

Utkarsh

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said "Try Signing up in the app." How would you do that?	Click on Sign up> Fill up the credentials> Enter OTP> Click on verify> Create a password> Click on Done	- Participant was able to complete the task with ease - Participant said that the sign up process was easy	"Oh, that was an easy task!"	1
Prompt 2: Now that you have signed up. Next is to sign in.	Enter mobile number> Enter password> Click on Sign in	- Participant was confused between password and finger print option	"I think the finger print option is of no use"	2
Prompt 3: Let's try to send money to any of your family members. How would you go about doing that?	Home> Recent activity> Click on Transfer money> Fill up the details> Click on Proceed> Confirm details> Click on Confirm	-Participant didn't know where to find the Transfer Money option - Participant scanned the options section but was not able to find the transfer money button	"Only to find the option was difficult otherwise the further steps were easy"	2
Prompt 4: Finally confirm payment and complete the process	Click on Confirm	- Once the participant was in the menu it was clear how to move further	"Yeah, its simple to make payment."	1
Prompt 5: How did you feel about this bank app overall? How do you think you would improve the app?	N/A	-Participant faced difficulty in finding the option to transfer money	"I think the Transfer Money option should be there in the starting. Otherwise everything else was ok."	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Preet				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said " Try Signing up in the app." How would you do that?	Click on Sign up> Fill up the credentials> Enter OTP> Click on verify> Create a password> Click on Done	-Participant could smoothly complete the task without facing any difficulty	"It was easy." "I would mention near the mobile number that an OTP would be sent on this number."	1
Prompt 2: Now that you have signed up. Next is to sign in.	Enter mobile number> Enter password> Click on Sign in	-Participant could easily sign in and reach to home page	N/A	1
Prompt 3: Let's try to send money to any of your family members. How would you go about doing that?	Home> Recent activity> Click on Transfer money> Fill up the details> Click on Proceed> Confirm details> Click on Confirm	-Participant found it difficult to get the option. -Participant were scanning the home page	"It was difficult to find the transfer money option as it is not necessarily always going to be my "recent activity". Otherwise, the process was easy. I would change the location of the "transfer money" option and keep it on the "options" page."	2
Prompt 4: Finally confirm payment and complete the process	Click on Confirm	-Participant successfully came till the end of the process of payment	"Payment was an easy process."	1
Prompt 5: How did you feel about this bank app overall? How do you think you would improve the app?	N/A	-Participant felt that the app was simple to use but the participant faced the issue while searching for the option to transfer the money	"The app was relatively easy to use . I liked the simplistic options but disliked that I could not understand what exactly is the section below the options & recent activity tab. As stated earlier, I feel it would also be better to have the transfer money option on the page immediately after logging in."	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Poonam

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said " Try Signing up in the app." How would you do that?	Click on Sign up> Fill up the credentials> Enter OTP> Click on verify> Create a password> Click on Done	- Participant completed the task but it took some time for the participant to complete it	"Completing this task was easy." "I think there should be a 4 digit pin instead of password."	1
Prompt 2: Now that you have signed up. Next is to sign in.	Enter mobile number> Enter password> Click on Sign in	-Participant was not happy that they have to sign in again	"I don't think there is any need to sign in again if I have signed up just now!"	2
Prompt 3: Let's try to send money to any of your family members. How would you go about doing that?	N/A	- Participant could not complete the prompt as they were not able to find the required option	"Oh it's so frustrating , I am not able to find the transfer money option." "I will not be able to move further because of this."	3
Prompt 4: Finally confirm payment and complete the process	N/A	- Participant didn't go through this step as they were not able to complete the previous step	"I cannot perform this prompt because I was not able to complete the previous task."	3
Prompt 5: How did you feel about this bank app overall? How do you think you would improve the app?	N/A	- Participant was not satisfied with the sign in process. - Participant was frustrated with the fact that they were unable to transfer money	"I'm not sure if I'll use this app if am not able to find any option to transfer money. Only if they make the option available somewhere in starting it would be better."	3
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Piyush				
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Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said " Try Signing up in the app." How would you do that?	Click on Sign up> Fill up the credentials> Enter OTP> Click on verify> Create a password> Click on Done	- Participant was able to complete the task with ease - Participant said that the sign up process was easy	"Signing up was an easy task here." "Only the required information was asked and no unnecessary details were asked here."	1
Prompt 2: Now that you have signed up. Next is to sign in.	Enter mobile number> Enter password> Click on Sign in	- Participant was confused between password and finger print option	"If my finger prints were not asked during sign up then how can I sign in using finger print?"	1
Prompt 3: Let's try to send money to any of your family members. How would you go about doing that?	Home> Recent activity> Click on Transfer money> Fill up the details> Click on Proceed> Cofirm details> Click on Confirm	-Participant followed the steps but had confusions	"Transferring money is also an easy task, but a little bit confusing when searching for the option to transfer"	1
Prompt 4: Finally confirm payment and complete the process	Click on Confirm	- Participant completed this step with ease	" Yeah, its simple to make payment."	1
Prompt 5: How did you feel about this bank app overall? How do you think you would improve the app?	N/A	- Participant does not find it safe to use the bank app for transactions	"Using the app was easy but I am not sure whether I will use this application or not as I don't feel that online banking is safe."	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Vartika				
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Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: If I said " Try Signing up in the app." How would you do that?	Click on Sign up> Fill up the credentials> Enter OTP> Click on verify> Create a password> Click on Done	- Participant was able to complete the task with ease - Participant said that the sign up process was easy	"Signing up is easy for this app " "I would suggest that it would be better if phone number and email address both are verified	1
Prompt 2: Now that you have signed up. Next is to sign in.	Enter mobile number> Enter password> Click on Sign in	- Participant expressed frustration to enter username and password for signing in	"Instead of entering username and password it will be better if we have a some pin to sign in"	2
Prompt 3: Let's try to send money to any of your family members. How would you go about doing that?	Home> Recent activity> Click on Transfer money> Fill up the details> Click on Proceed> Cofirm details> Klik on Confirm	- Participant scanned the options section but was not able to find the transfer money button -Participant used trial and erroe method to find the "Transfer money" option	"Only to find the option was difficult otherwise the further steps were easy"	2
Prompt 4: Finally confirm payment and complete the process	Click on Confirm	- Once the participant was in the menu it was clear how to move further	" Yeah, its simple to make payment."	1
Prompt 5: How did you feel about this bank app overall? How do you think you would improve the app?	N/A	-Participant faced difficulty in finding the option to transfer money	"I think the Transfer Money option should be there in the starting. Otherwise everything else was ok."	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				