

Introduction	<ul style="list-style-type: none">• Title: Creating a Bank App• Author: Akanksha A. Tiwari, UX Researcher, akai@bankapp.design• Stakeholders: Bank customers, Bank app users.• Date: 06/12/2022• Project background: We are creating a banking app to help people complete maximum tasks through their mobile phones and skip in-bank queues. Some bank apps take too long to reflect the payment details.• Research goals: To figure out if making transaction with the bank app saves time and is equally safe and efficient.
Research questions	<ul style="list-style-type: none">• How long does it take for a person to make a transaction and payment?• What can we learn from the steps users take to complete a particular task, and on their own?
Key Performance Indicators (KPIs)	<ul style="list-style-type: none">• Time on task• Conversion Rates• System Usability Scale (SUS)
Methodology	<ul style="list-style-type: none">• Unmoderated usability study• Location: Mumbai, India, remote (each participant will complete the study in their own home)• Date: Sessions will take place on 12th June and 13th June• Length: Each session will last for 25 to 30 minutes and will include an introduction, a list of tasks and a short questionnaire.• Compensation: No compensation
Participants	<p>Participants must be:</p> <ul style="list-style-type: none">• Must have a bank account in that particular bank.• Two males, two females, and one nonbinary individual, aged 18 to 65 years



	<p>old</p> <ul style="list-style-type: none"> • One user of assistive technologies (keyboard, screen reader)
Script	<p>During the unmoderated usability study A list of prompts appears on the device screen</p> <ul style="list-style-type: none"> • Prompt 1: Try to send money to any of your family members. <ul style="list-style-type: none"> ◦ Prompt 1 follow-up: How easy or difficult was this task to complete? Is there anything you would change about the process of making the payment? • Prompt 2: Try to pay a bill or recharge. • Prompt 3: Confirm payment and complete the Process. <ul style="list-style-type: none"> ◦ Prompt 3 follow-up: How easy or difficult was this task to complete? Is there anything you would change? • Prompt 4: From the home page, figure out where you would go to edit your details. • Prompt 5: How did you feel about this bank app overall? What did you like and dislike about it? <p>After the unmoderated usability study Participants will complete the System Usability Scale</p> <ul style="list-style-type: none"> • Participants will score the following ten statements by selecting one of five responses that range from “Strongly Disagree” to “Strongly Agree.” <ul style="list-style-type: none"> ◦ I think that I would use this app frequently. ◦ I find the app unnecessarily complex. ◦ I think the app is easy to use. ◦ I need the support of a technical person to be able to use this app. ◦ I find the app easy to navigate. ◦ There is inconsistency within the app. ◦ I imagine that most people would learn to use this app quickly. ◦ I feel confident using the app. ◦ I need to learn a lot of things before I can start using this app. ◦ The main user flow is clear.