

Sri Lanka Institute of Information Technology

Visual Analytics and User Experience Design
(IT4031)

Assignment 01

Results Report of Useberry-Task-based Analysis

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Introduction

We are “Pixel Perfect”, a startup company focused on product engineering, and we are currently developing a new mobile banking application aimed at improving the user experience for mobile banking customers. Our goal is to provide a superior user experience compared to existing mobile banking apps by addressing their weaknesses. During the prototype design phase of our project, we performed task-based analysis testing using a tool called “Useberry” to evaluate our initial design iteration. During the prototype design phase of our project, we performed task-based analysis testing using a tool called Useberry to evaluate our initial design.

Goal

The primary objective is to observe how users engage with our prototypes and evaluate their experience while testing them using Useberry. The aim is to address the limitations of the initial version and develop an improved solution.

Process of task-based Analysis.

1. Initially, we designed prototypes for our banking app using Figma.
2. As the next step, we created a task-based analysis project using Useberry and imported our prototype on Figma to that project.
3. Our app contains 17 mains tasks which the user can perform. These tasks were added to Useberry and the steps to complete the tasks provided.
4. We also added specific questions under each task, which must be answered based on their user experience related to each task.
5. Next with the use of Useberry, we gathered data about how each user goes through the UIs’, number of clicks on the UIs’, number of mis clicks, time taken to complete a certain task, etc. from a test sample of 10 users.
6. Ultimately, using the above-mentioned data which are gathered using Useberry, we expect to provide users with a better user experience while using our banking application.

Below are the 17 main tasks of our testing.

1. Sign up and Login.
2. View bank statement and bank balance.
3. Money transactions.
4. Loan Account Summary.
5. Customer Support with Artificial Intelligence Chat Bot.
6. Create Fixed account.
7. Withdraw Fixed Deposit.
8. Promotions.
9. High level security options.
10. Multilingual support services.
11. Delivery Alert Set Up.
12. User Management.
13. Apply for credit card.
14. Credit card payment
15. Open a saving account.
16. Open an international account.
17. Delivery Alert Set Up.

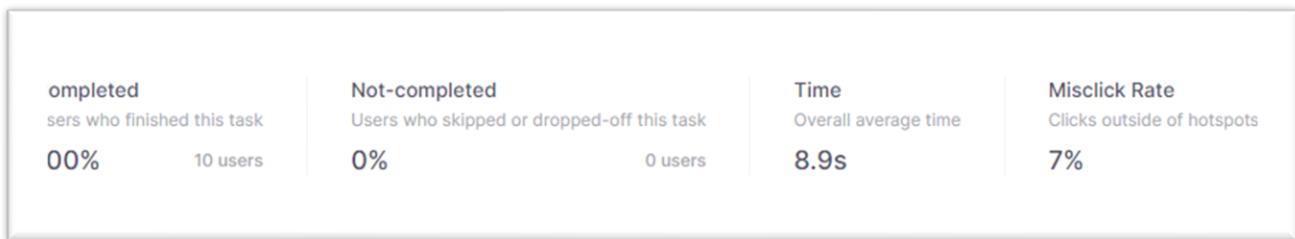
1. Sign up and login

1.1. Guided Instructions

1. Select Register Now option
2. Fill values and submit
3. View the main overview page

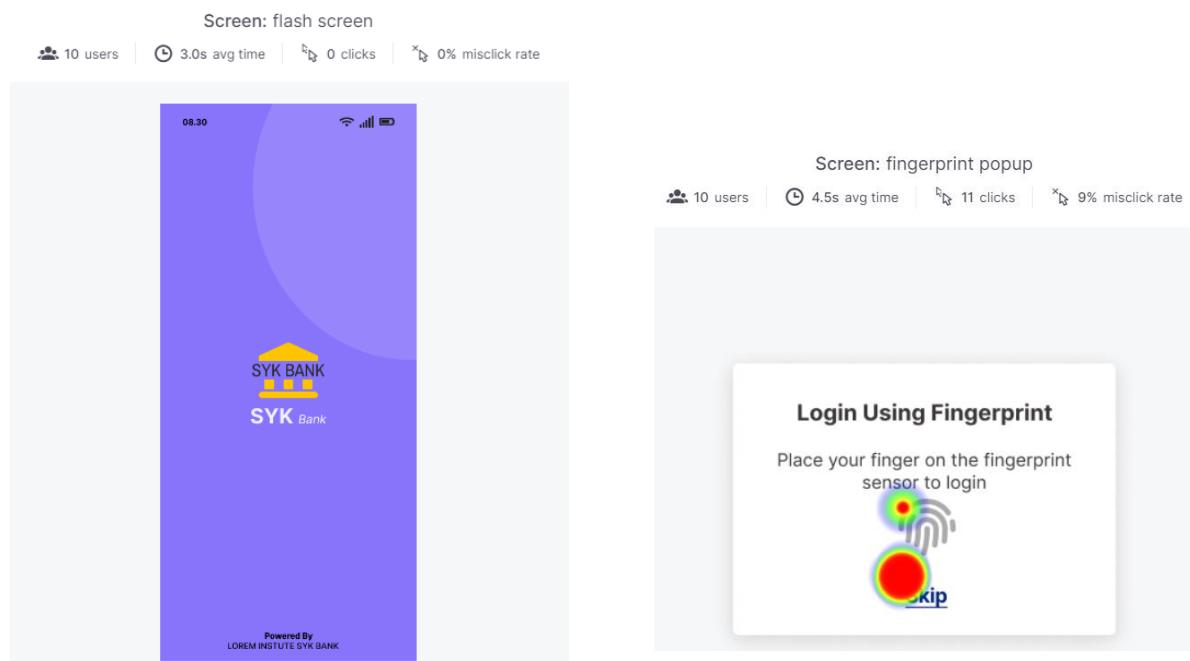
1.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.



Sample size: 10

Click tracking with heatmaps:



Screen: Sign in

9 users | 0.7s avg time | 9 clicks | 0% misclick rate

This heatmap analysis of the 'Login' screen shows user interaction. The 'User Name' and 'Password' fields are the most frequently touched areas. The 'SIGN IN' button is also highly interacted with. A secondary heatmap on the right indicates a secondary focus area near the bottom center.

Screen: Sign up

9 users | 0.9s avg time | 9 clicks | 0% misclick rate

This heatmap analysis of the 'Sign Up' screen shows user interaction. The 'First Name' and 'Last Name' fields are the most frequently touched areas. The 'NIC' and 'Email' fields are also interacted with. A secondary heatmap on the right indicates a secondary focus area near the bottom center.

Screen: Enter OTP 3

10 users | 0.8s avg time | 0 clicks | 0% misclick rate

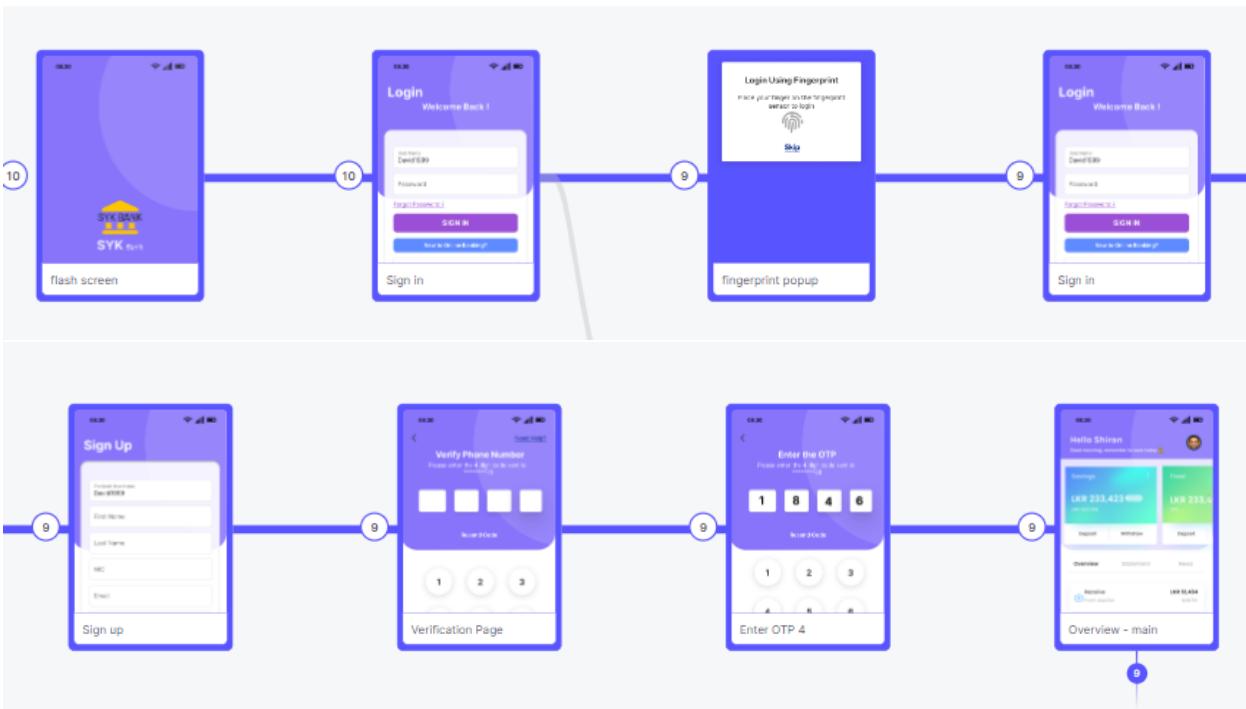
This heatmap analysis of the 'Enter OTP' screen shows user interaction. The numeric keypad is the primary area of focus, with digits 1, 8, 4, and 6 being the most frequently tapped. A secondary heatmap on the right indicates a secondary focus area near the bottom center.

Screen: Overview - main

9 users | 1.0s avg time | 0 clicks | 0% misclick rate

This heatmap analysis of the 'Overview - main' screen shows user interaction. The profile picture and the 'Hello Shiran' greeting are the most frequently touched areas. The 'Savings' and 'Fixed' account sections are also interacted with. A secondary heatmap on the right indicates a secondary focus area near the bottom center.

User Flows



Survey Question & Responses

Question 1 - Likert Scale

Did you find the UI to be user-friendly and easy to navigate?

9 out of 10 answered

- Very Unsatisfied

0% (0) responses

0% (0) responses

0% (0) responses

0% (0) responses

- Very Satisfied

100% (9) responses

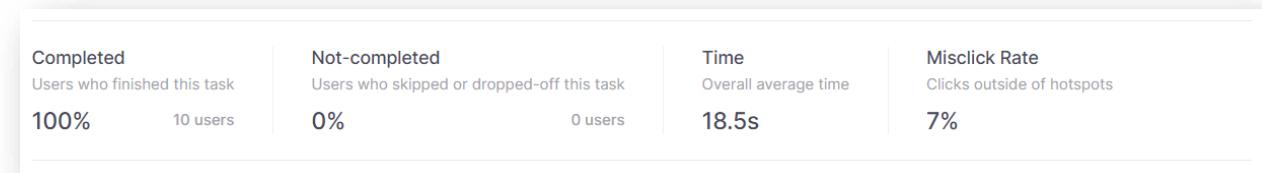
2. View bank statement and bank balance

2.1. Guided Instructions

1. Fill in the login information or use fingerprint to login.
2. View bank balance information and check the full functionality of page.
3. Tap Statement.
4. Select time period as needed.
5. View bank statement and check the full functionality of page.

