



Mobile Banking App
Storyboard Overview

User Persona: Meet Jessica, a 28-year-old marketing professional who values convenience and security in managing her finances. She frequently uses her smartphone for banking and budgeting

Magic Shape

Pen

Eraser

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Panel 1: Downloading the App

- Visual: Jessica is in her living room, browsing the app store on her smartphone.
- Text: "I need a better way to manage my finances."
- Action: She finds the mobile banking app, reads the reviews, and clicks "Download."

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Panel 2: Account Setup

- Visual: The app opens with a welcome screen prompting Jessica to create an account.
- Text: "Welcome to [Bank Name]! Let's get you set up."
- Action: Jessica enters her personal information, sets a secure password, and verifies her identity through a two-factor authentication process

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Panel 3: Dashboard Overview

- Visual: Jessica is now on the app's dashboard, which displays her account balances, recent transactions, and spending categories.
- Text: "This looks great! I can see everything at a glance."
- Action: She explores the dashboard, feeling satisfied with the clear layout and easy navigation

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Panel 4: Transferring Money

- Visual: Jessica selects the "Transfer Money" option on the app.
- Text: "I need to send money to my friend for dinner."
- Action: She enters her friend's details, the amount, and confirms the transfer. A notification pops up: "Transfer Successful!"

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Panel 5: Budgeting Tools

- Visual: Jessica navigates to the budgeting section of the app.
- Text: "Let's set a budget for this month."
- Action: She creates a budget for groceries, entertainment, and savings, and the app provides visual graphs to track her spending.

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Panel 6: Security Features

- Visual: Jessica receives a notification about a suspicious transaction.
- Text: "Is this transaction really mine?"
- Action: She quickly checks the transaction details and uses the app's security feature to freeze her card temporarily

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Panel 7: Customer Support

- Visual: Jessica has a question about her account and accesses the support section of the app.
- Text: "I need help with my account."
- Action: She uses the live chat feature to connect with a customer service representative, who assists her promptly

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Panel 8: Logging Out

- Visual: After completing her tasks, Jessica logs out of the app.
- Text: "Time to log out and keep my account secure."
- Action: She logs out and feels confident that her financial information is safe.