

Group :- 2021S2_REG_WE_51
Semester 2, 2021

Sketching

Ruvindu Kaushalya - IT19062884 (sketching)

1. First sketch

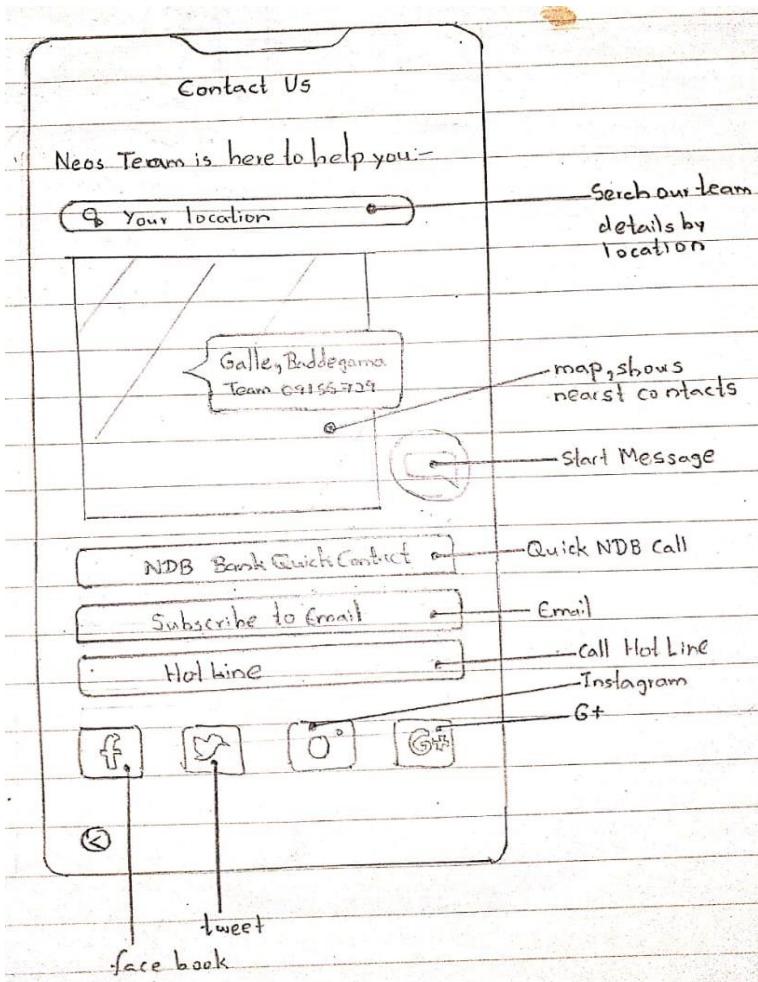


Fig 1: Contact us

2. Second sketches

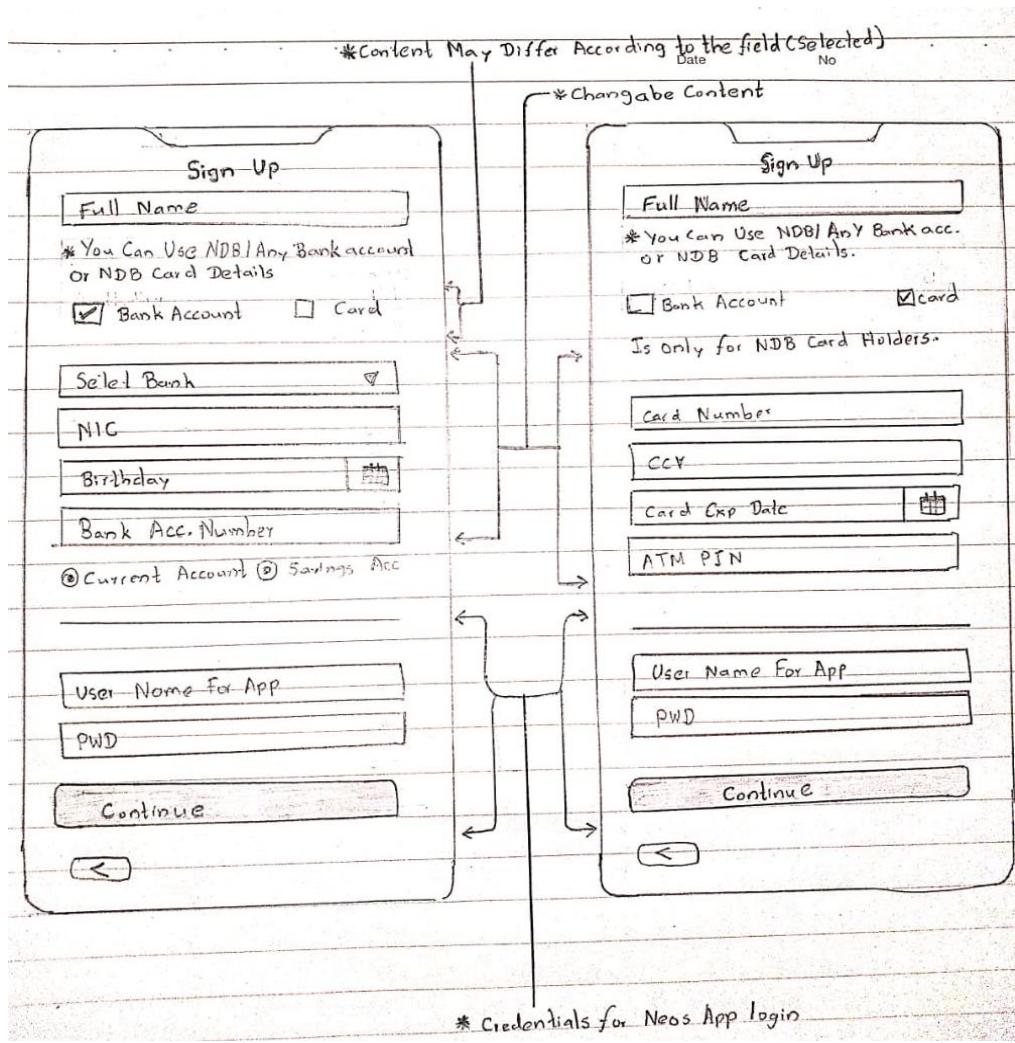


Fig 2: Sign Ins

3. First sketch

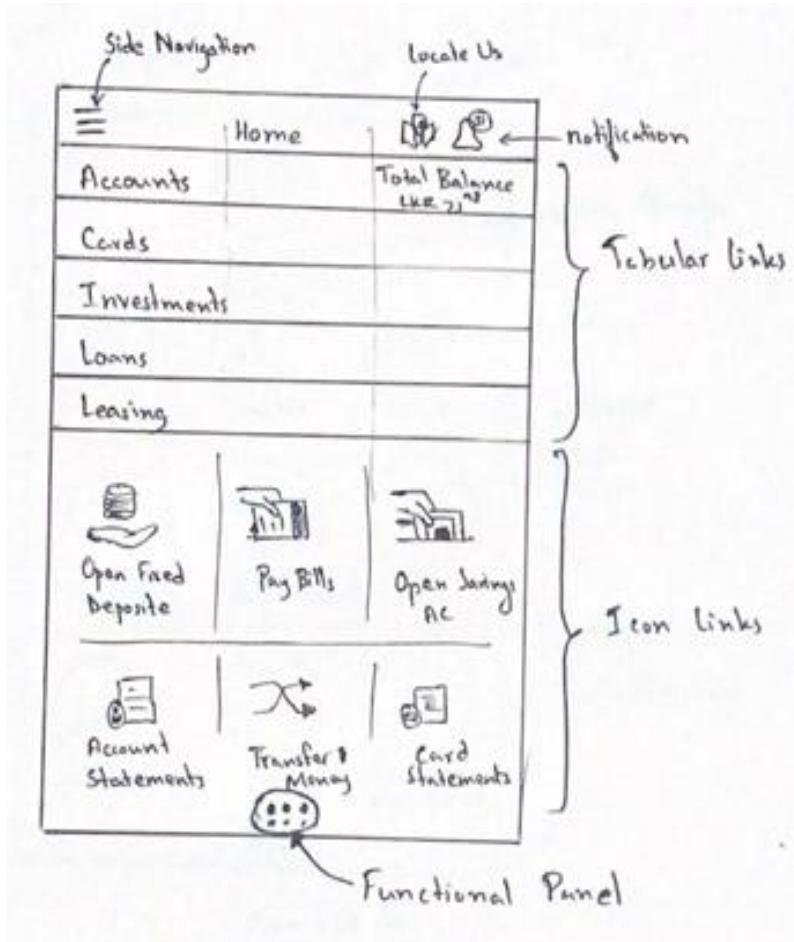


Fig 1: Main Dashboard Panel

4. Second sketch

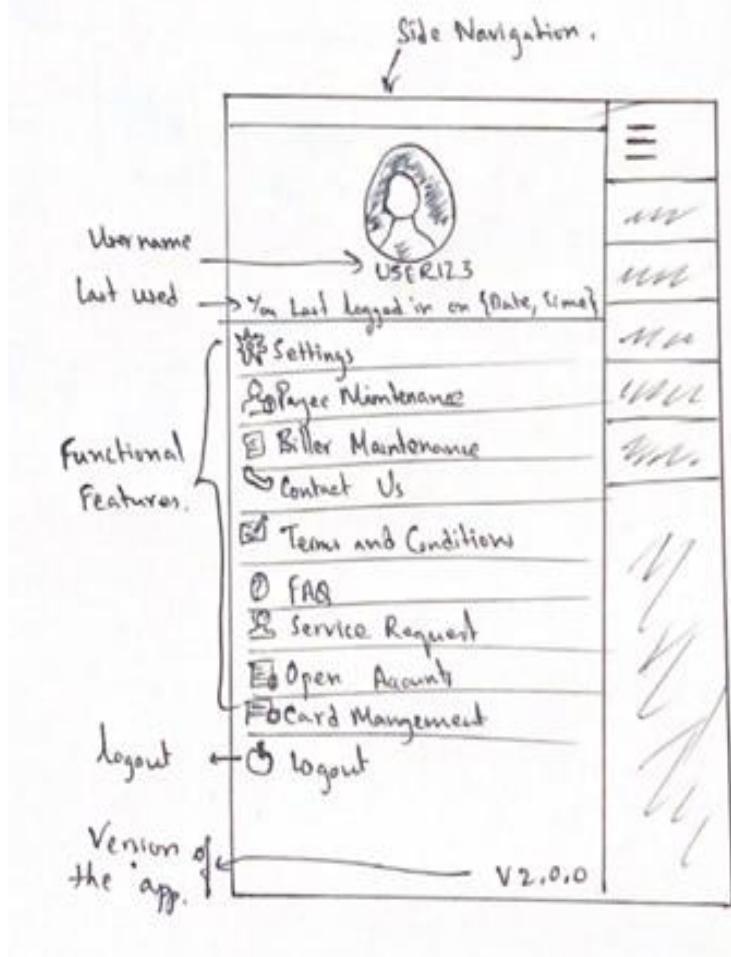


Fig 2: Side navigation Panel

5. Third sketch

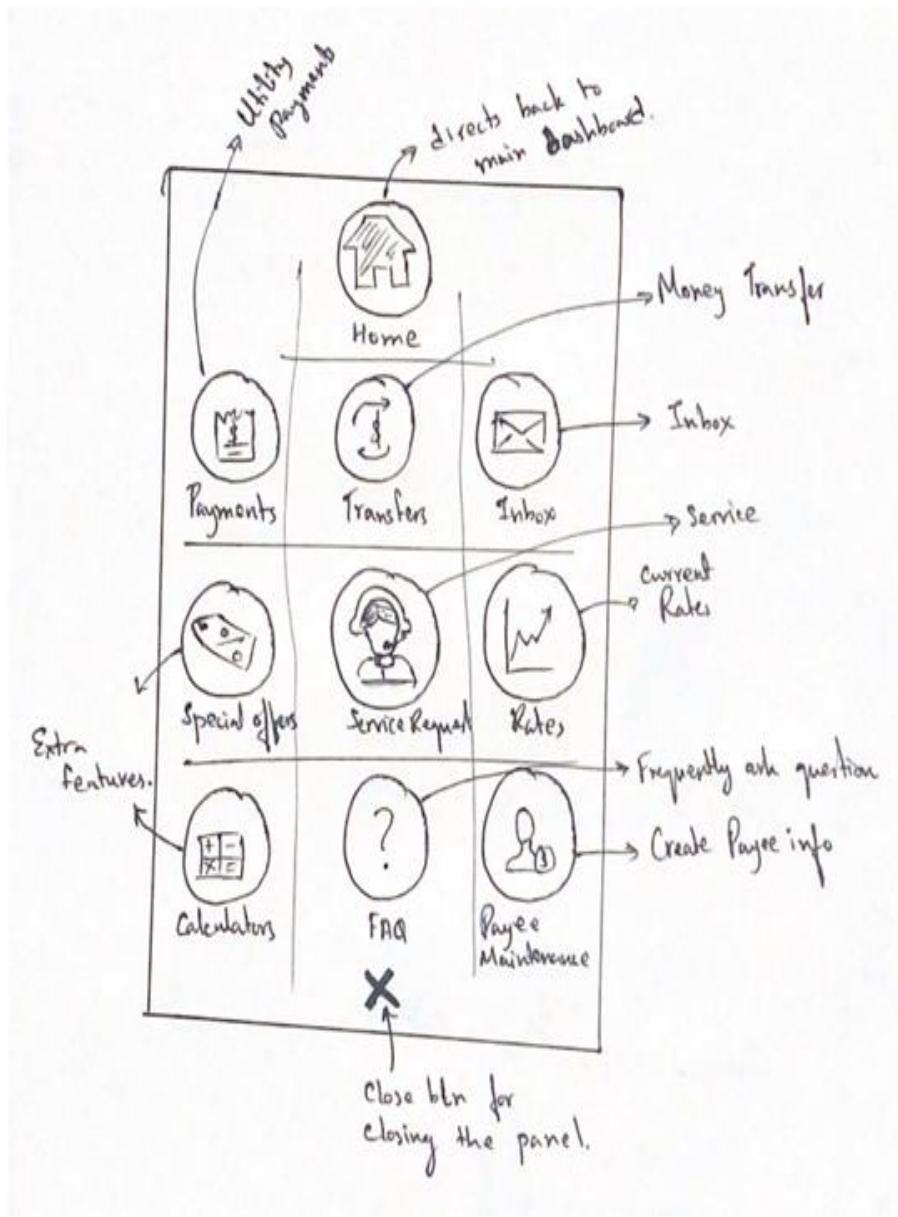


Fig 3: Classified and Detail Functionality Panel

6. First sketch

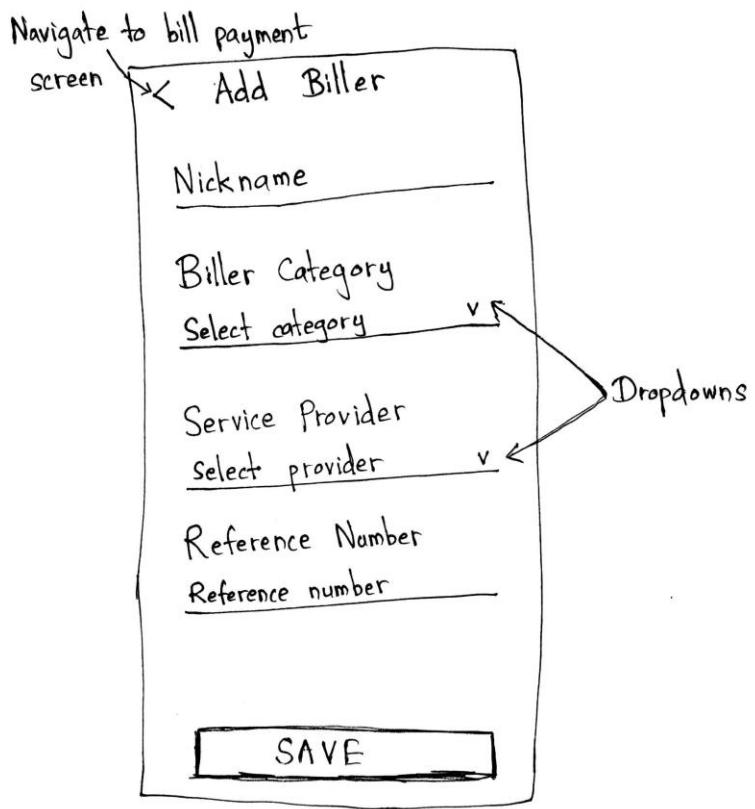


Fig 1: Add Biller

7. Second sketch

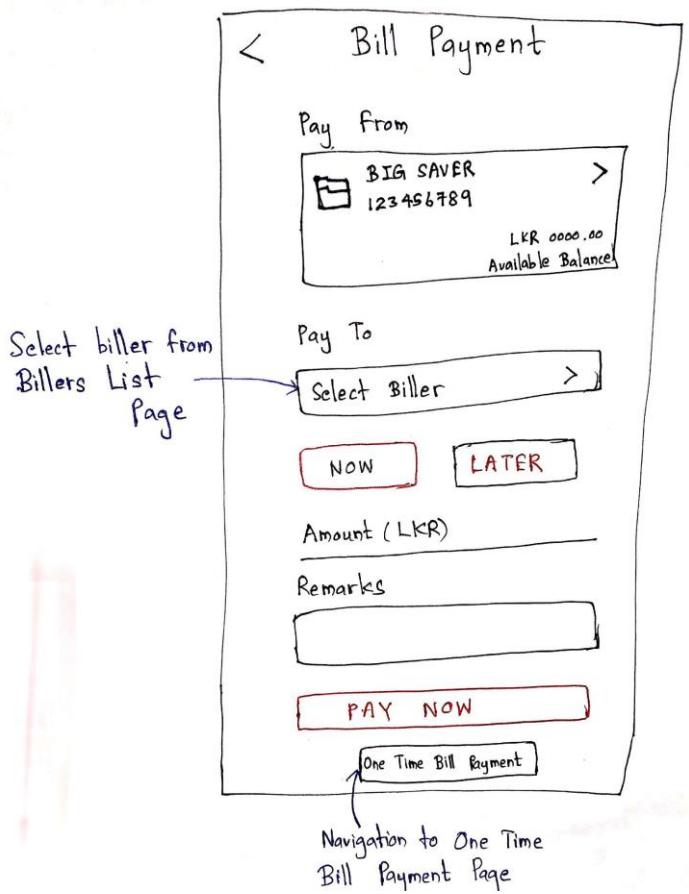


Fig 2: Bill Payment

8. Third sketch

< One Time Bill Payment

Pay From

 BIG SAVER	>
123456789	
LKR 000000.00 Available Balance	

Biller category

Electricity v

Service Provider

Ceylon Electricity Board v

Bill Reference Number

123456789

Amount (LKR)

500.00

Remarks

PAY NOW

CANCEL

Fig 3: One Time Bill Payment

9. Fourth sketch

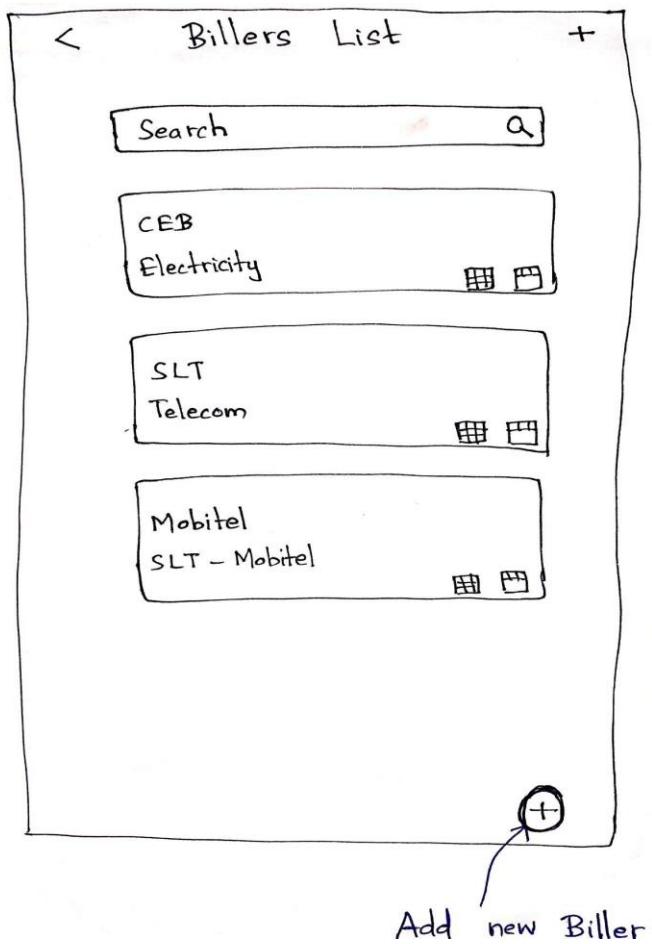


Fig 4: Add Biller

Pasqual N. T. - IT19408316 (sketching)

10. First sketch

Add payment Option

Bank	<input type="text"/> dropdown