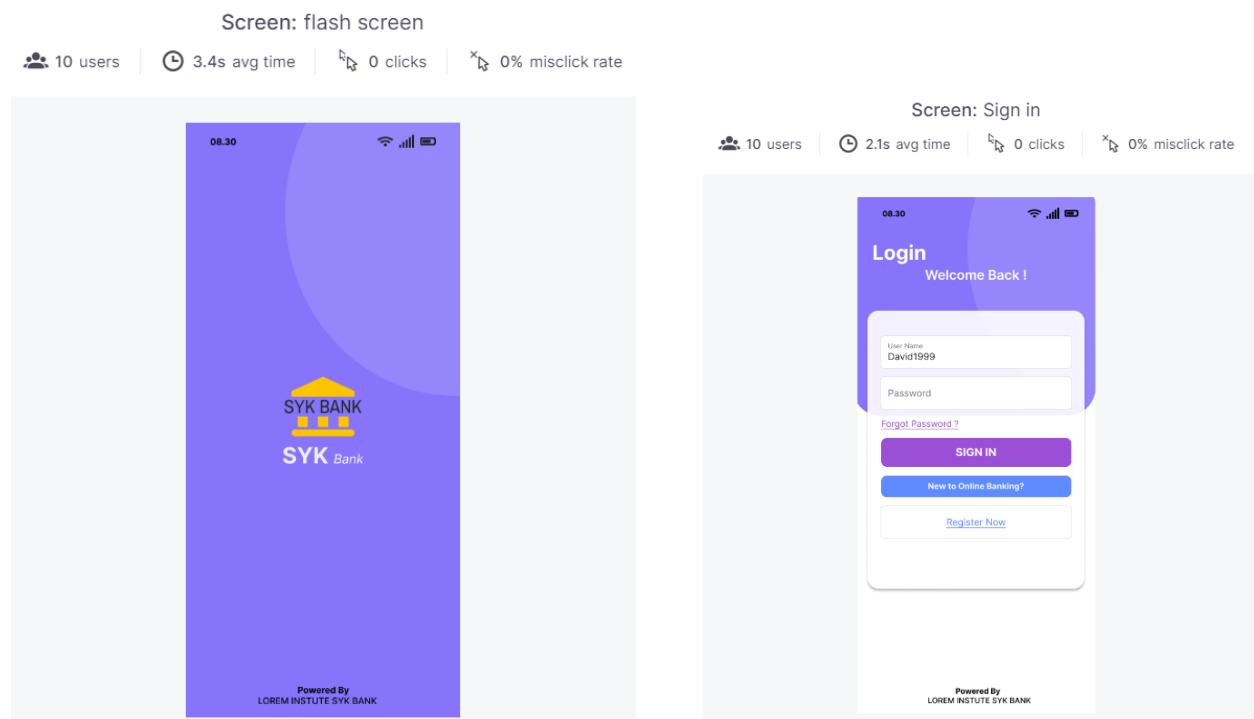
2.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.

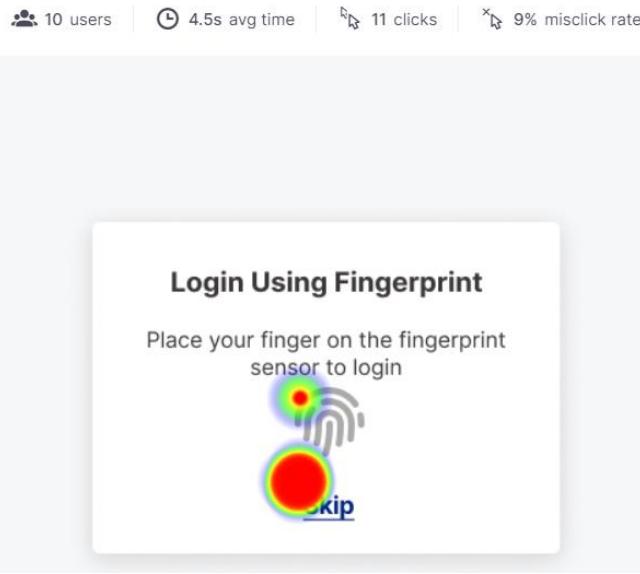


Sample size: 10

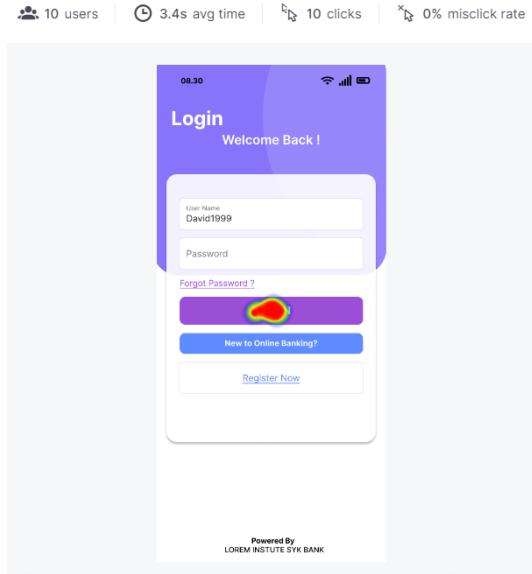
Click trackings with heatmaps:



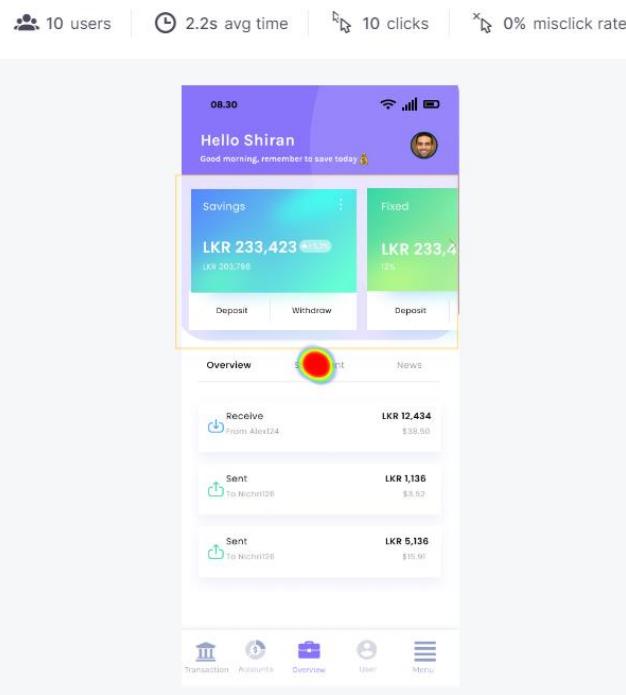
Screen: fingerprint popup



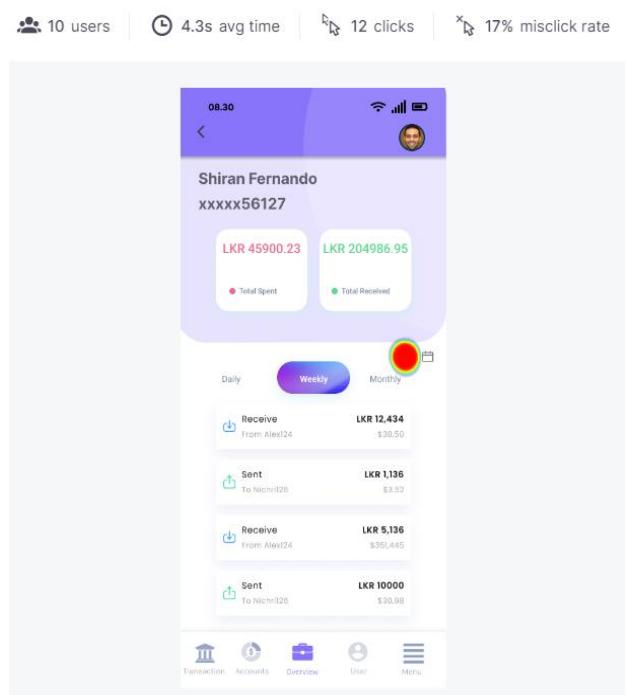
Screen: Sign in



Screen: Overview - main

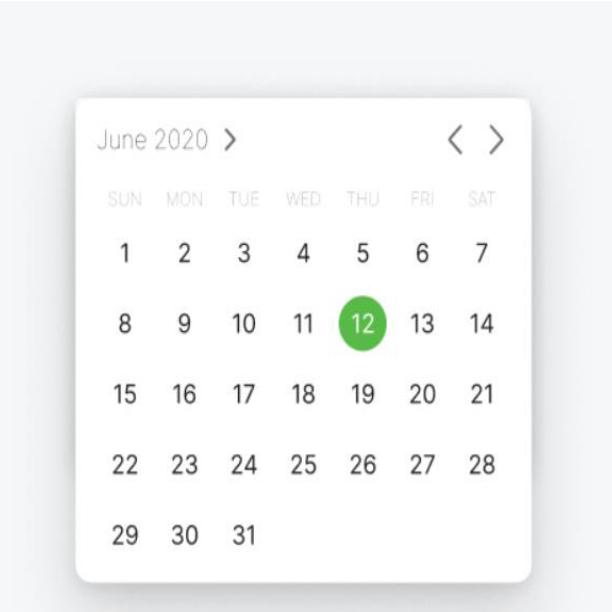


Screen: Bank Statement



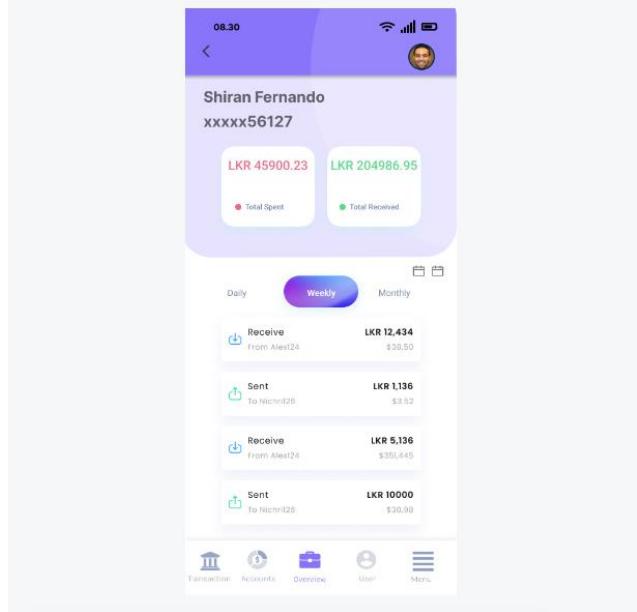
Screen: To

10 users | 1.0s avg time | 0 clicks | 0% misclick rate

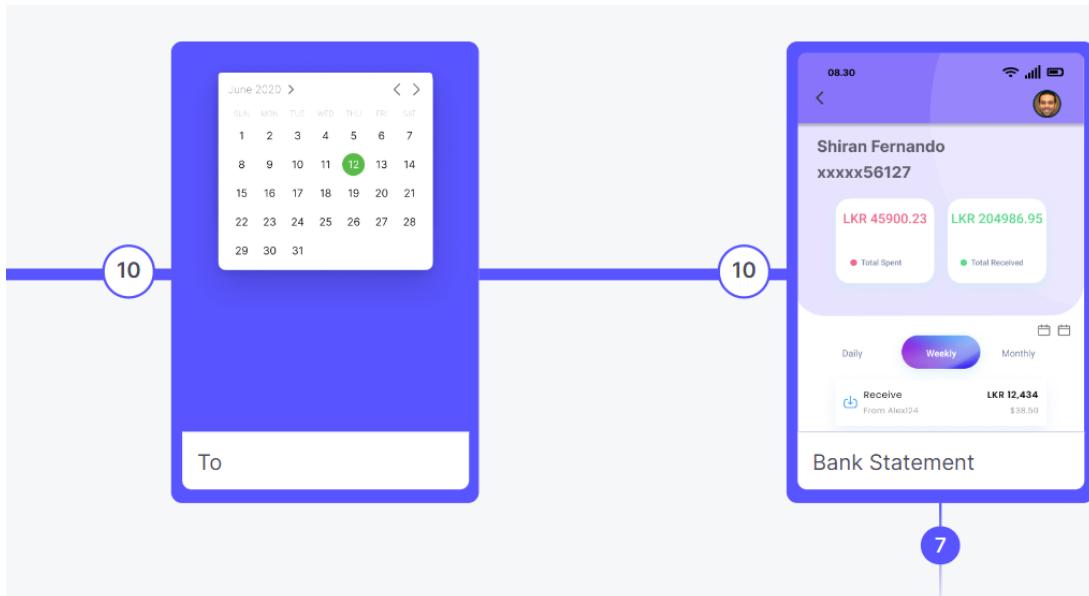
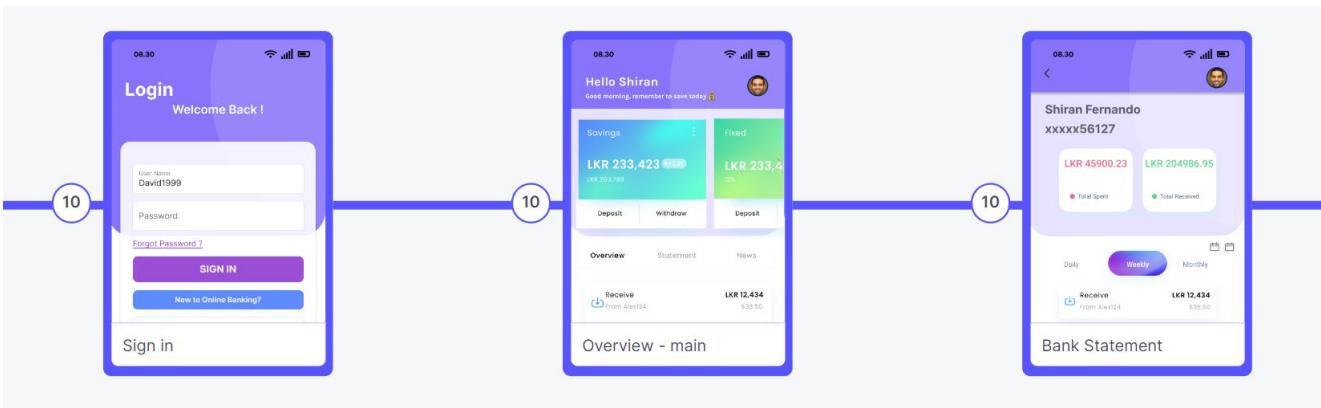
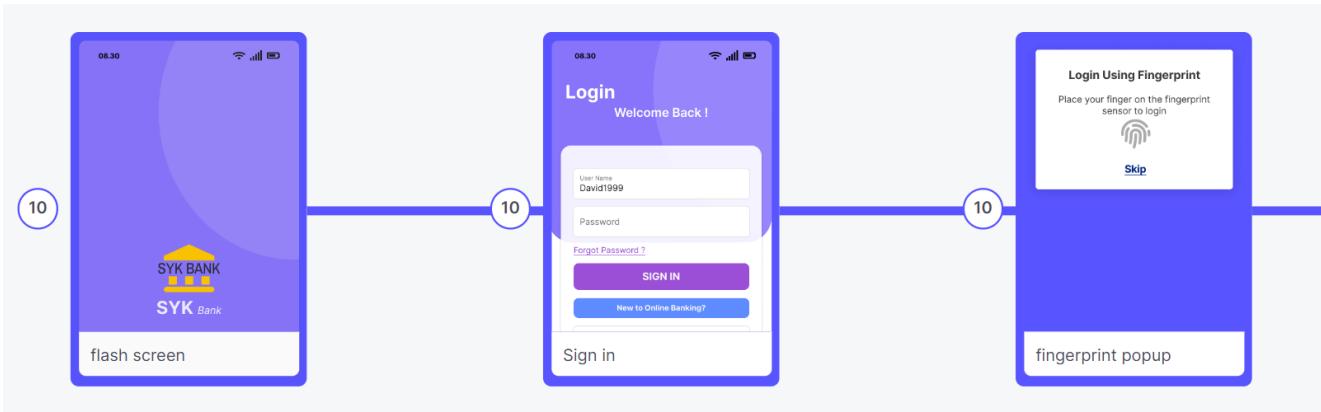


Screen: Bank Statement

10 users | 1.0s avg time | 3 clicks | 0% misclick rate



User Flows



Survey Question & Responses

Question 1 - Likert Scale

How satisfied are you with the bank statement page flow and page components?

9 out of 10 answered

(:() - Very Unsatisfied

0% (0) responses

(:(

0% (0) responses

(:)

0% (0) responses

(:)

12% (1) responses

(:) - Very Satisfied

89% (8) responses

3. Money transactions

3.1. Guided Instructions

1. Select the transaction from the bottom nav-bar.
2. If the user selects Account transaction from the transactions, then select the transaction type and fill in the relevant form.
3. Submit the forms by clicking on the submit button.
4. Next the user will be sent with an OTP and transaction will be completed with a successful popup.
5. If user didn't receive an OTP at the first instance, try with "Resend Code".
6. If the user selects Bill Payment, fill the form and submit it by clicking Submit button.

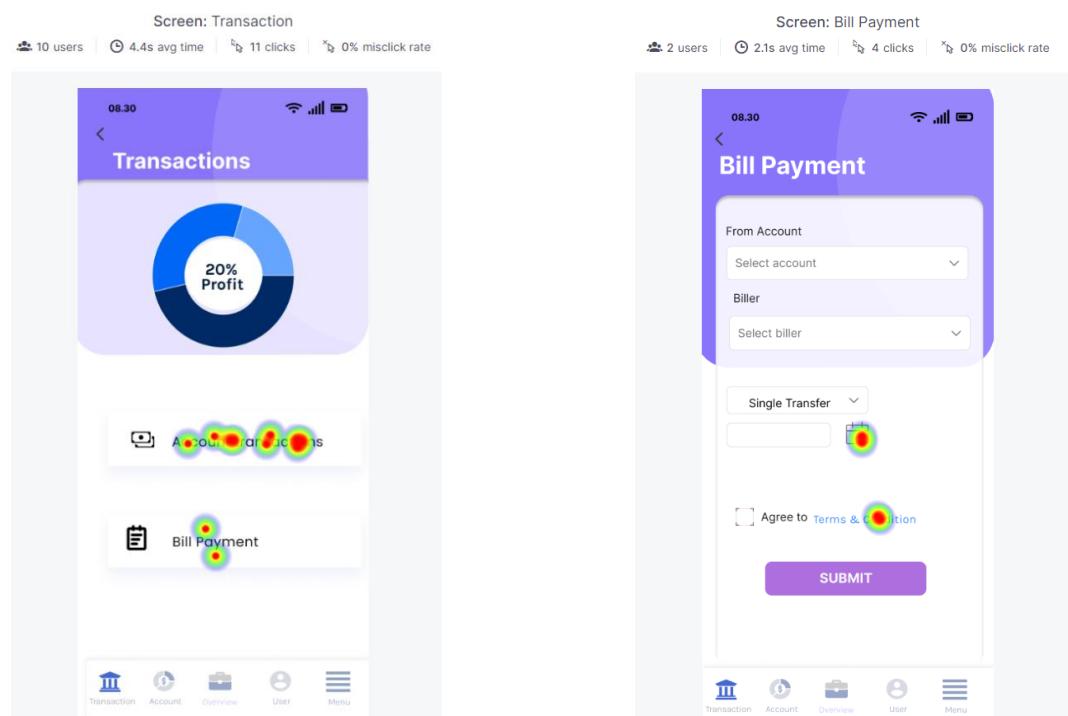
3.2. Useberry Results

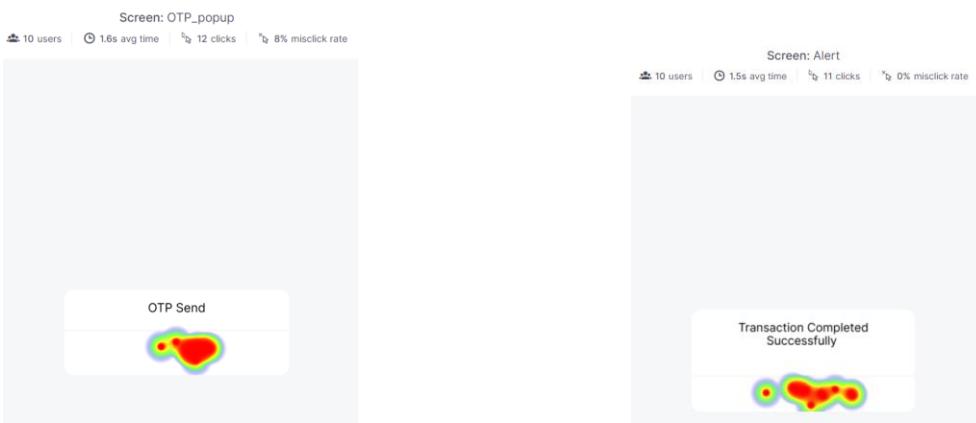
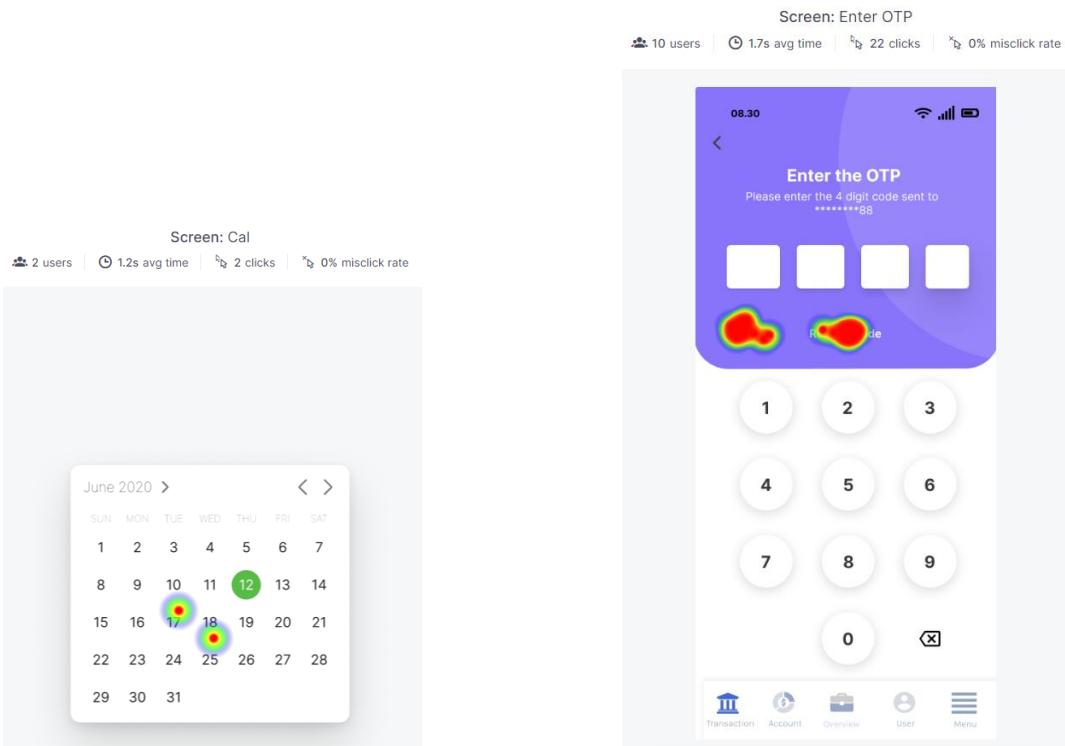
Note: We created a Useberry link for user testing and below we attached the results of the test.

