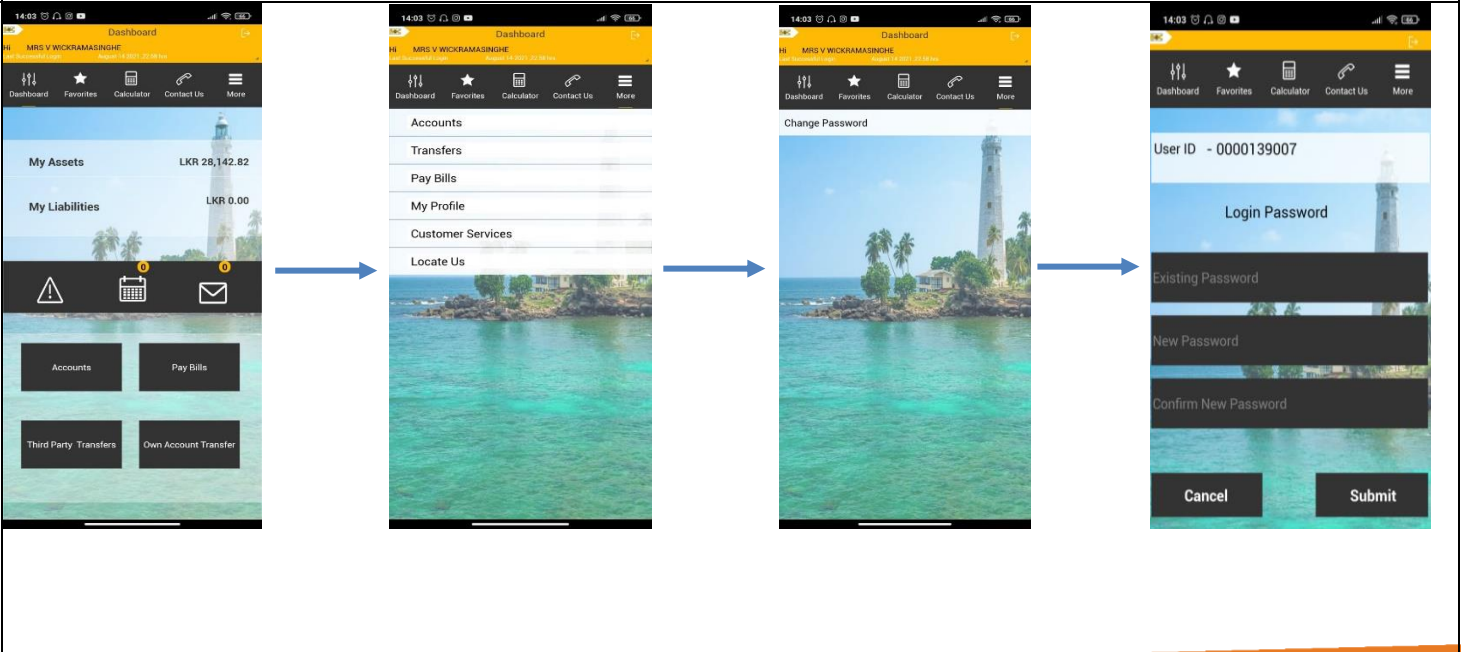
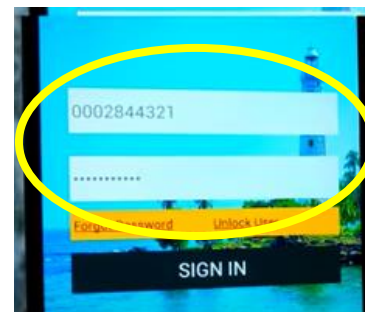
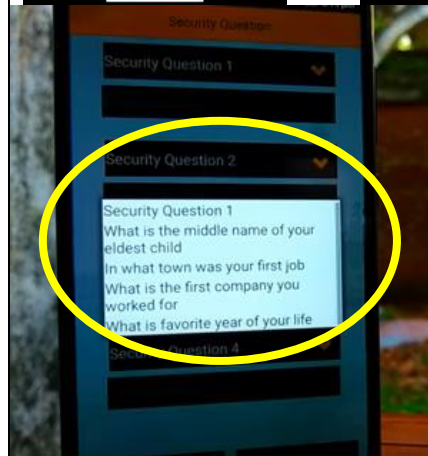
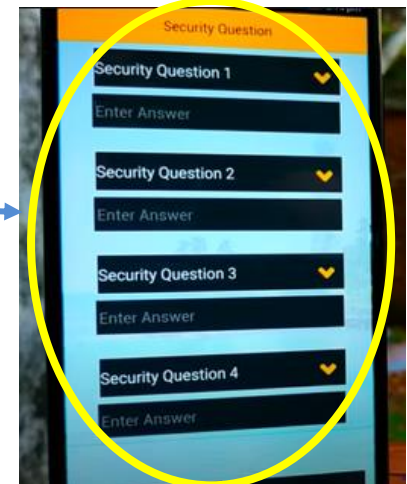
