



User Experience Engineering 2021

Suggested Design Improvements With User Feed Back Report

Bank Of Ceylon Mobile Banking Application

Submitted by:

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Group Number: 2021S2_REG_WE_47

Group Members:

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- 4). IT19994338 - Mihisuru E.A.S

User Feed Back Videos Folder Link:

[https://drive.google.com/drive/folders/1iiBcC2J1cTvspB_5KfskEyNLLF3CJrMn
?usp=sharing](https://drive.google.com/drive/folders/1iiBcC2J1cTvspB_5KfskEyNLLF3CJrMn?usp=sharing)

Introduction

This project is based on redesigning an existing mobile application to enhance the user interfaces and user experience of the application. The mobile application we have chosen is Bank of Ceylon Mobile Banking application which is named as “B App”. The app enables the users to do the fund transactions, bill payments, credit card payments, view their account details and many more. In this pandemic situation all most all the customers of the banks are encouraged to use the mobile banking or online banking applications.

After conducting the user research our team has come up with new design for the application. In this report we have show the suggested design improvements using sketching, wireframing and prototyping.

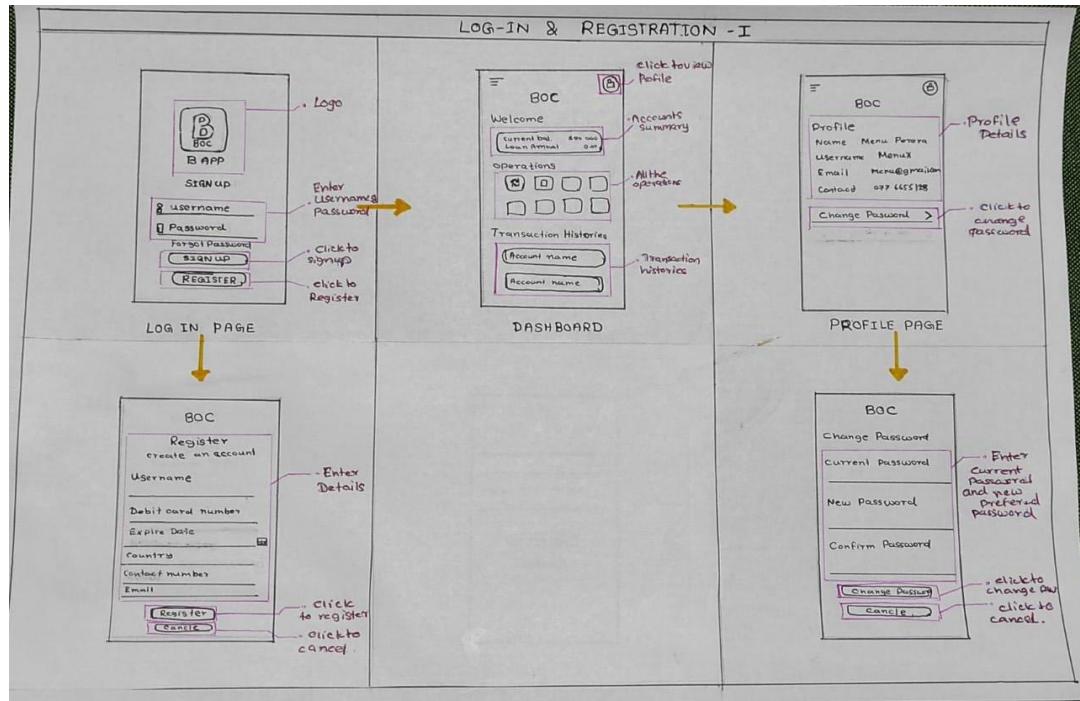
Sketching

Sketching is a very efficient way of communicating design while allowing designers to try out a multitude of ideas and iterate them before settling on one. Sketching can help designers quickly visualize design ideas in an efficient and low-cost way, so it is an essential skill for UI/UX designers.

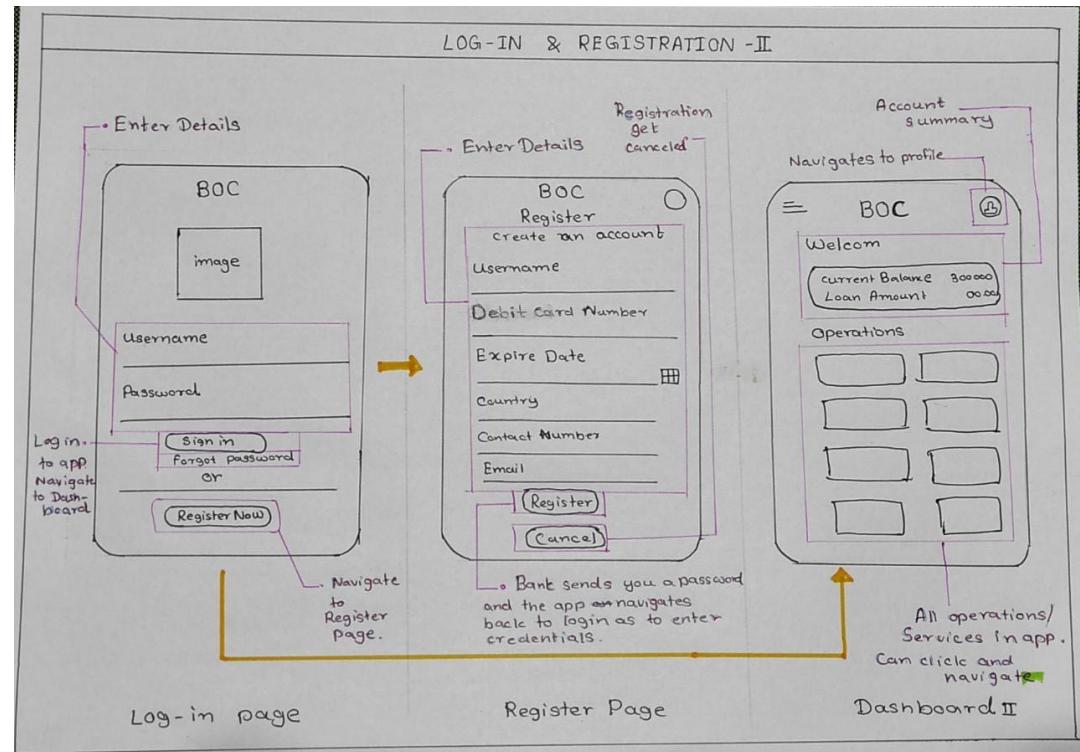
Sketching can be used in nearly any stage in the product design process: drawing out brainstormed ideas, recording every “aha” moment, or building prototypes. Prototyping is a way to give design ideas a presence so that we can test it out or put it in front of people to see if it has value.

From our user research we have collected the data from the users, which enables us to do the changes in the existing application. Following are the Skechers that our design team came up with the requirements of the users as in the user research

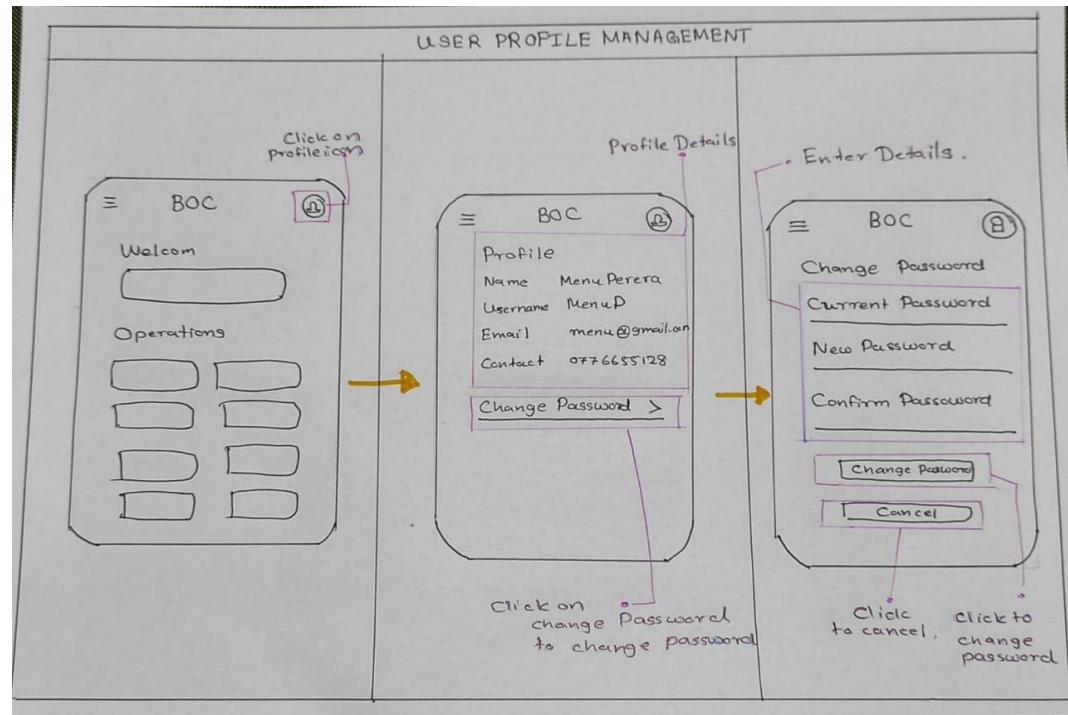
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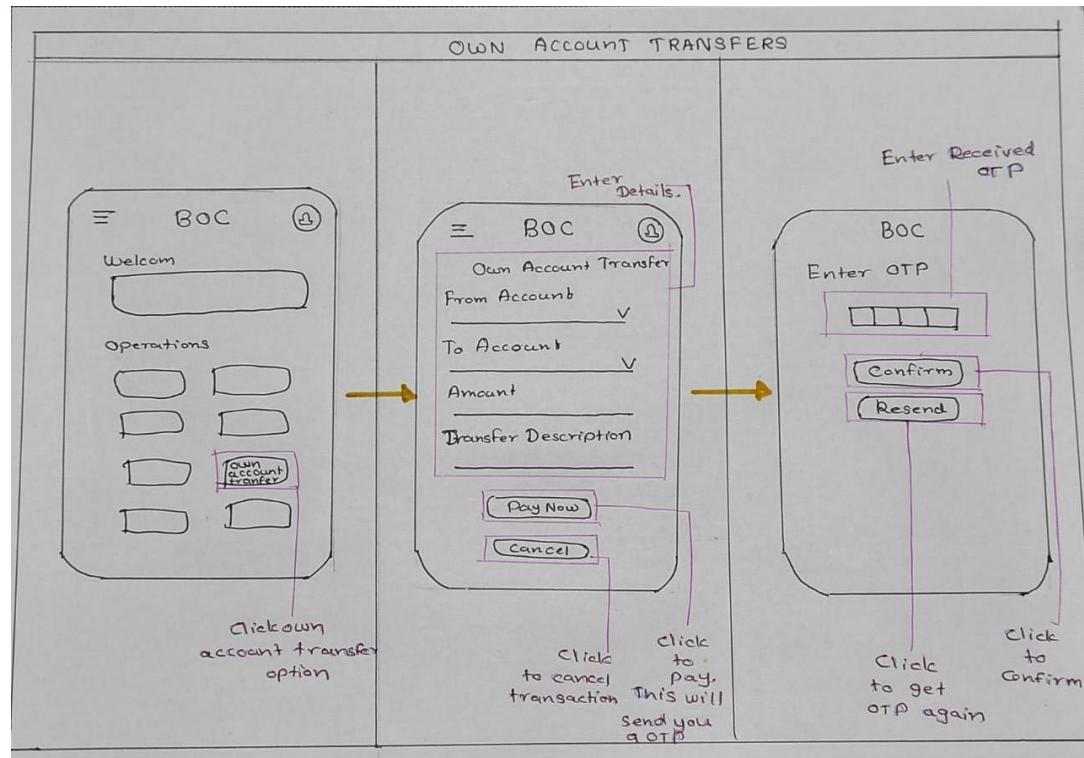
- LOG IN AND REGISTRATION (II)



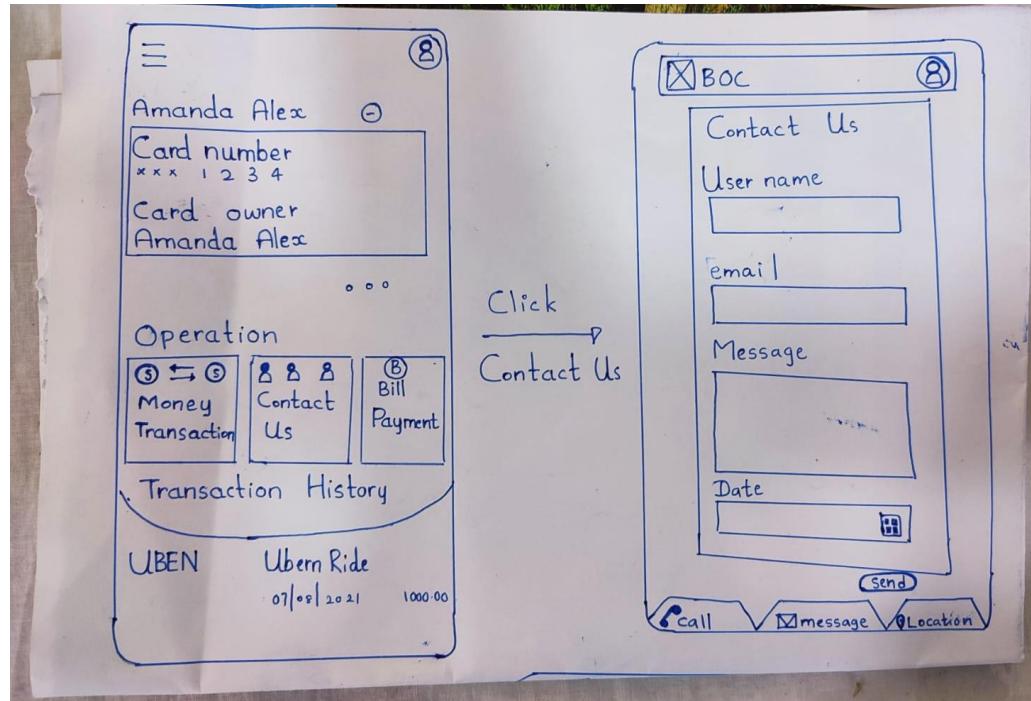
- USER PROFILE MANAGEMENT



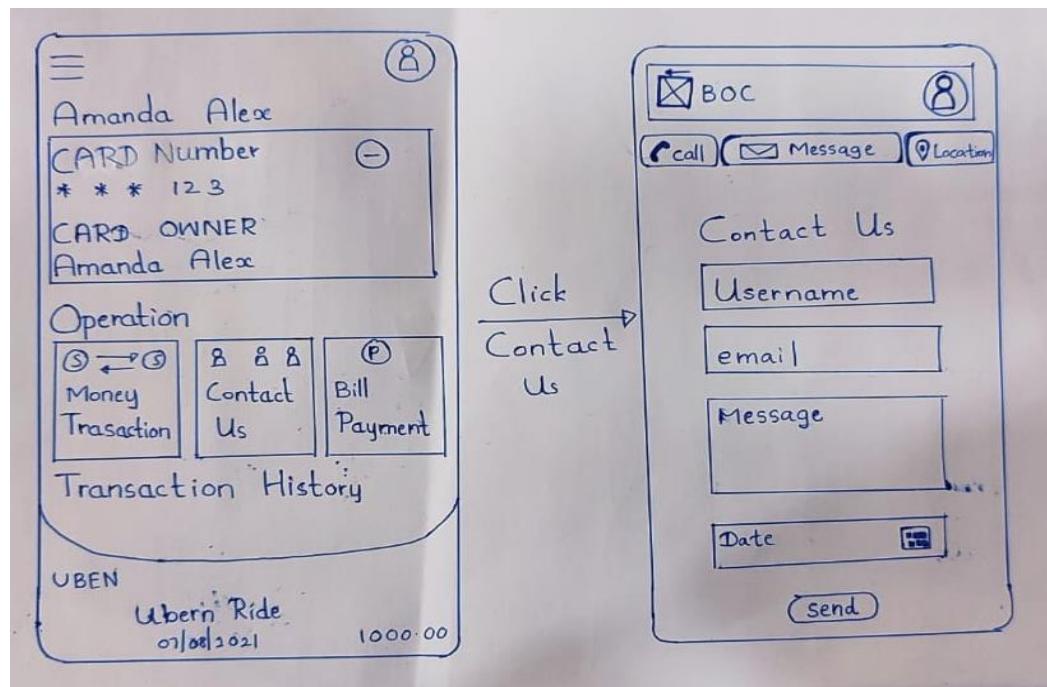
- OWN ACCOUNT MANAGEMENT



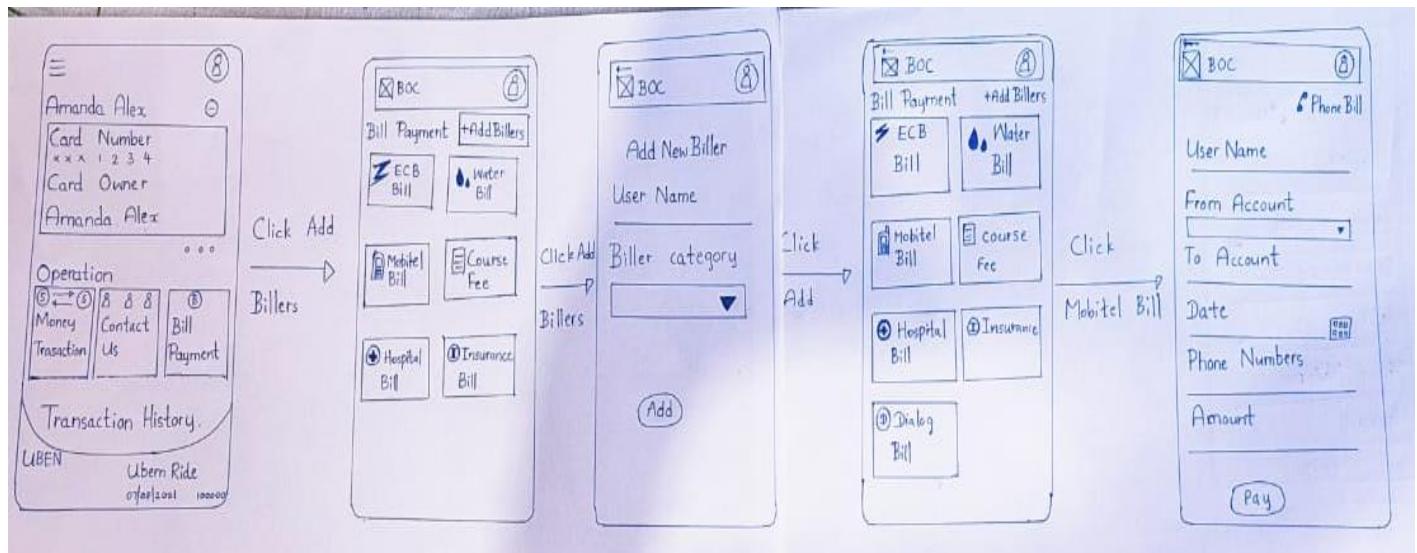
- CONTACT US (I)



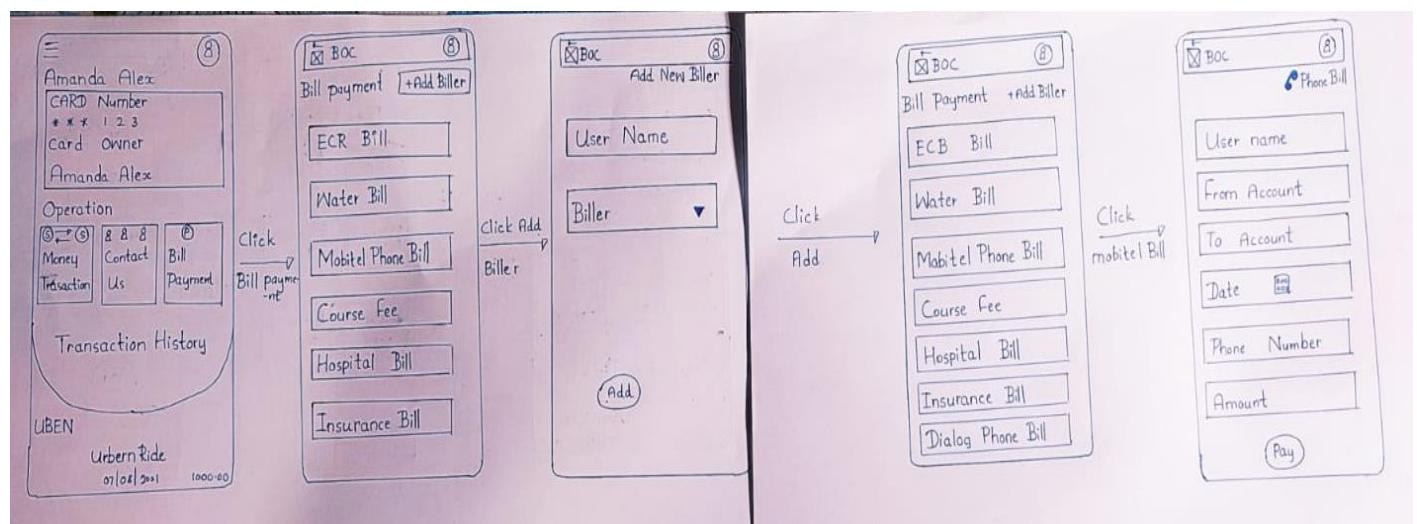
- CONTACT US (II)