Completed Users who finished this task	Not-completed Users who skipped or dropped-off this task	Time Overall average time	Misclick Rate Clicks outside of hotspots
100% 10 users	0% 0 users	26.5s	2%

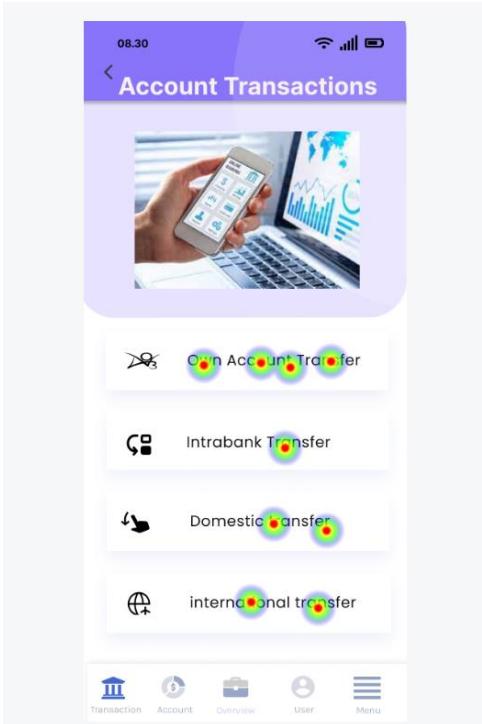
Sample size: 10

Click trackings with heatmaps:

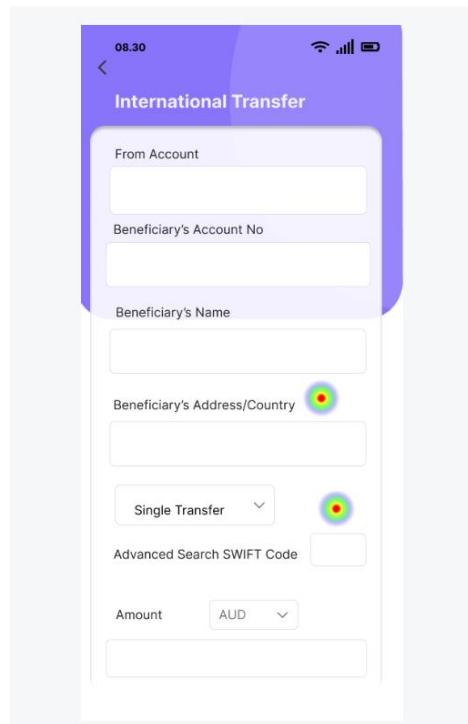




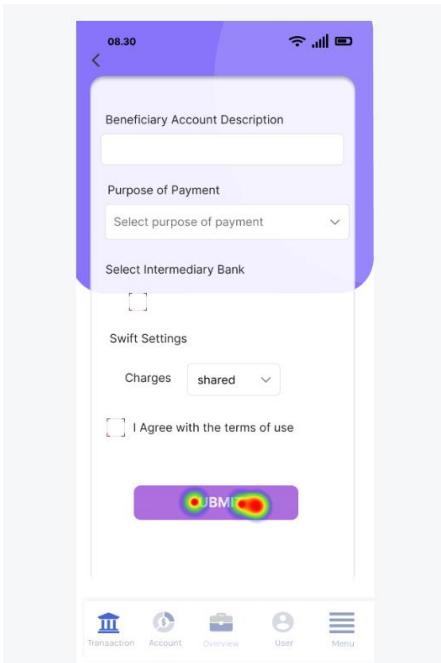
Screen: Account Transactions
10 users | 1.7s avg time | 9 clicks | 0% misclick rate



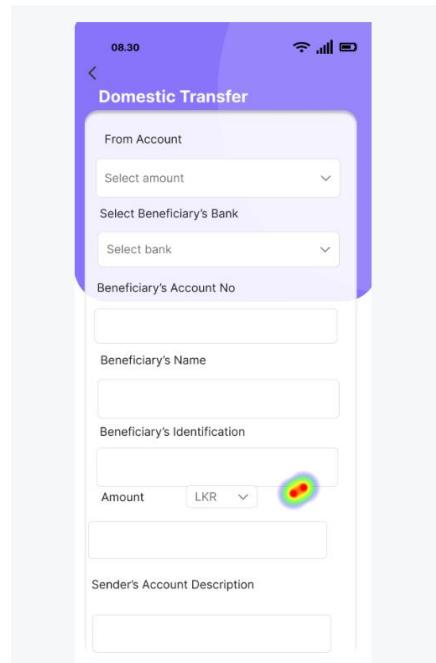
Screen: International Transfer
2 users | 1.7s avg time | 2 clicks | 0% misclick rate



Screen: International Transfer
4 users | 2.2s avg time | 4 clicks | 0% misclick rate



Screen: Domestic Transfer
2 users | 1.9s avg time | 2 clicks | 0% misclick rate



Screen: Domestic Transfer 2
2 users | 3.1s avg time | 2 clicks | 0% misclick rate

08.30

Beneficiary Account Description

Purpose of Payment

I Agree with the terms of use

SUBMIT

Transaction Account Overview User Menu

Screen: Intrabank transfers
1 users | 7.8s avg time | 1 clicks | 0% misclick rate

08.30

Intrabank Transfer

From Account

Select amount

Beneficiary's Account No

Amount LKR

Sender's Account Description

Beneficiary Account Description

Purpose of Payment

I Agree with the terms of use

SUBMIT

Transaction Account Overview User Menu

Screen: Own Account transfer
4 users | 2.3s avg time | 4 clicks | 0% misclick rate

08.30

Own Account Transfer

From Account

Select amount

To Account

Select amount

Amount LKR

Amount

Sender's Account Description

Beneficiary Account Description

SUBMIT

Transaction Account Overview User Menu

Screen: Overview - main
10 users | 7.4s avg time | 11 clicks | 9% misclick rate

08.30

Hello Shiran
Good morning, remember to save today

Savings LKR 233,423
LKR 203,788

Fixed LKR 233,423
12%

Deposit Withdraw Deposit

Activity Assets News

Receive LKR 12,434
From Alex124 \$38.50

Sent LKR 1,136
To Nichrl128 \$3.52

Sent LKR 5,136
To Nichrl128 \$15.91

Transaction Accounts Overview User Menu

Screen: Email confirmation

10 users | 3.3s avg time | 10 clicks | 0% misclick rate

Screen: T&C

2 users | 2.3s avg time | 2 clicks | 0% misclick rate

Screen: Terms and conditions

Review Terms & Conditions

Your privacy is important to us. It is Brainstorming's policy to respect your privacy regarding any information we may collect from you across our website, and other sites we own and operate.

We only ask for personal information when we truly need it to provide a service to you. We collect it by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used.

We only retain collected information for as long as necessary to provide you with your requested service.

[Terms & Condition](#)

