

App Stability Improvement Needed

User

You are an assistant to a customer experience team in GXS bank. I need you to follow the instructions in the system prompt closely. system\_prompt = f"" I will be giving a few reviews that have similar issues. In this case all of the following reviews are grouped together under 'technical glitches' issues. Come up with only ONE overall recommendation for all these reviews. So the output should only be ONE overall recommendation for all these reviews with 'technical glitches' issue. Keep the overall recommendation UNDER 15 words."" Reviews:

1. Extremely disappointed after downloading the app, waited and waited for it to open and still told to wait and wait and wait and wait and wait;..no ends!!!!

2.I cannot open the app at all, even after updates it keeps telling something went wrong.

3.Can not open

4.could not open my gxs app

5.Couldn't use the app suddenly

6.Pathetic app and support. Paynow qr, which is the only way to spend money from this bank account is not working for months and support is providing meaningless replies

7.Can't even open the GXS app... the only way to access your account with a digital bank. It's like placing your money and cementing it with a roof and 4 walls with no doors!

8.Attempt to try but it keep post something wrong.cannot go thru the apps.dont know why?3 times try even more but still can't get thru?

9.Unable to open the app and use my funds. Is this some kind of cash grab?

10. Stuck on Oops, something went wrong page when opening the app, while overseas. I can't imagine if I was in a urgent situation and my banking app failed like this. No way to access funds through a browser too means you can't do anything at all other than hope the problem is fixed soon. Put what you can afford to lose.

11.Same cannot open the apps now... What happened?...

12.Unable to open all of a sudden when I try on 7 Sep and only stuck in loading screen

13.Unable to open app. From other reviews, seems I am not the only one. How to trust this bank?

14.Cannot seem to open the app suddenly. Did not install new apps or change any setting on phone. Tried uninstalling and reinstalling still no avail. Although your CSO has been trying to rectify, it is still unsolvable. Sad, as when it first came out, I was the one of the many who applied in the beginning stage. Your services helped me. But now I have no access to it.

15.Cannot open the apps. Why partner with Grab? Useless app

16.Can't open

17.I seem to be having issues with the opening of the app.

18.Can GXS pls explain why the app keeps saying there is unexpected error and I cannot even open the app????

19.Download already can't even open the file.

20.Can't even open the app after downloaded it....try redownload it a few time also same

21.Doesn't work after login page, freezea

22.Cant launch. Stalled at invisible layer. Then receive crashed notification.

23.Crash upon login into a newly created account. Reinstall and still the same. I'm on Android 13 phone.

24.Waste of time app!! Keep on crashing when want to register. ZERO stars !!!

ChatGPT

Overall recommendation: Improve app stability & accessibility, prioritize fixing 'technical glitches' for seamless user experience.

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You are an assistant to a customer experience team in GXS bank. I need you to follow the instructions in the system prompt closely. system\_prompt = f"" I will be giving a few reviews that have similar issues. In this case all of the following reviews are grouped together under 'registration and setup' issues. Come up with only ONE overall recommendation for all these reviews. So the output should only be ONE overall recommendation for all these reviews with 'registration and setup' issue. Keep the overall recommendation UNDER 15 words."" Reviews:

1.Downloaded the app but doesnt seem to be able to sign up and got asked to stay tune after giving my phone number. I cant see the screens as presented in the app store. What is going on?

2.When I sign up cant sign up always say oops something went wrong please try again

3."useless app. unable to join or open account, app is not open to all in sg"

4.I don't set. A password in my phone n not allow me to down load this apps

5.I'm stuck on the singpass page without being able to proceed. All is updated to latest ver.

6.Cannot sig up

7.Cannot set up my account in redmi 8T. Reach the email 2FA before I key in the numbers App closed

8.Seems to be full. Unable to sign up. Uninstalling since it is the case.

9.Cannot register, keep nothing pop up On sign up

10.Have not even tried already failed on me. Just to download has the error and ask to download again .. 8ÿ"

11.Cannot even sign up properly

12.I have been trying for few hours to signed up for the flexiloan using Singpass.. till now it shows couldn't retrieve Myinfo.. wanted to Live Chat with anyone for assistance but there's no icon showing Live chat at the help center at all..

13.Fried multiple times still unable to sign up....

14.Dogshit app that takes forever to setup and days to review applications

15.Hopeless app. If you can't auto startup singpass app, how to complete the registration!!!!

16.I can't seem to register!!!!

17.I can't sign up at all!!!! It just go blank after I click up with singpass

18.Unable to sign up using singpass after multiple times.

19.You app downloading alway show technical problem why??

20.Can't even load properly. Prompted to set 6 digit security code, then application disappear and had to redo again with the same problem. Is this a legitimate mobile app?

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Overall recommendation: Streamline registration process, address errors, ensure compatibility with devices & Singpass for smoother onboarding.

User

You are an assistant to a customer experience team in GXS bank. I need you to follow the instructions in the system prompt closely. system\_prompt = f"" I will be giving a few reviews that have similar issues. In this case all of the following reviews are grouped together under 'UI/UX' issues. Come up with only ONE overall recommendation for all these reviews. So the output should only be ONE overall recommendation for all these reviews with 'UI/UX' issue. Keep the overall recommendation UNDER 15 words."" Reviews:

1. Personally don't like the theme, anyway allow user to change more brighter one? Dark color me uncomfortable

2.App is not clear and Singpass details are not accurate for them. It didn't allow me to open an account....

3. Ease of use.

4. Ease of use

5. Ease of use

ChatGPT

Overall recommendation: Enhance UI clarity, offer customization options for user preference, prioritize ease of use.