

# Sri Lanka Institute of Information Technology

## Visual Analytics and User Experience Design (IT4031)



2023

### Assignment 01 – User Flows and Journey Maps

Group ID - 2023\_A1\_G06

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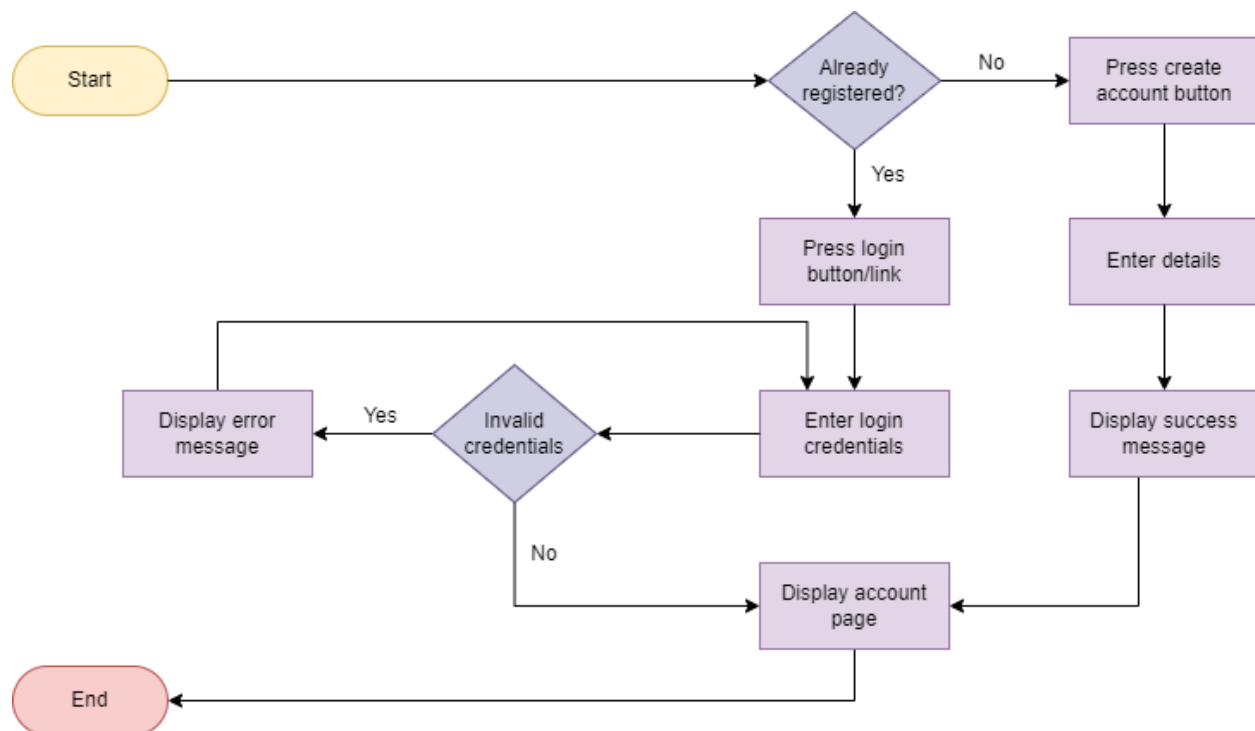
## User Flows

Flow diagrams are a visual representation of the steps involved in a process or system. In the context of a banking application, flow diagrams can be used to map out the user's journey through various features. These diagrams help to illustrate the sequence of steps required to complete each task, as well as any decision points or conditional paths that may be involved. By creating flow diagrams for key features, designers and developers can gain a better understanding of how users interact with the system, identify areas for improvement, and optimize the user experience for maximum efficiency and ease of use.