Account Type	<input type="text"/> dropdown
Account Number	<input type="text"/>
Nick Name	<input type="text"/>
<input type="checkbox"/> I confirm that, transaction SMS alert service enabled with this account	
<input style="background-color: #cccccc; padding: 5px;" type="button" value="Submit"/>	
<input style="background-color: #cccccc; padding: 5px;" type="button" value="Cancel"/>	

navigate to home page

Fig 1: Add One Time Payment

11. Second sketch

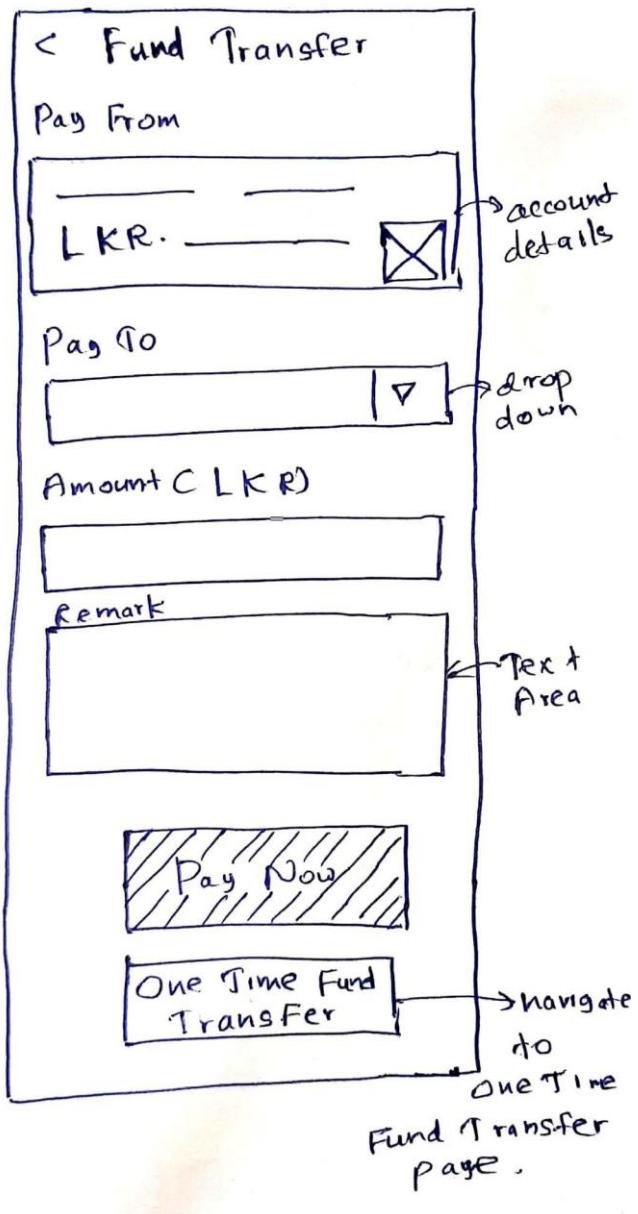


Fig 2: Fund Transfer

12. Third sketch

One Time Fund Transaction

Pay From	
LKR.	<input type="checkbox"/>
Account Number	
Bank	
Amount	
Remark	<input type="text"/>
<input checked="" type="button"/> Pay Now	
<input type="button"/> Cancel	

user account details
 Text area
 navigate to home page.

Fig 3: One Time Fund Transfer

13. Fourth sketch

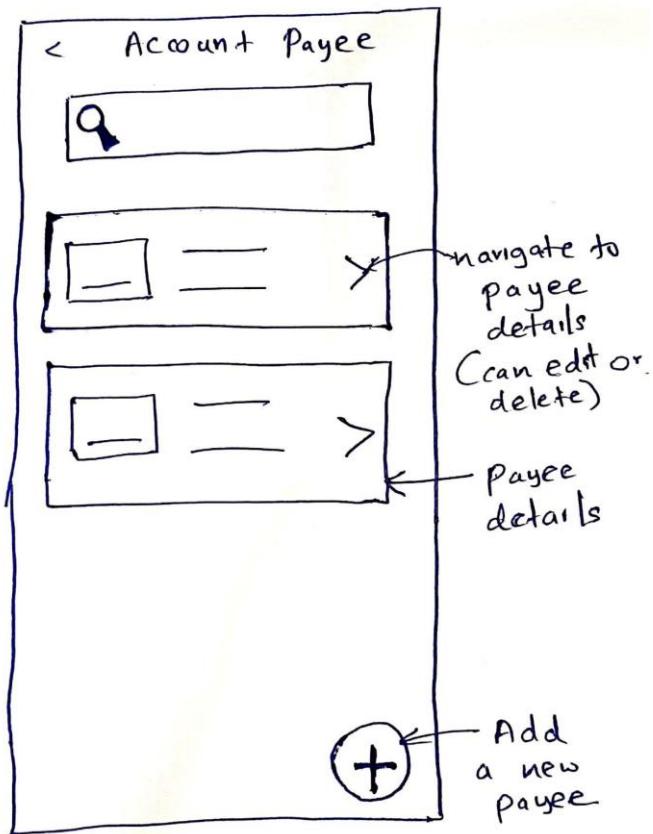
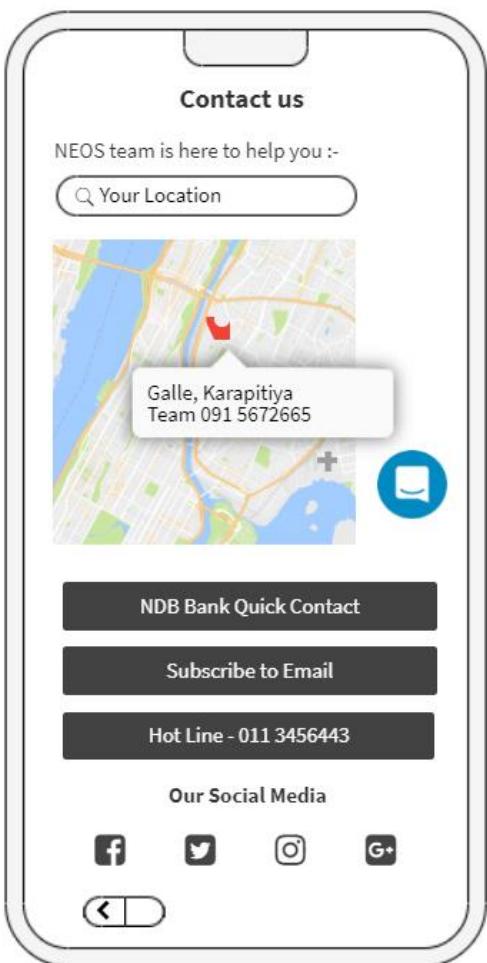


Fig 4: Account Payee

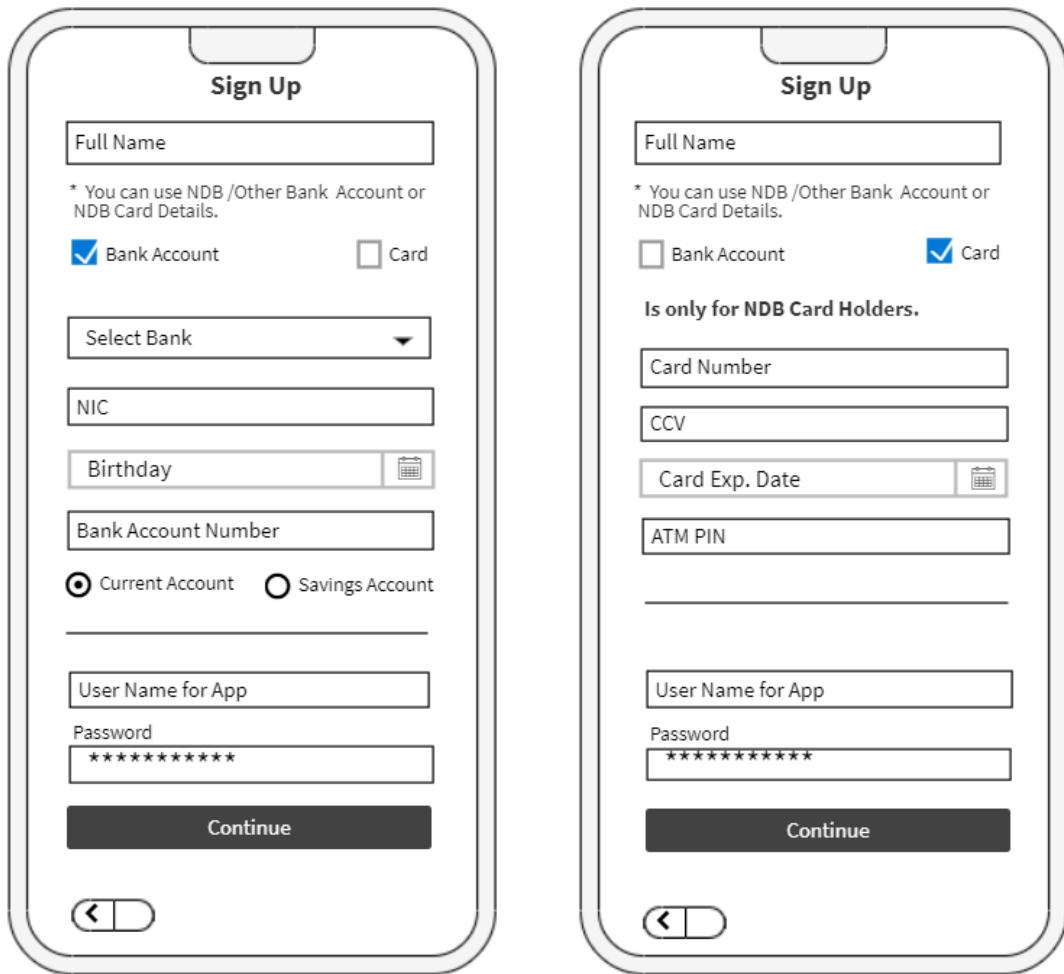
Wireframes

A.G. Ruvindu Kaushalya - IT19062284 (wireframes)

1. First wireframe



2. Second wireframe



The image displays two side-by-side wireframe designs for a mobile application's sign-up screen. Both screens are titled "Sign Up".