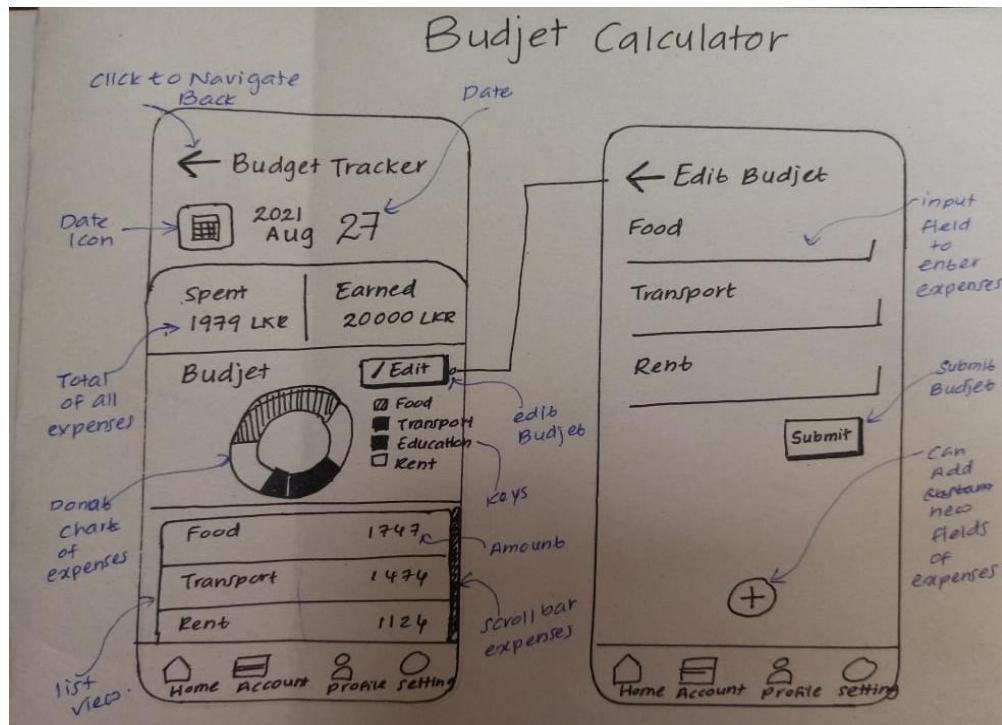
- BILL PAYMENT (I)



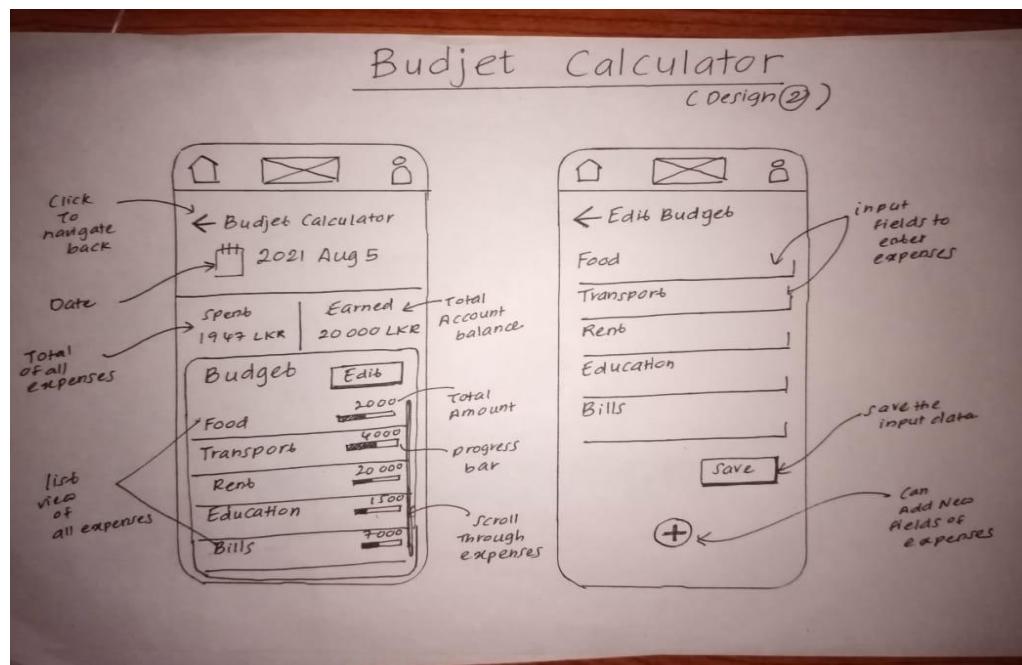
- BILL PAYMENT (II)



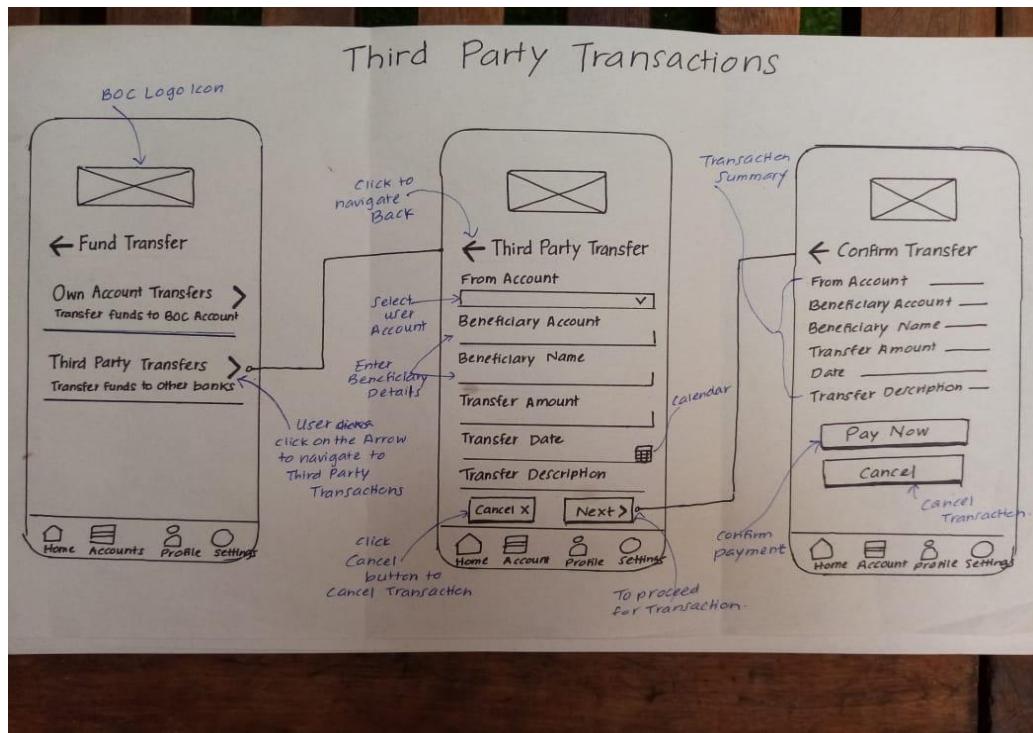
- BUDGET CALCULATOR (I)



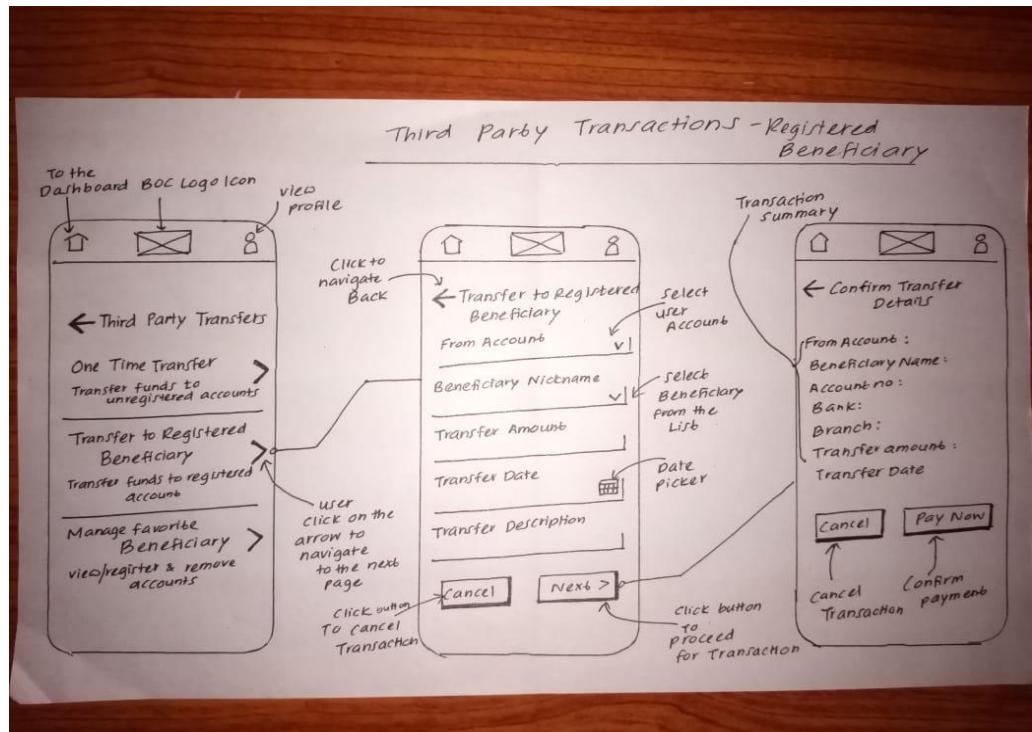
- BUDGET CALCULATOR (II)



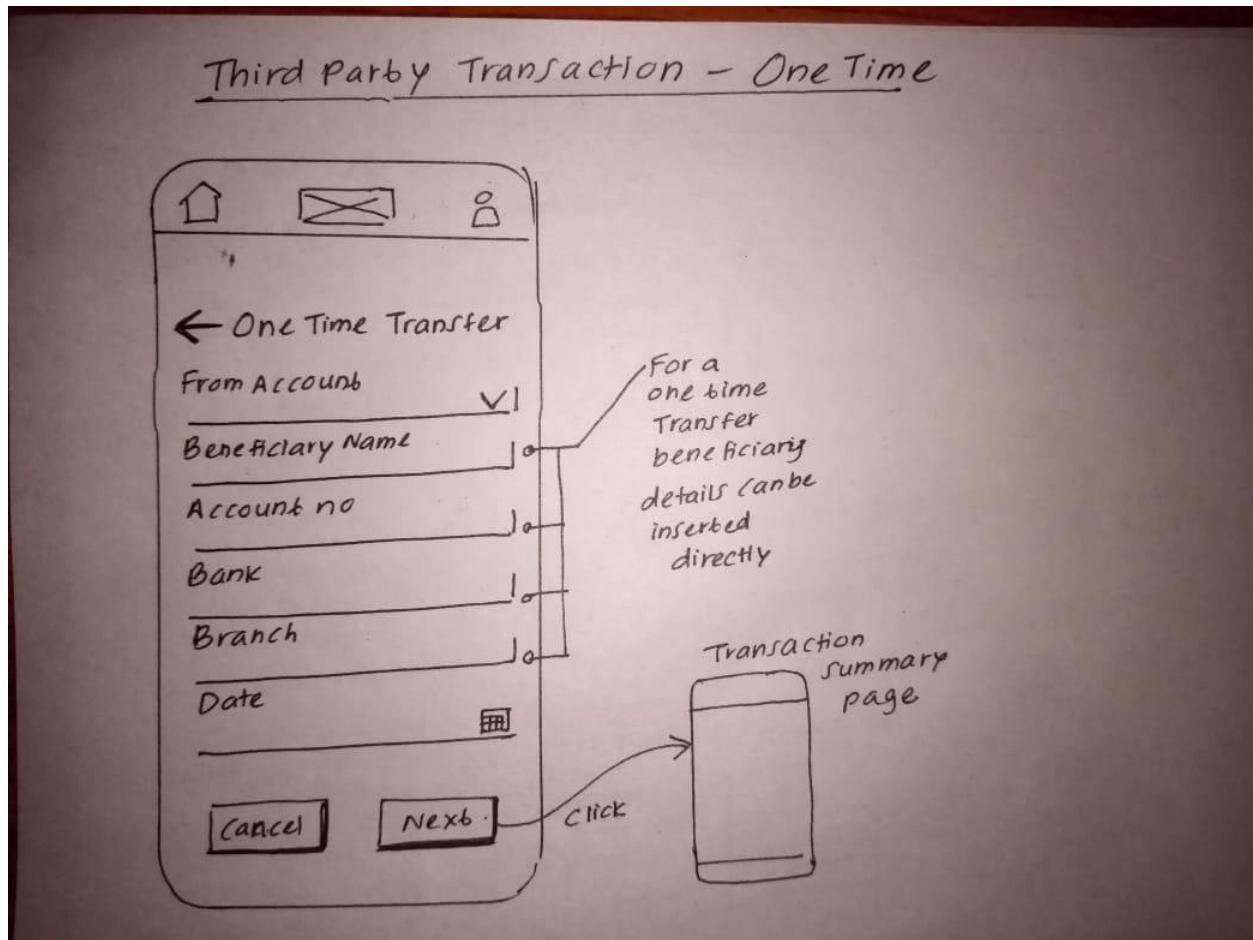
- THIRD PARTY TRANSACTIONS



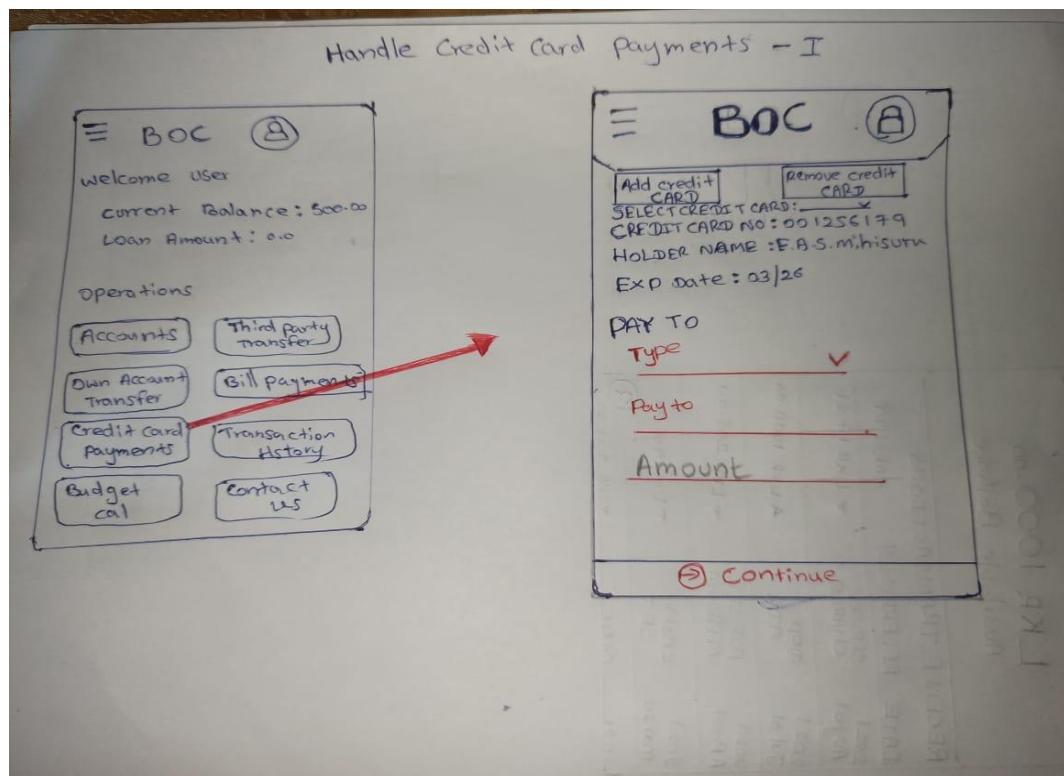
- THIRD PARTY TRANSACTIONS – REGISTERED BENEFICIARY



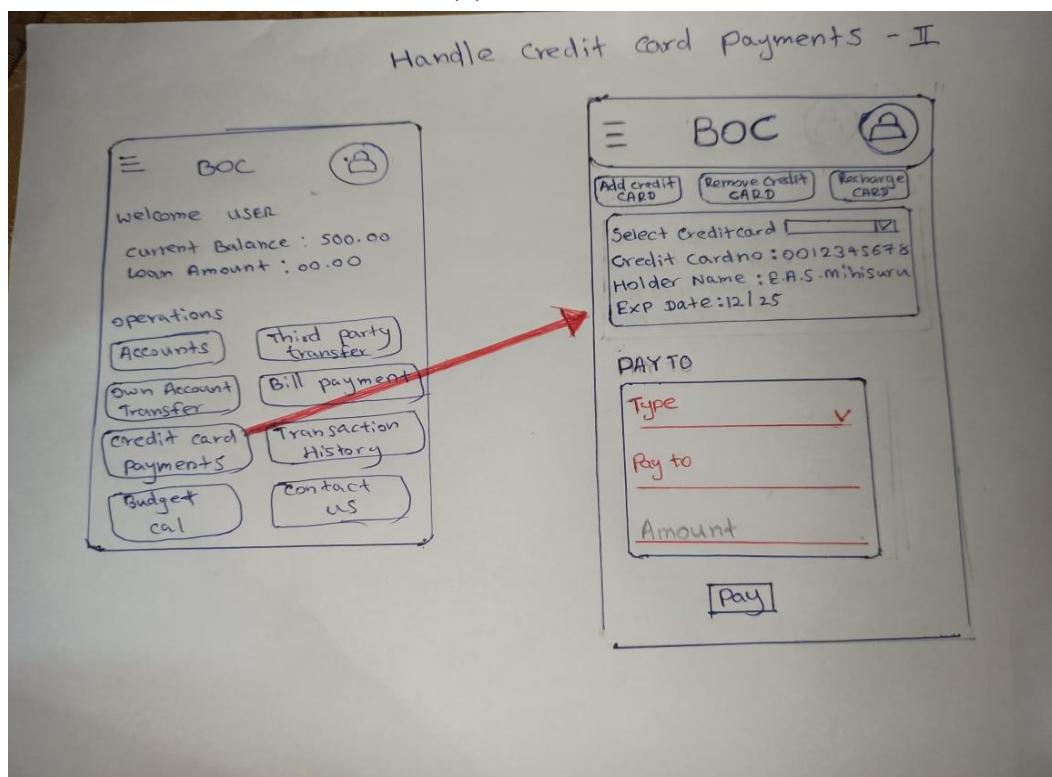
- THIRD PARTY TRANSACTIONS – ONE TIME



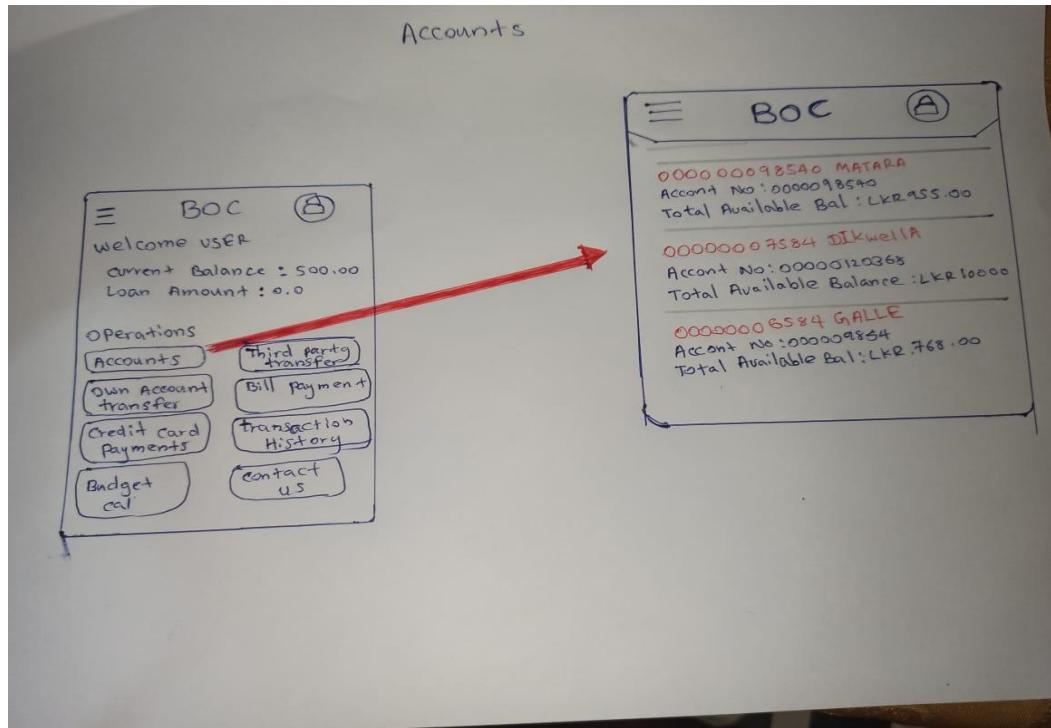
- HANDLE CREDIT CARD PAYMENTS (I)