I AGREE

I DISAGREE

Screen: Email confirmation

10 users | 3.3s avg time | 10 clicks | 0% misclick rate

Confirm the email to send the receipt

kamal123@gmail.com

CONFIRM

VIEW RECEIPT

Transaction **Account** **Overview** **User** **Menu**

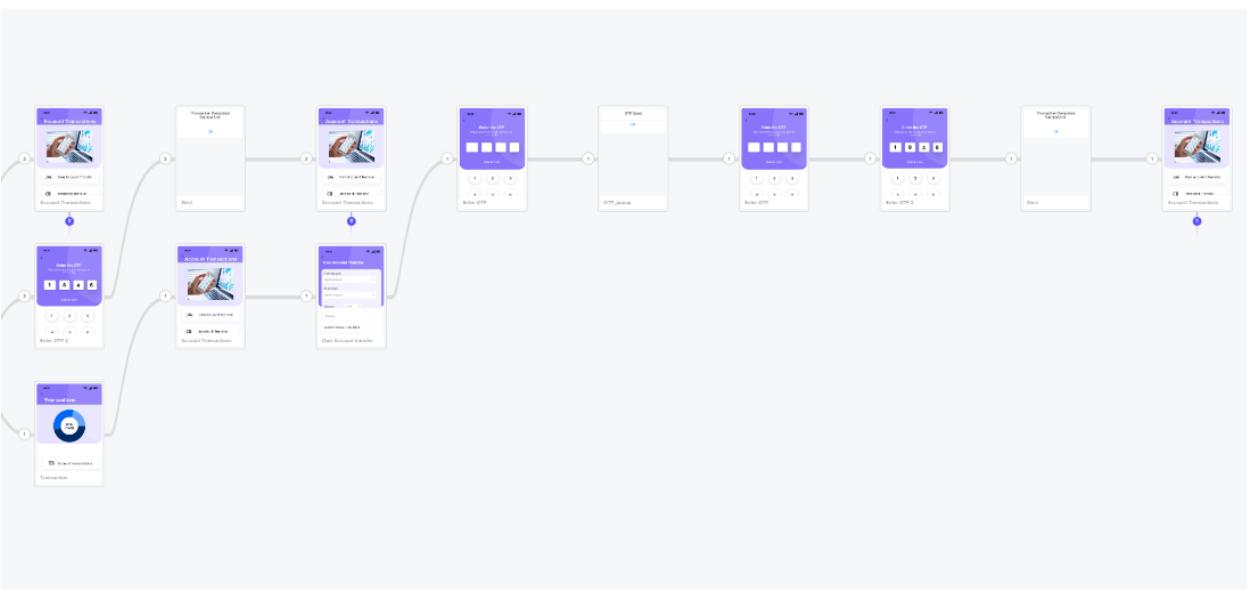
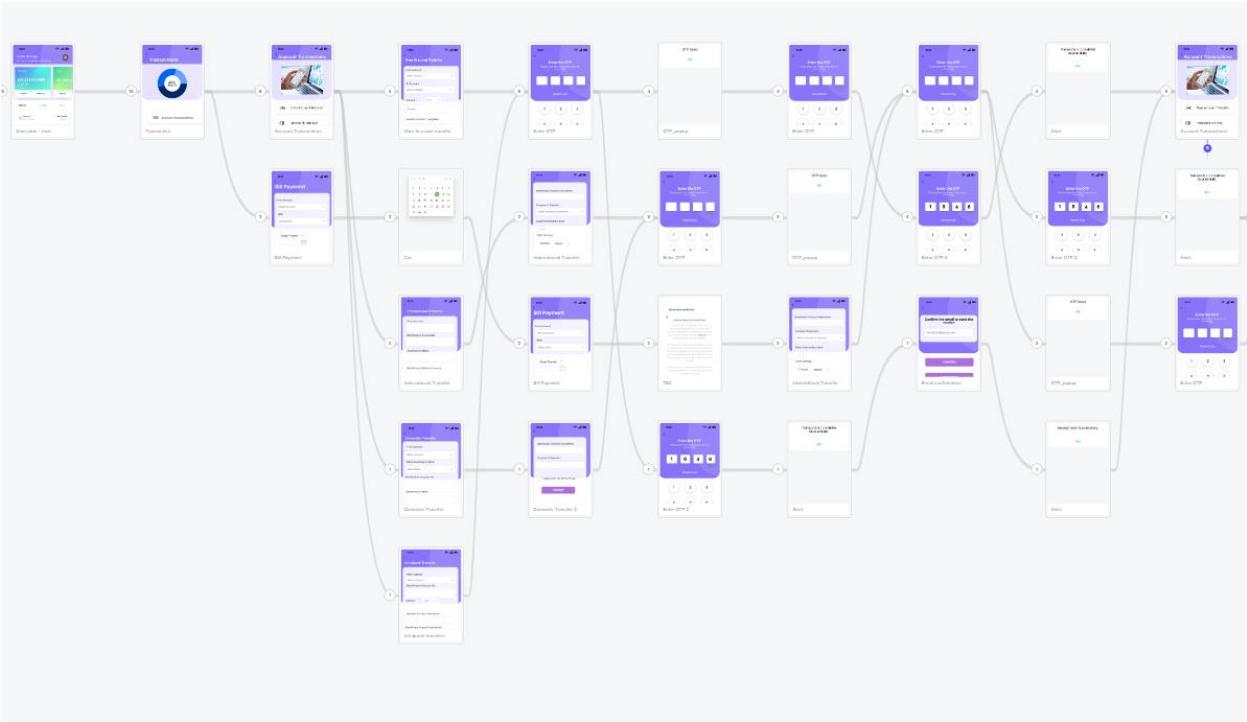
Screen: Alert

10 users | 1.3s avg time | 10 clicks | 0% misclick rate

Receipt Sent Successfully

OK

User Flows



Survey Question & Responses

Question 1 - Likert Scale

What do you think about the flow of the 'Account transactions'?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



10% (1) responses

 - Very Satisfied

90% (9) responses

Question 2 - Multiple Choice

Are you satisfied with the bill payment method?

10 out of 10 answered

YES

100% (10) responses

NO

0% (0) responses

4. Loan Account Summary

4.1. Guided Instructions

1. Click 'Menu' option on the bottom nav bar and select 'Loan Account' from the side menu that appeared on the screen.
2. Select the necessary type from Active loans and Closed loans.
3. Click the 'View Details' to view more details about a specific loan.

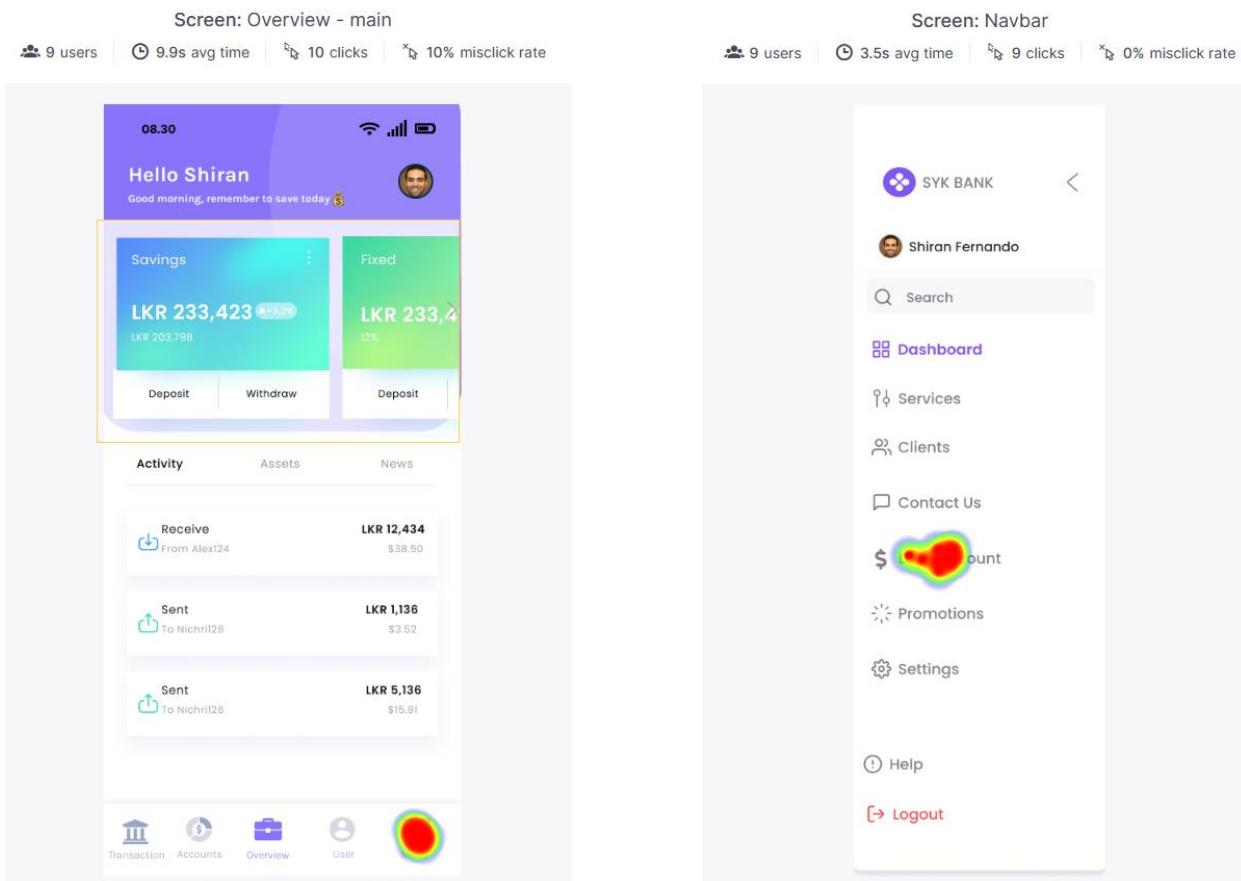
4.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.

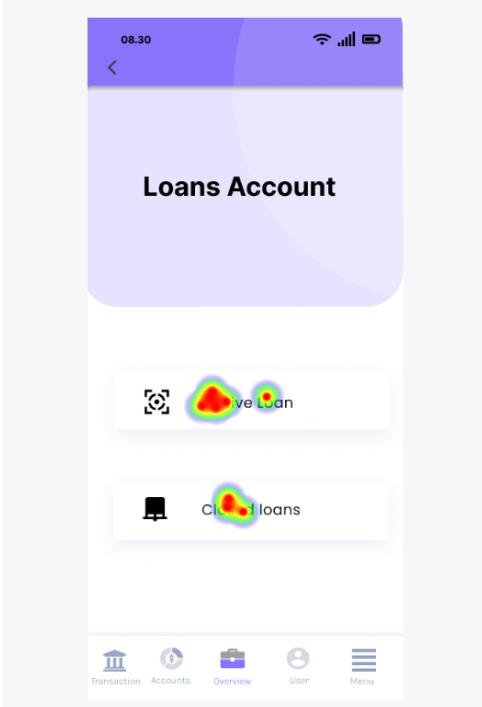
Completed	Not-completed	Time	Misclick Rate
Users who finished this task	Users who skipped or dropped-off this task	Overall average time	Clicks outside of hotspots
100% 9 users	0% 0 users	13.6s	5%

Sample size: 10

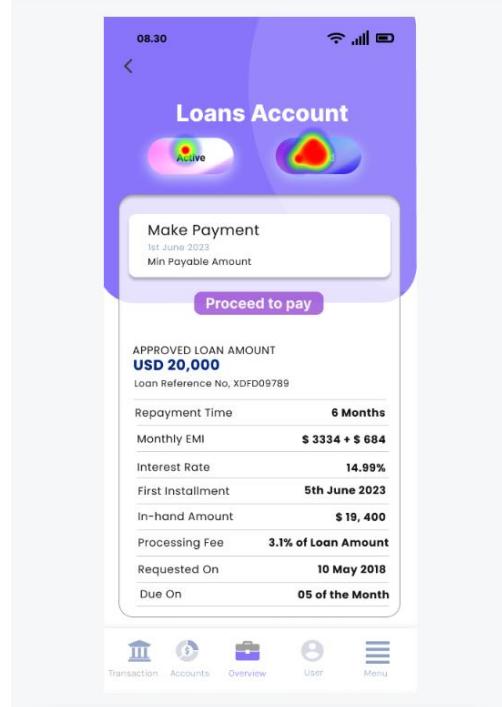
Click tracking with heatmaps:



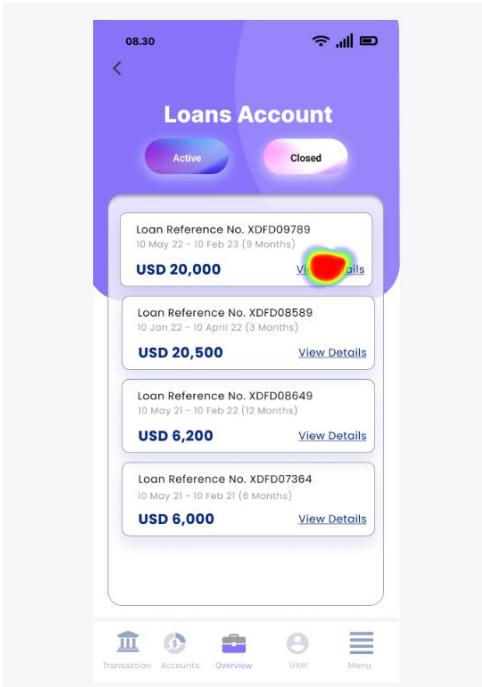
Screen: Loans
9 users | 2.3s avg time | 9 clicks | 0% misclick rate