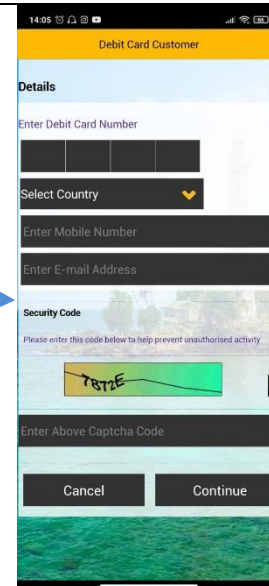
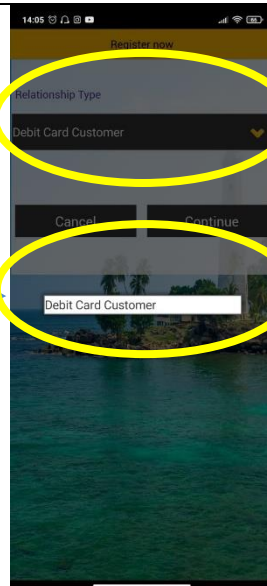
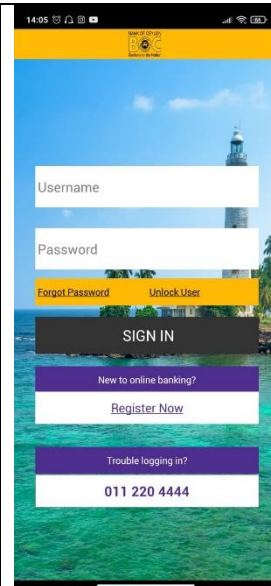
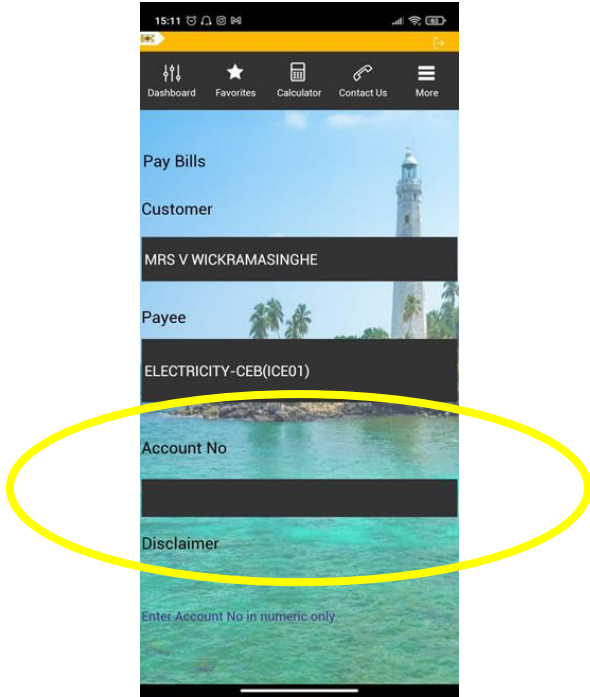