Left Wireframe:

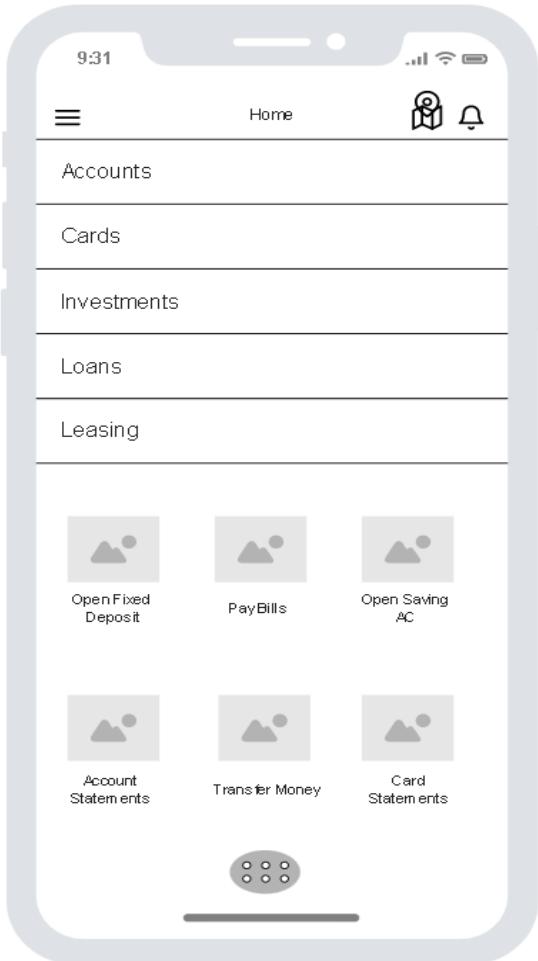
- Fields:** Full Name, Select Bank (dropdown), NIC, Birthday (with calendar icon), Bank Account Number, ATM PIN (disabled).
- Buttons:** Continue, Back/Forward navigation.
- Text:** "You can use NDB /Other Bank Account or NDB Card Details." Below this, there are two radio buttons: "Bank Account" (checked) and "Card".

Right Wireframe:

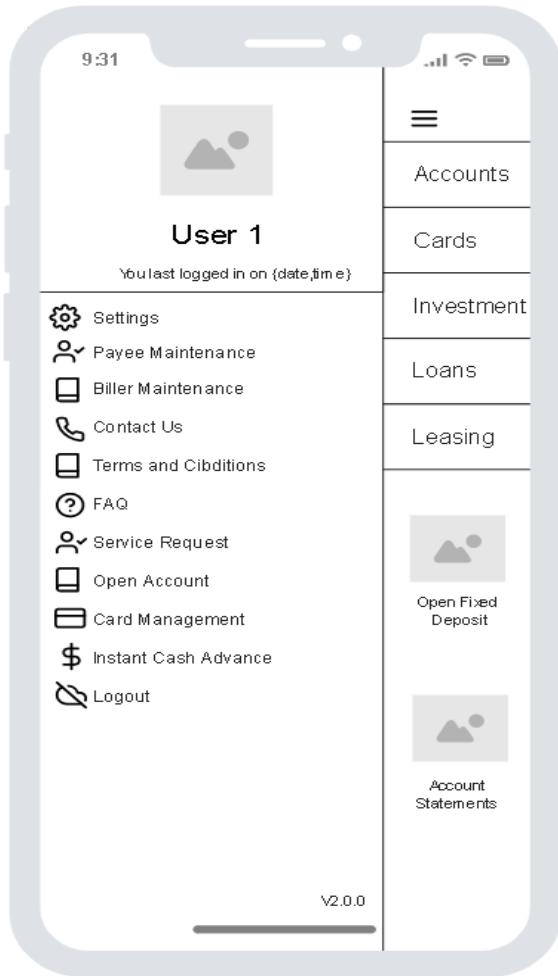
- Fields:** Full Name, Select Bank (disabled), NIC, Birthday (disabled), ATM PIN (disabled).
- Buttons:** Continue, Back/Forward navigation.
- Text:** "You can use NDB /Other Bank Account or NDB Card Details." Below this, there are two radio buttons: "Bank Account" and "Card" (checked). A note below the radio buttons states "Is only for NDB Card Holders."

Tandin Wangchen - IT19098838 (sketching)

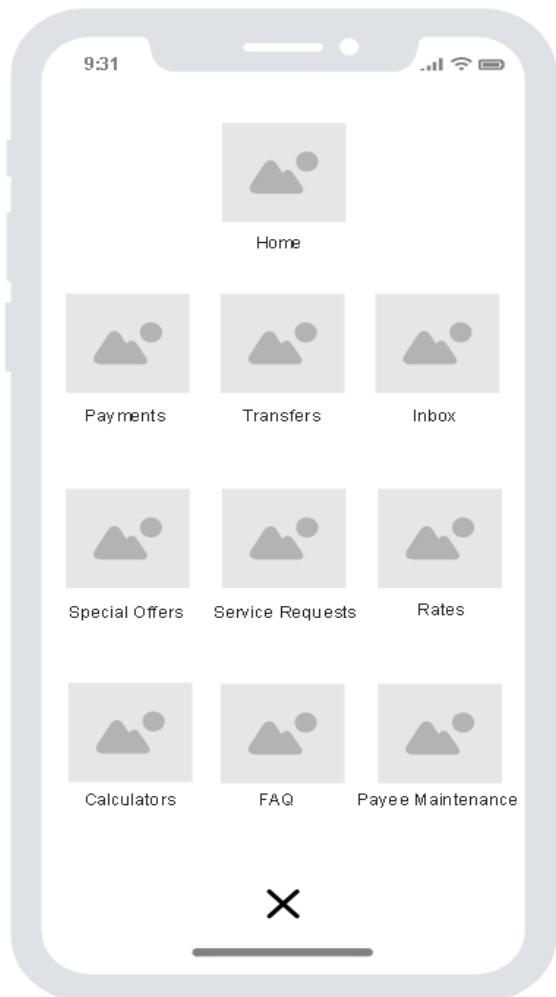
3. First wireframe



4. Second wireframe

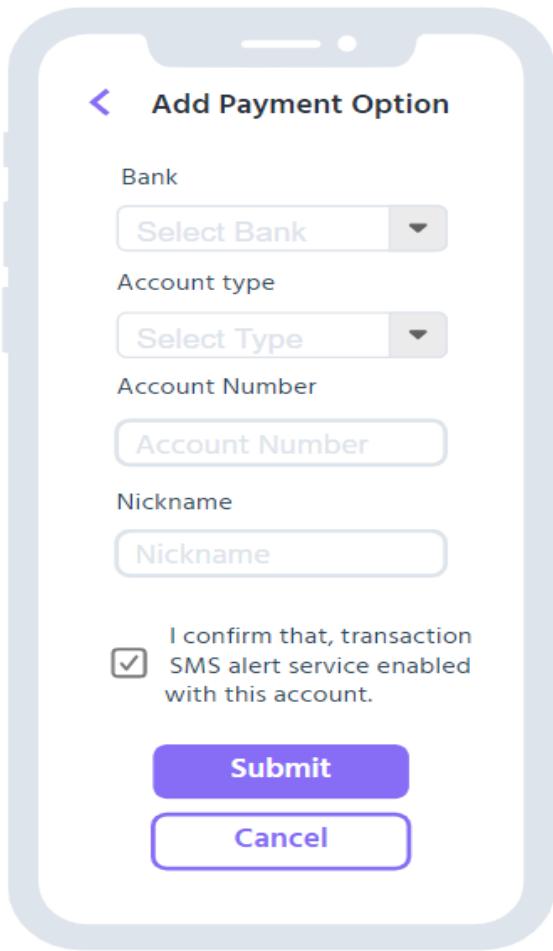


5. third wireframe



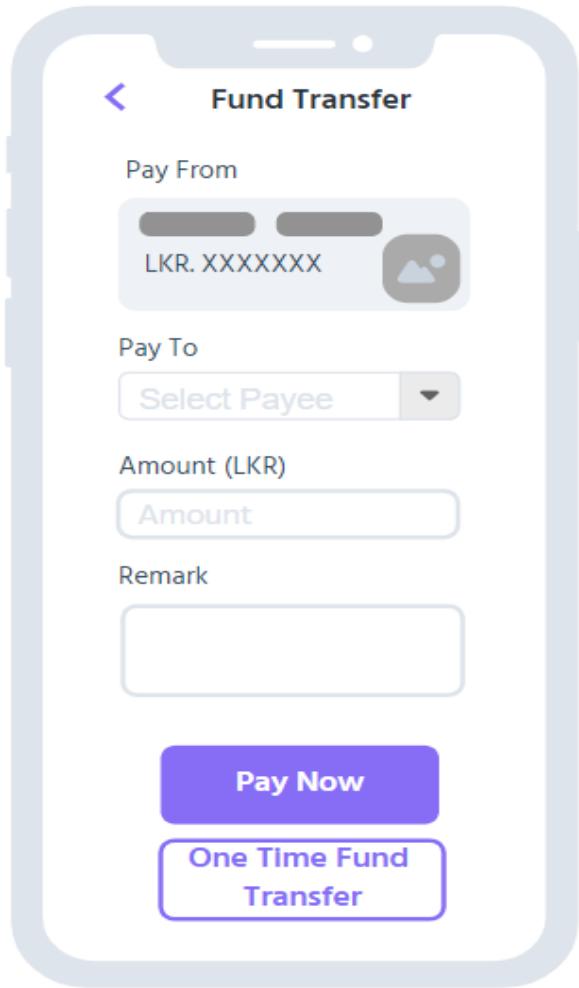
Pasqual N. T. - IT19408316 (wireframes)

6. First wireframe

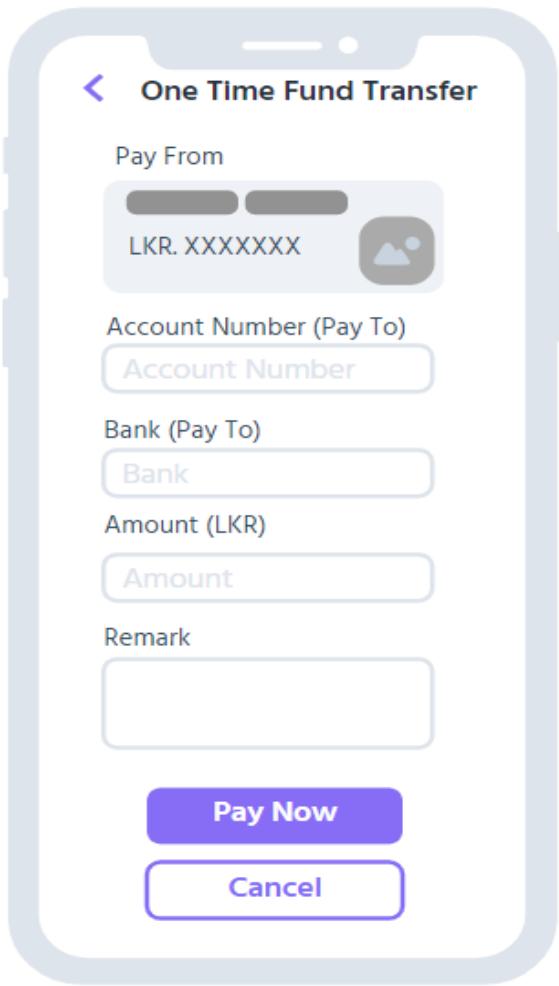


The wireframe shows a mobile application screen titled "Add Payment Option". At the top left is a back arrow icon. Below the title are four input fields: "Bank" (dropdown menu with placeholder "Select Bank"), "Account type" (dropdown menu with placeholder "Select Type"), "Account Number" (text input field), and "Nickname" (text input field). Below these fields is a checkbox labeled "I confirm that, transaction SMS alert service enabled with this account." followed by a checked checkbox icon. At the bottom are two buttons: a purple "Submit" button and a white "Cancel" button.

7. Second wireframe



8. Third wireframe

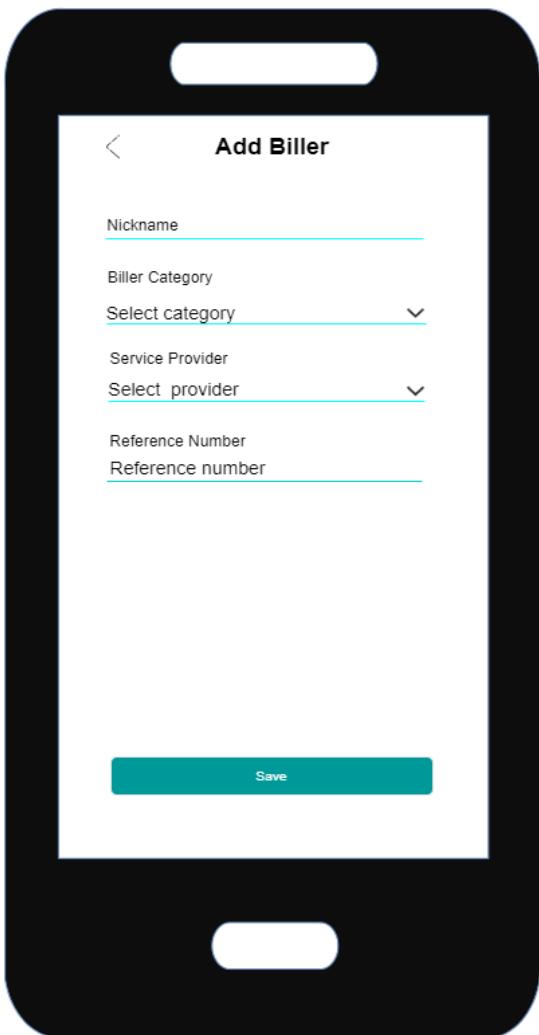


9. Fourth wireframe

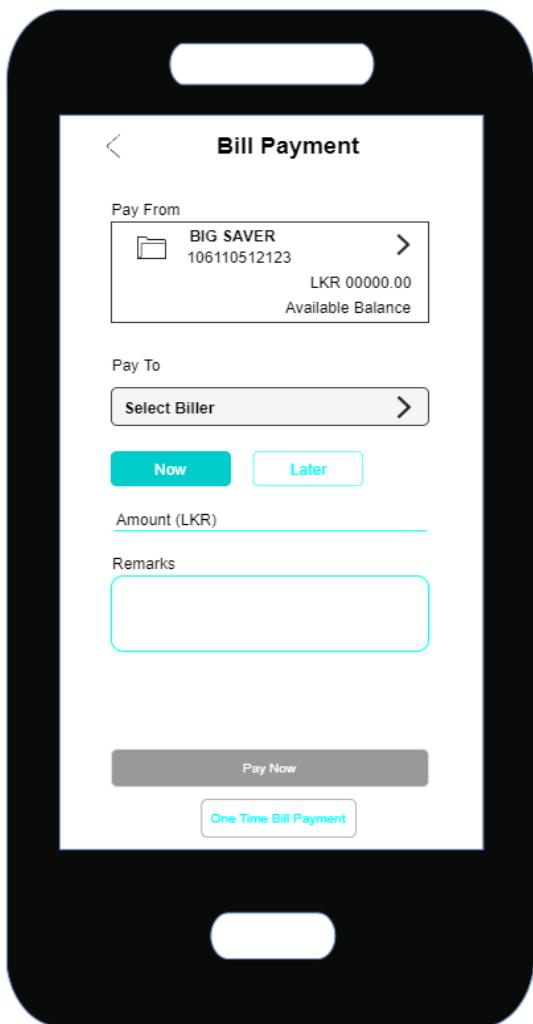


Amarasinghe A.A.B.G - IT19061580 (wireframes)