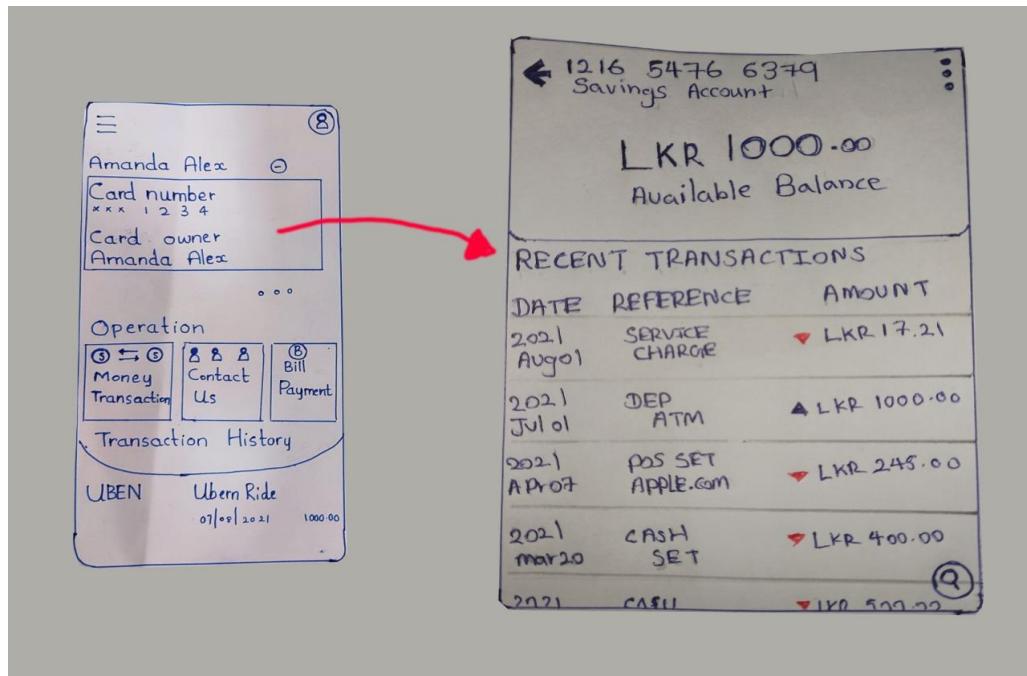
- HANDLE CREDIT CARD PAYMENTS (II)



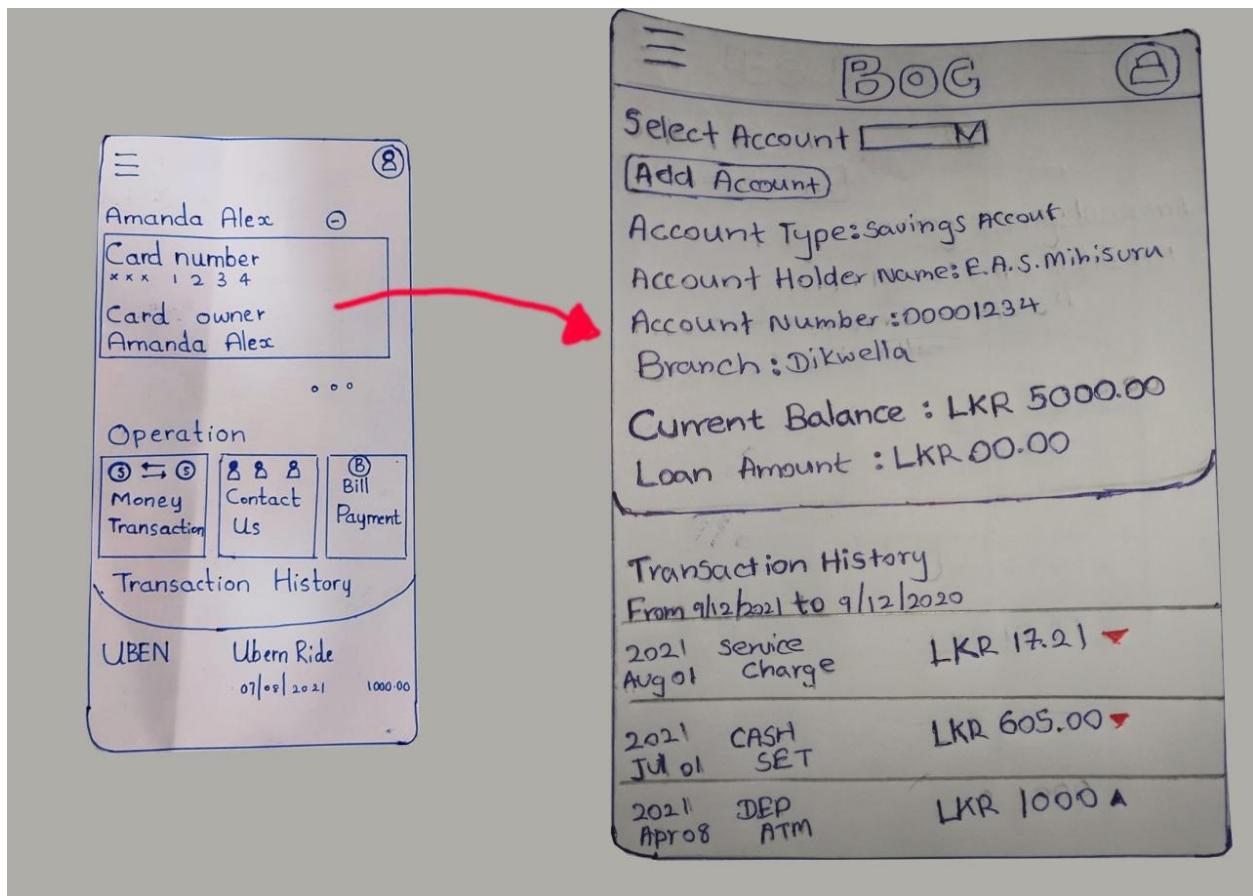
- ACCOUNTS



- TRANSACTION HISTORY(I)



- TRANSACTION HISTORY(II)



Wireframes

An App wireframe is a two-dimensional illustration of a screen's interface, which shows how people will use the product. The need to create an app wireframe comes out during the earliest stages when you are already thinking over the idea but the development itself hasn't started yet.

Wireframing is a practice, mostly used by UX designers. This process allows all stakeholders to agree on where the information will be placed before the developers build the interface out with code.

Many believe that mobile app wireframes are used to demonstrate how the application will look like. While it's true in some way, the main aim is to show how your product will work.

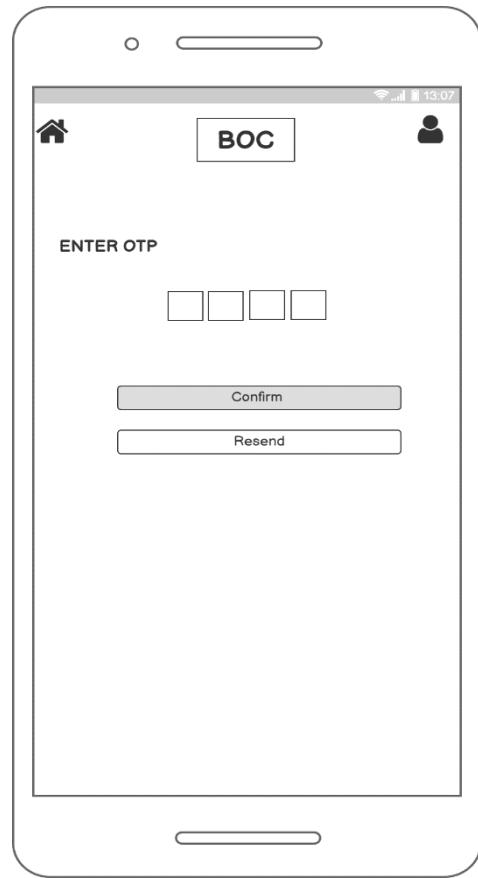
The wireframe for a mobile app includes a minimum amount of information needed to solve the following tasks:

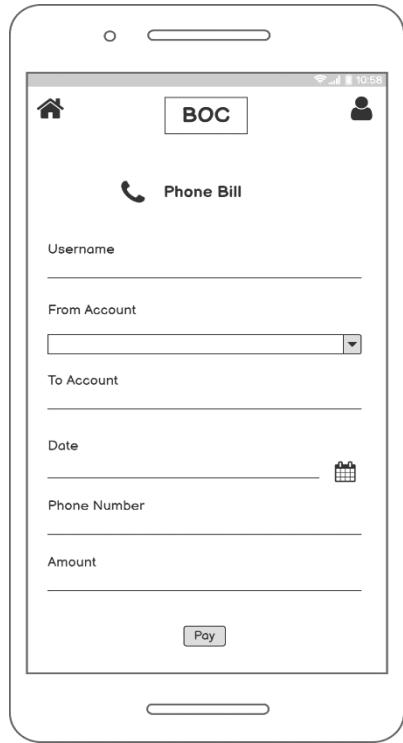
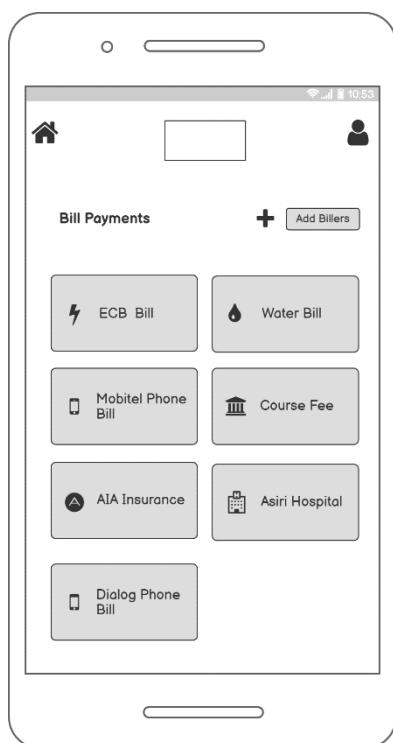
1. To show how exactly the application will help your audience.
2. To illustrate each step of the User's Journey within your app to pinpoint possible pitfalls before development starts.
3. To allocate all main objects, page elements, content & navigation areas on screens.
4. To get all of your team members and stakeholders on the same page of what you're building.

Therefore, there's quite a limited number of elements that are sketched on mobile app wireframes.

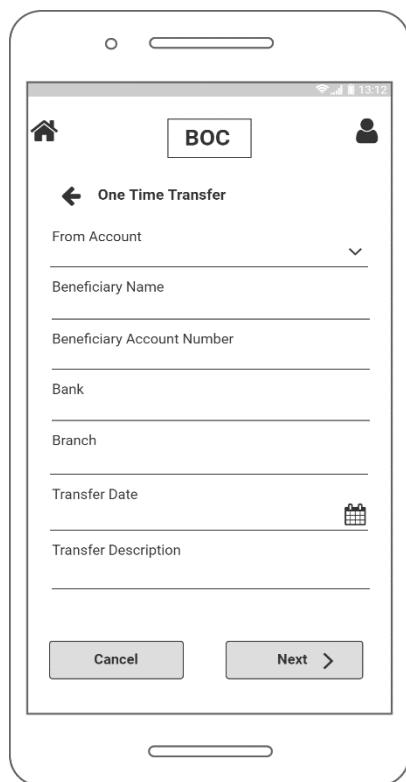
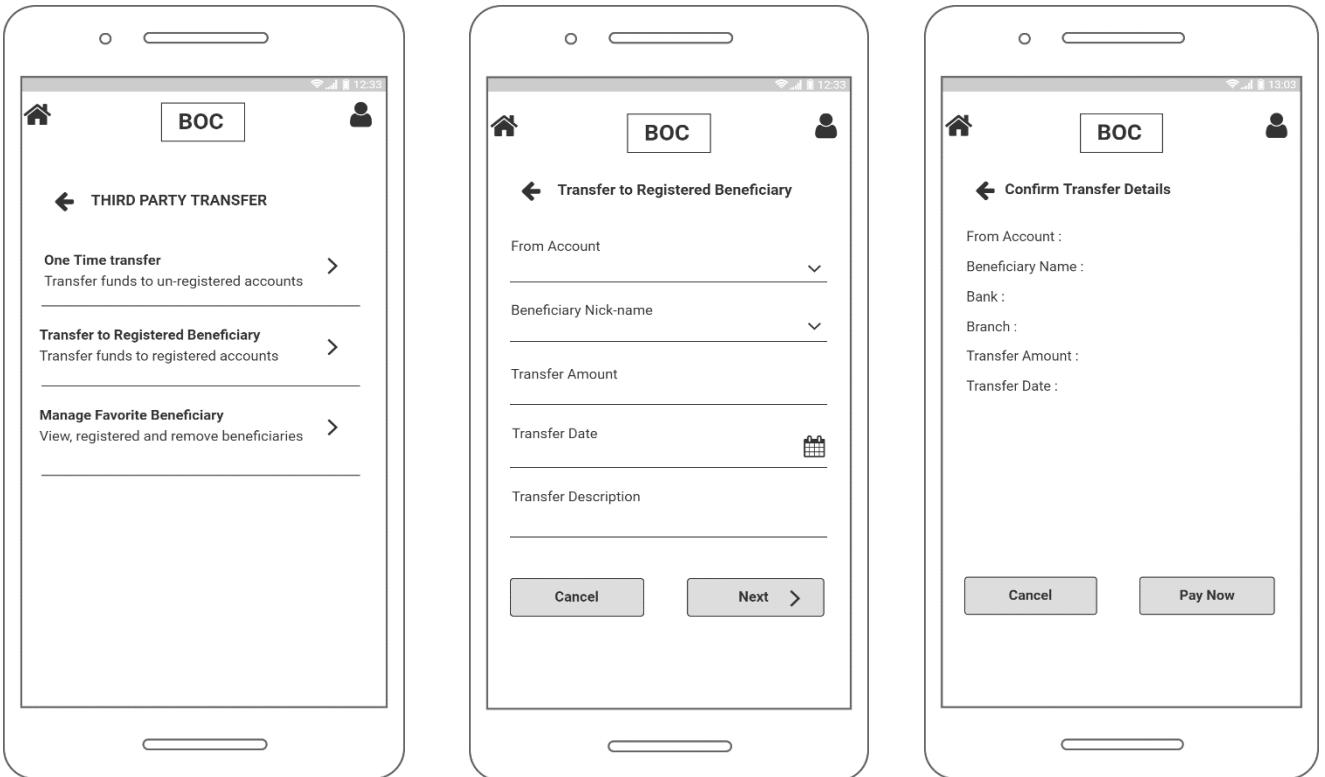


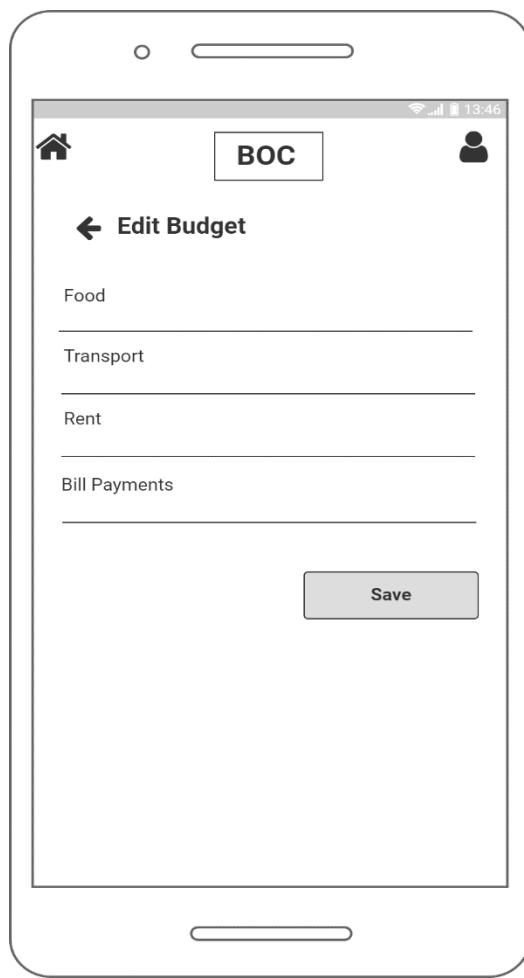
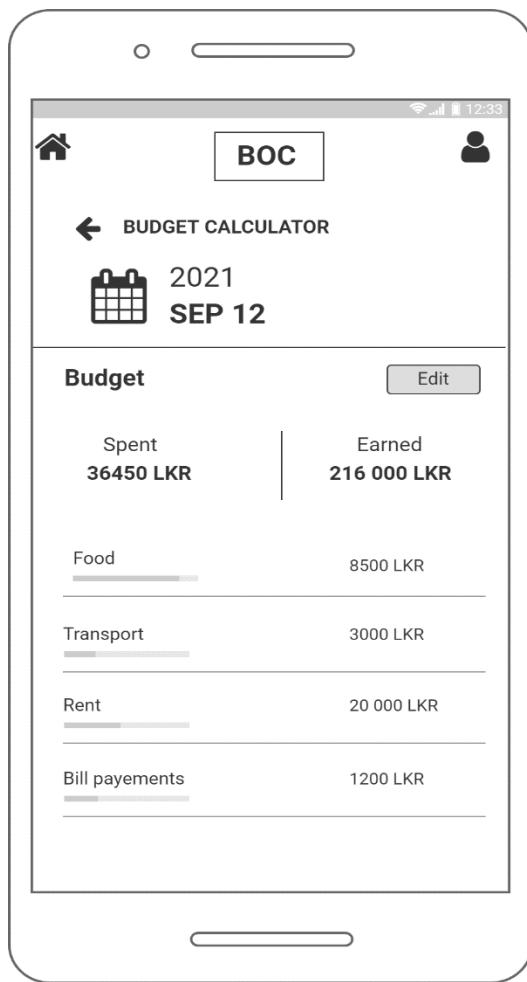
IT18212914 - M.J.K. Wickramasinghe



