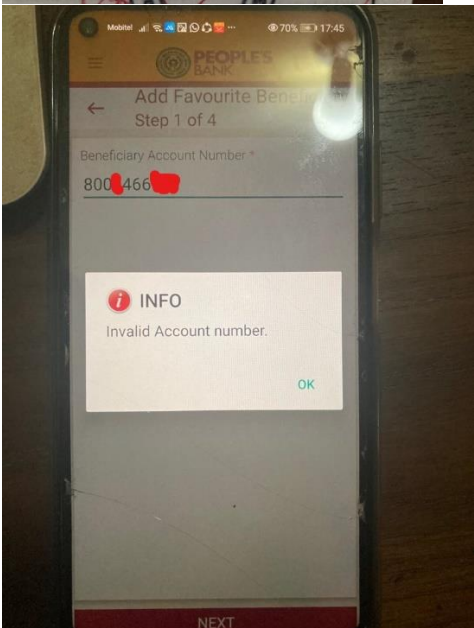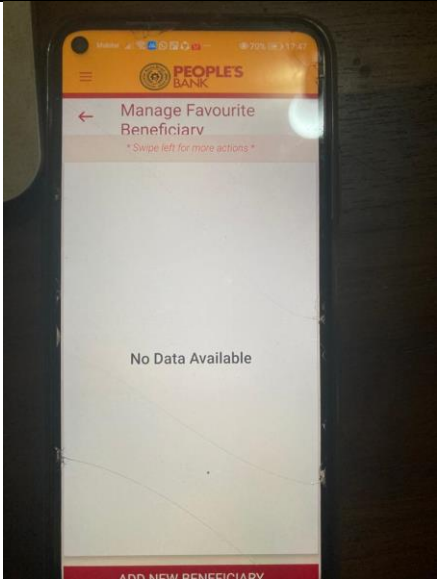IT18408584 - Balasooriya R.P.T.U

IT19016894 - Pinto R. D. S. P
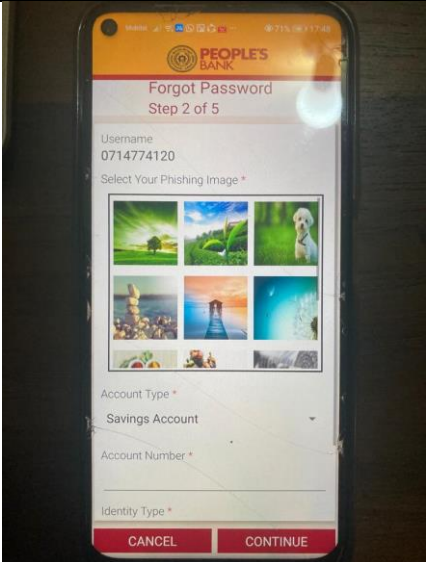
IT19156248 - K.G. Kolamunna

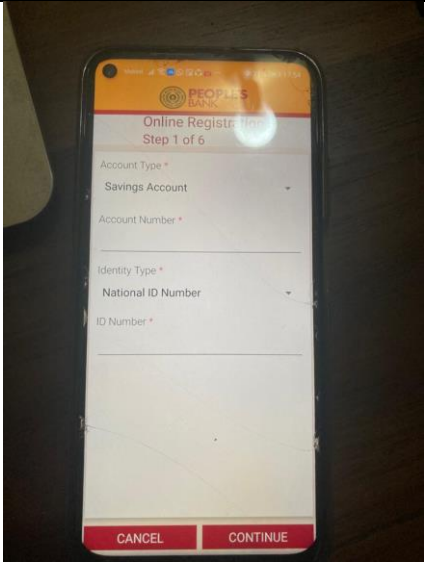# Fail-points/ Blockings in User flow

IT19091044	01 Fail points /Blockings	02 Fail points/ Blockings
Fail points /Blockings	Once payment is done, no proof of the transaction can be gained (Like a PDF /Receipt/ Screenshot). It just submits the form.	The account summary does not display any previous transactions.No transaction history provided.
Evidence		

IT18408584	01 Fail points /Blockings	02 Fail points/ Blockings
Fail points /Blockings	Cannot transfer money to third party accounts.	Manage favourite Beneficiaries page doesn't display any data. A wrong instruction is given, to swipe left even though there are no more actions.

Evidence		https://bit.ly/37HgpCM

IT19016894	01 Fail points /Blockings	02 Fail points/ Blockings
Fail points /Blockings	Password resetting seems to confuse the user since the reset password process is based on selecting and naming images. The user needs to remember the exact naming given to the image in order to reset password. This is not a popular and good way to reset password.	User Registration is broken down into too many small steps. This makes user frustrated and exhausted.

Evidence		

IT19156248	01 Fail points /Blockings	02 Fail points/ Blockings
Fail points /Blockings	Cannot pay for other bank's credit cards	Cannot have any confirmation of payment since screenshots are disabled.
Evidence	 ★★★☆☆ 10/08/2021 Have to touch Textbox for sevel times to start input user name or password . Unable to transfer money/ payment from people's bank account to other bank credit cards , So pls add other bank credit card payment option . Anyways Good app 😀👍 , haven't installed new update yet. Let see & will tell more in soon.	