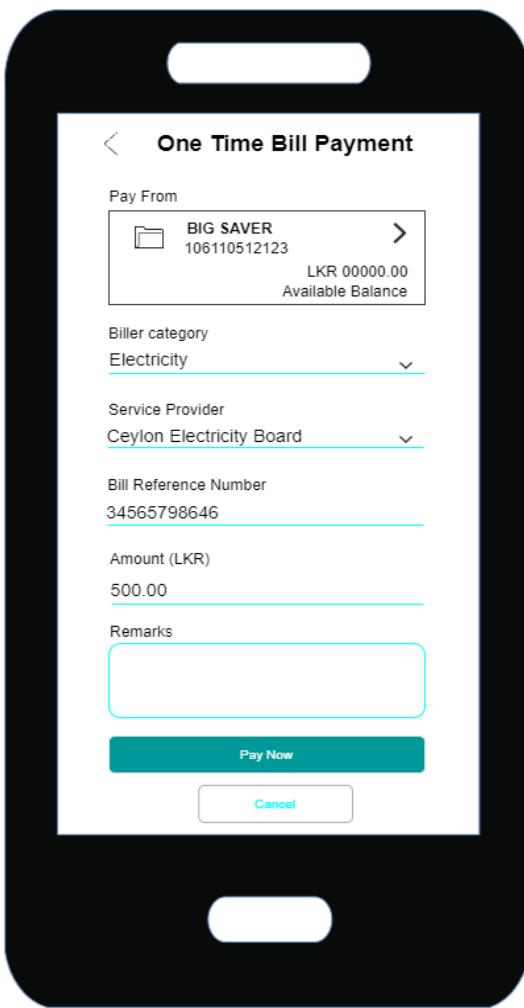
10. First wireframe



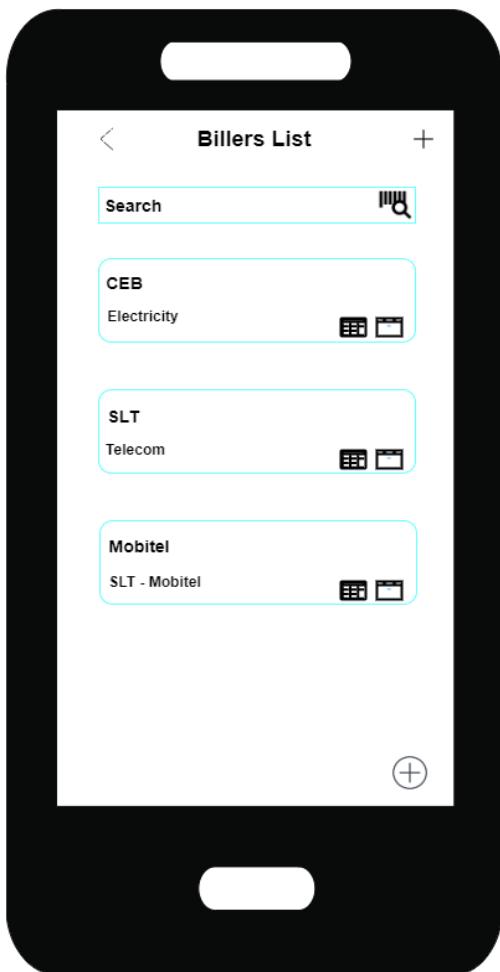
11. Second wireframe



12. Third wireframe



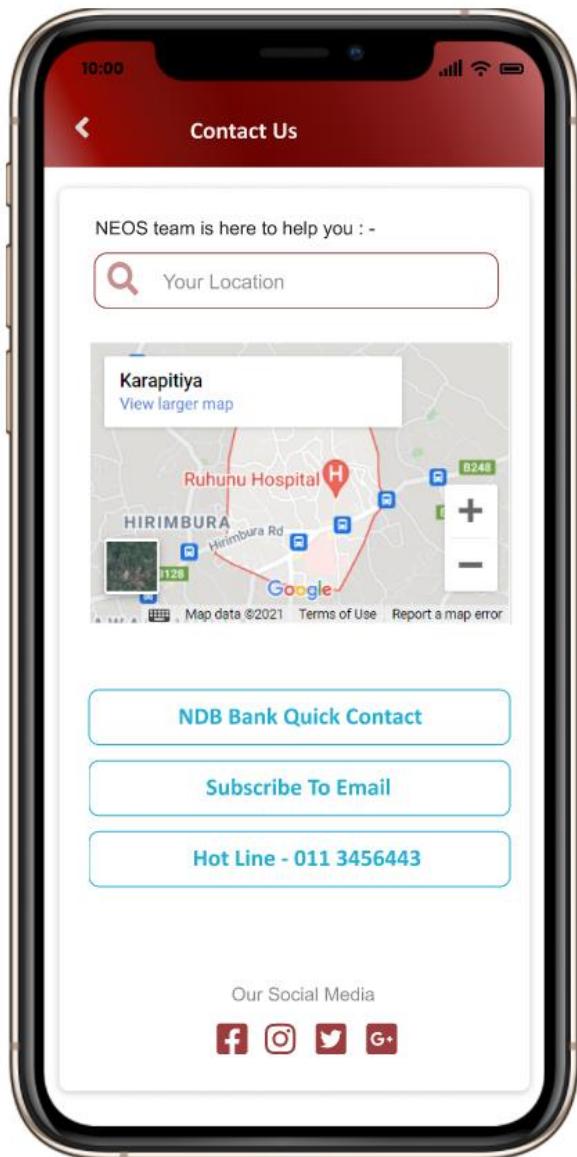
13. Fourth wireframe



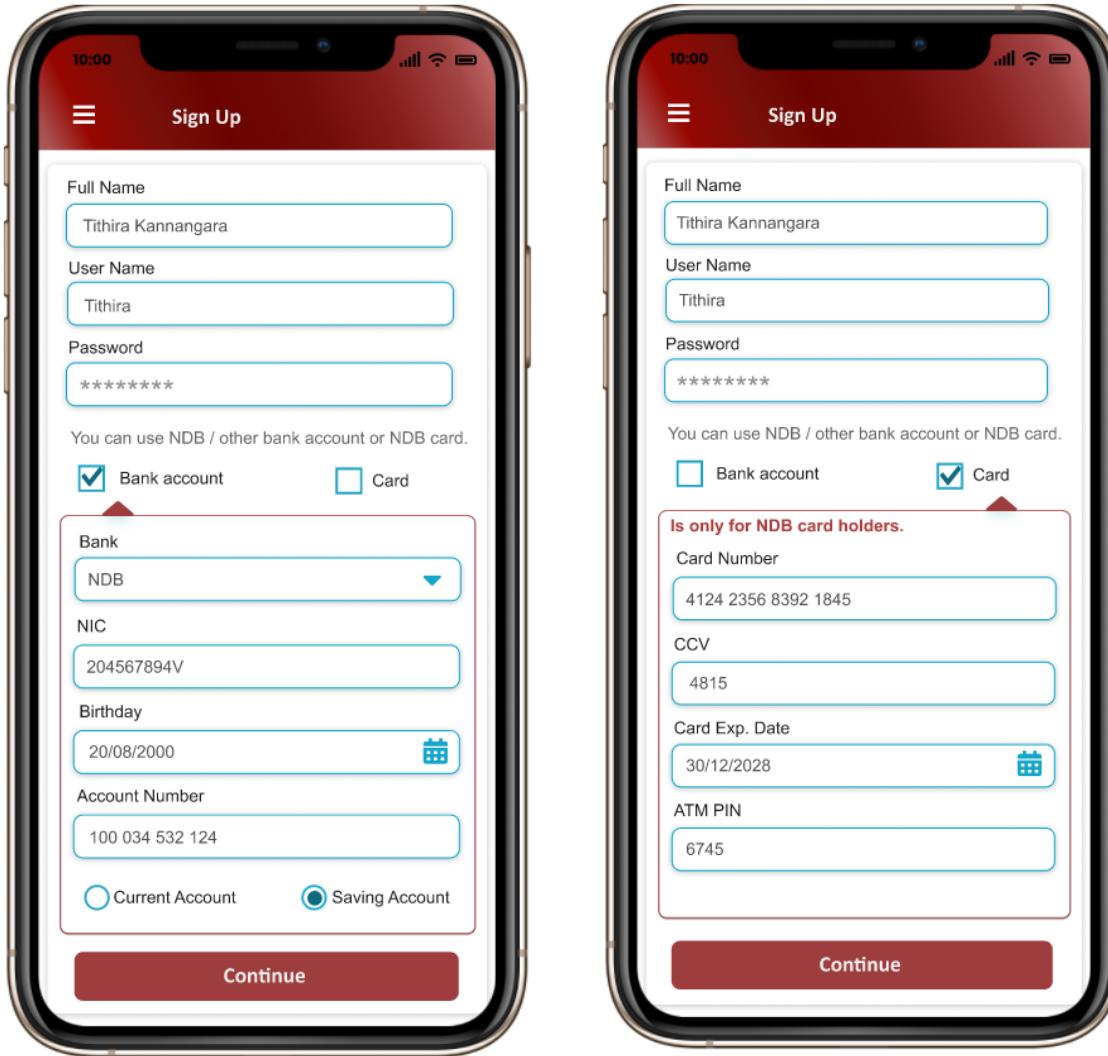
Prototype (Low-fidelity or high-fidelity)

A.G. Ruvindu Kaushalya - IT19062284 (version 1.0)

- 1) First prototype (Contact us)



2) Second prototype(Sign Ups)



The image displays two identical mobile phone screens showing a "Sign Up" form. Both phones are set to 10:00 and show a full signal.

Left Screen (Bank Account Selection):

- Full Name: Tithira Kannangara
- User Name: Tithira
- Password: *****
- Bank account checkbox is checked, while Card is unchecked.
- Bank dropdown: NDB
- NIC: 204567894V
- Birthday: 20/08/2000
- Account Number: 100 034 532 124
- Radio buttons: Current Account (unchecked), Saving Account (checked)

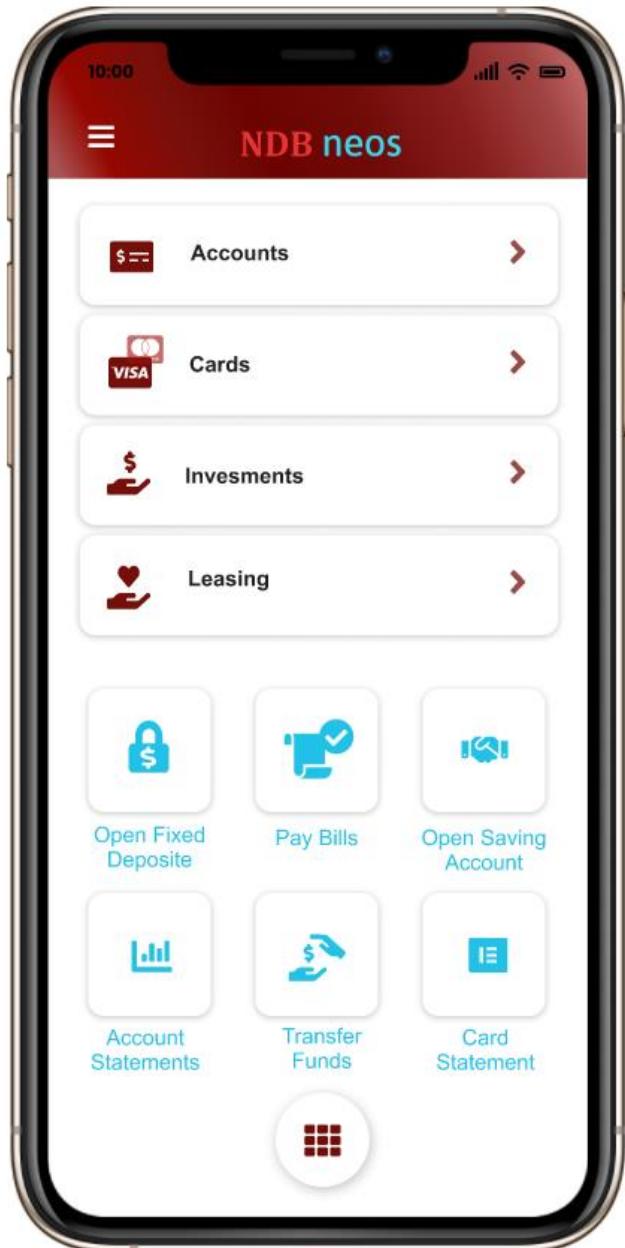
Right Screen (Card Holder Selection):

- Full Name: Tithira Kannangara
- User Name: Tithira
- Password: *****
- Card account checkbox is checked, while Bank account is unchecked.
- Text above card fields: "Is only for NDB card holders."
- Card Number: 4124 2356 8392 1845
- CCV: 4815
- Card Exp. Date: 30/12/2028
- ATM PIN: 6745

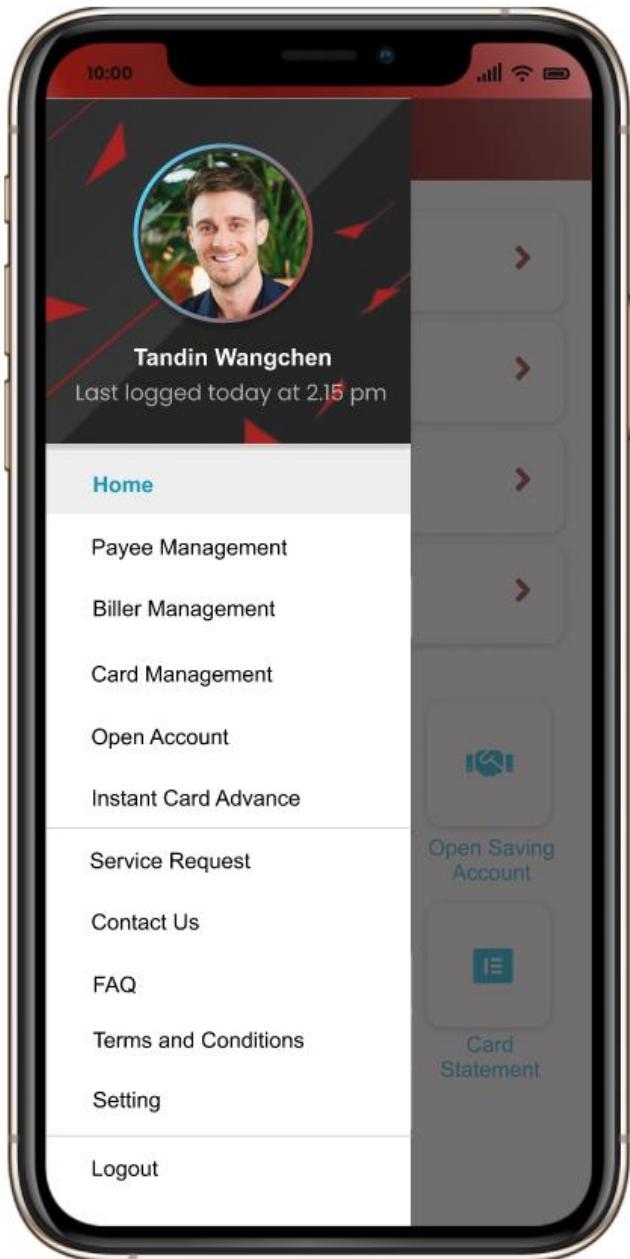
Both screens have a red "Continue" button at the bottom.

