

**User Experience Engineering**

**2021**

Lab Practical 02

Project Selection & Supervisor feedback

**Bank Of Ceylon Mobile Banking Application**

Sri Lanka Institute of Information

Group ID **: 2021S2\_REG\_WE\_47**

Submitted by:

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# Lab Practical 02 – Project Selection & Supervisor feedback

Each UX team should research and find a Mobile app

Fill the following table to show your findings

|  |  |  |
| --- | --- | --- |
| Mobile App: | Bank Of Ceylon Mobile Banking App | |
| Name: | B app | |
| Developer: | Bank Of Ceylon ([ebank@boc.lk](mailto:ebank@boc.lk)) | |
| Purpose: | "B app" for Android phone, a universe of banking facilities.  Can do transactions on the go with your Android phone "B app" application and enjoy a universe of banking facilities at user’s fingertip.  User can manage user’s total banking portfolio with absolute ease with "B app". "B app" is the Official Mobile Banking App of Bank of Ceylon.  The app enables the users to:  • Send and receive money easily from/to BOC and other local bank accounts any time.  • Instantly settle their Utility Bills, Credit cards (BOC or other banks).  • Top up their mobile bills instantly.  • Request for Services with a touch.   * Calculate Budget. | |
| Screenshots: | A picture containing text, electronics, display  Description automatically generated | |
| Competitor Mobile apps: | Mobile Application Name | Contributor |
| ComBankDigital – Commercial Bank Online mobile banking app | IT18212914 (M.J.K. Wickramasinghe) |
| HNB Digital Banking – Hatton National Bank Online mobile banking app | IT19025018(Ravindu Tharaka H.W) |
| Sampath Bank Mobile App – Sampath Bank Online mobile banking app | IT19174990(Pathirana G.A.P.I.U) |
| SEYLAN Mobile Banking App –  Seylan Bank Online mobile banking app | IT19994338  (Mihisuru E.A.S) |
| Good design: | 1. Some icons and buttons have large enough touch areas. 2. Has used soothing colours for the background of the app. | IT18212914 (M.J.K. Wickramasinghe) |
| 1. Less complexity. 2. Provide simple navigation. | IT19025018(Ravindu Tharaka H.W) |
| 1. Has used validations appropriately. 2. Having One Time Password authentication is a good design for security. | IT19174990(Pathirana G.A.P.I.U) |
| 1. Simple and smooth transition between pages. 2. Good approach in personalized functions ex: calculate budget which could not find in other similar banking apps | IT19994338  (Mihisuru E.A.S) |
| Design issues: | 1. The user cannot identify the buttons and the edit text fields separately since they have the same design and colour. 2. Issues in icons. Icons are too small. The idea of the icon is not directly and easily understandable. | IT18212914 (M.J.K. Wickramasinghe) |
| 1. Non-Standard Icons and Buttons. 2. No Onboarding: When users first launch the app, they should immediately understand its value and advantages. But here user gets a poor first impression | IT19025018(Ravindu Tharaka H.W) |
| 1. Poor use of colour contrast for the UI elements. 2. transactions receipts generated lacks important information of the transactions. Ex: Beneficiary account details. | IT19174990(Pathirana G.A.P.I.U) |
| 1. Important details on dashboard are not emphasized. 2. poor typographic hierarchy- header, sub headers, paragraphs font sizes doesn't fit well. | IT19994338  (Mihisuru E.A.S) |

**Member Details and Responsible Functions**

|  |  |  |
| --- | --- | --- |
| **Member** | **Functions** | **Responsible member** |
| Member 1 | 1. User Authentication 2. Handle Own account transfers. | IT18212914  (M.J.K. Wickramasinghe) |
| Member 2 | 1. View details of account and transactions. 2. Handle credit card payments. | IT19994338  (Mihisuru E.A.S) |
| Member 3 | 1. Handle bill payments.  2. View messages and contact details. | IT19025018  (Ravindu Tharaka H.W) |
| Member 4 | 1. Handle third party transfers. 2. Calculate Budget. | IT19174990  (Pathirana G.A.P.I.U) |