Persona: Kaushal Dixit

Goal: To send money to son studying abroad

ACTION	Signing In	Check the available balance	Go to transaction section	Sending Money
TASK LIST	Tasks A. Entering the user ID B. Entering the password	Tasks A. Going to the balance section B. Checking the available balance amount	Tasks A. Entering the account number B. Entering the amount	Tasks A. Changing the currency B. Recheck all the details of receiver C. Sending the money
FEELING ADJECTIVE	User emotions • Confused • Intimidated	User emotions • Hopeful • Overwhelmed	User emotions • Alert • Lost • Confused	User emotions • Excited • Alert • Satisfied
IMPROVEMENT OPPORTUNITIES	It should also have OTP login option	The balance should be seen on the home page itself.	It should ask the confirmation of the amount added	It should automatically convert in the required currency.