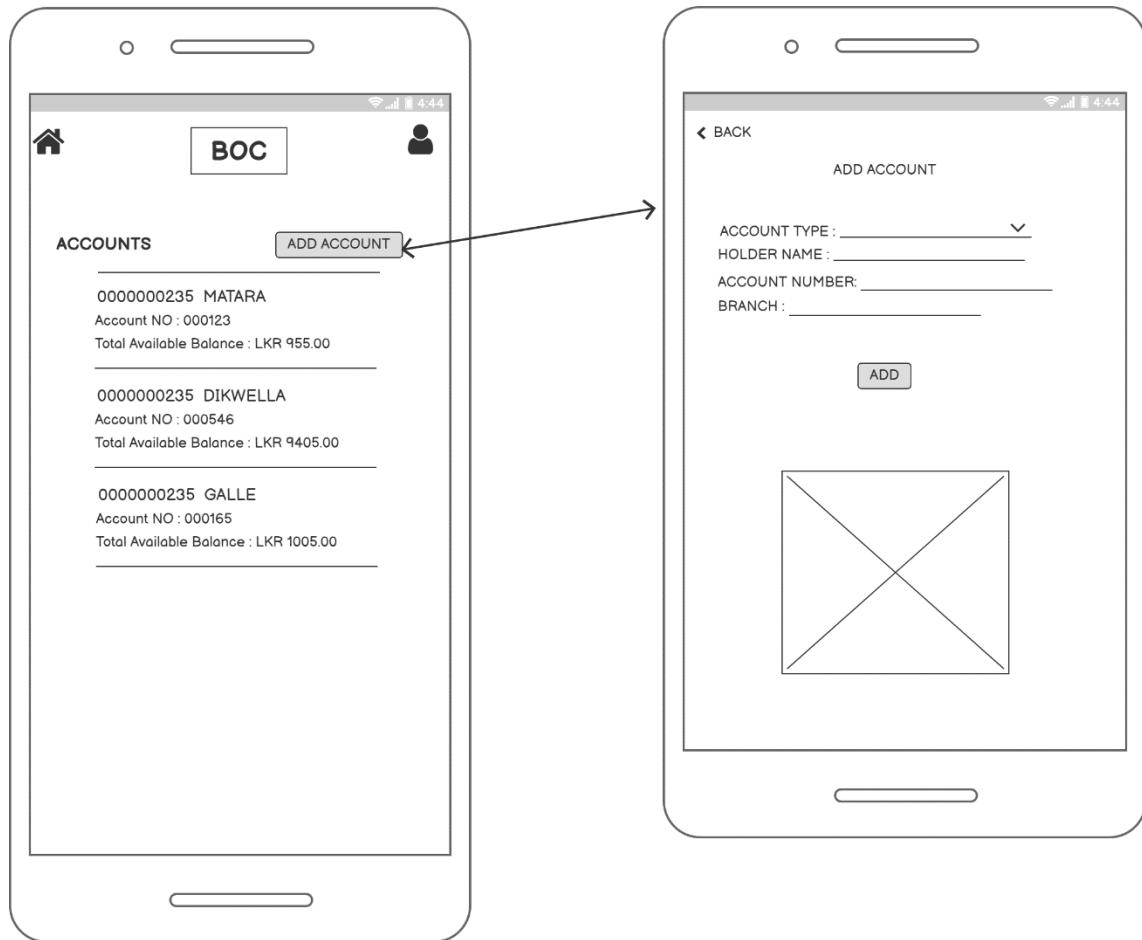


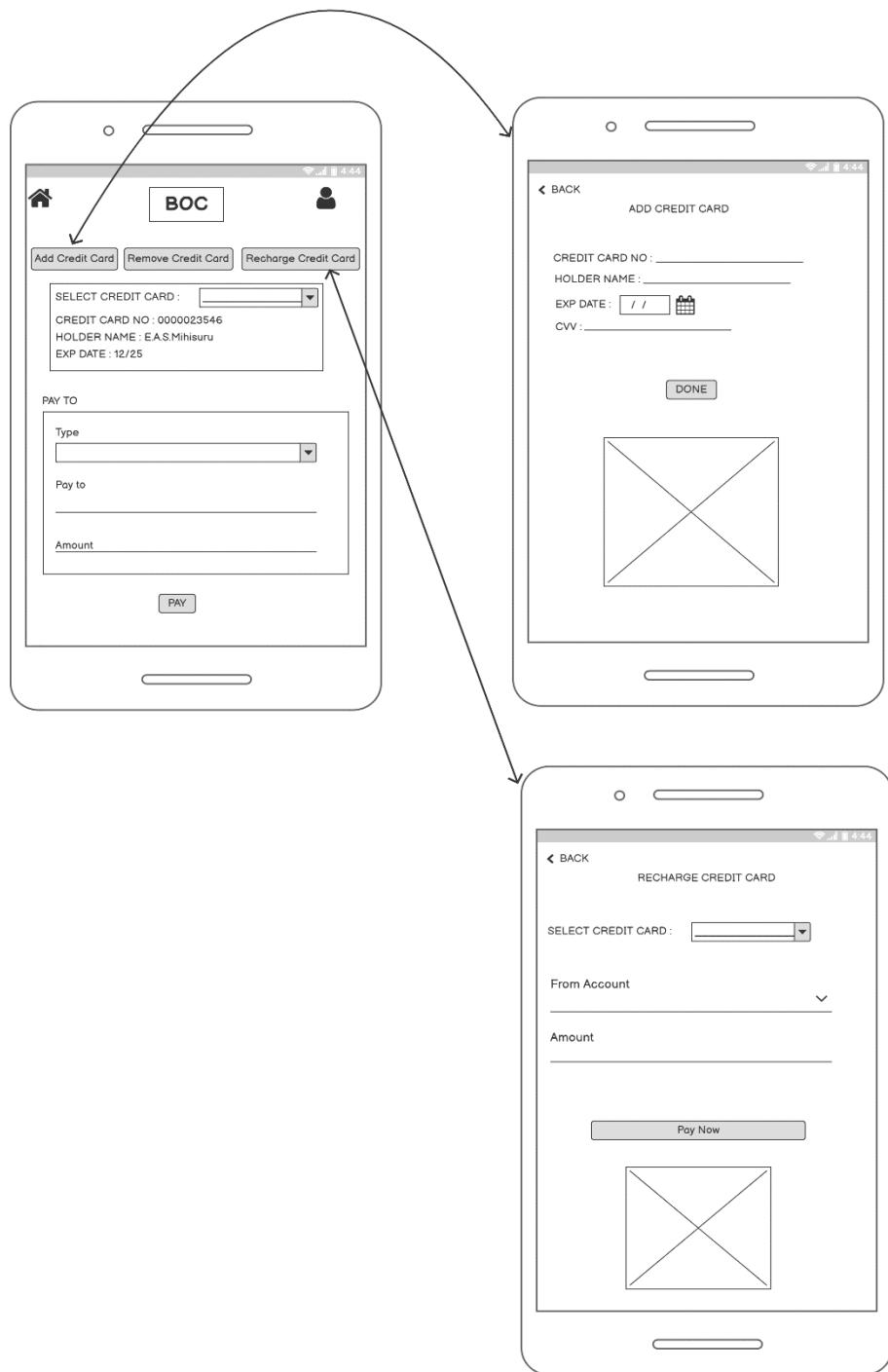
IT19174990 - Pathirana G.A.P.I.U

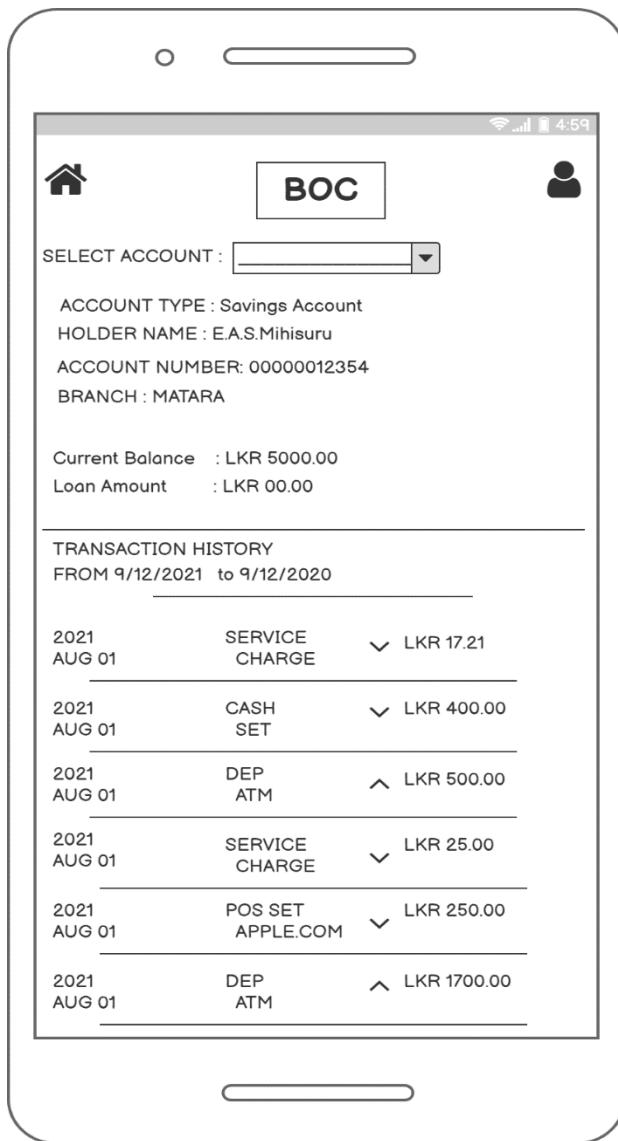




IT19994338 - Mihisuru E.A.S







User Feedback for your Prototype

User feedback is extremely important in the prototype, the preliminary model phase of design thinking. But asking a person if they like something isn't enough. We need more information and also honest feedback about our prototypes to assess their true strengths and weaknesses.

In order to do find out the changes needed we have conducted an interview with the previously cooperated users in user research.

Interview Script

Hi _____, nice to have you back with us today. thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work. So based on the last interview we had with you, we have considered your feedback and developed a prototype for the BOC Mobile Banking App. We have improved the user interfaces and features after further analysis.

In this session my colleague Ravindu will be showing you our new design and I will ask questions as we proceed. It's really important to know that we are only testing the mobile application, not you. Please feel free to let me know at any time if there's something you like, dislike, if you're confused. I promise ,that you won't hurt my feelings.

Also, I'd like you to speak your thoughts as often as you can. If at any point you have questions, please don't hesitate to ask. Do you have any questions so far?

Ok, Let's get started.

Ravindu can you please share the prototype with us.

1. So this is our login page. We have redesigned it reducing the complexity it had. Now you don't have to unnecessarily navigate through pages and straightly get the idea. How do you feel about it?

Shall we got to the registration page

2. This is the new design for the registration page. As you have requested, we removed the confusing selection of user type and simplified with more elegant look. Do you find anything to be added or removed?

Shall we got to the dashboard page

3. We have designed a very user-friendly dashboard. Which was a must to be changed in the existing application. Hope we have met the requirements you raised in last interview. What do you feel about our dashboard?

Shall we got to the user profile page

4. This is our user profile page which has improved a lot as requested. We have designed the page to view details too. What do you think about it?

Shall we click on the change password

5. Once you click on change password this is what you get. Do you like it or need any change?

Shall we navigate to own account transfer page.

6. This is the interface for own account transactions. Once you click on own account transactions in dashboard this will be appeared, and you can proceed. How do you feel about it?

Shall we navigate to third party transfer page.

7. We have minimized the steps for the third-party transaction function by giving an option for one-time transfers, as to enter beneficiary details at the transaction moment. Do you think it has simplified your task?

Okay we shall go through all the interfaces, and you can tell us your feedback.

Okay... now we will move to budget calculator.

8. This is our budget calculator page you have options to edit it too. What do you feel about the budget calculator?

9. This is our contact us page. We have given a new look to it. How do you feel about it?

10. This is the bill payment interface newly designed by us. What would say about it?

11. If you want to add a biller which will be used frequently, we have given the option to add them separately. This interface does it for you. Can you give the feedback on it?

12. We have come up with a new form design for pay bills. What do you think about it?

13. Next I will move on with Account page. Once you click on accounts page you can see account details. What would you think about it?

14. As users have requested to give a visible link to access transaction history, we have added that feature to the dashboard, this is the new design for it. Are you satisfied with it?

15. We have improved the credit card payment feature. This is the interface for it. Are you satisfied with the interface?

16. What are your overall impression on the design of the application.

Thank you very much for rendering your valuable time on behalf of us and giving your honest feedback on our application. Once again thank you very much and have a nice day.

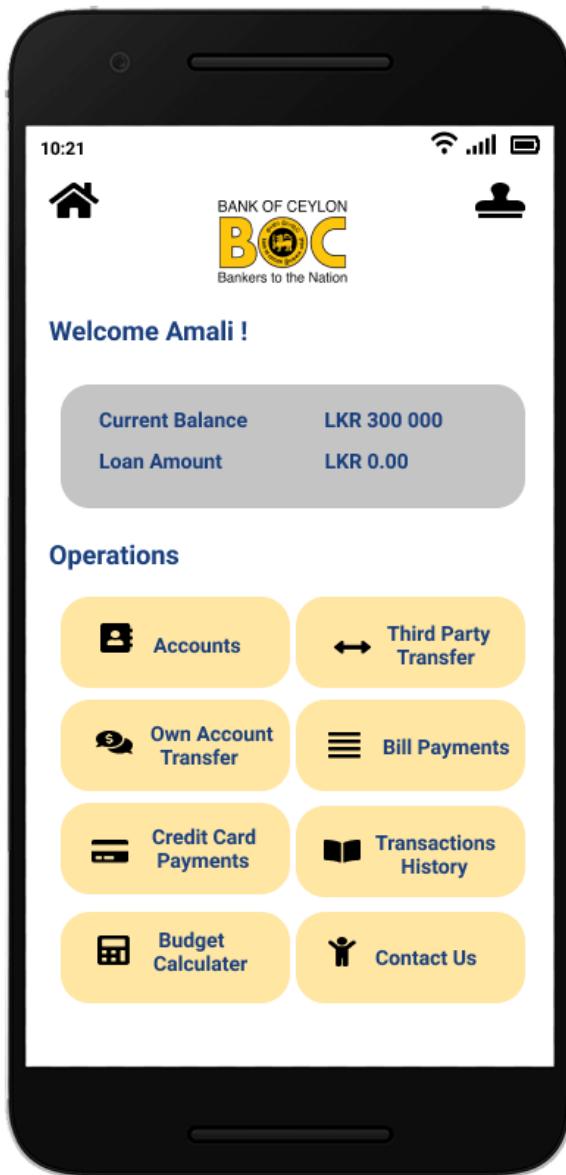
Prototype Version 1 (Before User Feedbacks)

- Prototype Version 1 Project link:

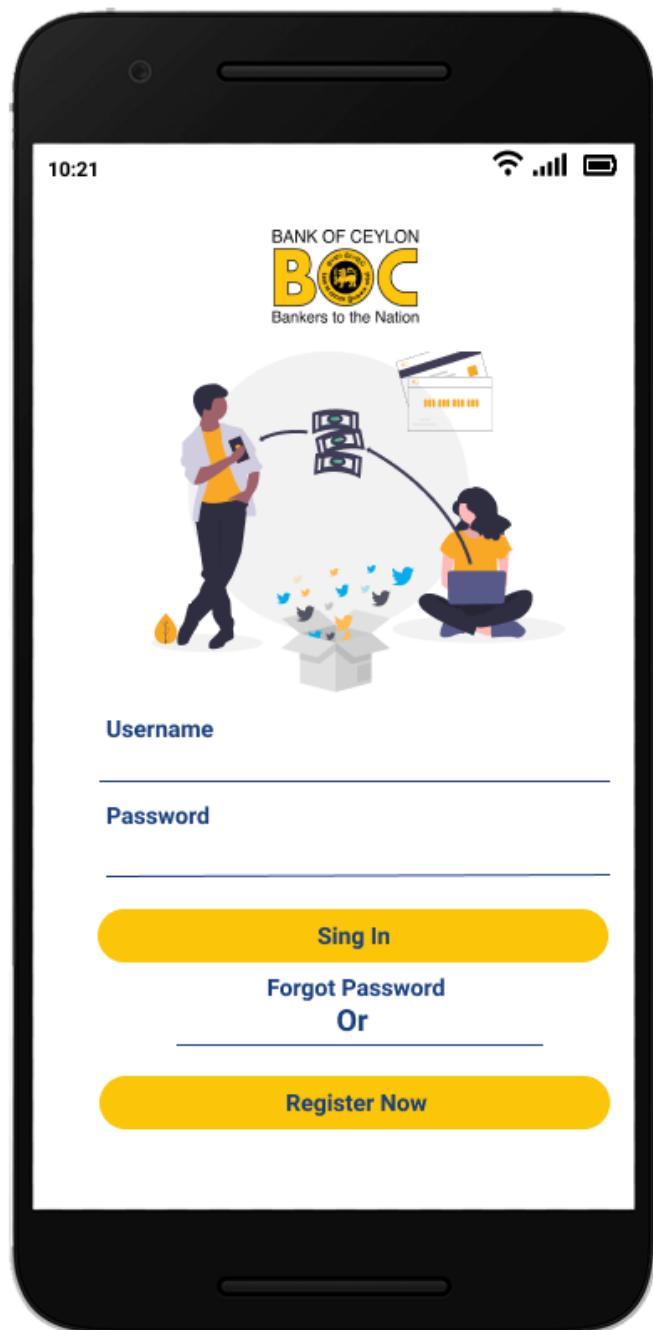
- https://www.figma.com/file/cJCVjPUbMMijLuw4Cq1tel/BOC_Mobil_Banking_App_Version1

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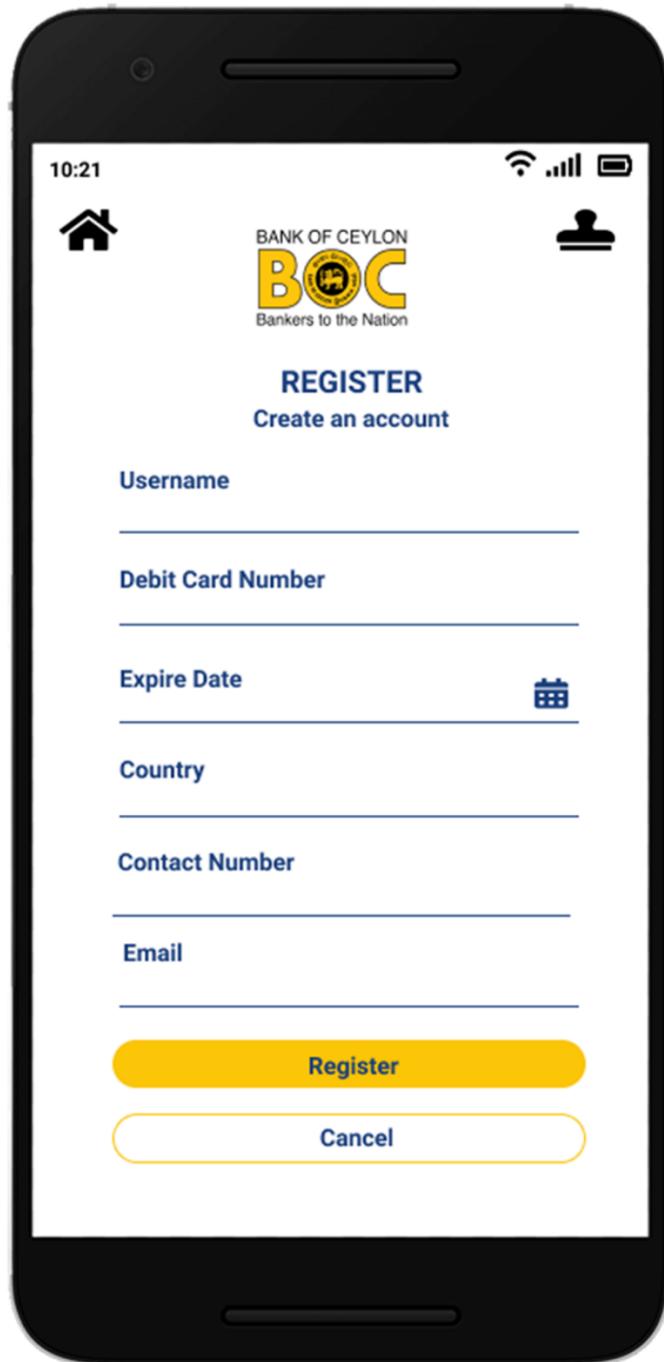
- Dashboard page