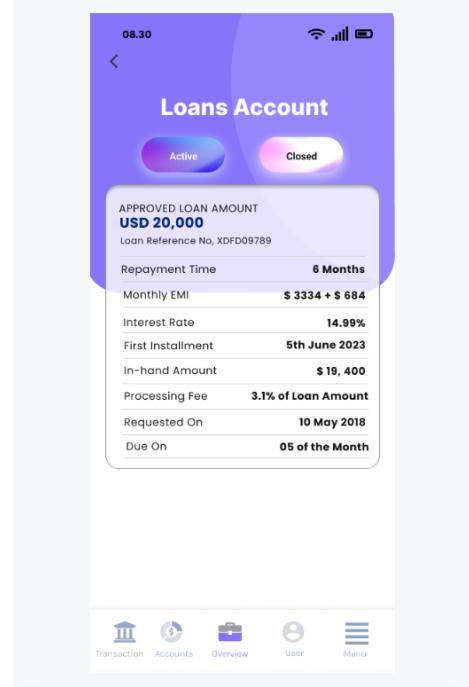
Screen: Active loan
6 users | 2.7s avg time | 7 clicks | 14% misclick rate



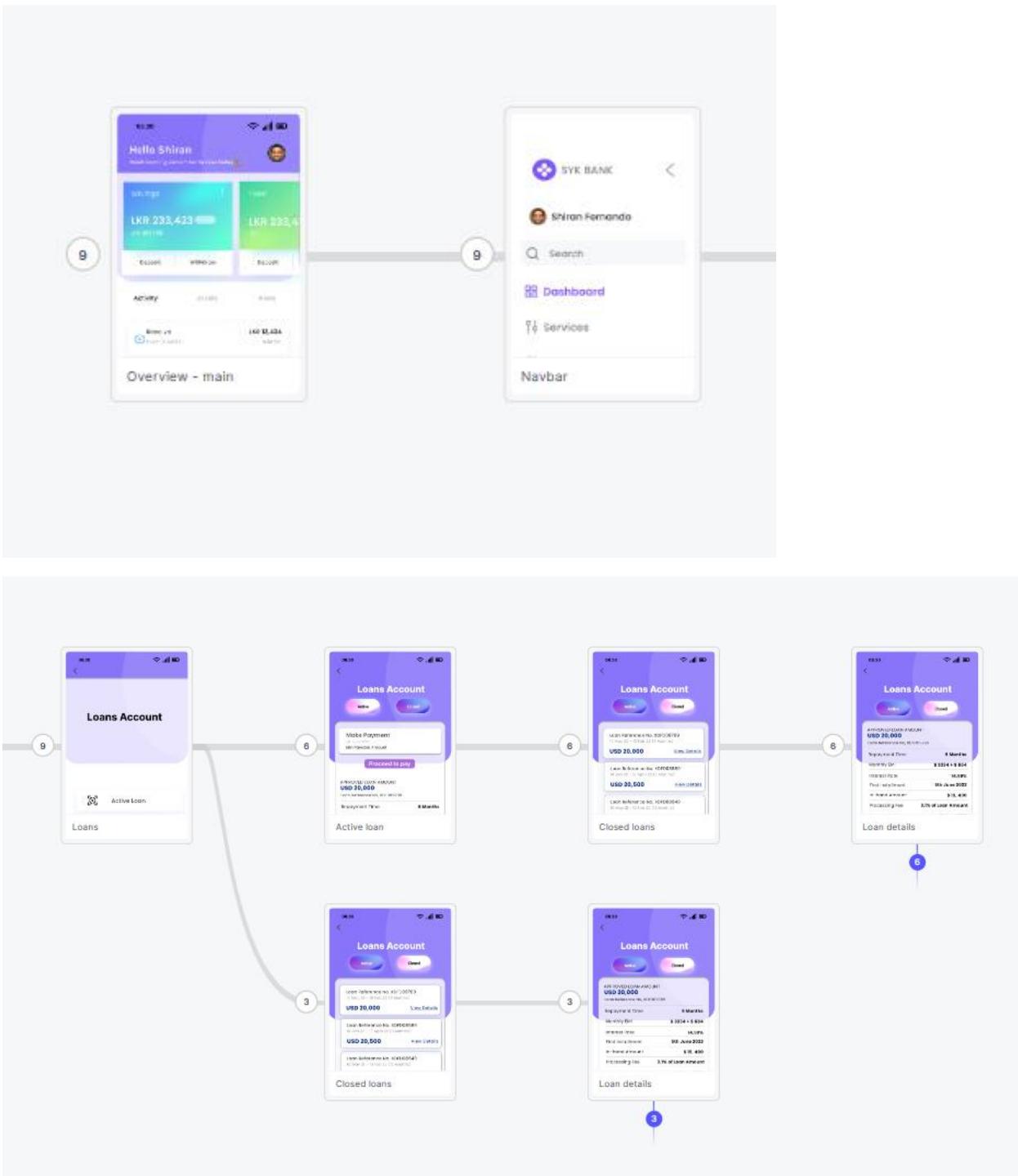
Screen: Closed loans
9 users | 2.5s avg time | 9 clicks | 0% misclick rate



Screen: Loan details
9 users | 1.0s avg time | 0 clicks | 0% misclick rate



User Flows



Survey Question & Responses

Question 1 - Likert Scale

What do you think about the flow of the 'Loan Account' feature ?

8 out of 9 answered

(:() - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



25% (2) responses

(:) - Very Satisfied

75% (6) responses

Question 2 - Multiple Choice

Are you satisfied with the options available for the "Loan account" feature ?

8 out of 9 answered

Yes

100% (8) responses

No

0% (0) responses

5. Customer Support with Artificial Intelligence Chat Bot

5.1. Guided Instructions

1. Click 'Menu' option on the bottom nav bar and select 'Contact Us' from the side menu that appeared on the screen.
2. Select the customer service type as necessary.
3. Type the question and send it to the chat bot. It would provide the most optimum answer using Artificial Intelligence.

