

Observing User Interactions with an ATM Machine: Use Case

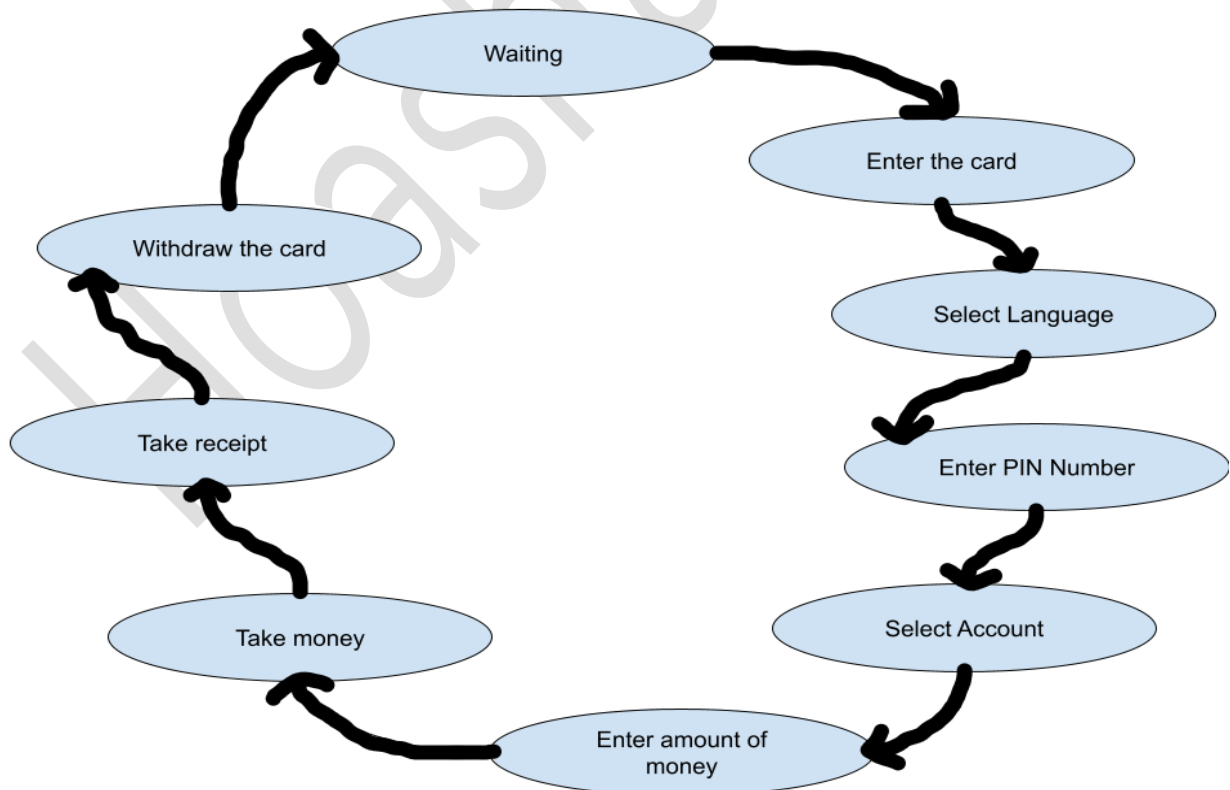
Description of an everyday interaction thing:

People use Automatic Teller Machines (ATM) to deposit and withdraw money from their account. ATMs are automatic machines with an interface that guides the person who use them to accomplish a particular task of money deposit or withdrawal. All the transactions are secured by PIN based authentication. They offer a range of functions beyond simple cash withdrawals, including deposits, transfers, payments, and account inquiries.

Description of how people interacting with ATMs:

Interacting with an ATM (Automatic Teller Machine) involves a straightforward process: users insert their bank card, enter their PIN for authentication, select their desired transaction from the on-screen menu (which can include options like cash withdrawal, balance inquiry, deposit, transfer, or bill payment), provide necessary transaction details, handle cash if applicable, choose to print a receipt summarizing the transaction, confirm the completion of the transaction, retrieve their card, and, if desired, receive a closing message before leaving the ATM location. This user-friendly interface ensures that individuals can access their accounts and conduct various financial transactions securely and conveniently.

For example, interaction with the ATM for cash withdrawal can be represented using State Transition Diagram depicted below:



Example pictures of people interacting with ATM:



Figure 1 People Interacts with Computer Systems in their day-to-day activities. Automatic Teller Machines (ATMs) is such a kind of computer systems that cannot be avoided in the people's daily lives.

Usability problem observed:

In a multi-language ATM, after a user has used it and if a new user is interacting with the machine, it starts to guide the user with the language used by the previous user. This is a practical problem when a new user is unfamiliar with the language of previous user. Without understanding the language, the user is forced to press any of the button available to change the language or to proceed with transaction.

Usability cue left by previous user:

A usability cue left by a previous user of an ATM could be a folded receipt or transaction slip that was not taken by the previous user. This visual cue can signal to the next user that the ATM is operational and that transactions have been successfully completed recently. It may also provide information about the ATM's available services or transaction types, which can be helpful for someone approaching the machine. Additionally, if the receipt is partially sticking out of the machine, it may indicate that there is an unclaimed receipt, which could potentially contain cash, left behind by the previous user, prompting the next user to check and claim it or notify the bank staff if needed.