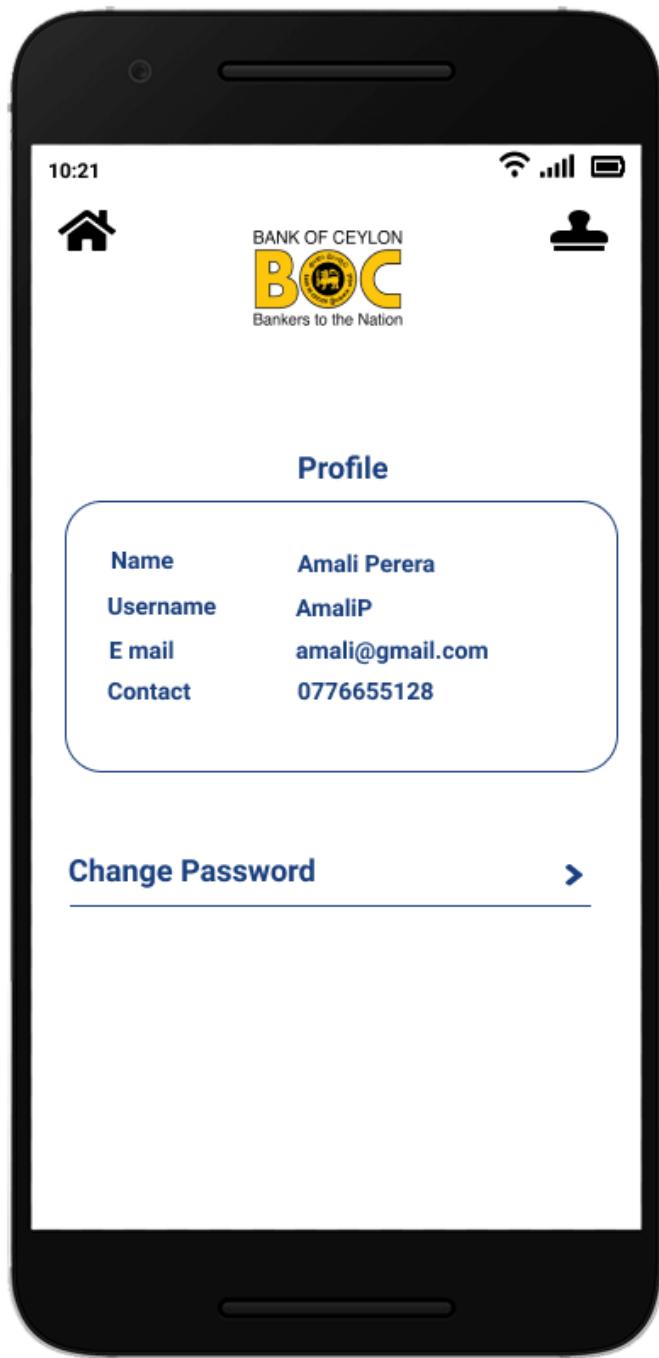
- Login page



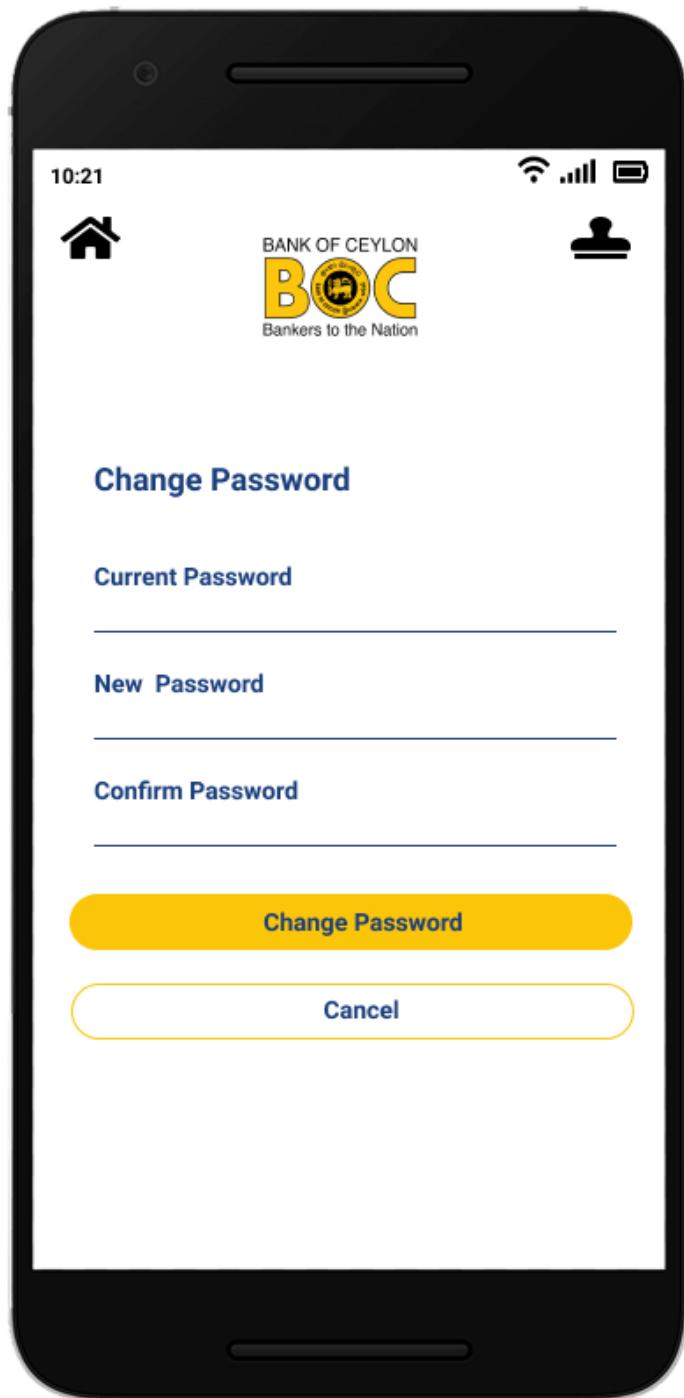
- Registration page



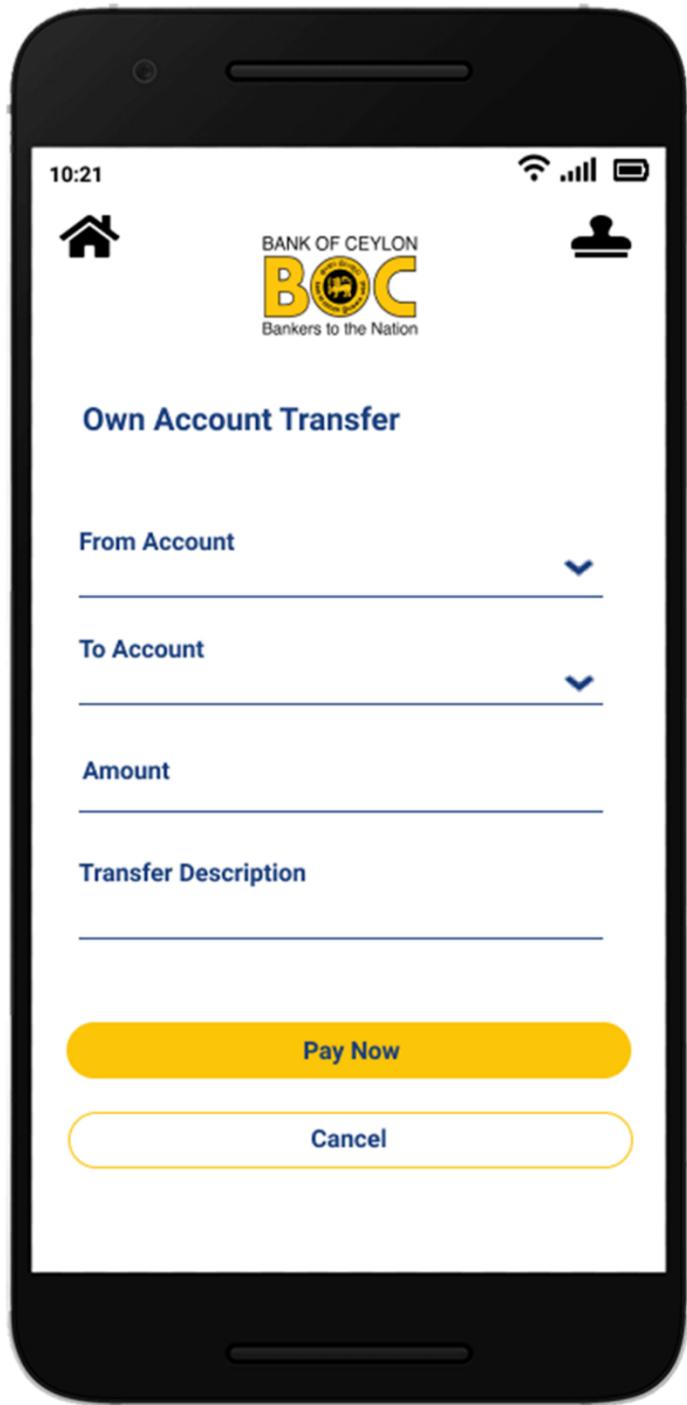
- Profile page



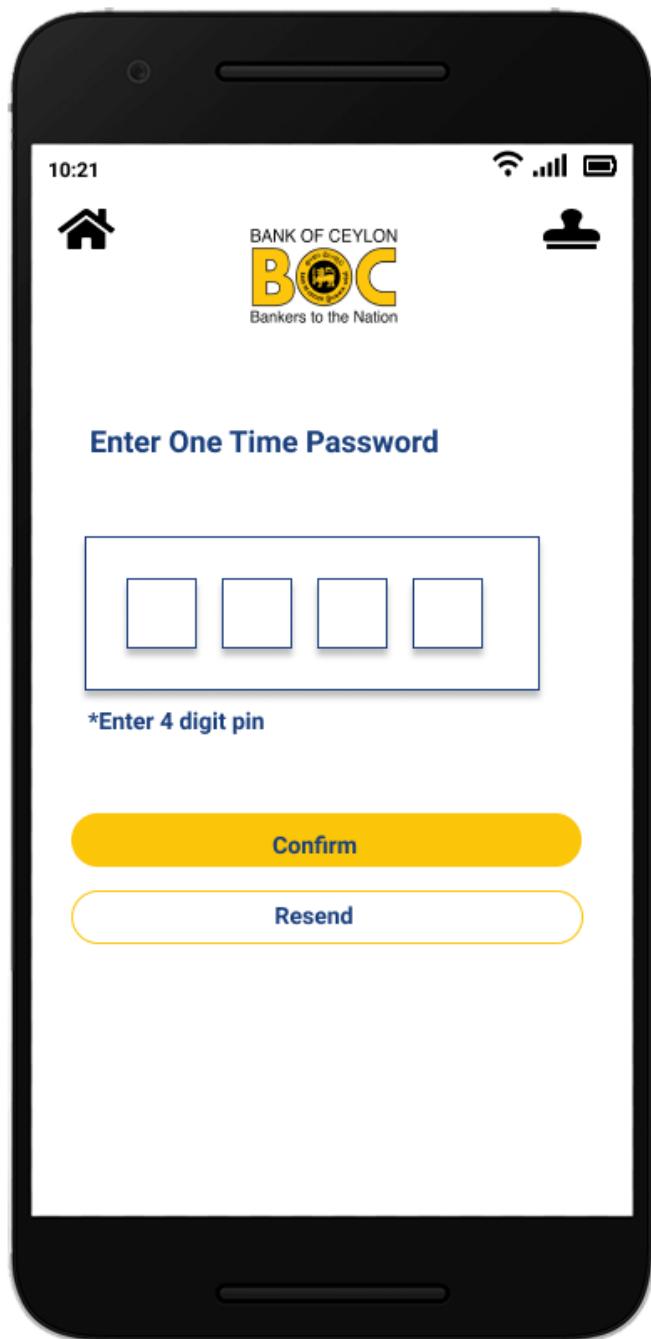
- Change password page



- Own account transaction page

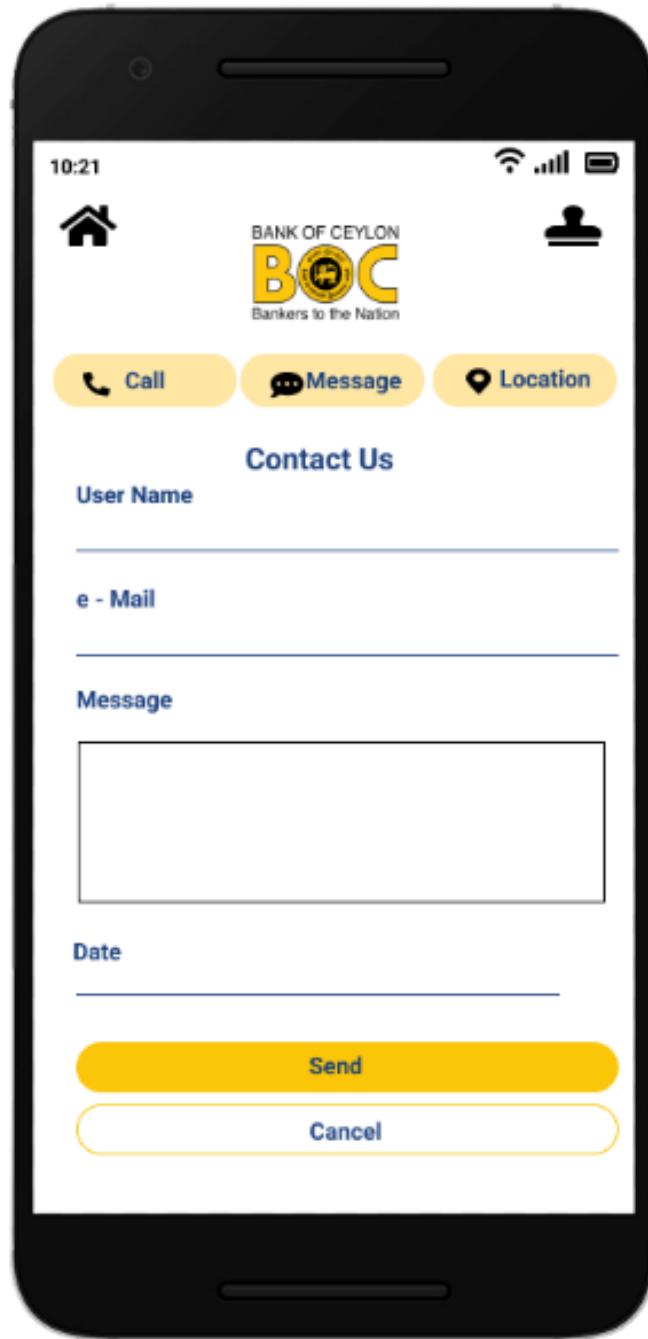


- Enter OTP page

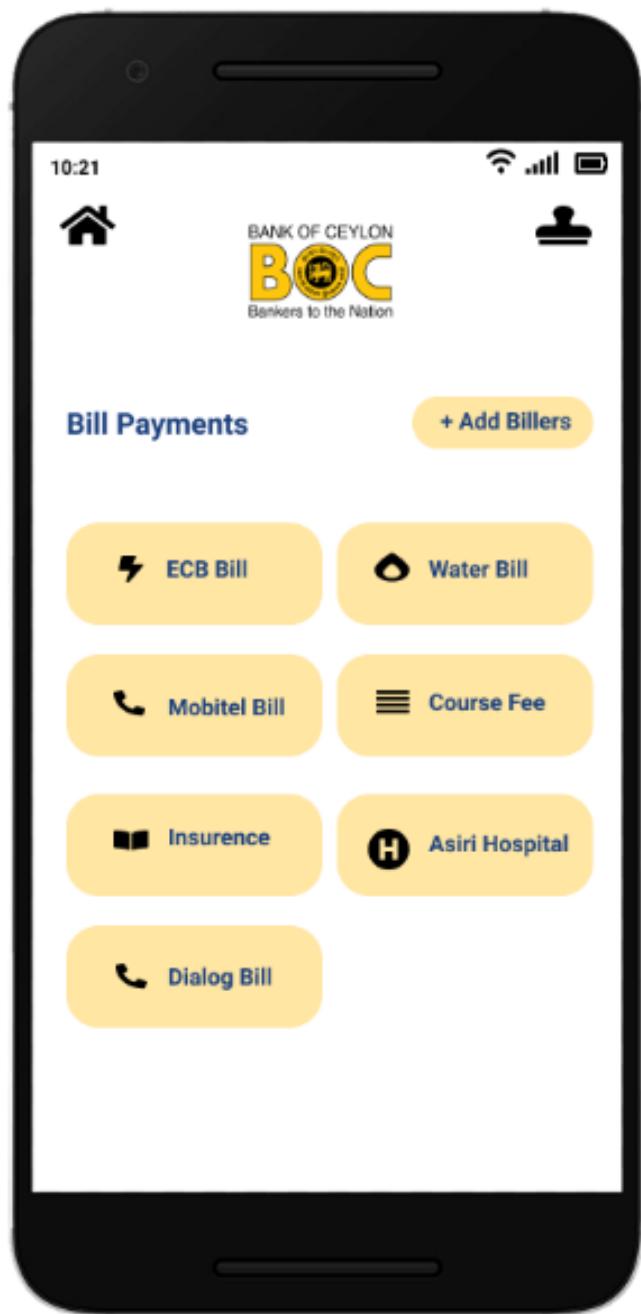


IT19025018 Ravindu Tharaka H.W

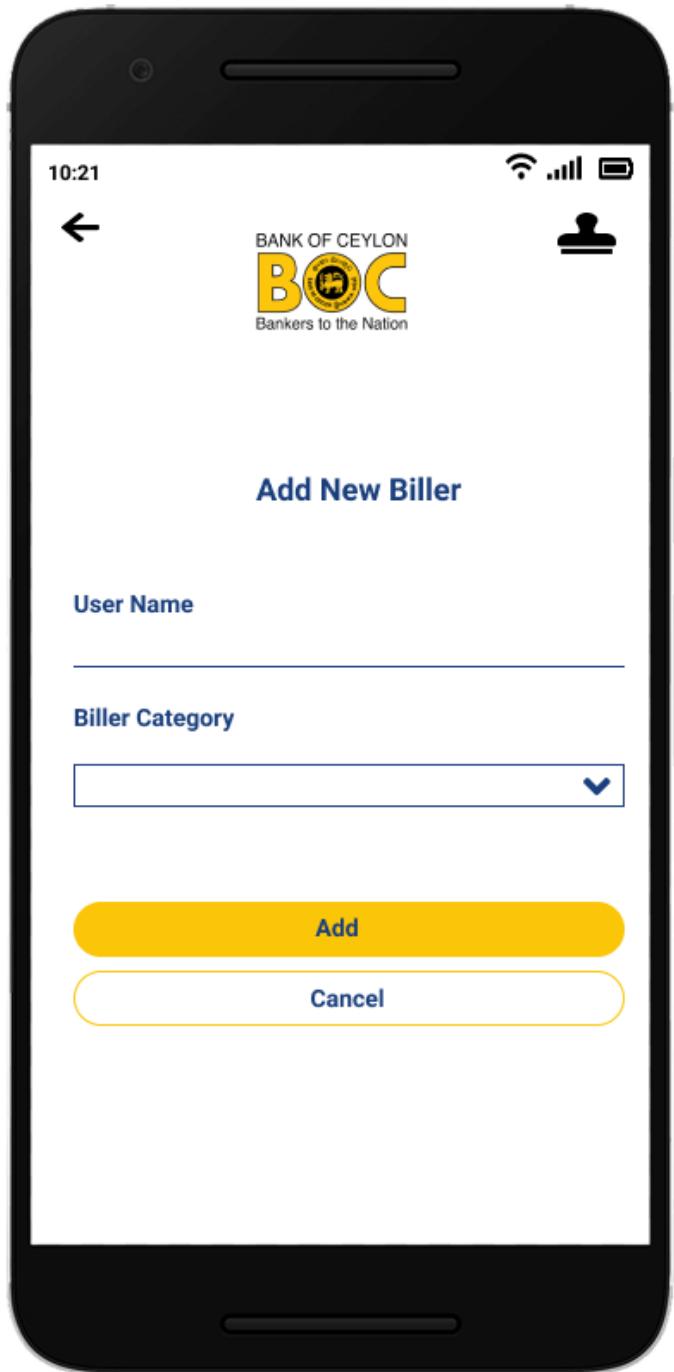
- Contact us page



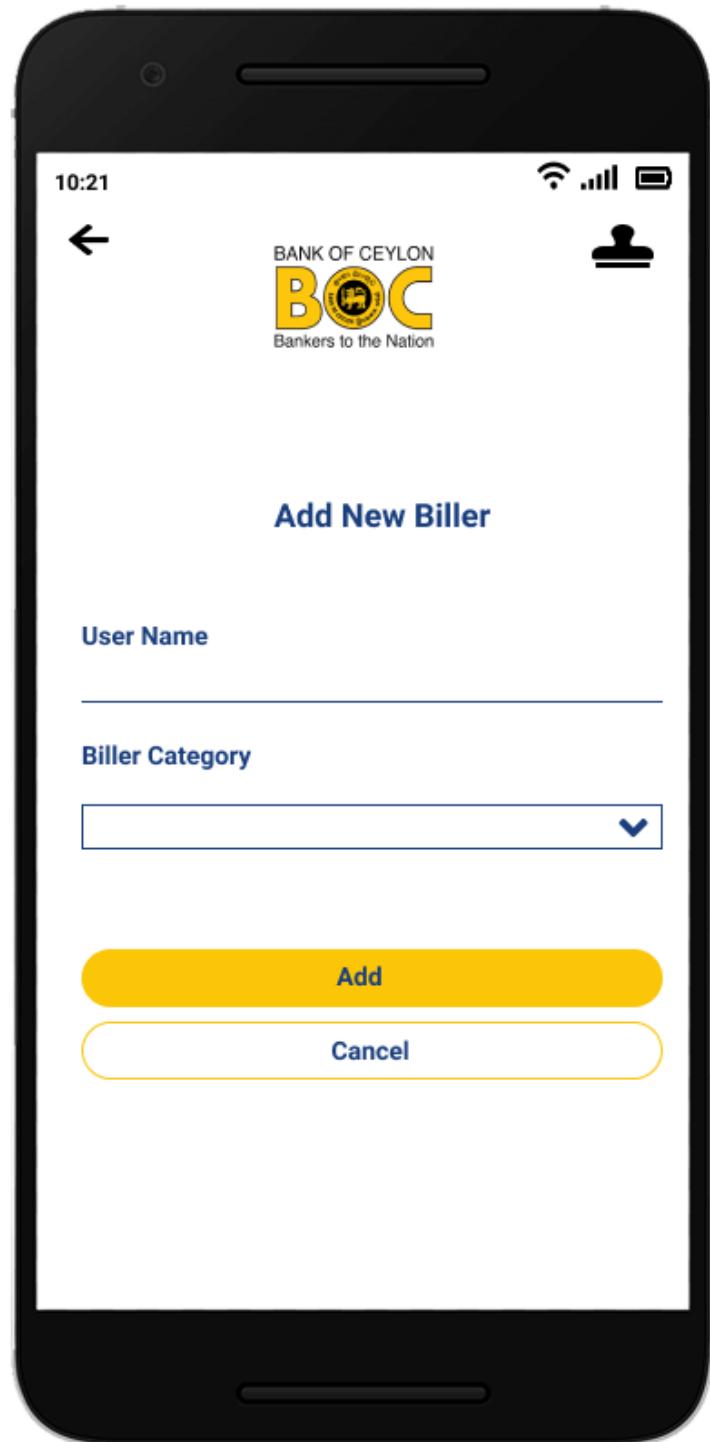