Tandin Wangchen - IT19098838 (version 1.0)

3) First prototype(Home)



4) Second prototype (Side Menu)

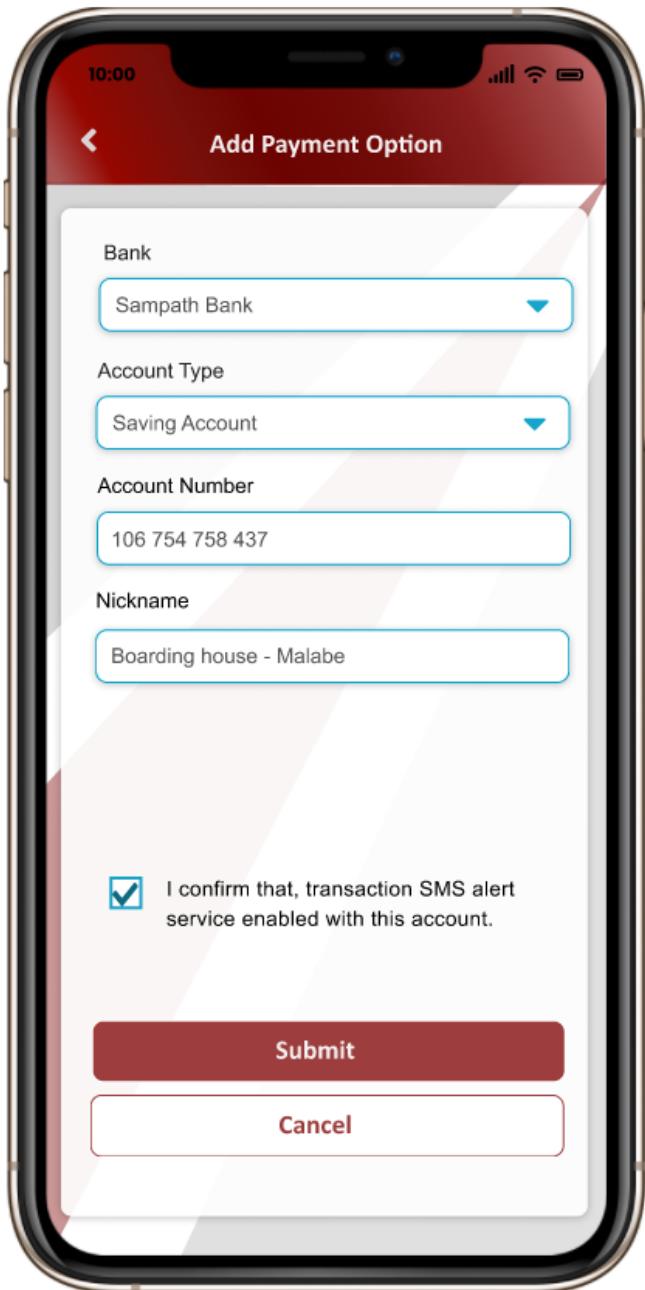


5) Third prototype (Main Menu)

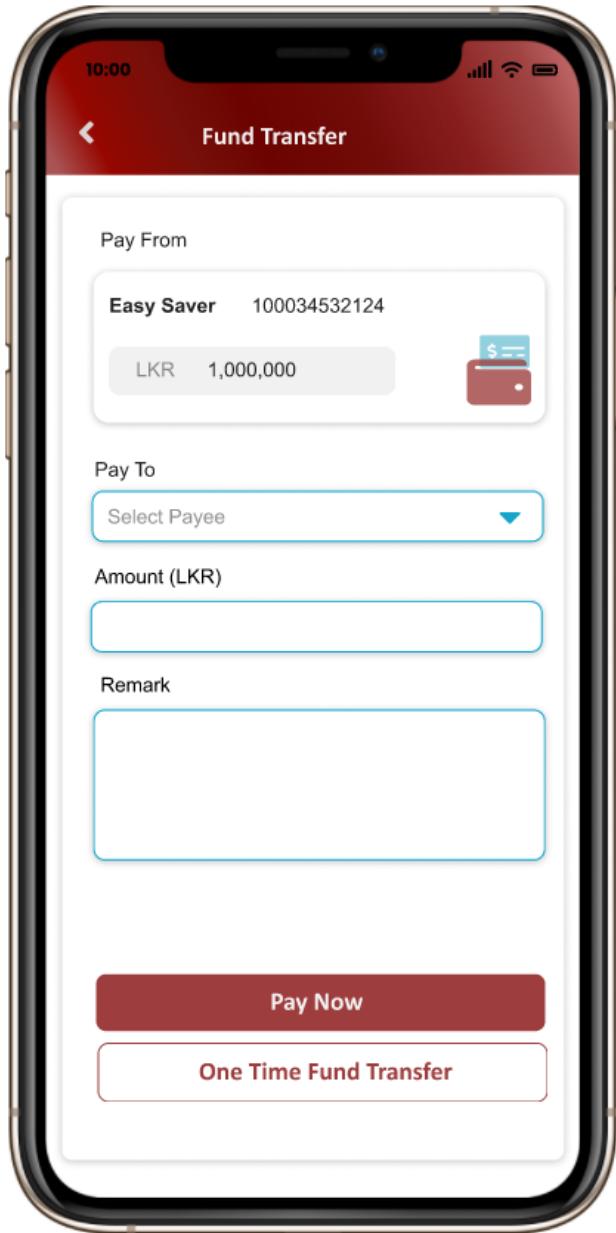


Pasqual N. T. - IT19408316 (version 1.0)

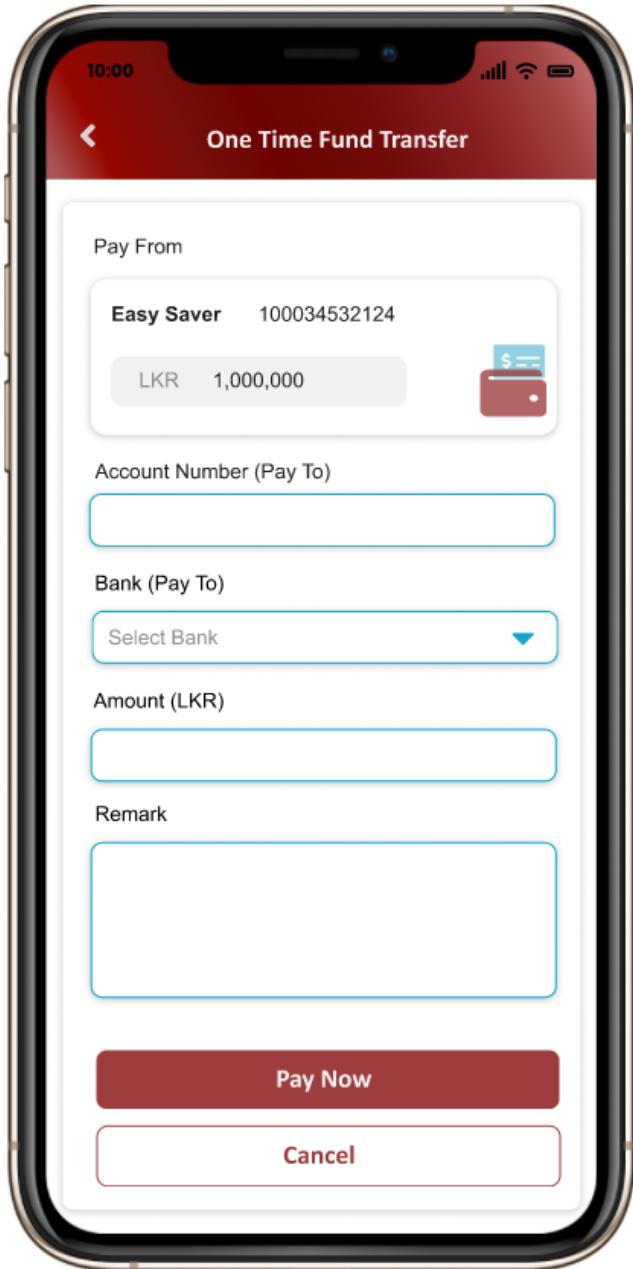
6) First prototype (Add Payment)



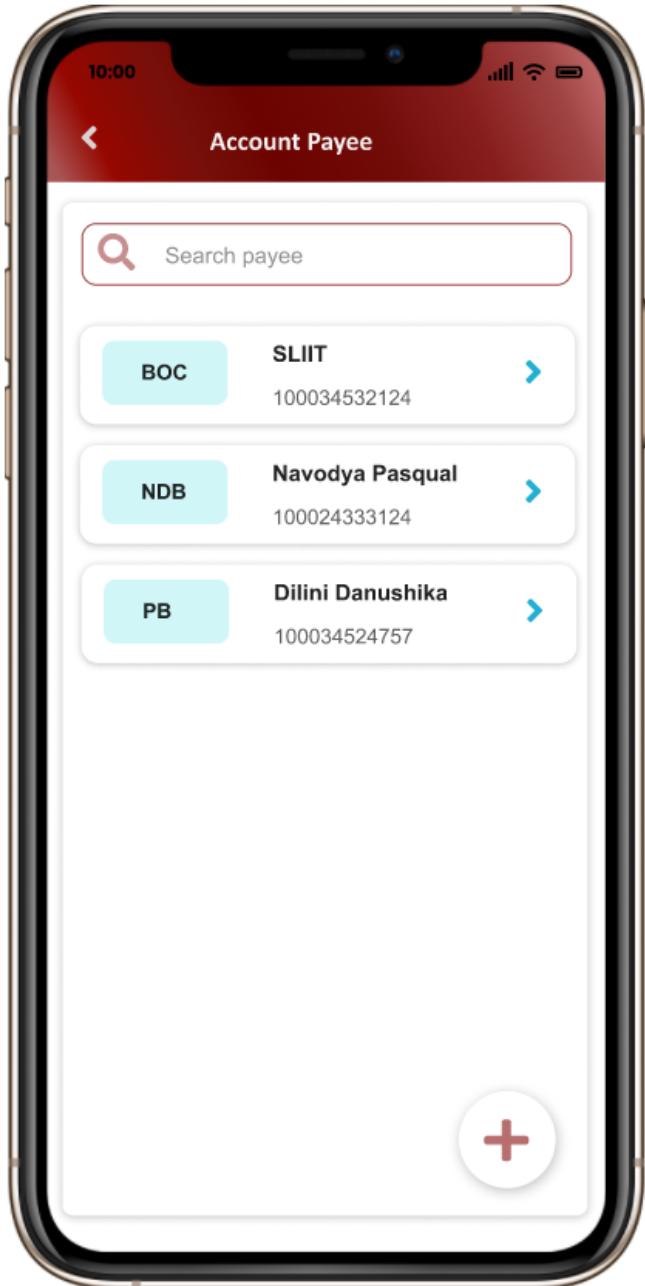
7) Second prototype (Fund Transfer)



8) Third prototype (One Time Fund Transfer)

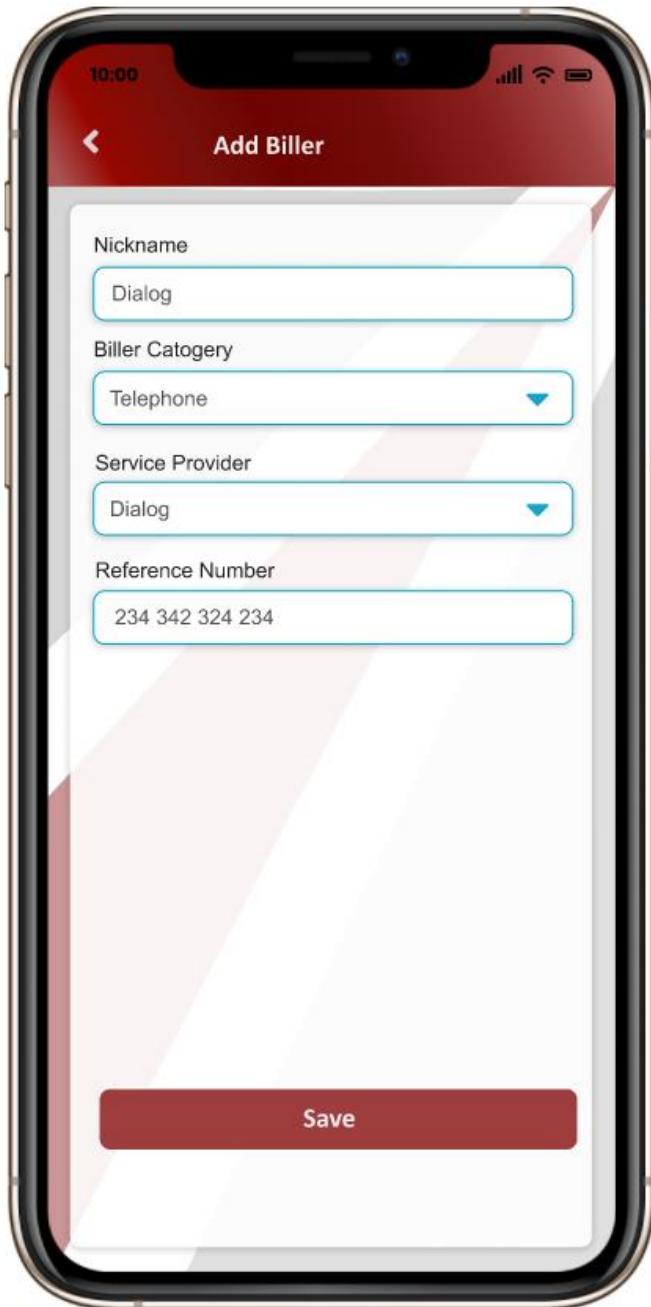


9) Forth prototype (Account Payee)

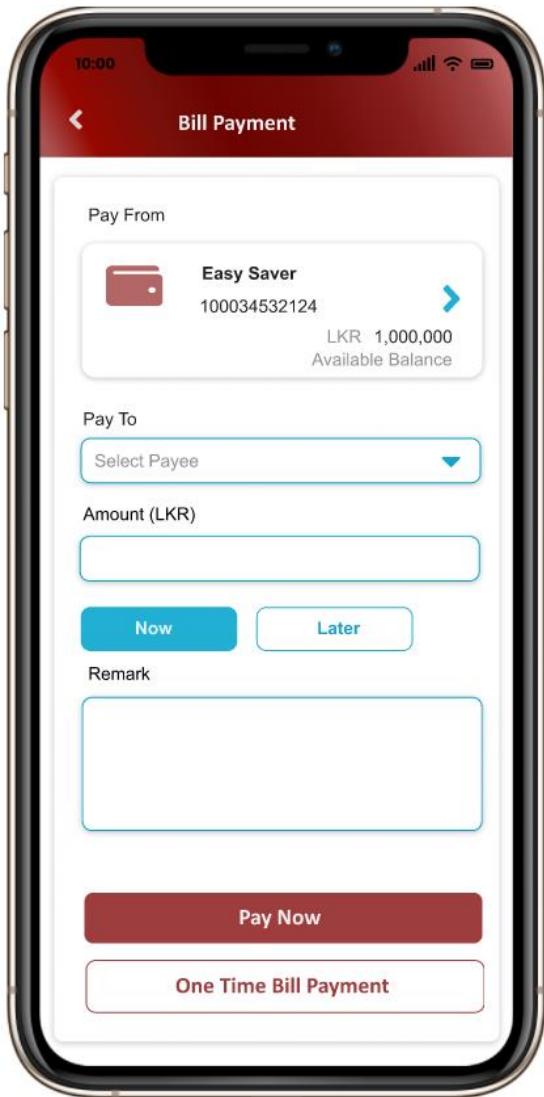


Amarasinghe A. A. B. G. - IT19061580 (version 1.0)