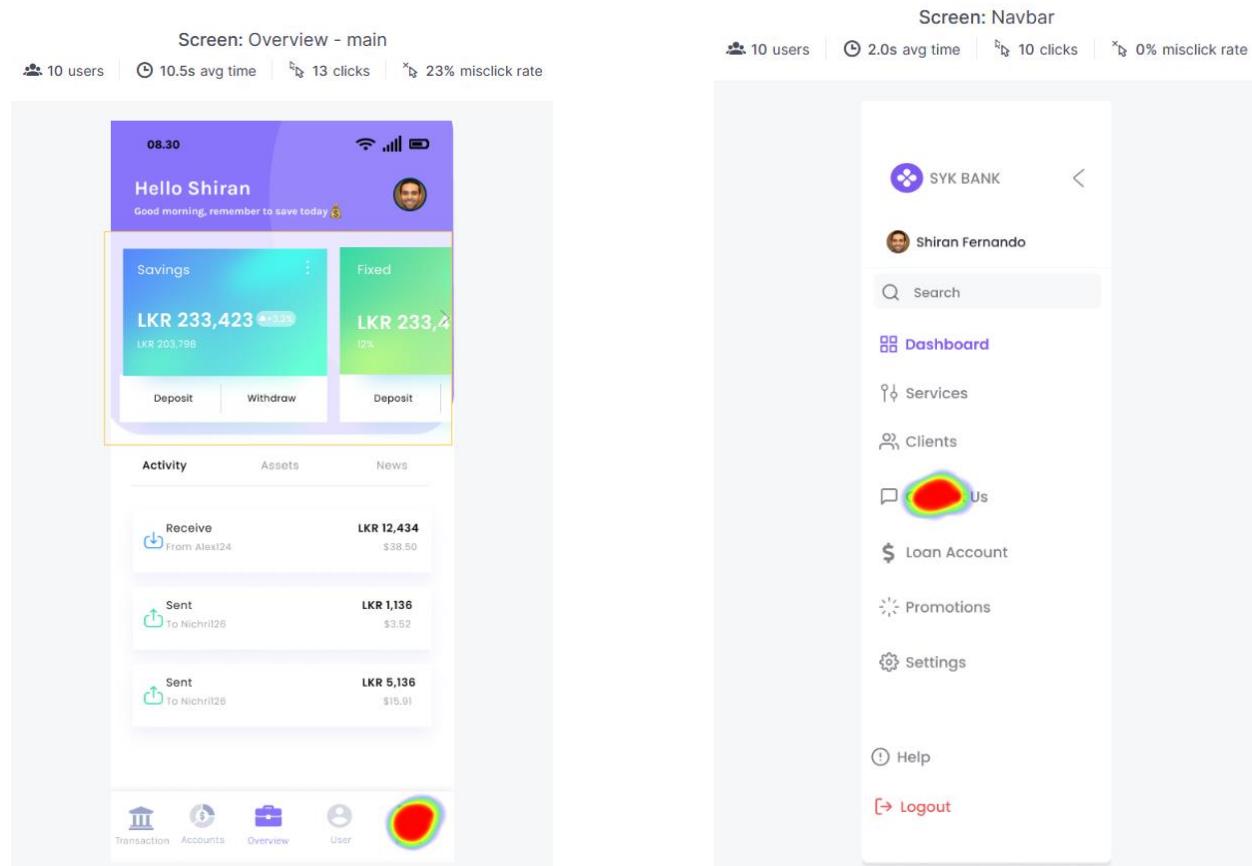
5.2. Useberry Results

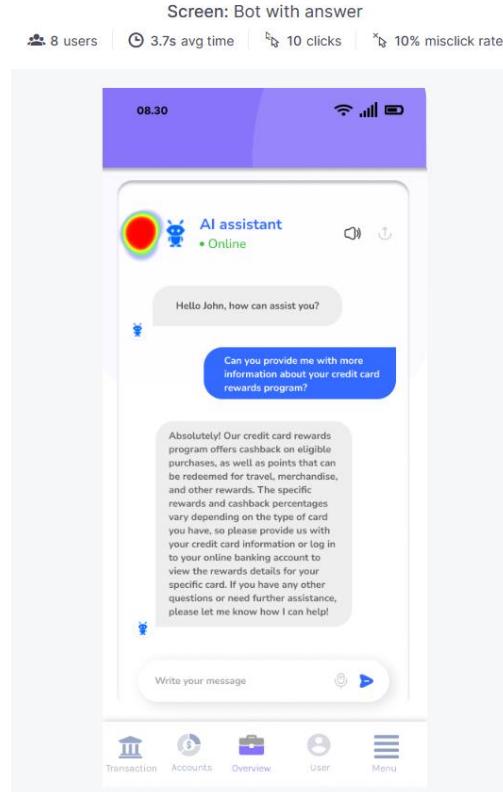
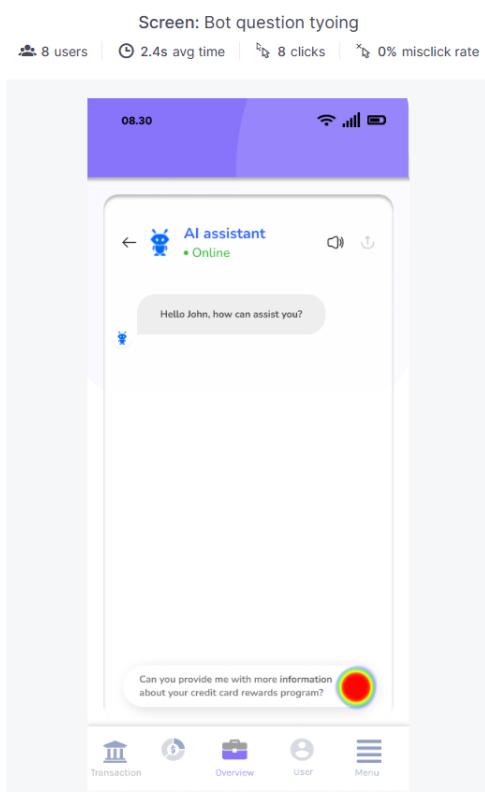
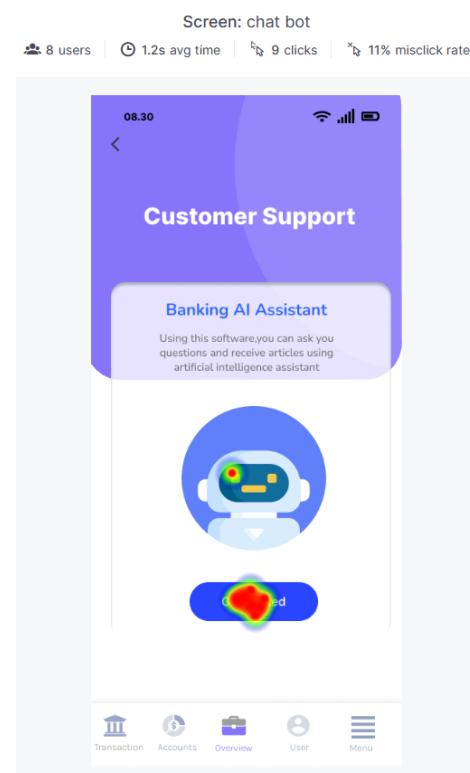
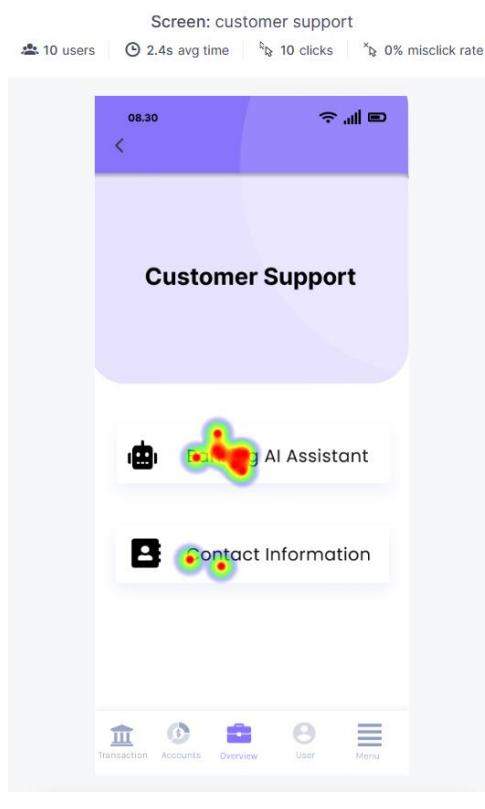
Note: We created a useberry link for user testing and below we attached the results of the test.

Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 17.5s	Clicks outside of hotspots 7%

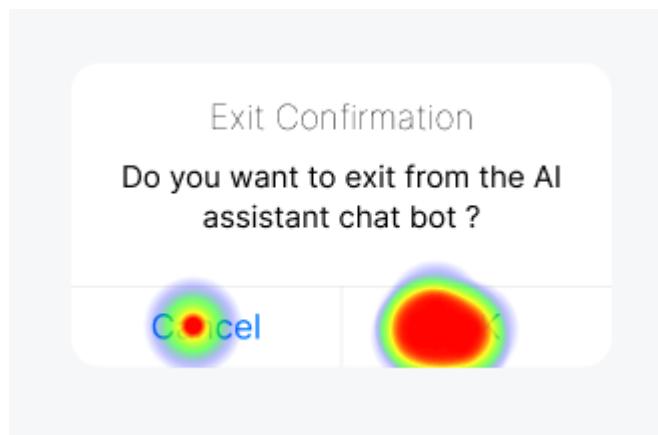
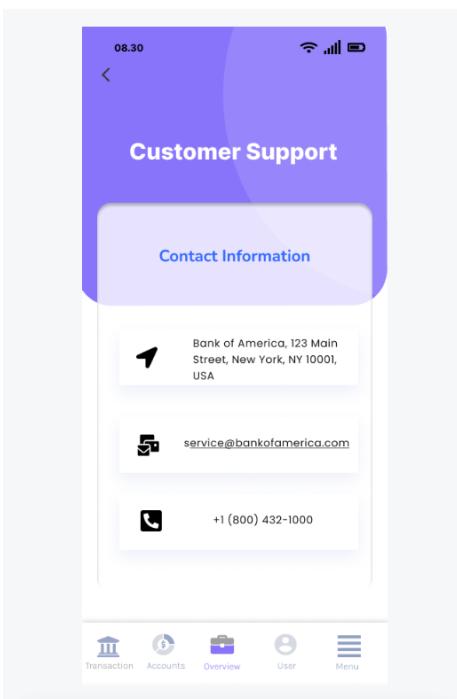
Sample size: 10

Click tracking with heatmaps:

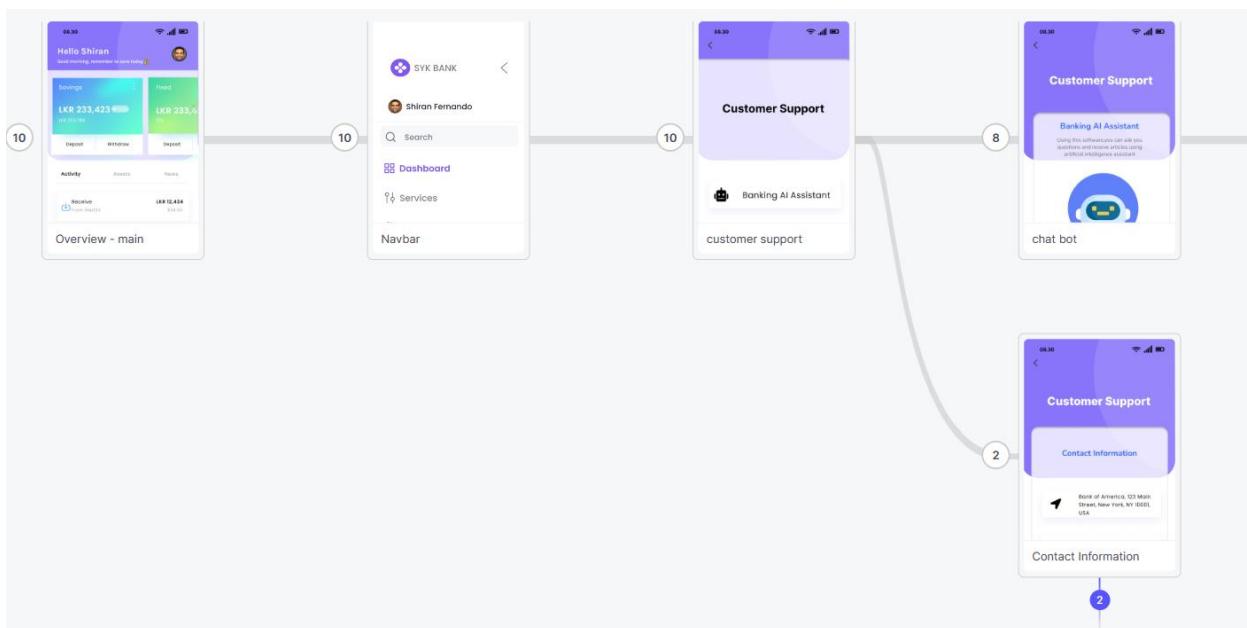


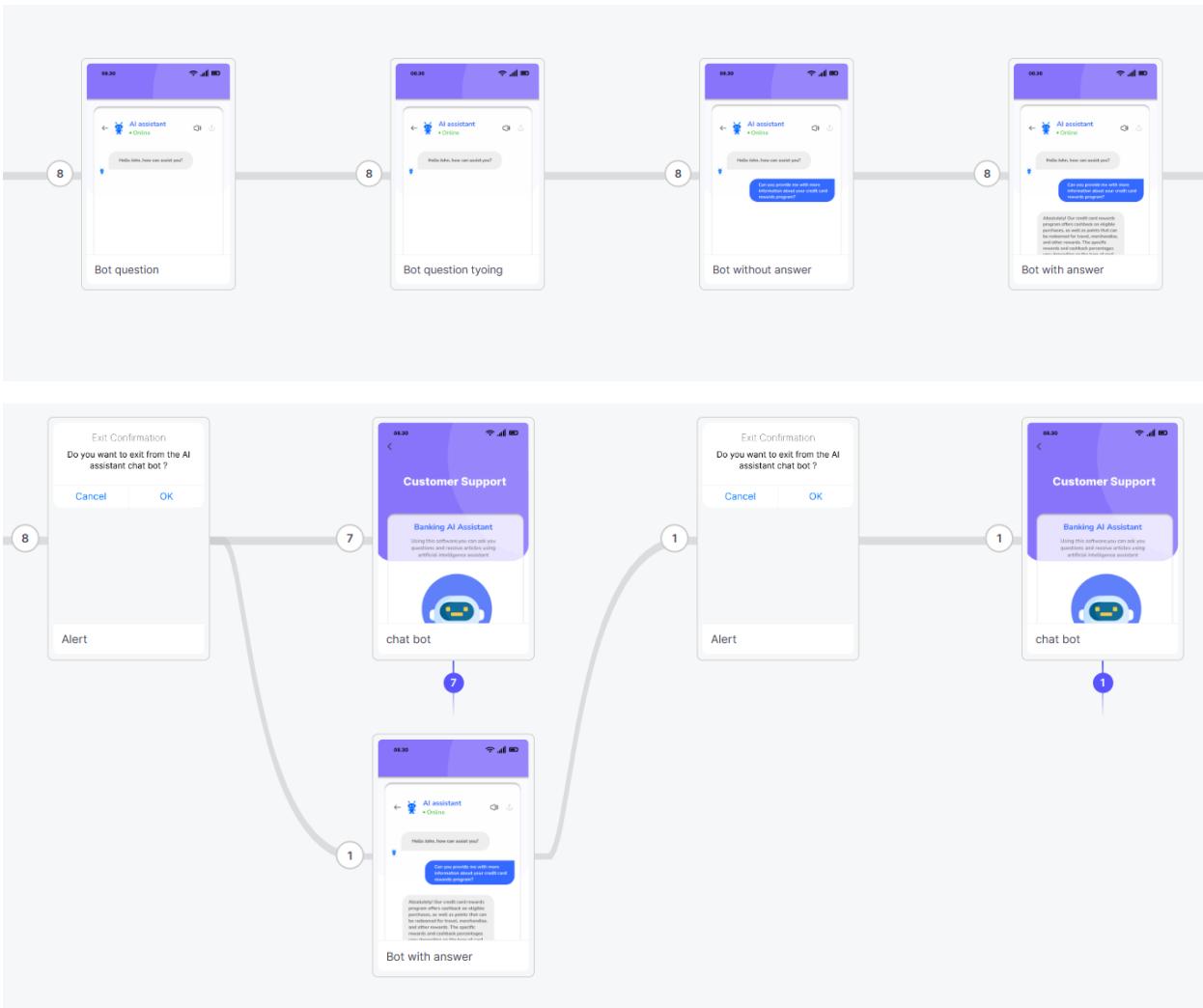


Screen: Contact Information
2 users | 1.0s avg time | 0 clicks | 0% misclick rate



User Flows





Survey Question & Responses

Question 1 - Likert Scale

Are you satisfied with this Artificial Intelligence assistant feature?
7 out of 7 answered

- Very Unsatisfied

0% (0) responses

0% (0) responses

0% (0) responses

15% (1) responses

- Very Satisfied

86% (6) responses

6. Create Fixed account

6.1. Guided Instructions

1. Fill in the login information or use fingerprint to login.
2. Swipe and click on the plus button.
3. Click on fixed deposit.
4. Click on terms and conditions.
5. Click on agree and click on "OK" in the alert box.
6. Click on create fixed deposit.
7. Click on confirm.