- Bill payment page



- Add biller form

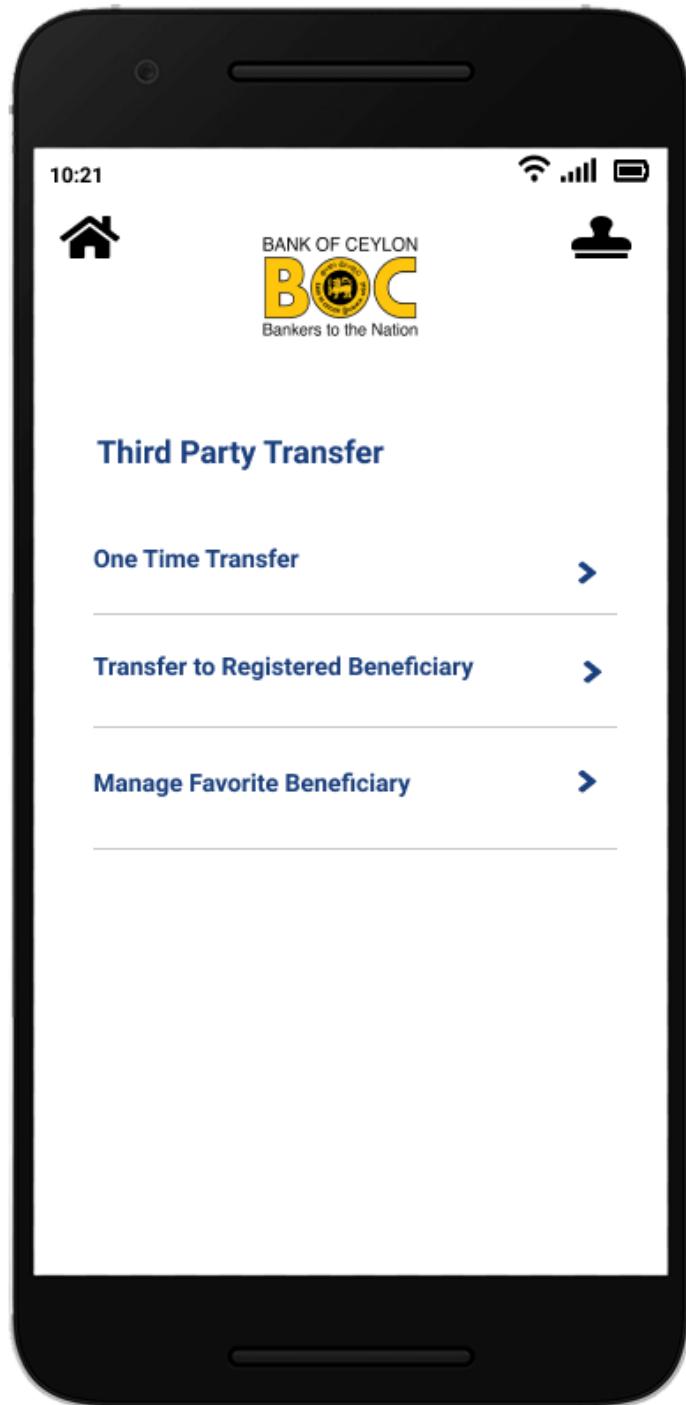


- Bill payment form

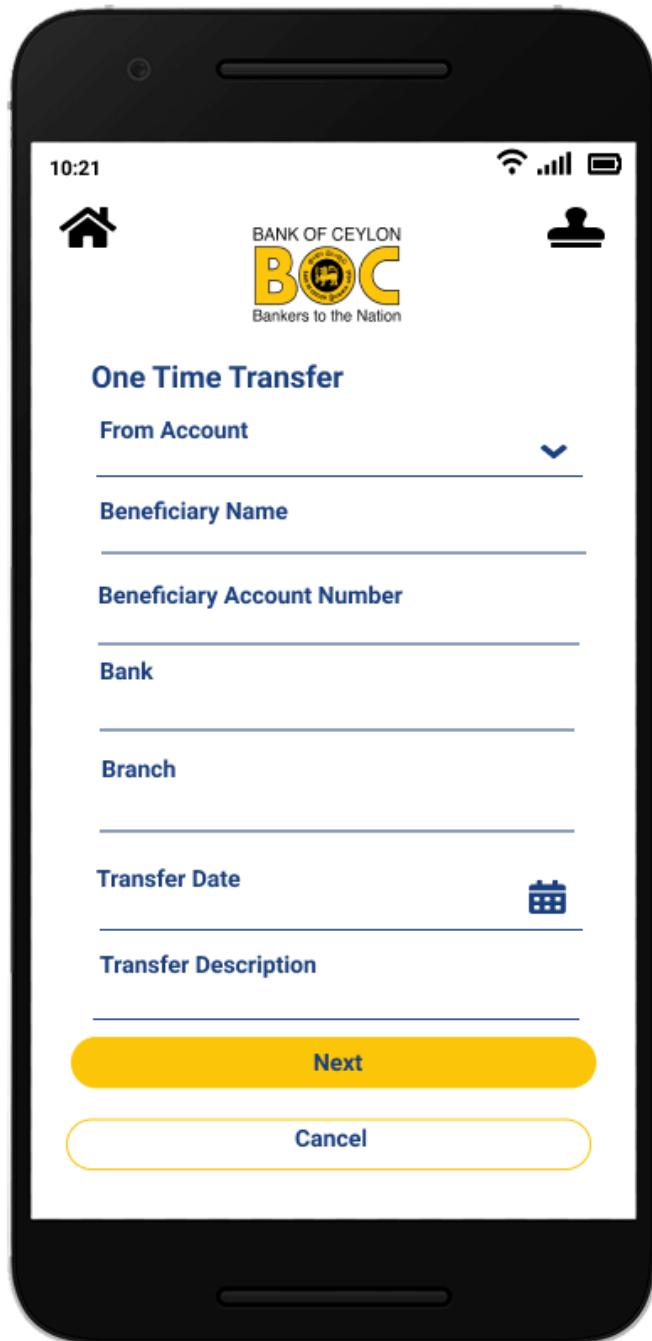


IT19174990 Pathirana G.A.P.I.U

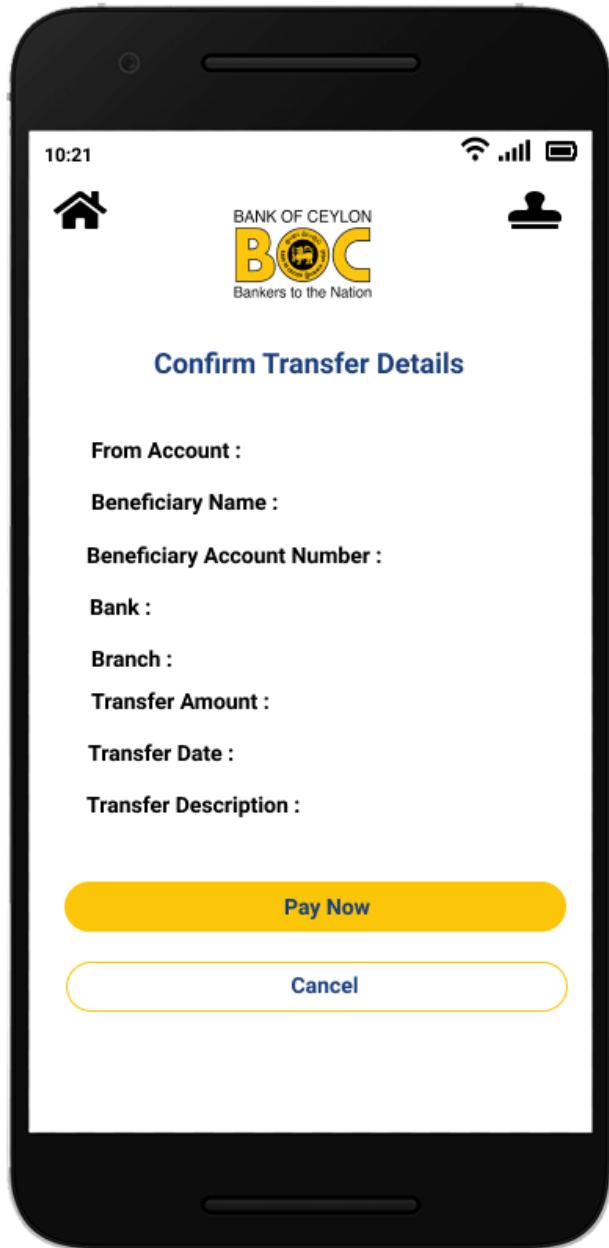
- Third party transfer page



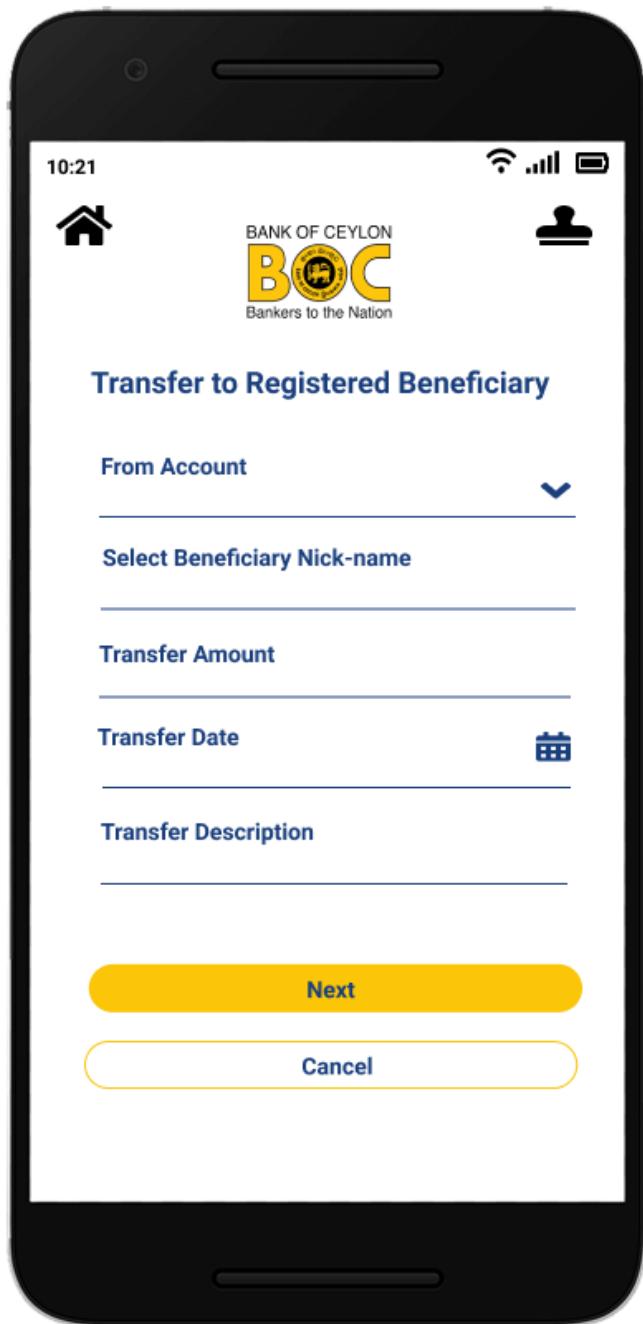
- One time transfer form



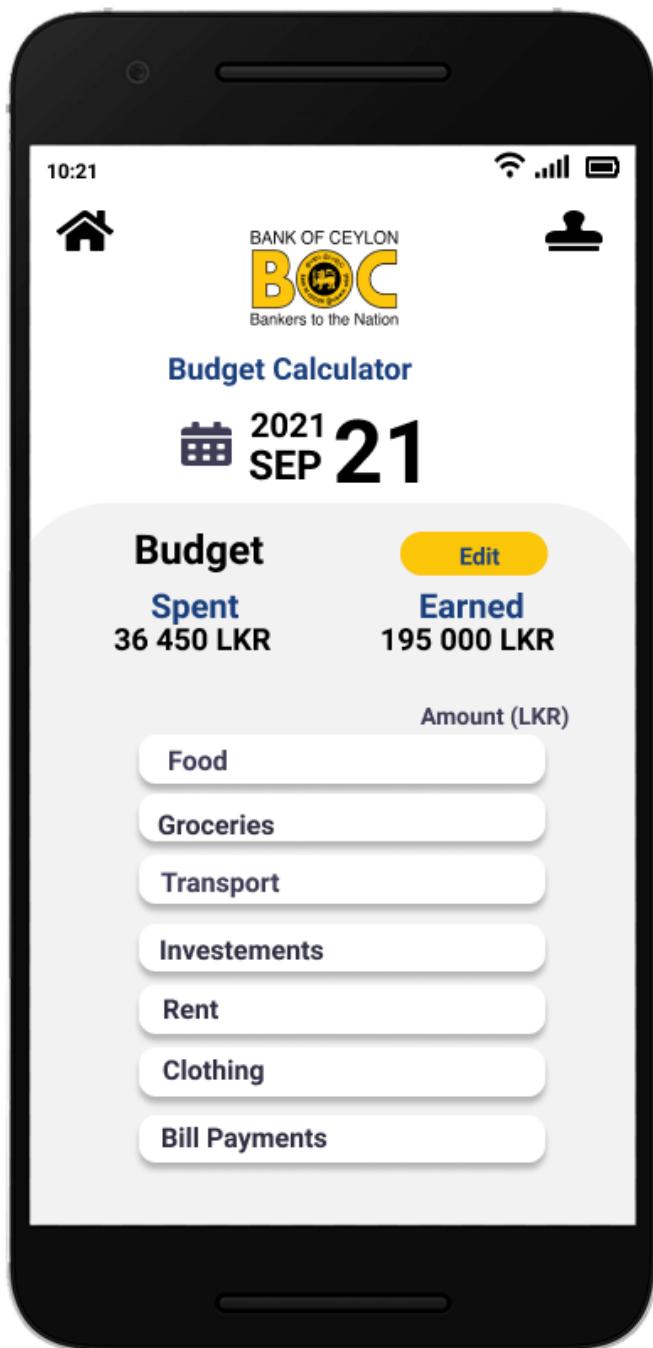
- Confirm transfer details



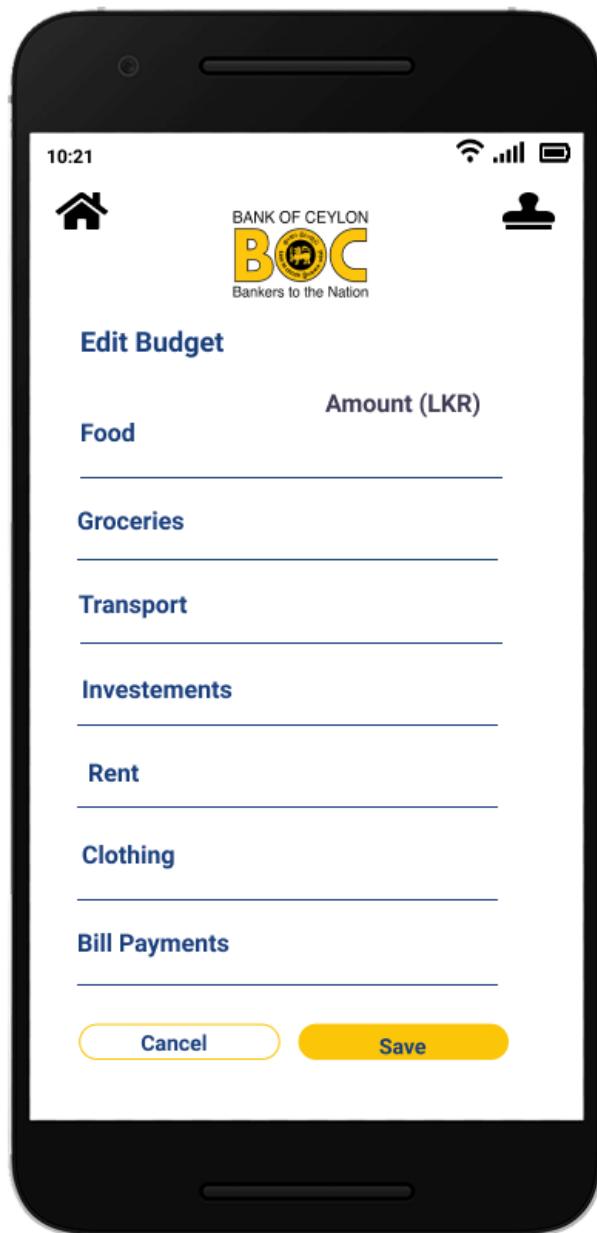
- Transfer to registered beneficiary form