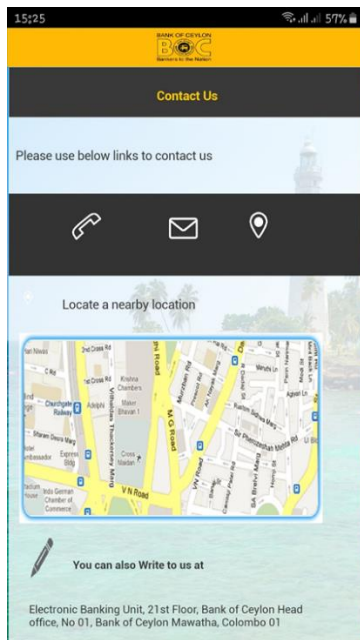
<b>IT18212914</b> <b>M.J.K. Wickramasinghe</b>	Fail-points/blocking
01 Fail-points/blocking	<p>In the BOC mobile application there is not any kind of person details in the “My Profile”. They have only change password tab. Person cannot view their profile details or edit them. Which is really confusing for the user.</p>
Evidence  Screenshots	

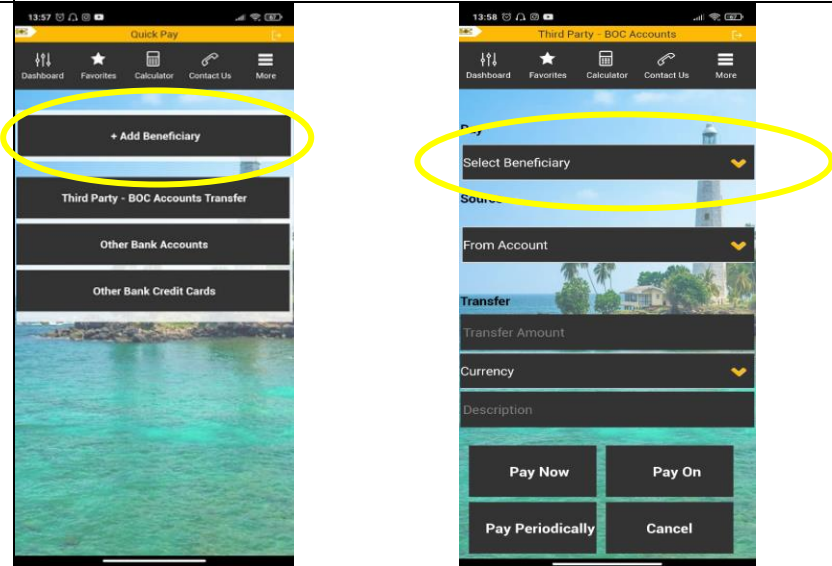
Video timeline	<p>Interview Vedio 1 10:07 – 10:38 – Says that there is a profile without user details and with experience she has found out to change password. It has been deficult to find out in first place.</p> <p>Interview Vedio 2 4:56 – 5:31 – User says that profile details are not given and only can change password.</p> <p>Vedio Recording 1 5:27 – 5:40 – Strugles to find the path to find user details and end up with changing password only.</p> <p>Vedio Recording 2 1:09 – 1:20 – Uses a new path than the first user.Still end up without profile to view.</p>
02 Fail-points/blocking	<p>In the registration process there are too much of unnecessary steps which takes lots of time to load and enter details.</p> <ul style="list-style-type: none"> <li>a. There is a drop down where only one option is available. That means it is an unnecessary input and it confuses the users how they should select it. Also, with people who try to register get confused whether their application is not loading the other options.</li> <li>b. The registration has many unnecessary steps like selecting 5 questions form 20 and answering to them.</li> <li>c. The username given from the bank is a 10-digit number where uneasy to remember. They provide web users to change the username, but mobile users cannot change it via mobile app.</li> </ul>

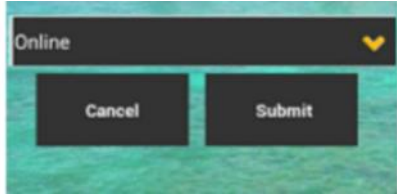


<p>Video timeline</p>	<p>Interview Vedio 1</p> <p>28:10 – 28:21 – User says that it is better if can reduce the number of steps for registration process.</p> <p>4:16 – 4:38 – User says that the only option is to select the type as debit card user in the drop down.</p> <p>6.30 – 6.48 – User reveals that selecting many security questions are a burden. Because there are 20 and have to select 5.</p> <p>7:40 – 9.08 – User says that the given username is 10 digit username and had to use a web application in changing it. Mobile app does not support it and would like to see it supported.</p> <p>Interview Vedio 2</p> <p>4:28 – 4:38 - User says that the only option is to select the type as debit card user in the drop down which feel unnecasery.</p> <p>4:28 – 4:38 – Mention about the security questions there are 20 and have to choose 5 to answer. It had felt as a burden.</p> <p>4:40 – 4:46 – Changing the username had felt a nessasary thing to be in the mobile app because it is a number cannot be memorised.</p> <p>Vedio Recording 1</p> <p>0:05 – 0:30 – Shows how it appears in a single drop down with only one option.</p> <p>Vedio Recording 2</p> <p>0:12 – 0:18 - Shows how it appears in a single drop down with only one option.</p>
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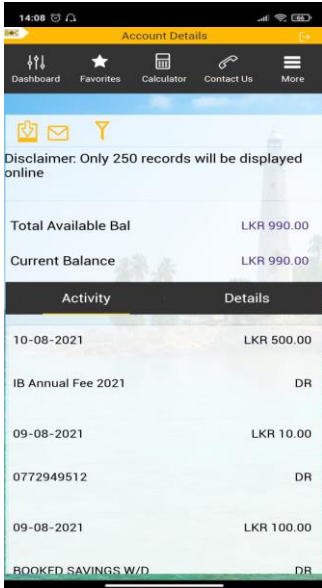
<b>IT19025018</b> <b>Ravindu Tharaka H.W</b>	Fail-points/blocking
01 Fail-points/blocking	<p>When paying bills through the BOC app, biller must be added to the system as required by the customer. In this here, the billers are given unnecessary steps and the use of such steps is of no use and annoys the users. Cannot do a bill payment without adding each and every biller separately to the system.</p> <p>In this case, some of the payment steps are too long when making the bill payment and it makes it difficult. When biller has multiple BOC accounts, customer has to type in the account manually instead of selecting the account. Which is no use of adding the biller to biller list.</p>
Evidence  Screenshots	