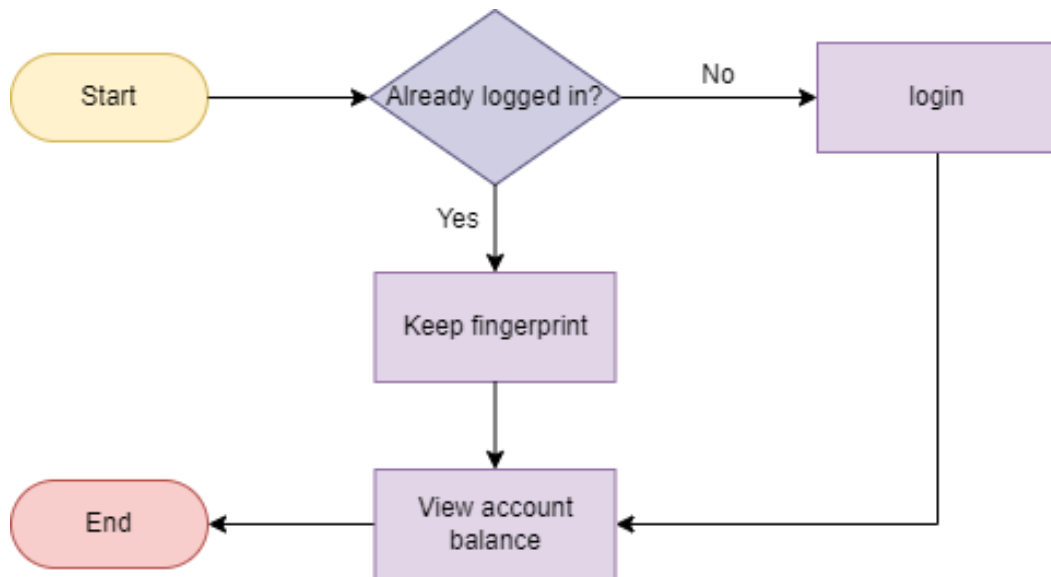
For this project flow diagrams have been created for the following 5 main features identified:

1. Logging in.
2. Checking balances.
3. Transferring money.
4. Creating fixed deposits.
5. Sending transfer slips.

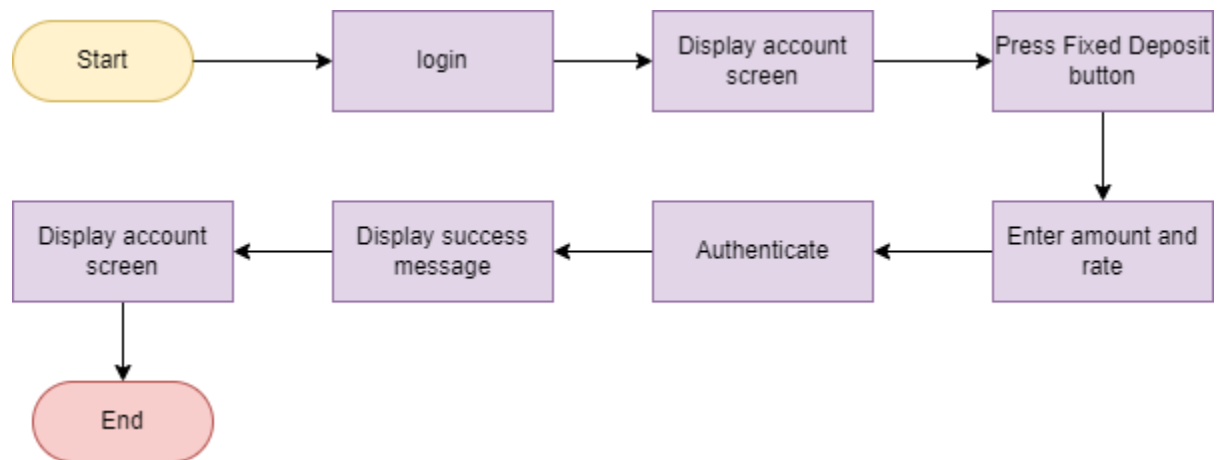
### Login Flow Diagram



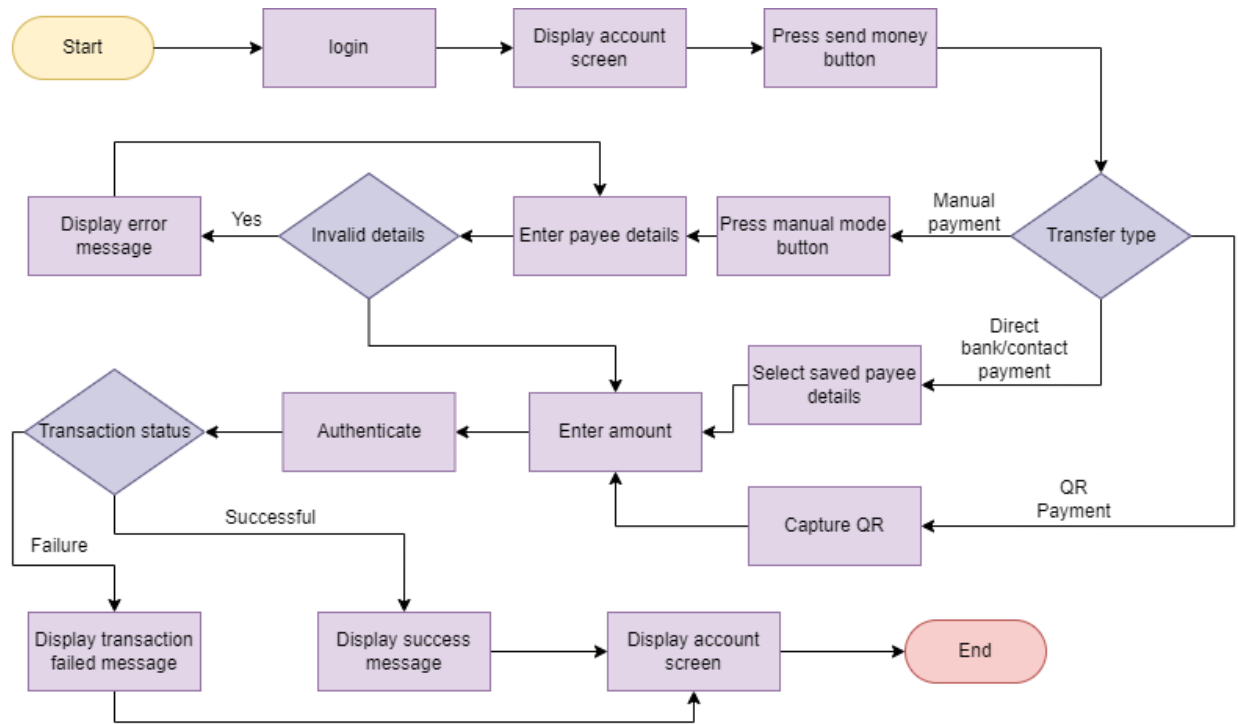
## Checking Balances Flow Diagram



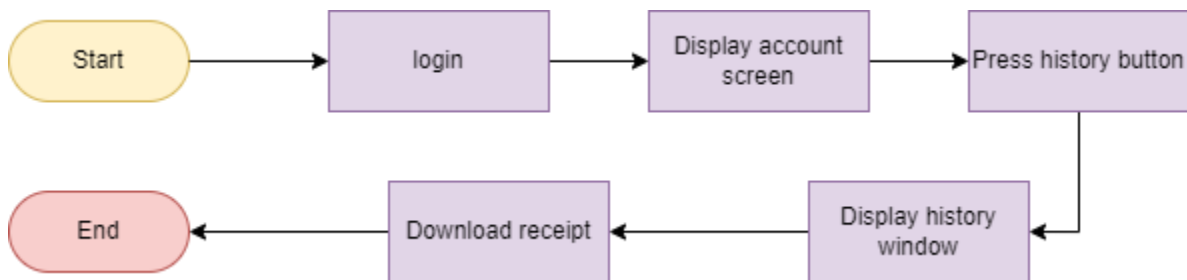
## Creating a Fixed Deposit Flow Diagram