- Budget calculator

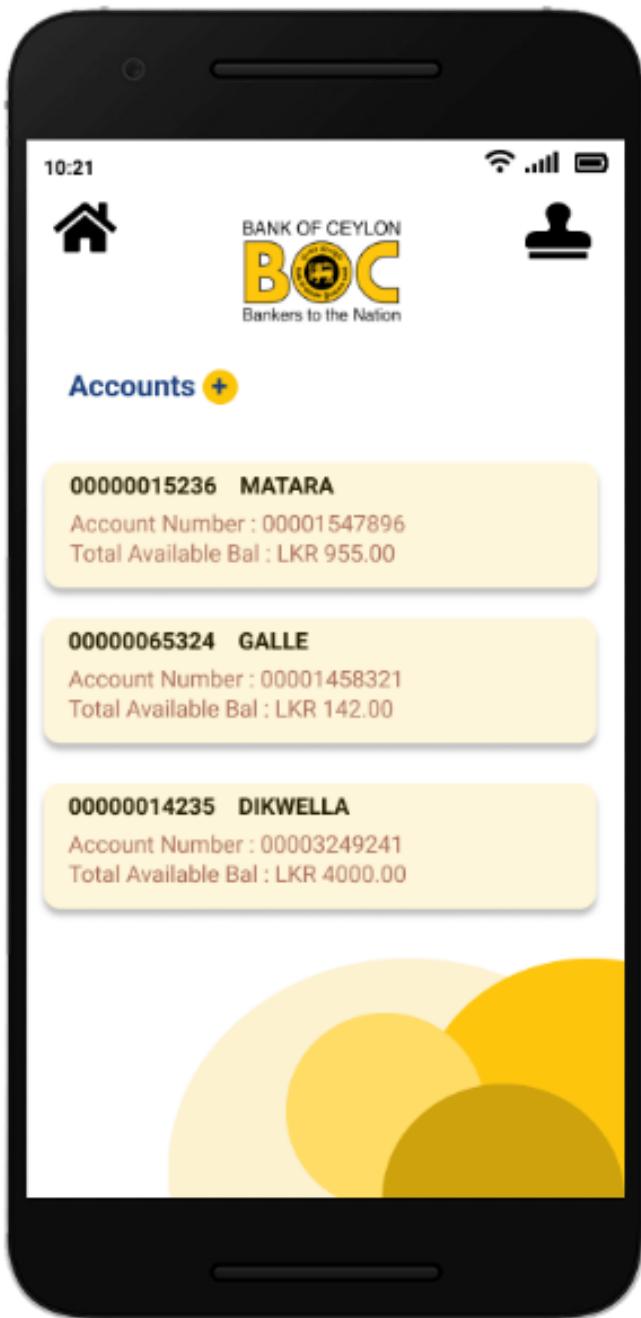


- Edit Budget

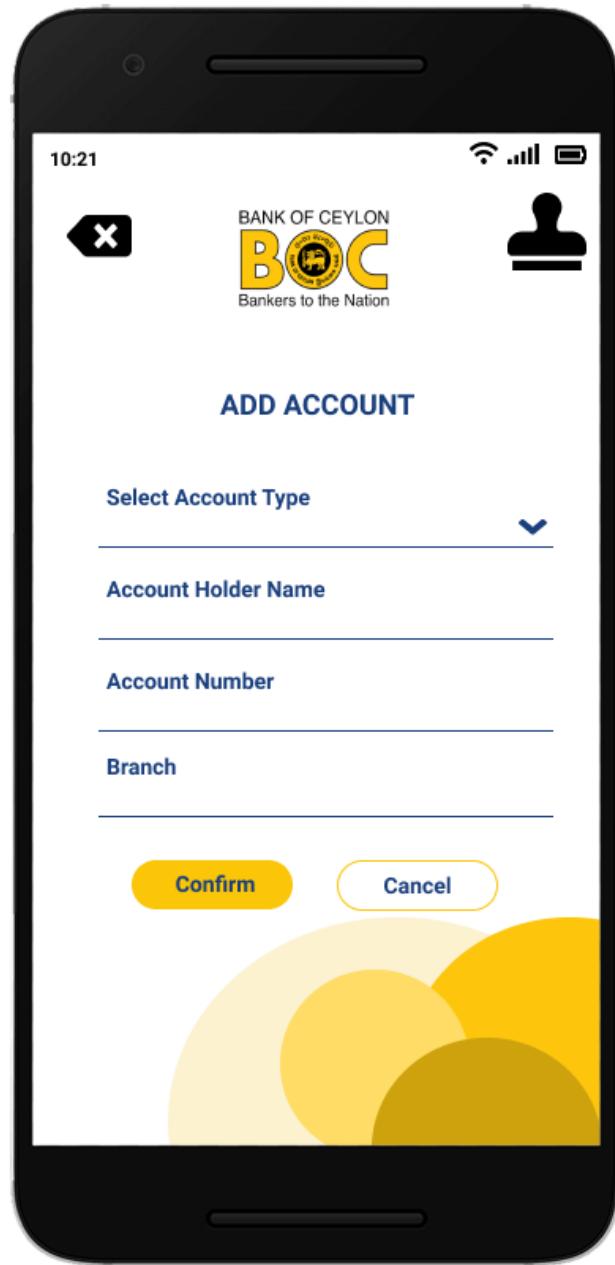


IT19994338 Mihisuru E.A.S

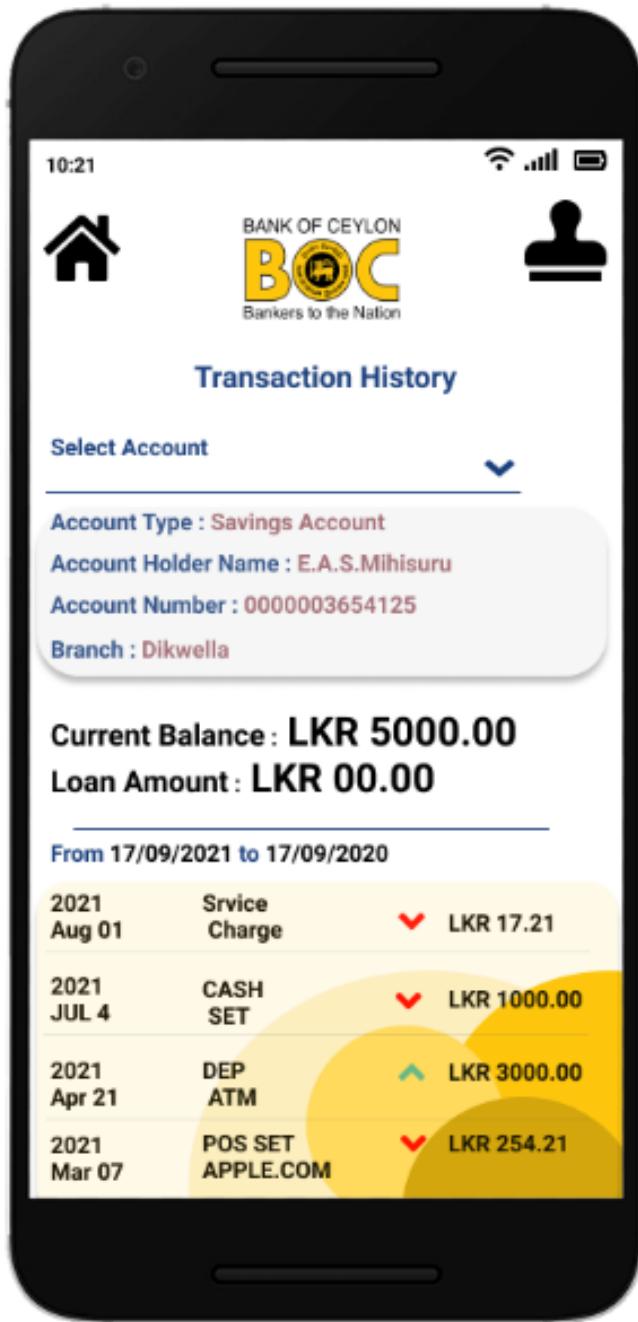
- Accounts page



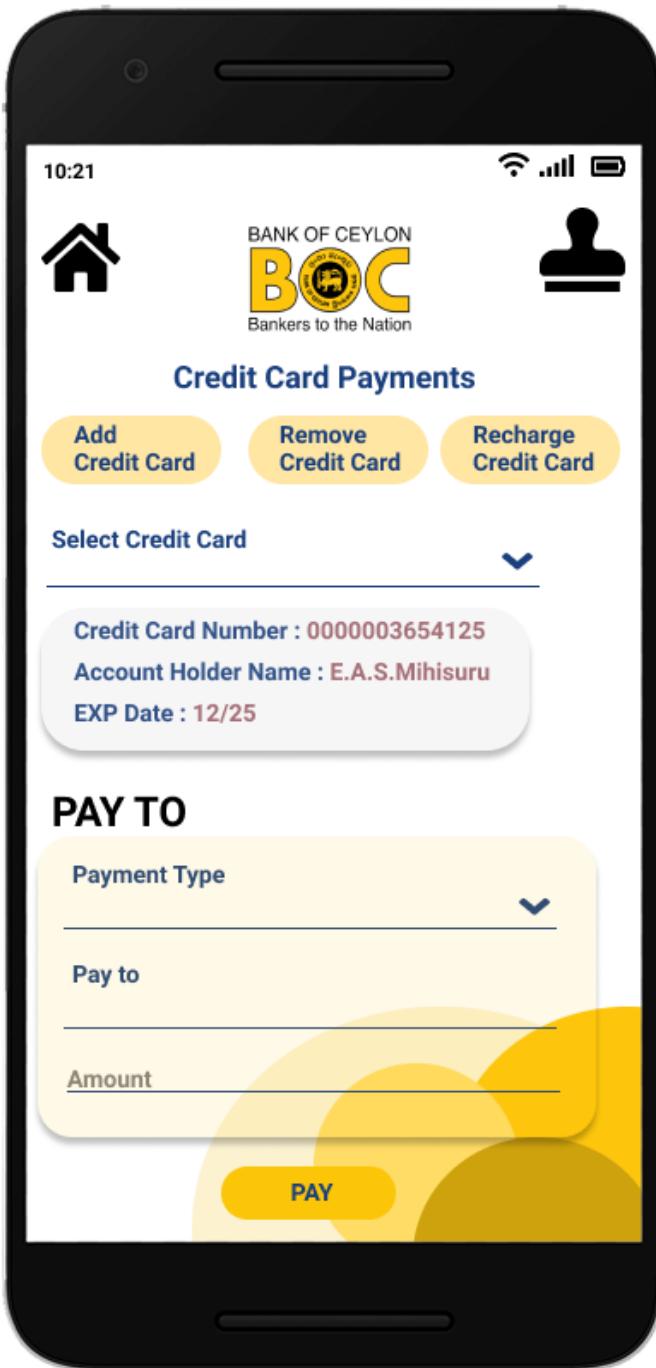
- Add account page



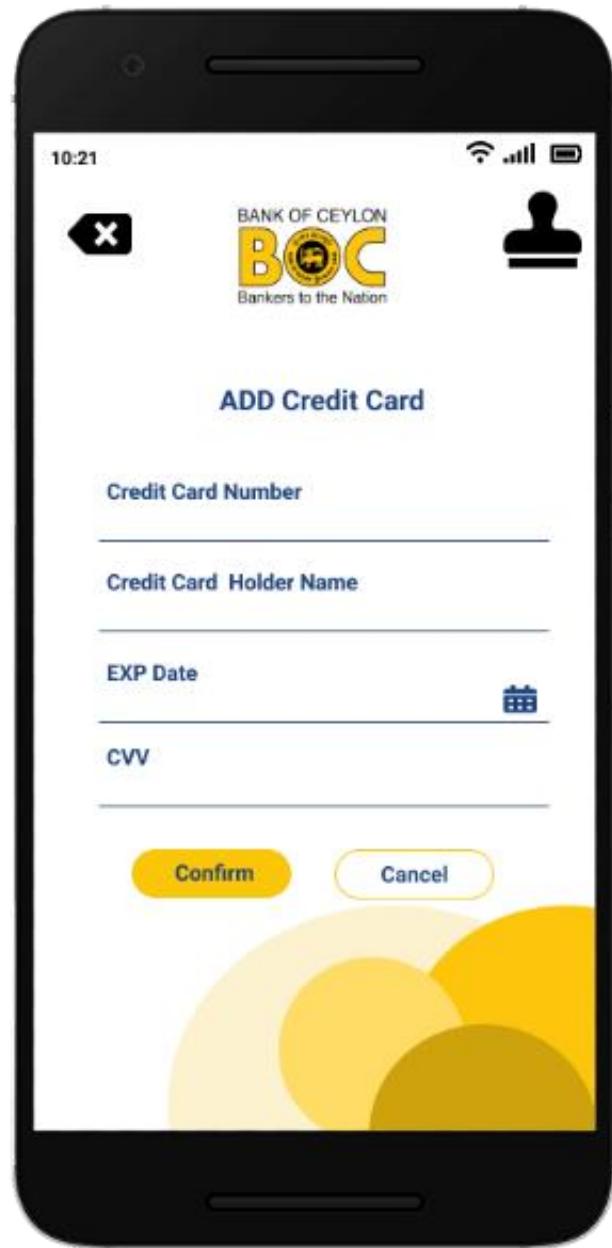
- Transaction history page



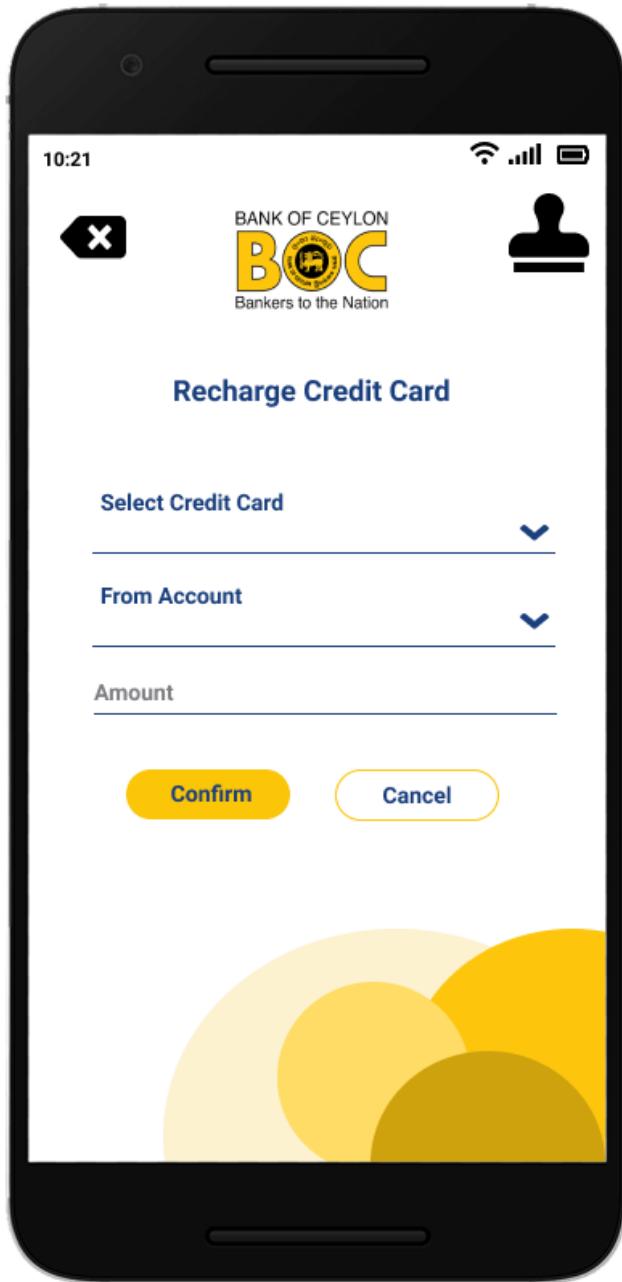
- Credit card payment page



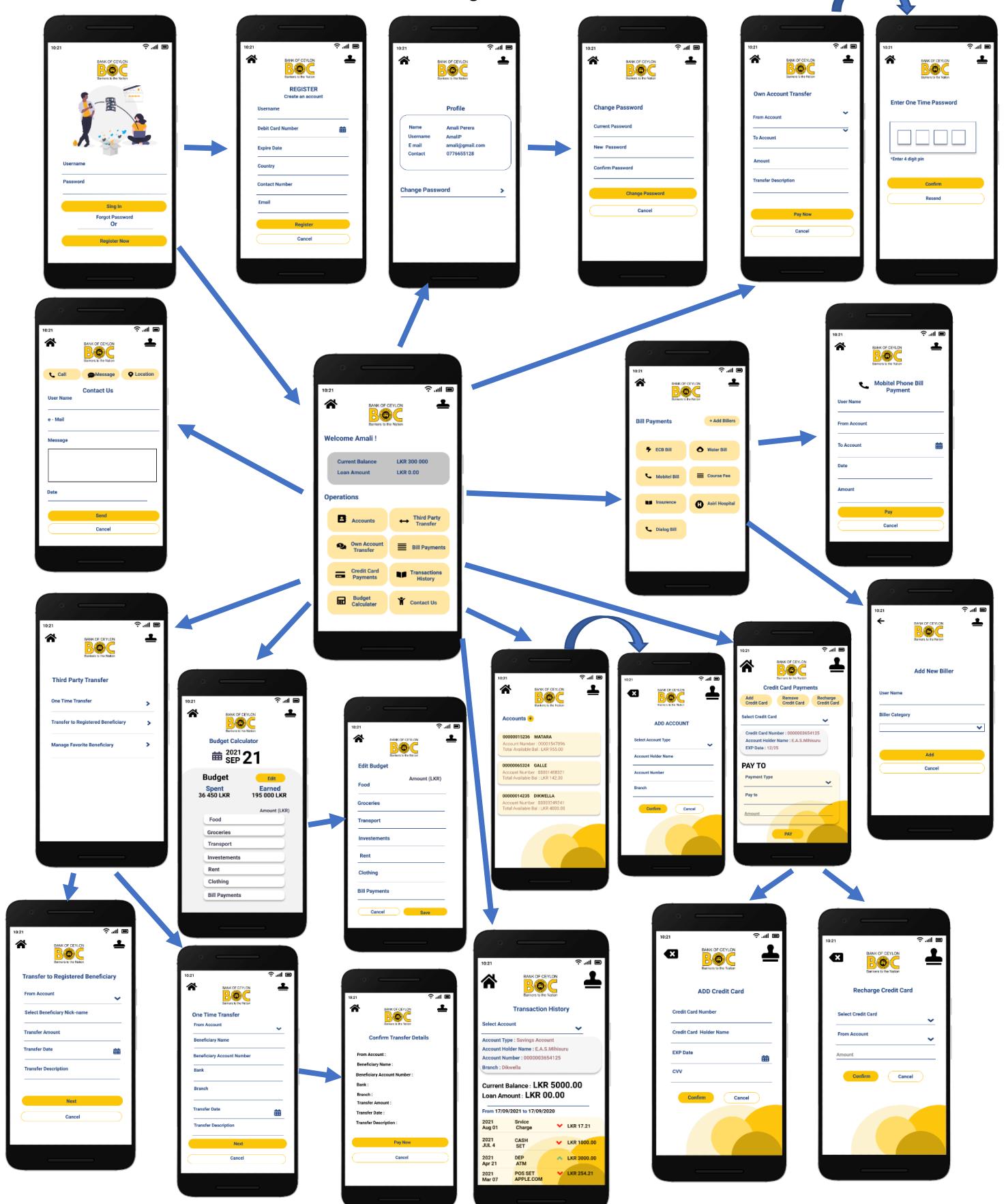
- Add credit card



- Recharge credit card



*All the transactions will be confirmed after entering OTP.



Prototype Version 2 (After User Feedbacks)

- Prototype Version 2 Project link :
 - https://www.figma.com/file/1DqqlisxFe7lMYCUKw1Cww/BOC_Mobil_Banking_App_Version2
- Summary on requested changes and solutions given in prototype version 2

After the two interview sessions the requested changes on the prototypes and the solutions we came up in our prototype version 2 can be summarized as below.

Changes requested in registration page:

- If can reduce the details needed to enter by the user, they prefer doing so.

Solution for the registration page:

- ✓ We have given the user to enter the debit card expire date. We think it can be removed since when the card is issued expire date is also in the bank database. Since the card details also validated in the process of registration no need to enter the date of expiration.
- ✓ As in the existing application we asked the user to enter the country. But when we are discussing on it we felt that is also can be found by the bankers since the account branch details are with them.
- ✓ So, we have removed the two options from the registration page.

Changes requested in own account transaction page:

- In the existing app user has the options to pay now, pay periodically or pay on. But as the users said in the interviews the flow of the 3 options are complex and the usage of periodically transactions are low. So, we removed the option and simplified other two pay now and pay on. But users request to add pay periodically option to the transactions as it will be important for them, and the new design is user friendly. So that they can easily understand and do the transactions in periodical manner too.

Solution for the own account transaction page:

- ✓ Since we have to add the pay periodically option without making the flow complex, we came up with an idea to give the user to add the time along with the date and select the type of transaction they need.
- ✓ So that we can give the user to select the type as “annually”, “monthly”, “weekly”, “on time” “on date” or “pay now”.
- ✓ Pay now will be the default option we will keep as selected as it is the most used one.

Changes requested in profile page:

- Users requested to add a log out button to the profile page.

Solution for the profile page:

- ✓ We have decided to add a log out button to the profile page.

Changes requested in contact us page:

- Users request to add ATM locations to the app as they can find one when needed.

Solution for the contact us page:

- ✓ We have decided to enter the list of ATMs available and let user search according to the place they are currently in.

Changes requested in add biller form:

- Users requested that the billers they deal with sometimes have the account which are not in BOC bank. Even though it is they usually pay them frequently. So that it is easy if we can add such billers to the application too.

Solution for the add biller form:

- ✓ We came up with a solution as to add the account number and the branch when we add the billers. So that any biller can be added to the biller list.

Changes requested in bill payment form:

- Users requested to do the transactions periodically.

Solution for the bill payment form:

- ✓ Since we have to add the pay periodically option without making the flow complex, we came up with an idea to give the user to add the time along with the date and select the type of transaction they need.
- ✓ So that we can give the user to select the type as "annually", "monthly", "weekly", "on time" "on date" or "pay now".
- ✓ Pay now will be the default option we will keep as selected as it is the most used one.

Changes requested in third party transfer page:

- The users have requested to let them add the beneficiaries whom they do transactions very frequently.

Solution for the third-party transfer page:

- ✓ We decided to add an option to the transfer page where the users can add a frequently used beneficiaries and do the transactions selecting them when ever needed.

Changes requested in one time transfer form and registered beneficiary transfer form:

- Users requested to do the transactions periodically.

Solution for one time transfer form and registered beneficiary transfer form:

- ✓ Since we have to add the pay periodically option without making the flow complex, we came up with an idea to give the user to add the time along with the date and select the type of transaction they need.
- ✓ So that we can give the user to select the type as “annually”, “monthly”, “weekly”, “on time” “on date” or “pay now”.
- ✓ Pay now will be the default option we will keep as selected as it is the most used one.

Changes requested in transaction history page:

- Users requested that the used design in the bottom of the page make the details unclear to read. So that if can it is better to remove it.

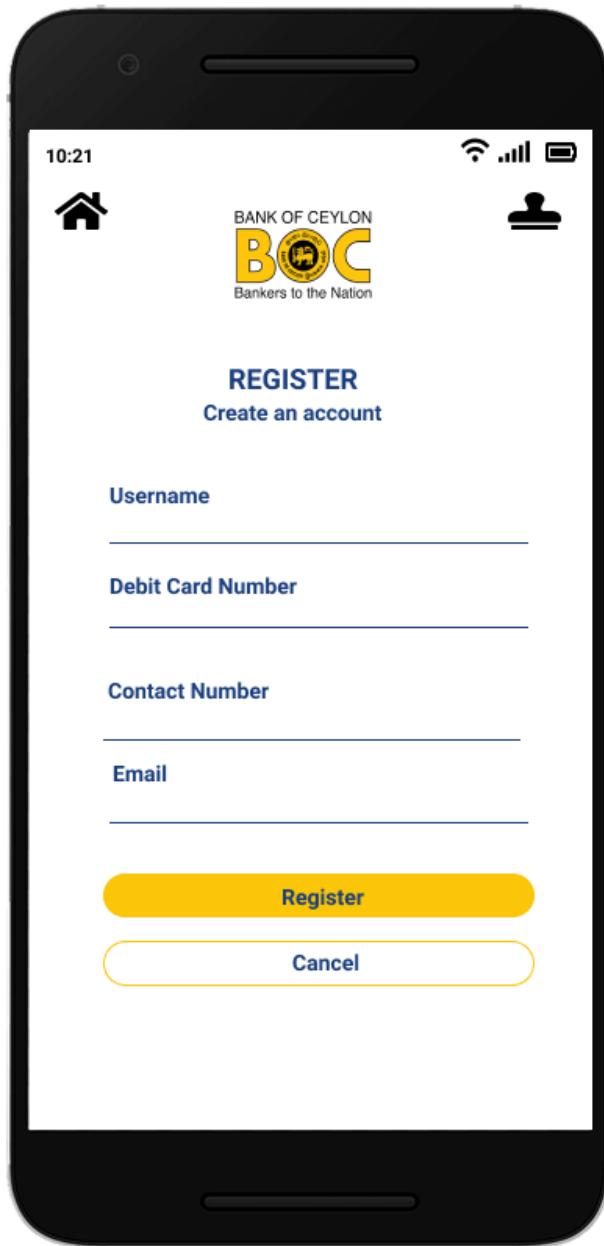
Solution for in transaction history page:

- ✓ We thought of removing the deign as it is not a priority.

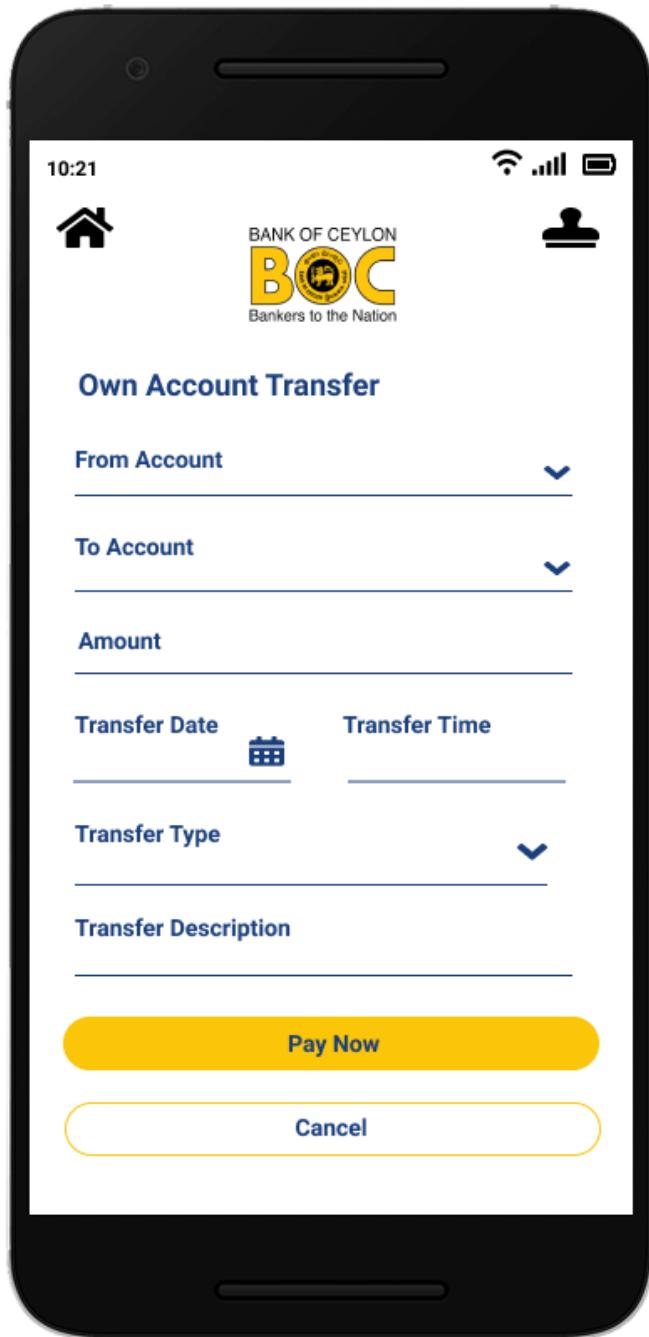
- Redesigned Pages as per the user requests.