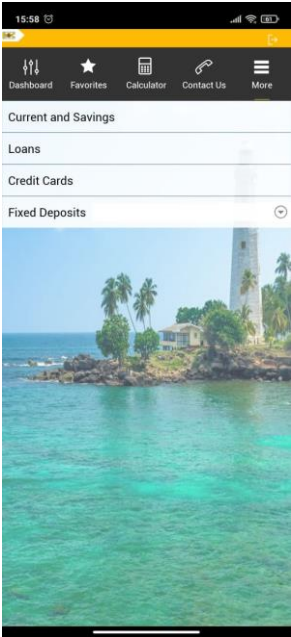
Video timeline	<p>Interview Vedio 1</p> <p>19:42 - 22:25 - Some steps are unnecessary when filling out the form and are not clear to the user.</p>
02 Fail-points/blocking	<p>The map on the Contact Us page sometimes does not provide any information. Difficulty finding the nearest bank in case of emergency. Here a static image is used.</p>
<p>Evidence</p> <p>Screenshots</p>	
Video timeline	

<b>IT19174990</b> <b>Pathirana G.A.P.I.U</b>	Fail-points/blocking
01 Fail-points/blocking	<p>To do a third-party transaction we have to add the beneficiary account details into a list first. After adding the beneficiary to the list only we can fill out the transaction form and select a beneficiary account.</p> <p>This process is a bit too long and complex compared to other mobile banking apps. For a one-time transaction adding beneficiary details beforehand is of no use. And this makes the user flow more complex and takes additional time to complete the third-party transaction.</p> <p>Another point is when adding beneficiary details the character limits for the input fields are not sufficient enough.</p>
Evidence Screenshots	
Video timeline	<p>Vedio Recording 1</p> <p>2:25- 3:50 - in the screen record time span 2.25 – 3.50 user takes time to add a beneficiary account before doing the transaction. And in timestamp 2.52 user could not enter more characters to the beneficiary's name field as per the character limit and had to limit his input.</p>

02 Fail-points/blocking	<p>In third party transactions where the user confirms the transfer, the 'Cancel' button is placed before the 'Submit' button. These buttons are usually placed in reverse order. This mistake might lead to the user clicking confirm thinking that he's canceling the transaction.</p> <p>Another point is that some information regarding extra charges for the money transfers service is given at the bottom of the page in hardly visible and very small text. It would be better if they let the user know of this before the transaction.</p>
<p>Evidence</p> <p>Screenshots</p>	
Video timeline	<p>Vedio Recording 1</p> <p>In screen record time stamp 3.50 you can see that the cancel and submit buttons are placed in reverse order.</p>



<b>IT19994338</b> <b>Mihisuru E.A.S</b>	Fail-points/blocking
01 Fail-points/blocking	<p>a. Transaction details All the transaction record cannot be seen because its limits to 250 When it's come to the transaction history its only show date and some currency value, I think this must be have some more specific details. The UI is like primary student creation</p> <p>b. When user wants to rename his/her account this task cannot complete through mobile app, but it's can done by website</p>
Evidence  Screenshots	
Video timeline	Interview Vedio 1 08:05 - 12:26 - Transaction details are difficult to find.

02 Fail-points/blocking	Credits cards tab is not visible directly to the user it's more like hidden one on this app. If user use credit card, he/her will be facing difficulties when finding that.
Evidence Screenshots	
Video timeline	