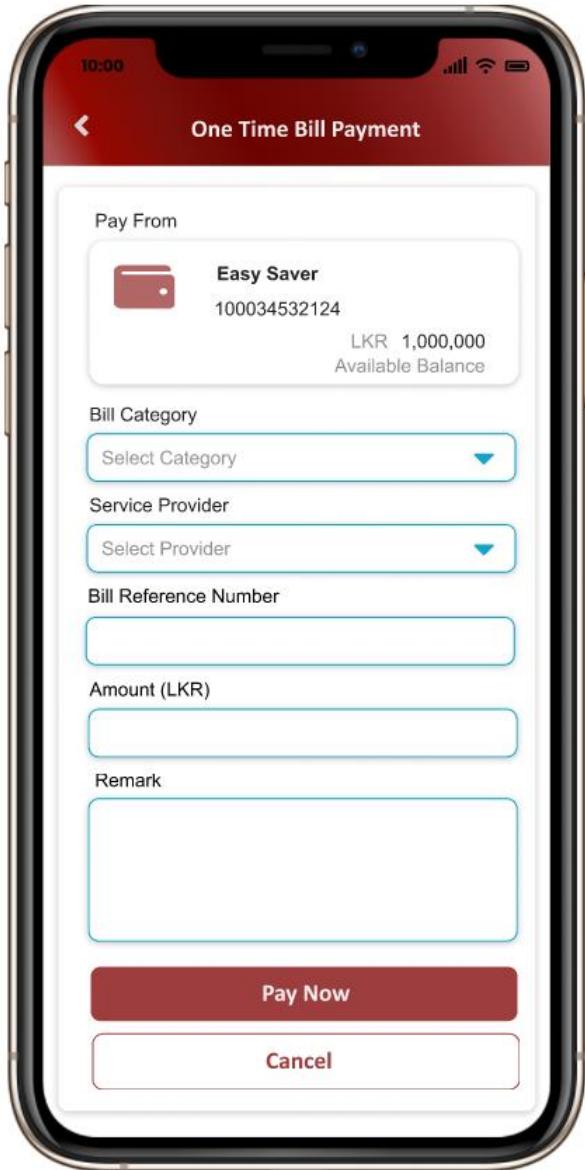
10) First prototype (Add Biller)



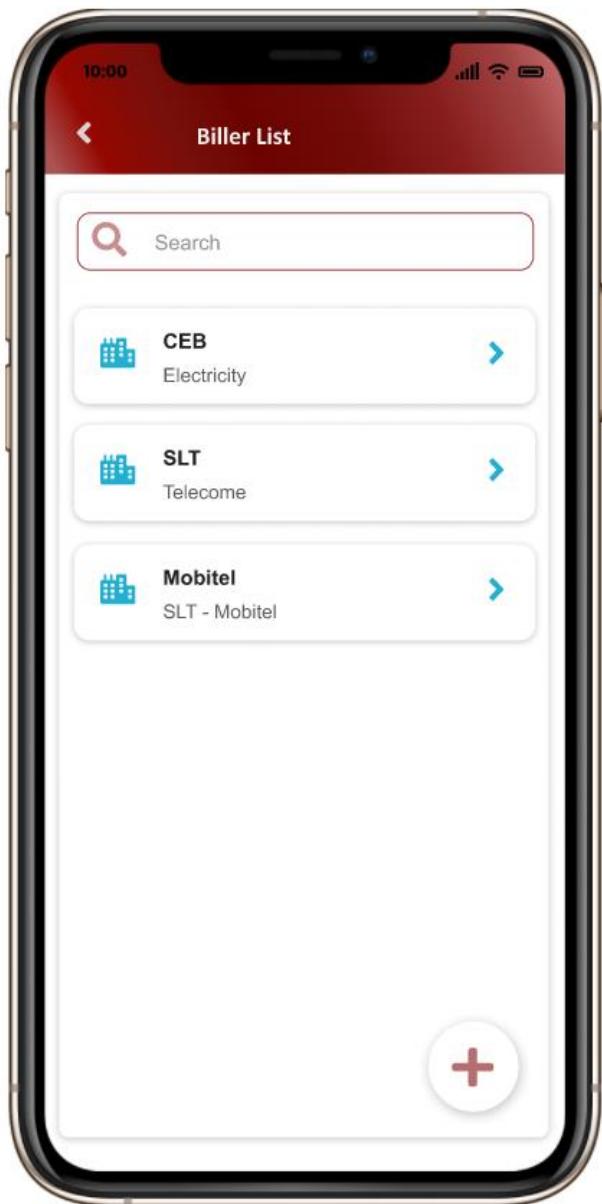
11) Second prototype (Bill Payment)



12) Third prototype (One Time Bill Payment)



13) Forth prototype (Biller List)



User Feedback for your Prototype

User Script

Selected User: - Mr. Titira Kananga (The person who participated in user Research 01)

(Mr. Tithira is a 22 years old professional graphic designer. He is currently living in Kottawa. He is a bank holder of NDB bank but had never used the Neos app before.)

Hi Tithira, thank you again for taking the time to participate in our study on NDB NEOS App. Before we begin, I'm going to give you a brief overview of the test and how it will work.

I'll be giving you a broad task to complete (tell your ideas by viewing our given prototype) and then asking questions as we go along. Before I tell you the task/ Interface, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve. It's really important to know that we are only testing the site, not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings. Also, I'd like you to "think aloud" as much as possible. By that, I mean that I'd like you to speak your thoughts as often as you can. For example, you may be looking at a page, suddenly see something you didn't see before, and want to click on it. In that case, saying something like "this caught my eye so I'm going to see what it is" would be very useful.

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. Now, you'll want to add any story or background information for the user to set the scene for the goal, then add each task. You may also want to add questions or prompts in between each task as reminders of things that may happen.

(Pre- Requirement)

As you know you have installed the NDB NEOS app from the play store or apple I store before we start the test the last user research. Also, you need to have a valid bank account with you to process that. I think It had been installed correctly according to the pre-requirements.

Also as you know, for opening the NDB NEOS app you can tap on the icon on your mobile. You may land on the existing landing page and after some time, NEOS will ask the user to start the journey by login or by clicking on the “new user”.

(Test One)

Then as the unregistered user, you can tap on the “New User” icon, and then the app may ask you to enter a name for calling yourself. After inserting that the app will be able to navigate the user to a sign-up menu.

Now you are here at sign up mechanism,

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested signup page instead of the previous mechanism.

(Figures - Sign up pages)

Previous Mechanism: -

(This menu has facilitated the user to sign up by using, NDB CARD, NDB ACCOUNT, or by using other bank account details. The user can navigate and see the forms that are available to sign in by using another bank account and the NDB card. But since the user has an NDB account he or she can directly navigate to the SIGN IN by Account and Enter the details to continue. Then it will ask the user to enter a new username and password. And the user wanted to conform to those before submitting this. Then it will be successfully created by the app. And automatically navigate the user to the landing page, Then the user would be able to select the “LOG IN” and go to the login page)

Within our newly suggested mechanism that we have reduced the path for the user and we have come up with only one user interface instead of several mechanisms and page paths to follow, you can see the changing fragment according to the selected check box and with all the validations, details needed.

How could you feel about this mechanism and what do you think about it? What are the necessary changes that we needed to apply here on these suggested functionalities and UIs?

Then the account will be successfully created by the app. And automatically navigate the user to the landing page, then you would be able to select the “LOG IN” and go to the login page. Then you can enter username passwords and LOGIN to the NDB NEOS as a valid user.

(Test Two)

After successful login. you can see the direct home page of the existing system. It may inform some details of your account and also navigate to some actions by it. You may be able to touch on something and feel the comfortability of the home page.

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested home page instead of the previous page now. It consists of several new items and user paths than before.

(Figure - Home Page)

Can I know Whether the interface is friendly and the user understands the flow easily? And Whether you are ok with the mechanisms and what he thinks, feels. Whether you are ok with the details on the initial page. What do they think about the performance, colors, and readability?

(Task Three)

Then you need to see the main menu by clicking on the middle menu button at the app and feel the available icons, facilities, and performance colors on it. Also, the user needed to tap on the side menu bar and observe the functions and designs on it.

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested menu bar instead of the previous menu bar now. Also for the newly suggested side menu bar as well.

They consist of several new items and user paths than before.

(Figure - Main Menu)**(Figure - Side Menu)**

Can I know Whether the mechanics are friendly and understand the flow easily? What does he think, feel? Are you ok with the icons for navigation on the menu? What do you think about the performance, colors, and readability?

(Task Four)

For testing the functionality of the app then you can select “Contact Us” from the main menu or the side menu and view the functionalities of those.

The previous contact US page was consistent only with stone-fixed mobile numbers and the social media links.

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested contact US page instead of the previous contact US page now.

(Figure - Contact Us Page)

It consists of an absolutely newer mechanism with a map for easily finding the physical team of NDB NEOS to help you and a new quick messaging way with all the previously appeared good features with quick dial mechanisms.

Could I know Whether the mechanics are friendly and you can catch the details easily? What do you think, feel? Whether the use is ok with the methodology and what do they need more to have. What do you think about the newer performance, colors, and readability? Whether the details are enough.

(Task Five)

Then as a regular customer, you could select fund transactions from the menu and open the fund transactions page. (after leaving from the previous page)

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested fund transactions page instead of the previous fund transactions pages now.

(Figure - fund transactions page.)

then you could do a one-time transaction via the NDB Neos app and get the summary of the payment. You can click the button on the bottom of our suggested fund transaction page for that.

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested one-time money transfer pages instead of the previous one-time money transfer page pages now.

(Figure - one-time money transfer page)

Both those fund transactions pages and the one-time fund transactions pages consist of several modified and developed interface logics and newly created user-friendly functions as you could see here. You may feel more comfortable with the actions than the last time now.

Will you be able to select the transaction correctly? What is your newer feeling on this? Whether the use is ok with the methodology. What do you think about the newer performance, colors, and readability?

(Identifying the problems and failures that customers are facing while doing their transactions.)

(Task Six)

Then as an extension of the previous action, you could move to the fund transactions page. again and you could click on the select payee space on that page respectively (Same as the previous version we also kept that space there.)

Then, you would be navigated to the Account payee page.

As per your previous ideas and according to the research that we have done, you may navigate to our newly suggested Account payee page instead of the previous Account payee page now.

(Figure - Account payee page.)

It consists of a newer approach of UI to easily add a new account payee or use(select) an existing payee for the current transaction.

Could I know Whether the mechanics and UI development are friendly and you can catch the details easily? What do you think, feel?

(Task Seven)

Then you could please leave from that Fund transfer function and now you should be able to navigate to the additional payment option that was designed for adding payment methods within the app. Could you please navigate to the home page again and select that additional payment option?

Then, you would be navigated to the add payment.

As your previous ideas and according to the research that we have done, you may navigate to this our newly suggested add payment page instead of the previous add payment now.

(Figure - add payment page.)

It consists of a newer approach of UI to easily add payment methods for the App. Also the number of steps that you needed to go through within the previous version has been reduced by this newer suggestion with friendly UI approaches by keeping textboxes with necessary mechanisms for all fields.

Could I know Whether the mechanics and ui development is friendly and you can catch the details easily? What do you think, feel?

(Task Eight)

So, now you can exit from this wizard and select bill payment from the main menu and navigate to the respective page.

Then, you would be navigated to the bill payment.

As your previous ideas and according to the research that we have done, you may navigate to this our newly suggested bill payment page instead of the previous bill payment now.

(Figure - bill payment page.)

Then you could go to the 'Select Biller' (Select Payee) field from that page. It will navigate you to the page called as Biller list which was called as the Billers at the previous NEOS app. (It pays a payment for the already added billers.) It also has developed with the previous ideas of you and according to the research that we have done.

(Figure - Biller list page.)

As you can see now the biller list is also available with a search bar and all the necessary UI developments. Then you could select (+ plus sign) from that page. So, It will navigate you to the page called Add biller.

(Figure - Add biller page.)

As your previous ideas and according to the research that we have done, you may navigate to this our newly suggested Add biller page instead of the previous Add biller page now. It consists of a newer approach of UI to easily add biller for the Bill Payment. Also the unnecessary number of steps that you needed to go through within the previous version has been reduced by this newer suggestion with friendly UI approaches by keeping textboxes with necessary mechanisms(dropdowns) for all fields.

Will you be able to select or add the biller correctly? What is your newer feeling on this? Whether the use is ok with the methodology. What do you think about the newer performance, colors and readability?

(Task Nine)

then you could do a one-time bill- payment via NDB Neos app. You could please move in to the bill payment page again and then you can click the button on the bottom at our suggested bill payment page for that.

As your previous ideas and according to the research that we have done, you may navigate to this our newly suggested one-time bill-payment instead of the previous one-time bill-payment page now.

(Figure - one-time bill- payment page)

One-time bill-payment pages consist of modified interface logic and user-friendly drop-down lists and UI development in an eye-catching and easily understandable way as you could see here. You may feel more comfortable with the actions than the last time now.

Will you be able to select the one-time bill- payment correctly? What is your newer feeling on this? What do you think about the newer colors and readability?

(Leaving from the App)

Ok, fantastic. So, now, we're done with the task portion of the session. All that's left is nothing. At last, you can Leave the system easily by using Log Out as the previous version of NDB NEOS.

(Thinking)

Thank you very much for your kind feedback and time with us, Tithira. We are hoping to launch this newly proposed NDB NEOS system after making the next version of us by adding the points that we have gathered from this interview with you. So, We would be much grateful for your contribution towards us on behalf of Group 2021S2_WE_51.

Have a Nice Day!

Link (For User Feedback on our development and Prototype Version One):-
https://drive.google.com/file/d/1HqlrFlt3oBVa8LZHGTohxhc470zW_YoO/view?usp=sharing