IT18212914 M.J.K. Wickramasinghe

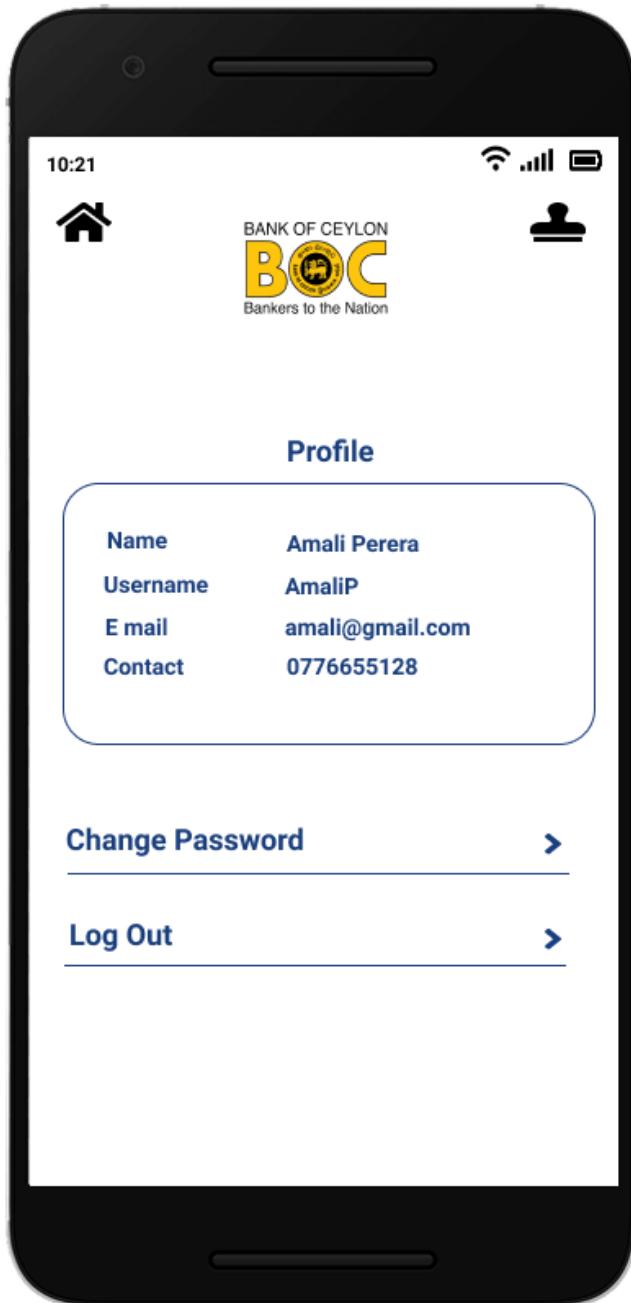
- Registration page



- Own account transaction page

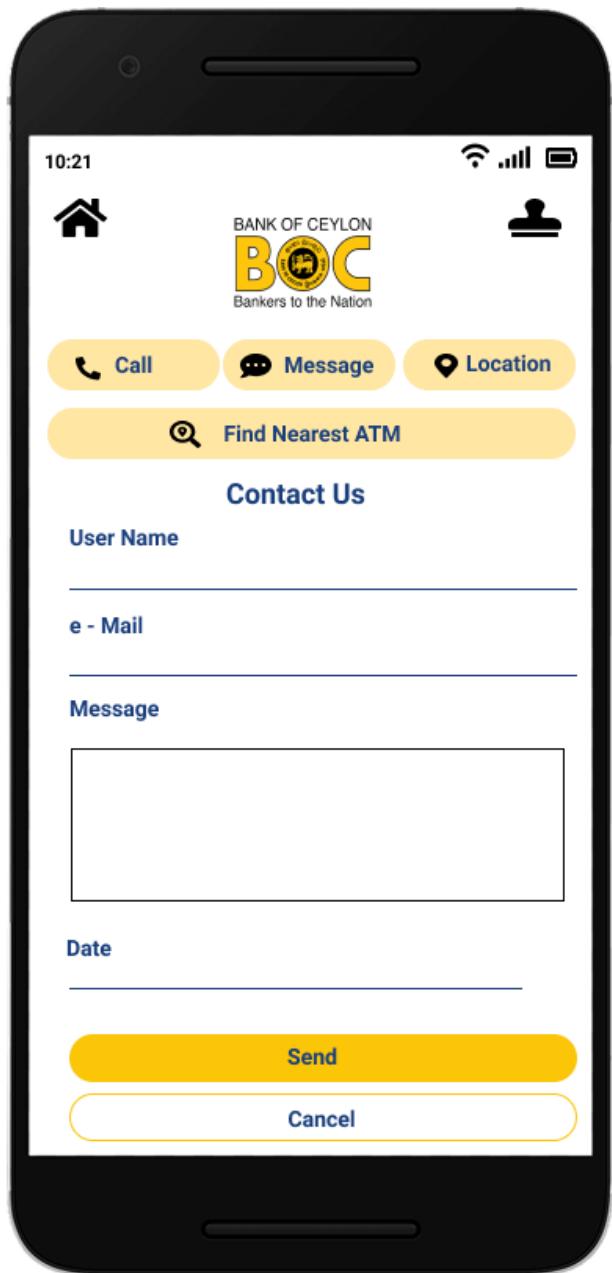


- Profile page

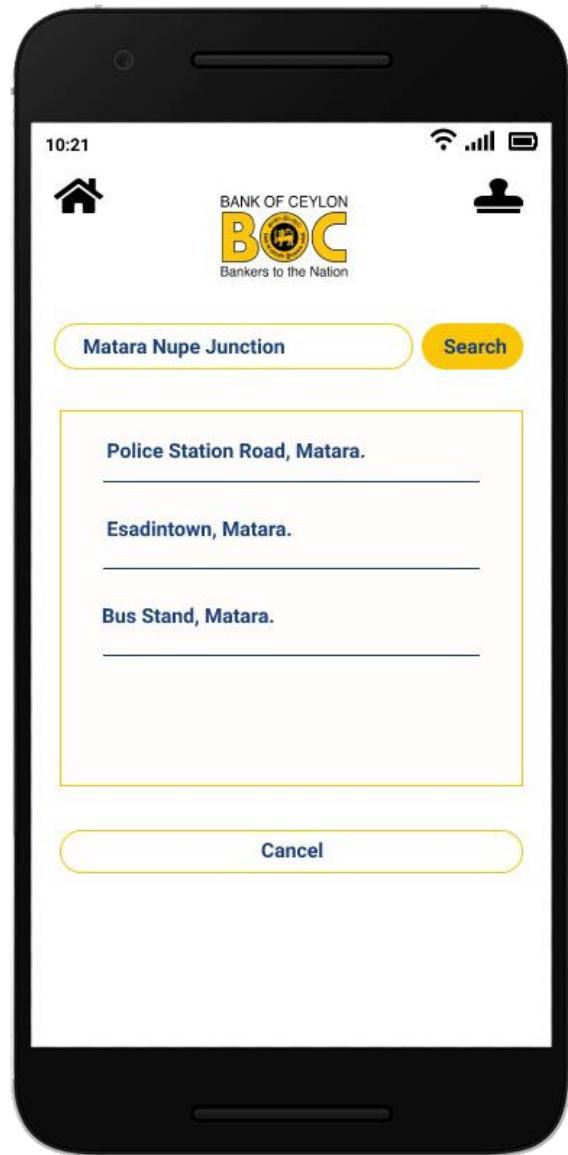


IT19025018 Ravindu Tharaka H.W

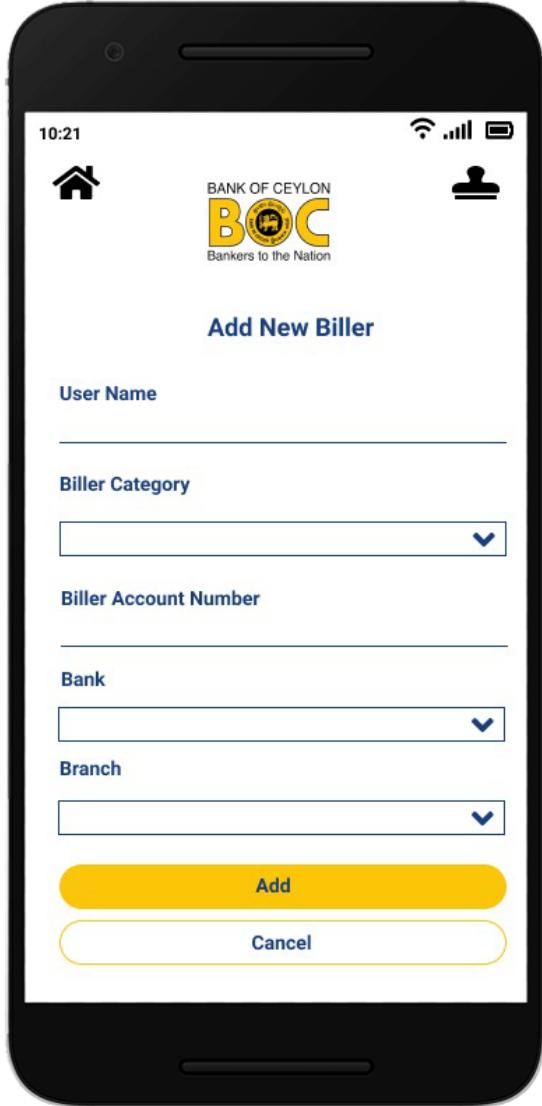
- Contact us page



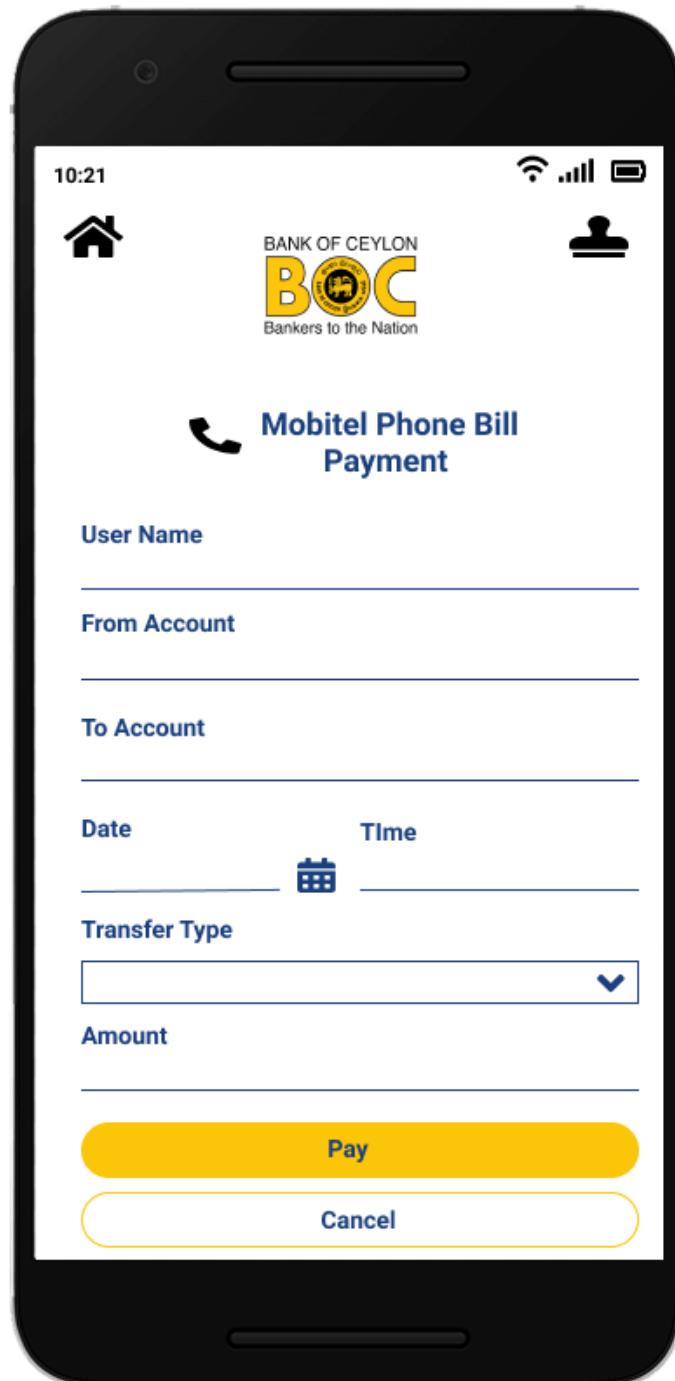
- Nearest ATM page



- Add biller form

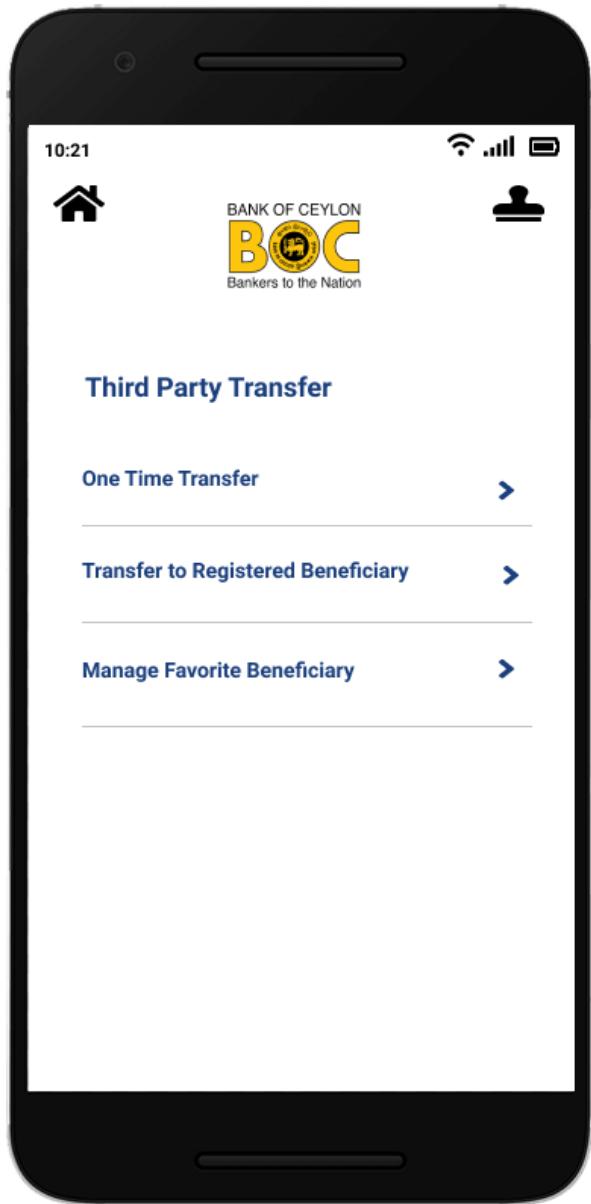


- Bill payment form

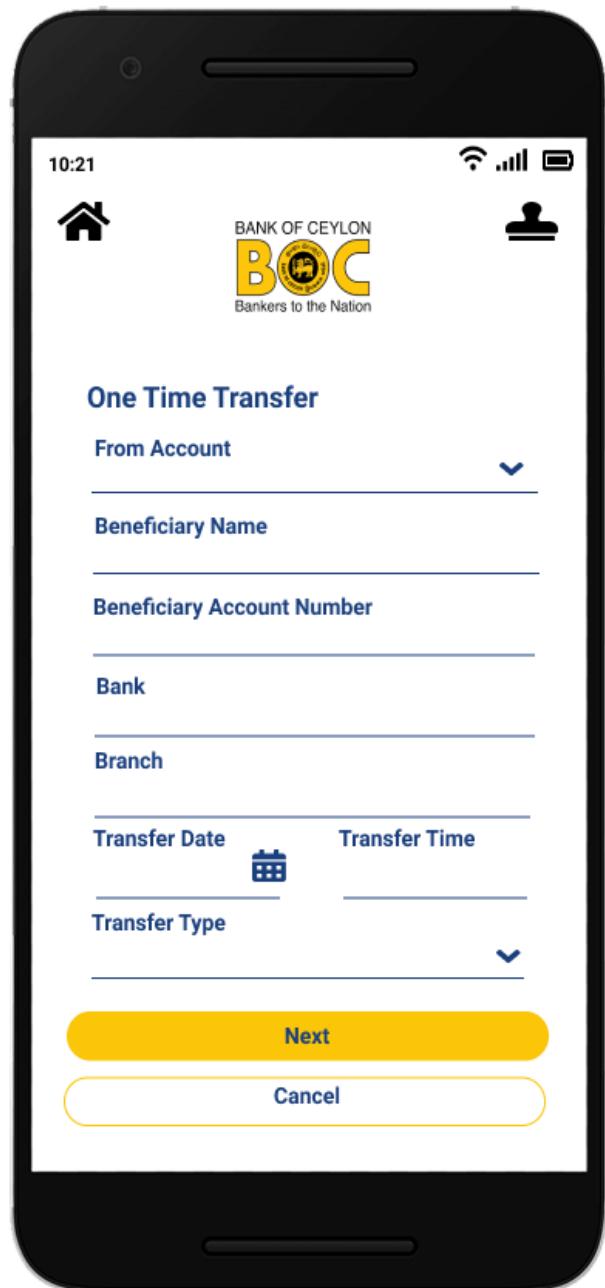


IT19174990 Pathirana G.A.P.I.U

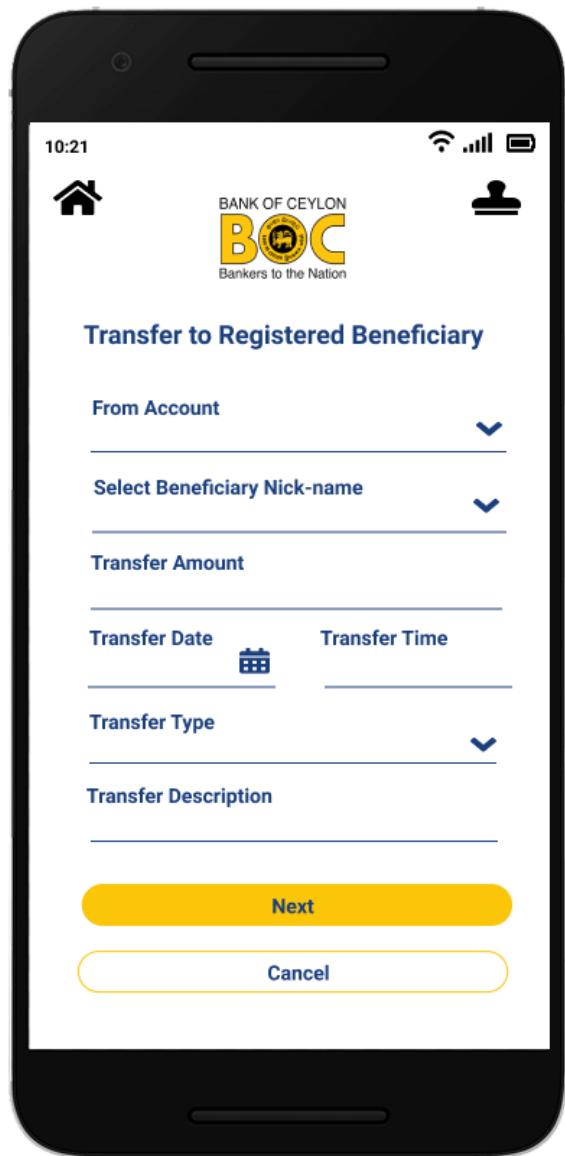
- Third party transfer page



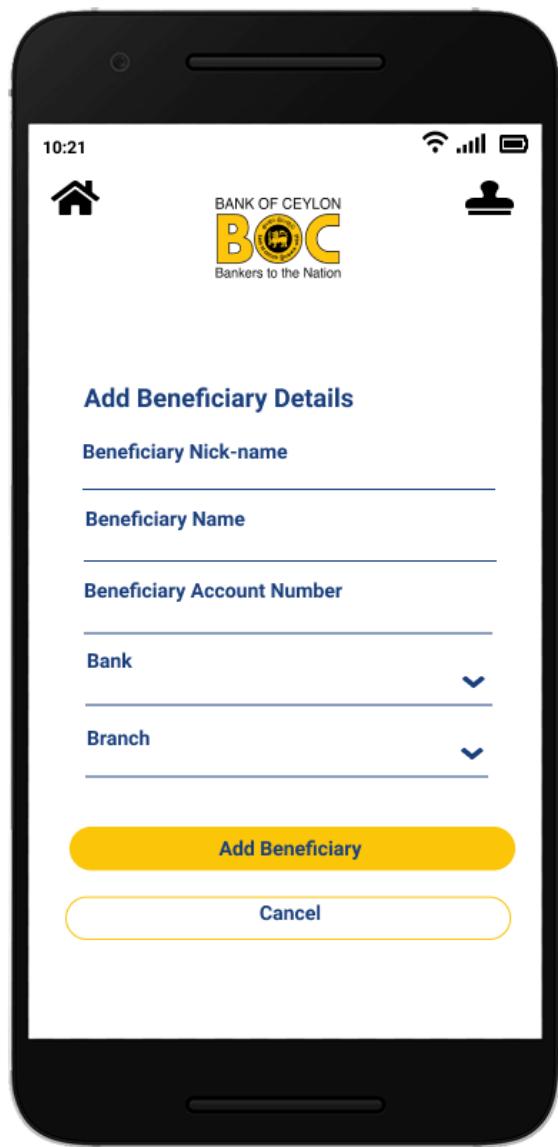
- One time transfer form



- Transfer to registered beneficiary form



- Add new beneficiary



IT19994338 Mihisuru E.A.S

- Transaction history page