## Sending or Transferring Money Flow Diagram



## Sending Transfer Slips Flow Diagram



# Journey Maps

When designing a banking application, understanding the user journey is crucial to creating a positive user experience. A user journey represents the steps and interactions that a user takes when using a product or service, and it can provide valuable insights into how users engage with the application. In this project report, we have created user journeys for several key features of the banking application, including bill payment, account statement checking, transferring money, and creating fixed deposits. By examining each stage of the user journey for these features, we can identify pain points and opportunities for improvement, and ultimately create a better user experience for banking customers.

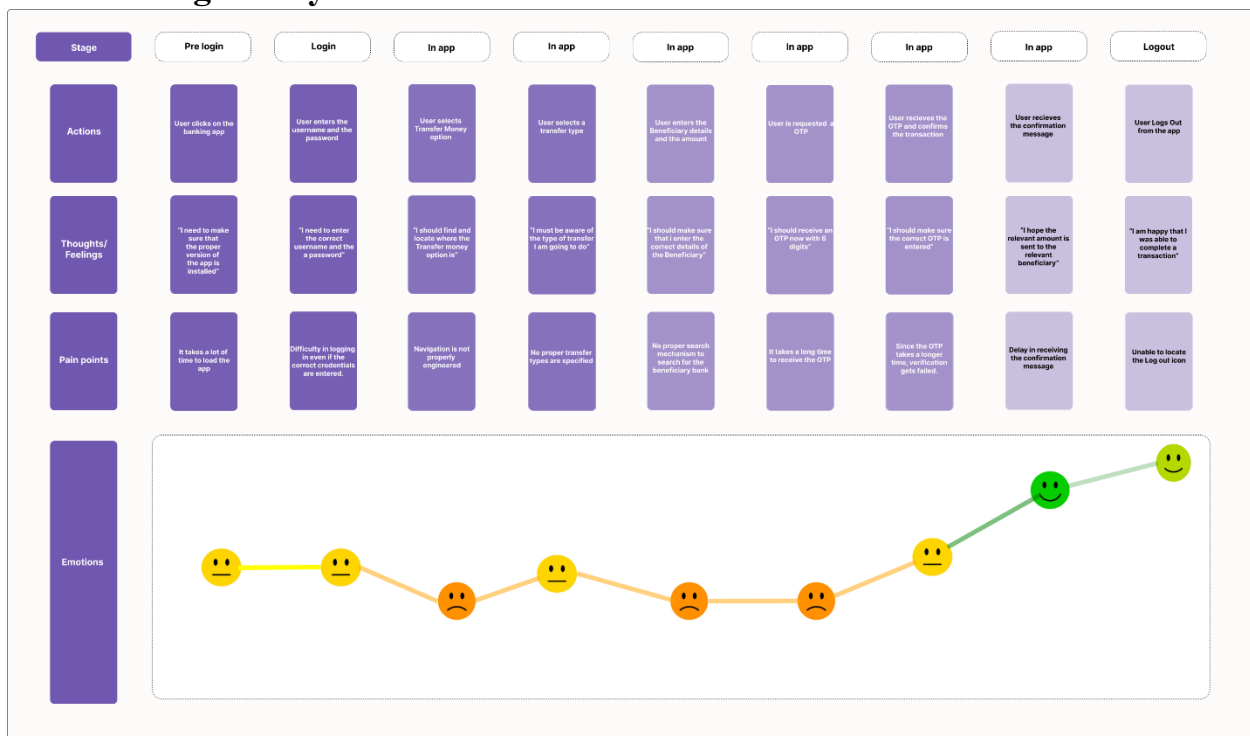
## Bill payment



## Account statement checking



## Transferring money



# Creating fixed deposits