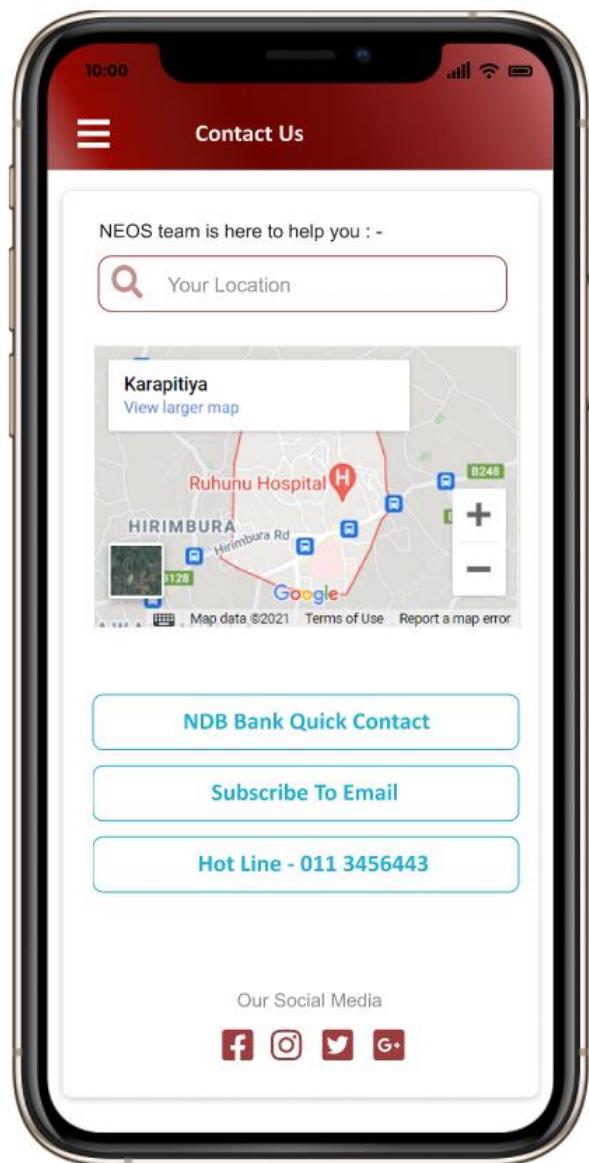
Prototype Version 2

Link to prototype version 2 -

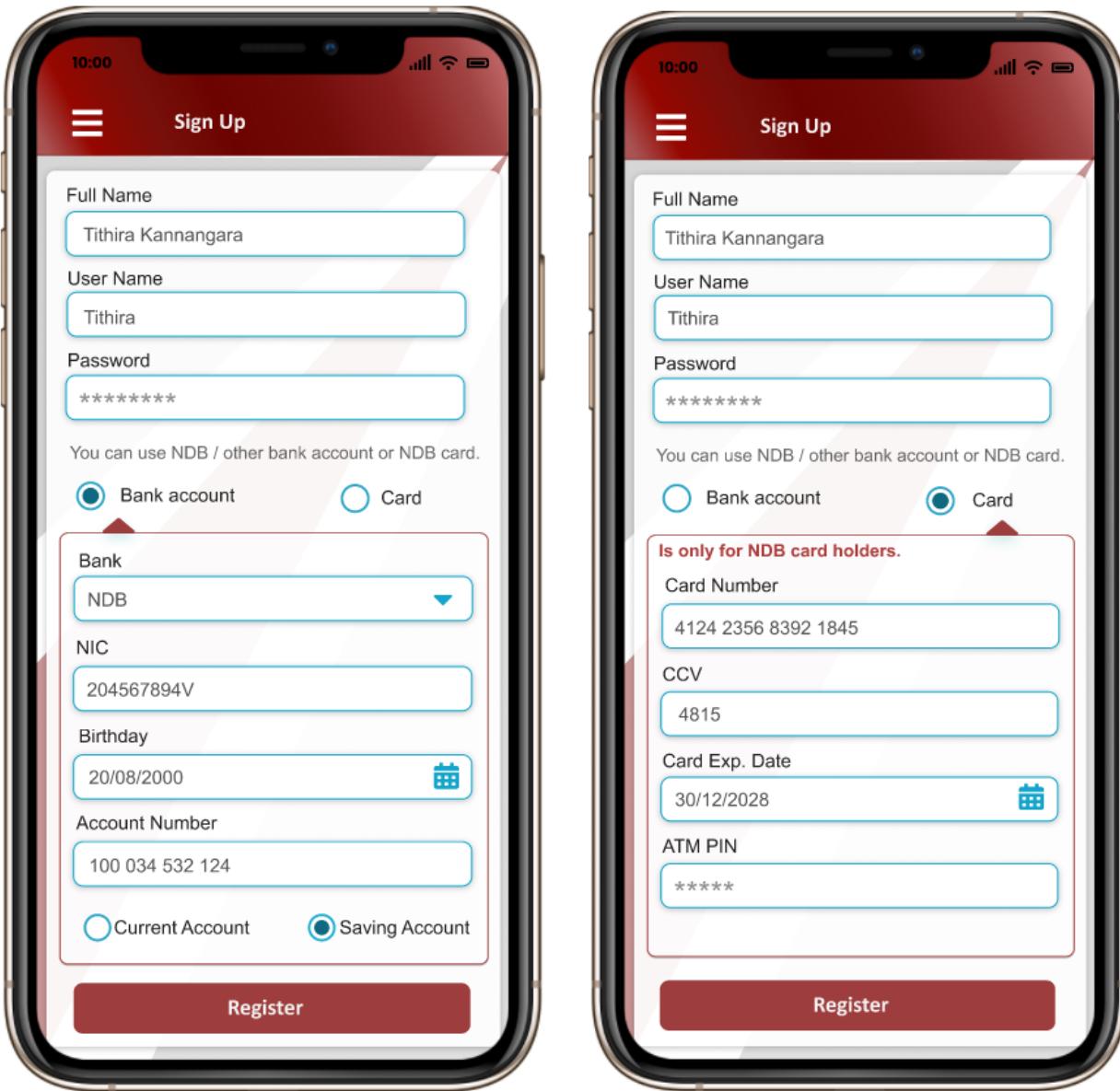
<https://www.figma.com/proto/GluXHbzE96iNCSFwjtEkP/Figma-NDB-Neos?page-id=0%3A1&node-id=105%3A613&viewport=241%2C48%2C0.67&scaling=scale-down&starting-point-node-id=105%3A613>

A.G. Ruvindu Kaushalya - IT19062284 (version 2.0)

- 1) First prototype (Contact us)



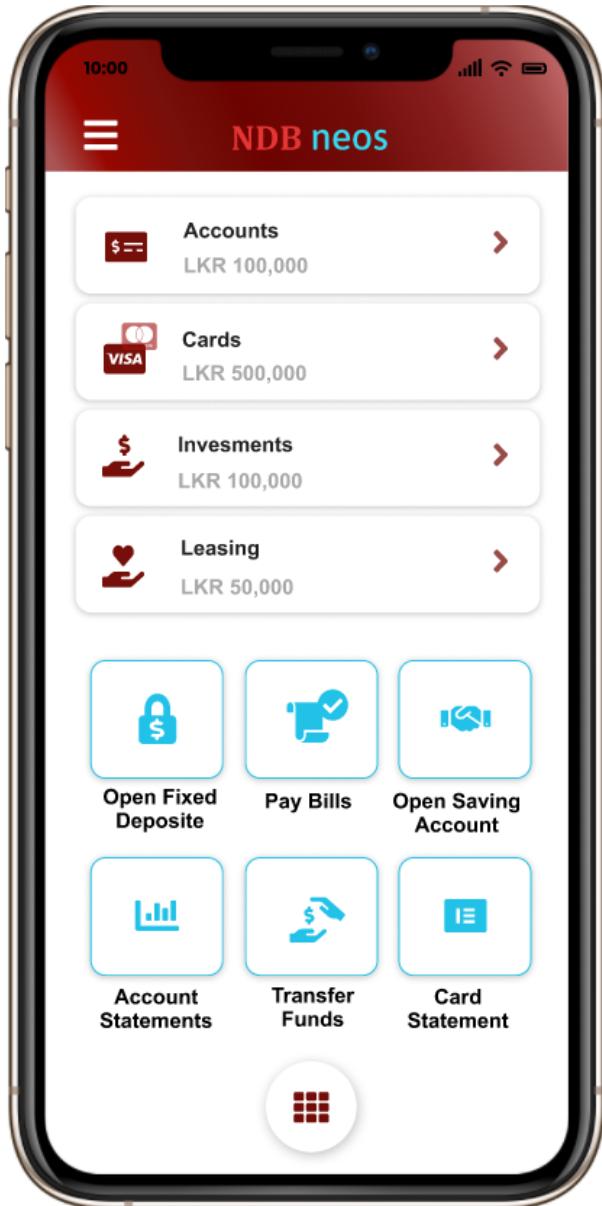
2) Second prototype (Sign Ups)



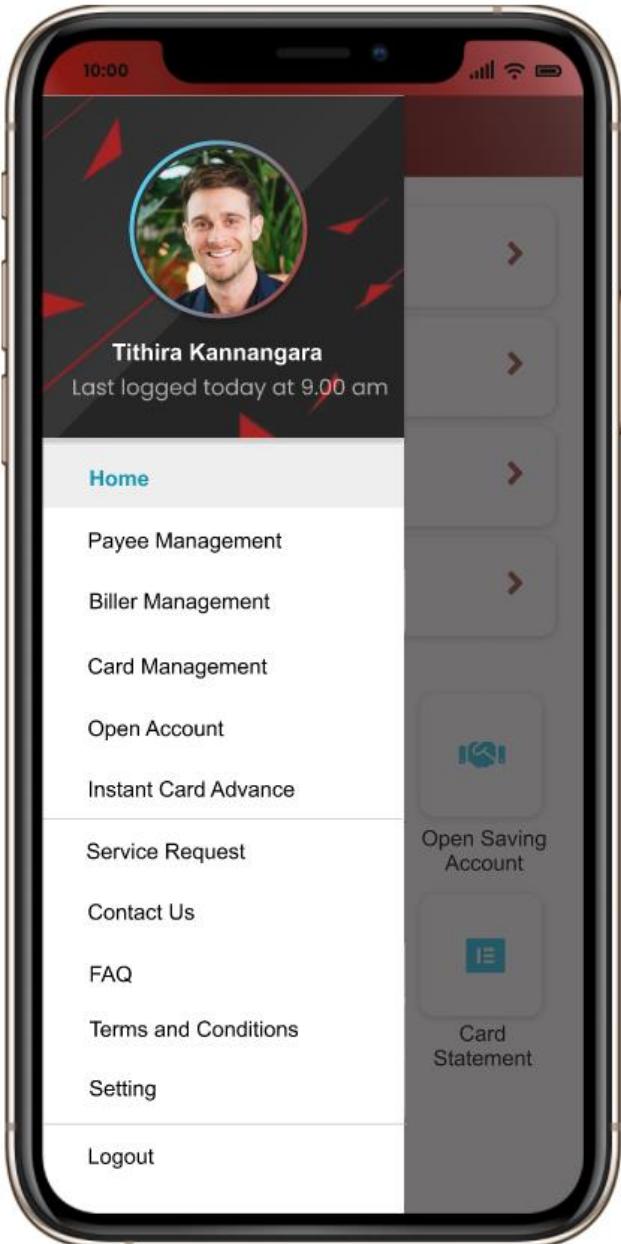
The image displays two side-by-side screenshots of a mobile application's sign-up interface. Both screens show a red header bar with the text "Sign Up" and a menu icon. The left screen shows fields for "Full Name" (Tithira Kannangara), "User Name" (Tithira), and "Password" (*****). Below these is a note: "You can use NDB / other bank account or NDB card." A radio button for "Bank account" is selected. Below this, there is a detailed form for bank account information: "Bank" (NDB), "NIC" (204567894V), "Birthday" (20/08/2000), "Account Number" (100 034 532 124), and account type radio buttons for "Current Account" and "Saving Account". A large red "Register" button is at the bottom. The right screen is identical except for the radio button selection for "Card", which is now selected. Below the note, a red text box states: "Is only for NDB card holders." The card information fields shown are "Card Number" (4124 2356 8392 1845), "CCV" (4815), "Card Exp. Date" (30/12/2028), and "ATM PIN" (*****). A large red "Register" button is at the bottom.

Tandin Wangchen - IT19098838 (version 2.0)

3) First prototype(Home)



4) Second prototype (Side Menu)

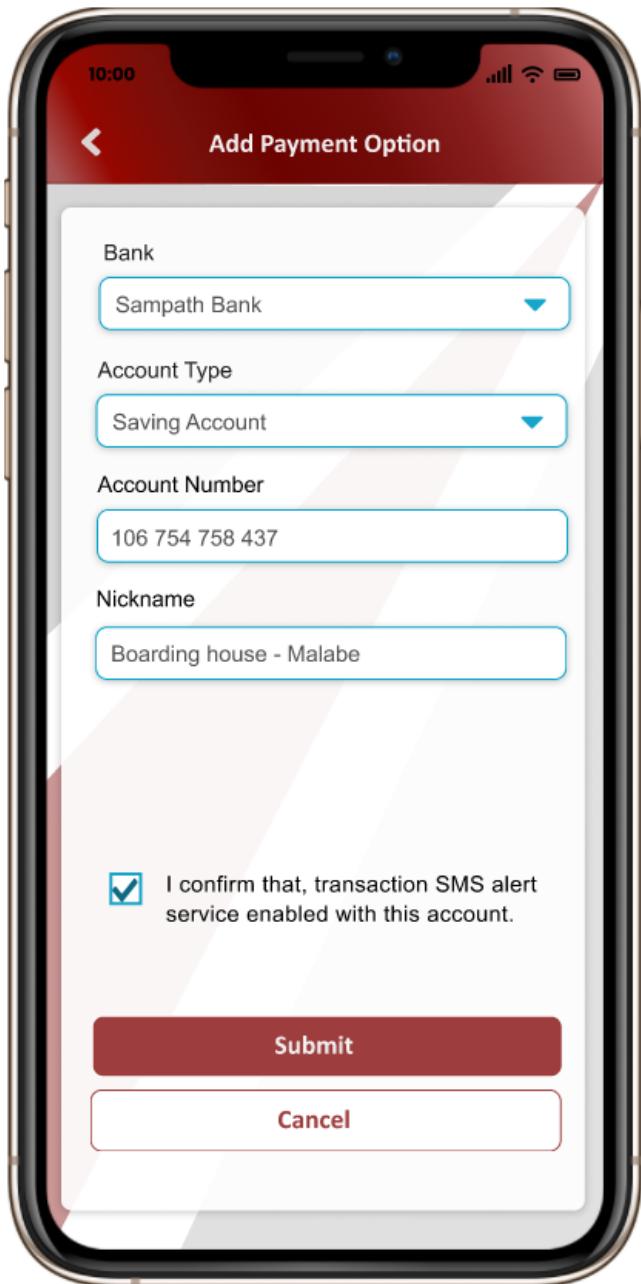


5) Third prototype (Main Menu)

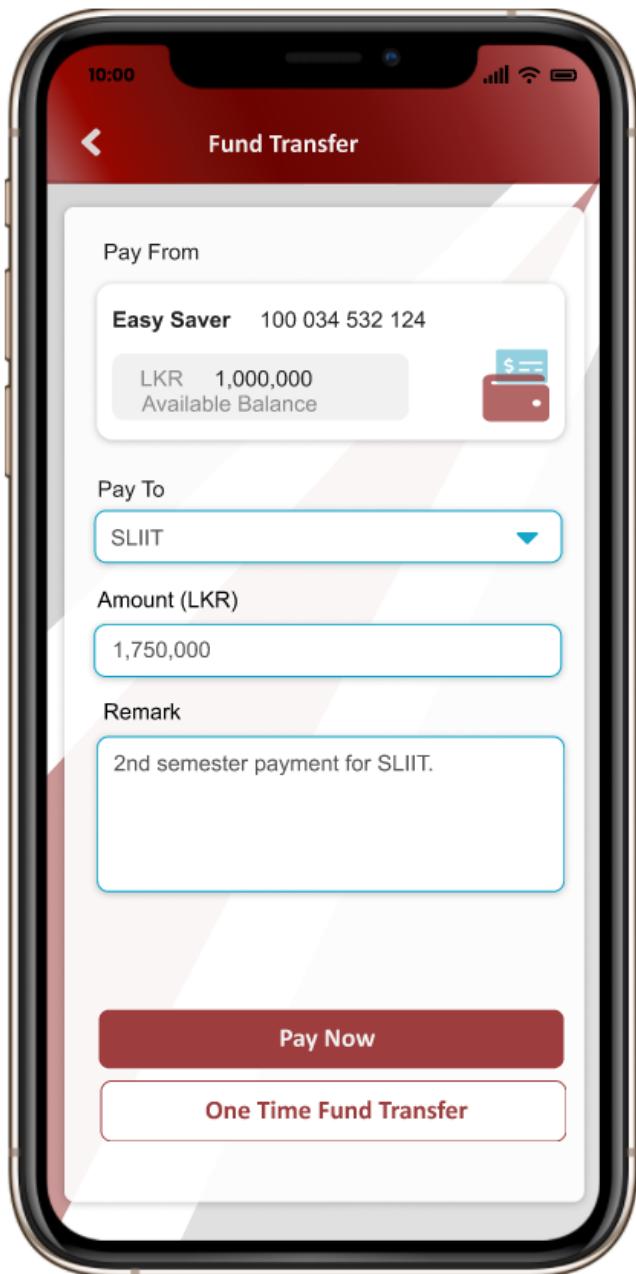


Pasqual N. T. - IT19408316 (version 2.0)

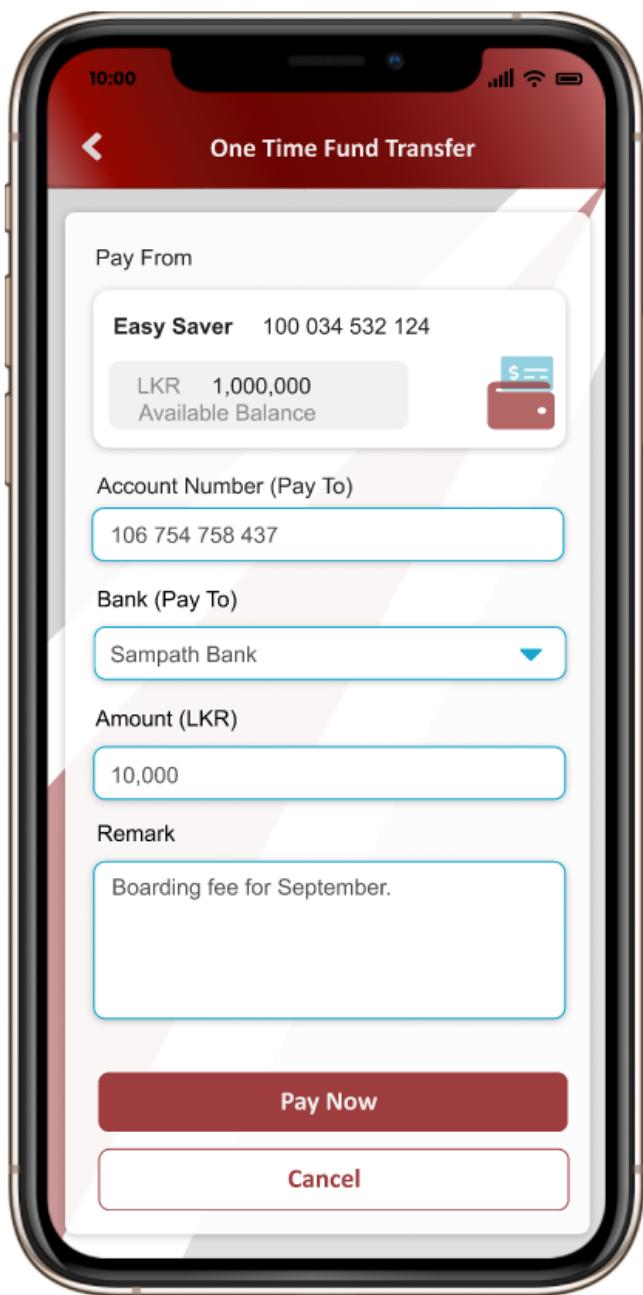
6) First prototype (Add Payment)



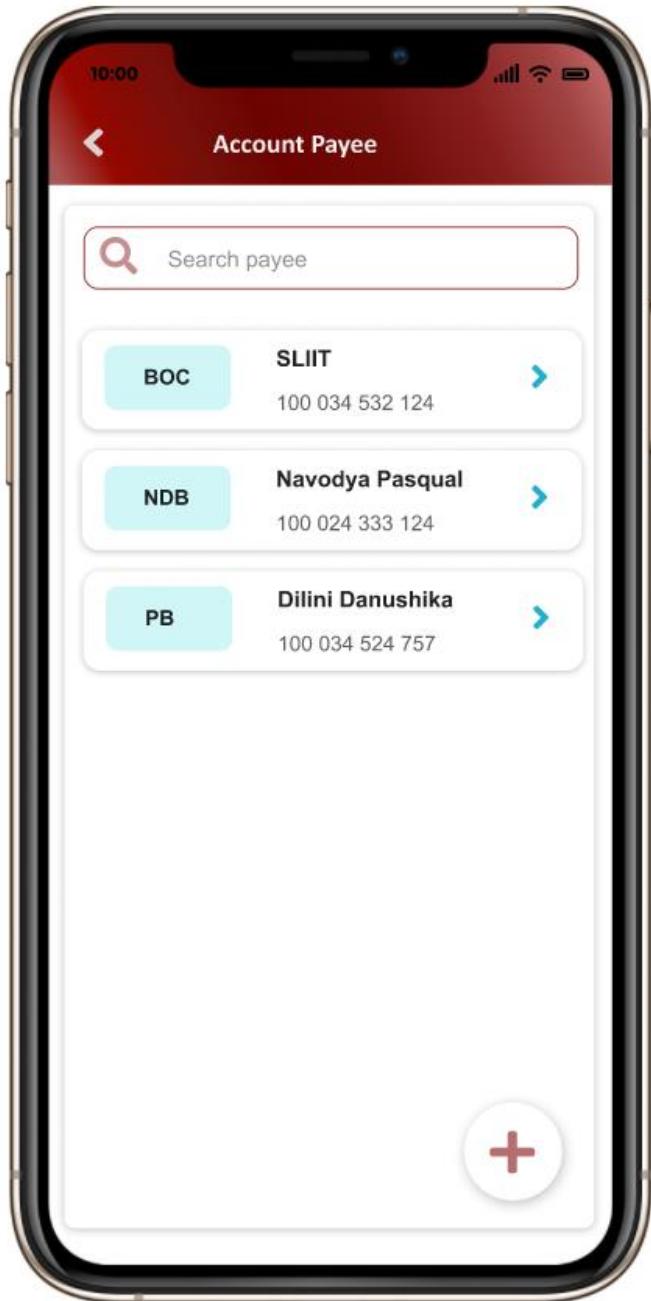
7) Second prototype (Fund Transfer)



8) Third prototype (One Time Fund Transfer)

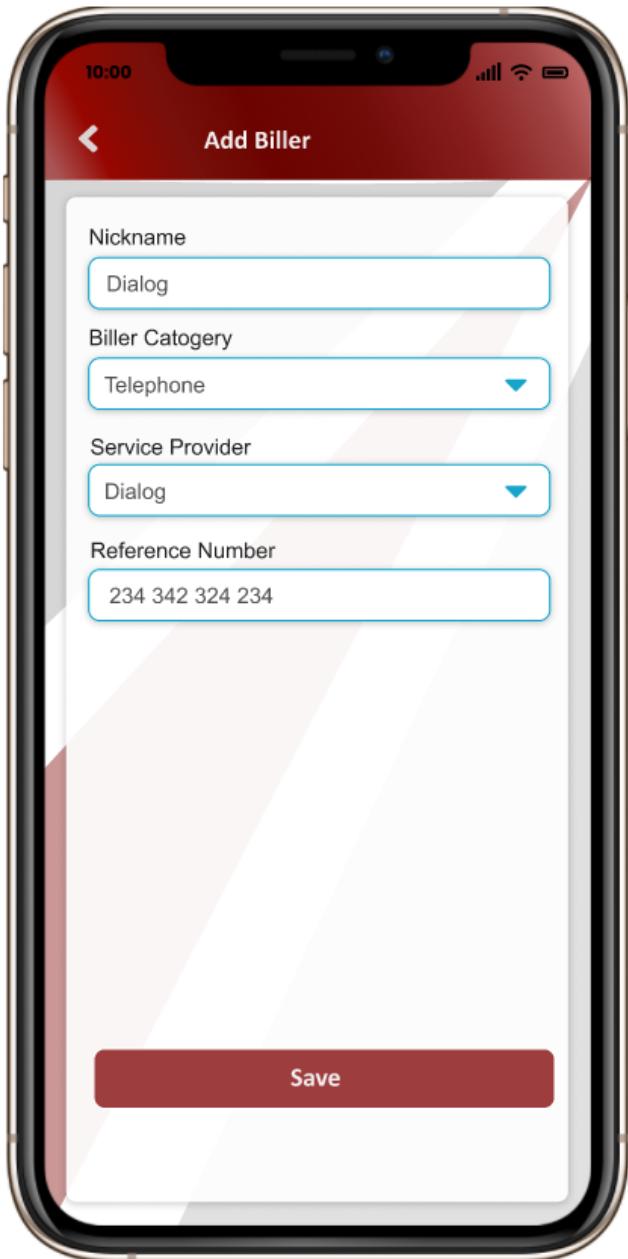


9) Forth prototype (Account Payee)

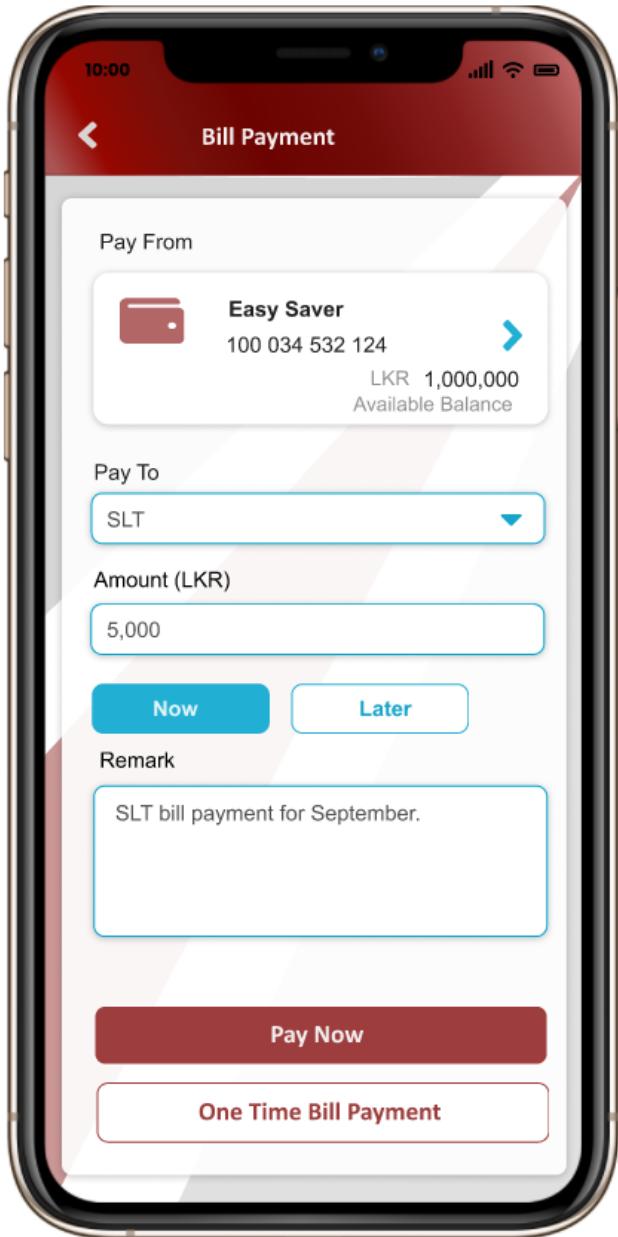


Amarasinghe A. A. B. G. - IT19061580 (version 2.0)

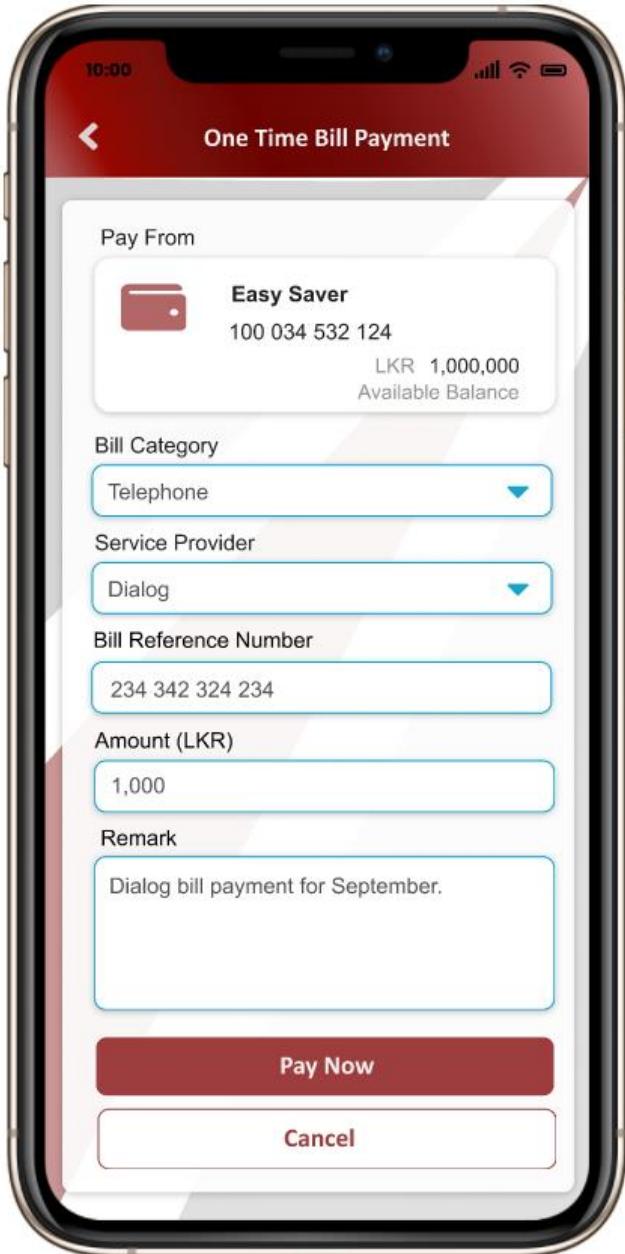
1) First prototype (Add Biller)



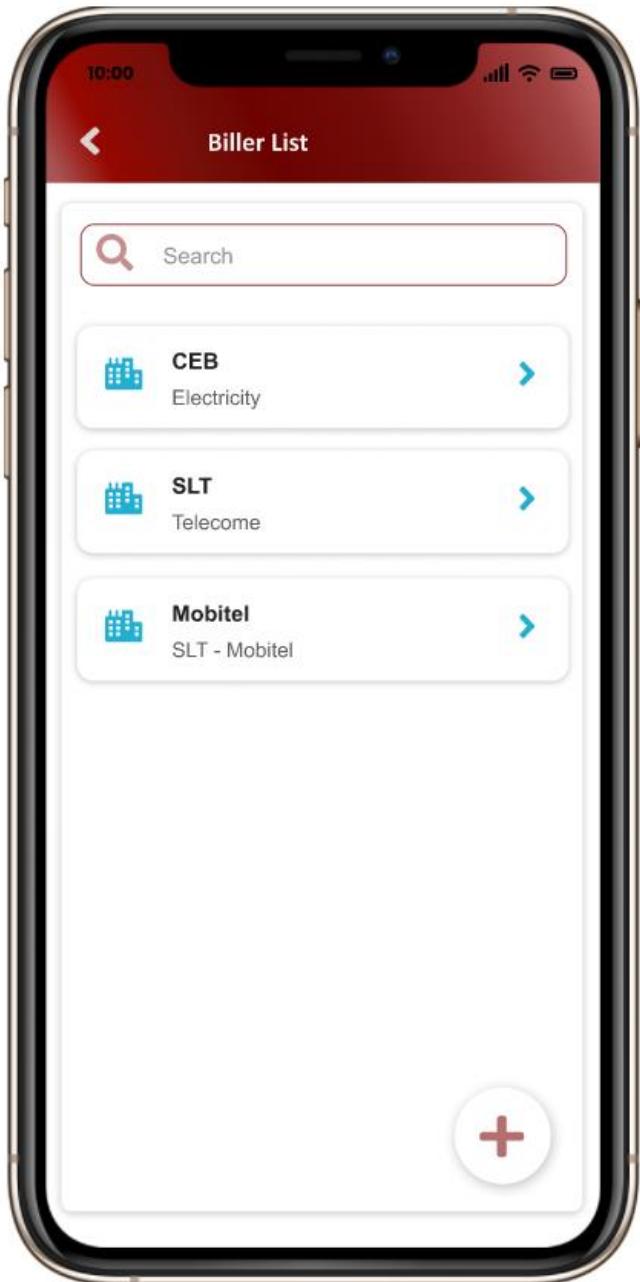
2) Second prototype (Bill Payment)



3) Third prototype (One Time Bill Payment)



4) Forth prototype (Biller List)



Student Reg. No	Responsible Function/Work
IT19062884	Registration(Sign In), Contact us Interfaces
IT19061580	Playbills/ Billing(Adding new) Interfaces
IT19098838	My Profile(Home) / Dashboard (Menus)
IT19408316	Fund Transactions/ Account Interfaces

Thank you!

All the user researchers and details that have been taken from the personal app data have been taken under relevant permissions in a respective and organized manner respectively.

All the details included here have been taken after a full review of the app and we have finalized our decisions after 2/3 user researchers and developing them accordingly by keeping in good touch with users and the needs of the app as well.