6.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.

Completed Users who finished this task	Not-completed Users who skipped or dropped-off this task	Time Overall average time	Misclick Rate Clicks outside of hotspots
100% 10 users	0% 0 users	15.8s	1%

Screen: Overview - main

10 users | 4.5s avg time | 10 clicks | 0% misclick rate

08.30 Hello Shiran Good morning, remember to save today! 8:30 AM

Savings LKR 233,423 (100%) LKR 203,768 Deposit Withdraw

Fixed LKR 233,423 (100%) Deposit

Overview Statement News

Receive From Alex324 LKR 12,434 \$10.80

Sent To Nichill120 LKR 1,136 \$3.52

Sent To Nichill120 LKR 5,136 \$15.91

Transaction Accounts Overview User Menu

Screen: Create Account - 1

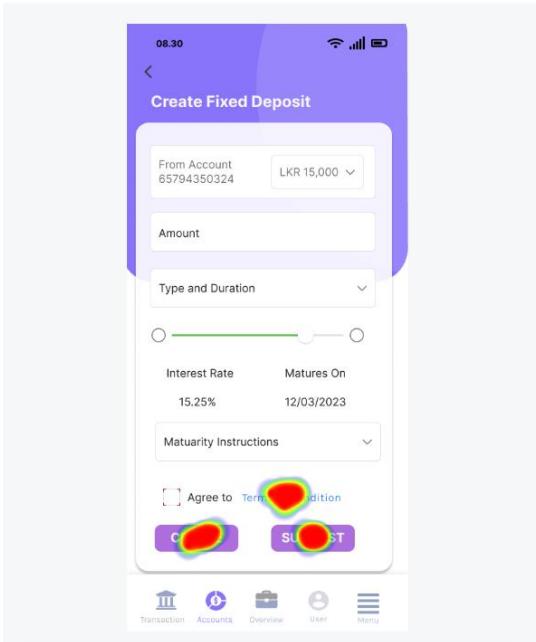
10 users | 1.5s avg time | 10 clicks | 0% misclick rate

08.30 Accounts

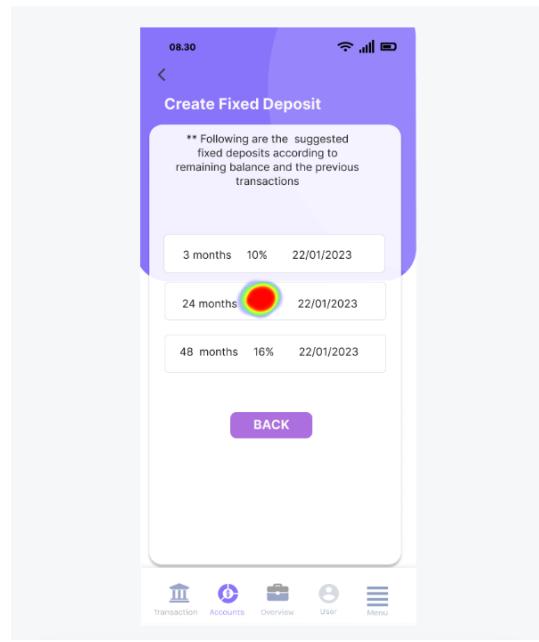
- Savings Account
- Current Account
- International Account
- Fixed Deposit (highlighted with a red circle)
- Loan Account
- Credit card Account

Transaction Accounts Overview User Menu

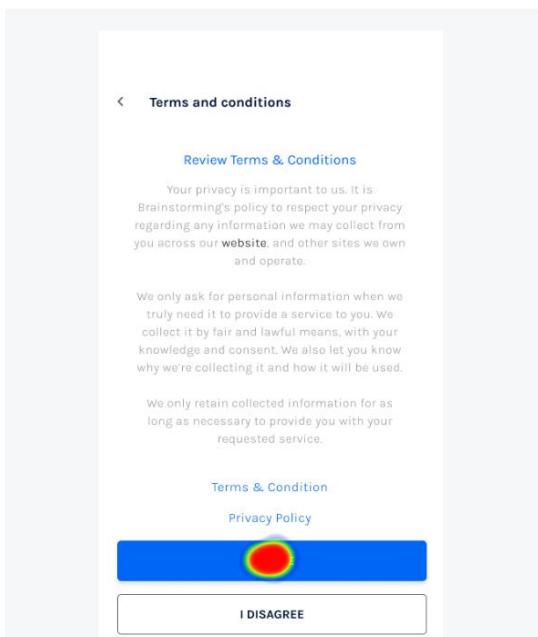
Screen: Create time deposit
 10 users | 1.7s avg time | 30 clicks | 0% misclick rate



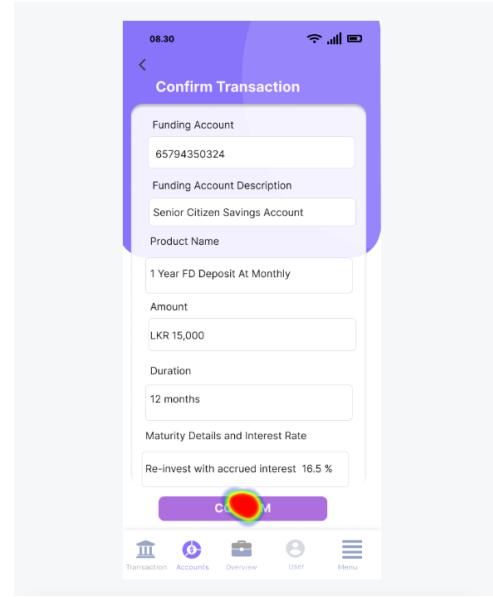
Screen: Create time deposit
 10 users | 1.3s avg time | 10 clicks | 0% misclick rate



Screen: T&C
 10 users | 1.0s avg time | 10 clicks | 0% misclick rate

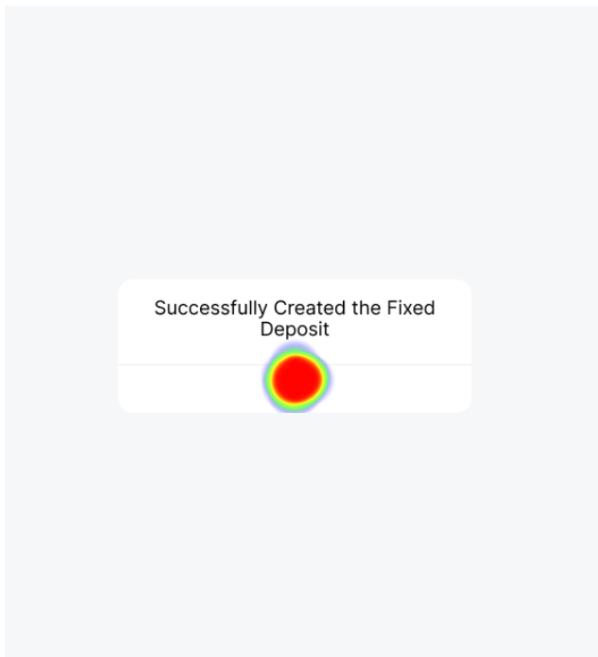


Screen: Create time deposit
 10 users | 0.9s avg time | 10 clicks | 0% misclick rate

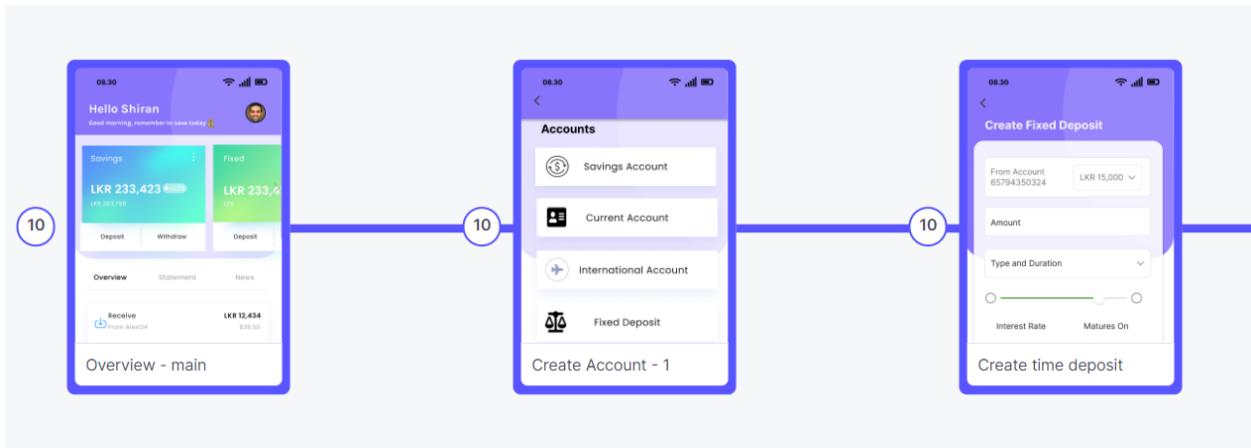


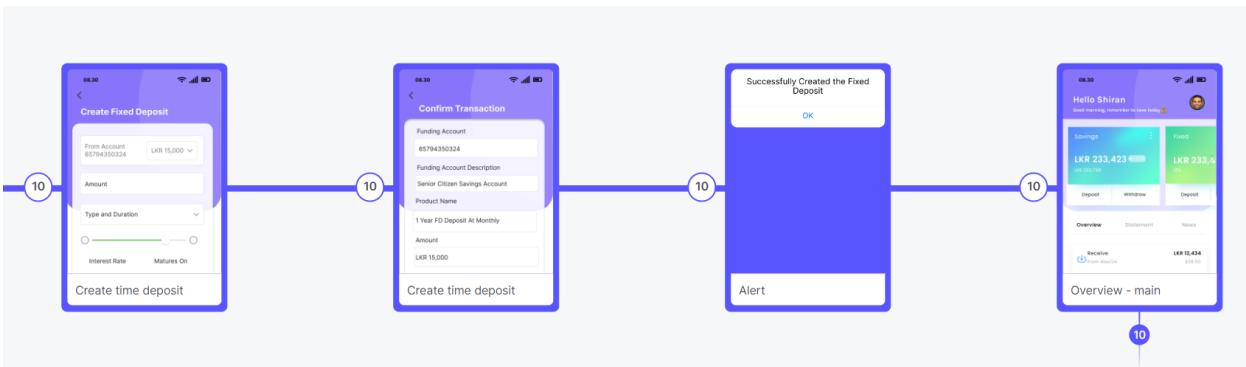
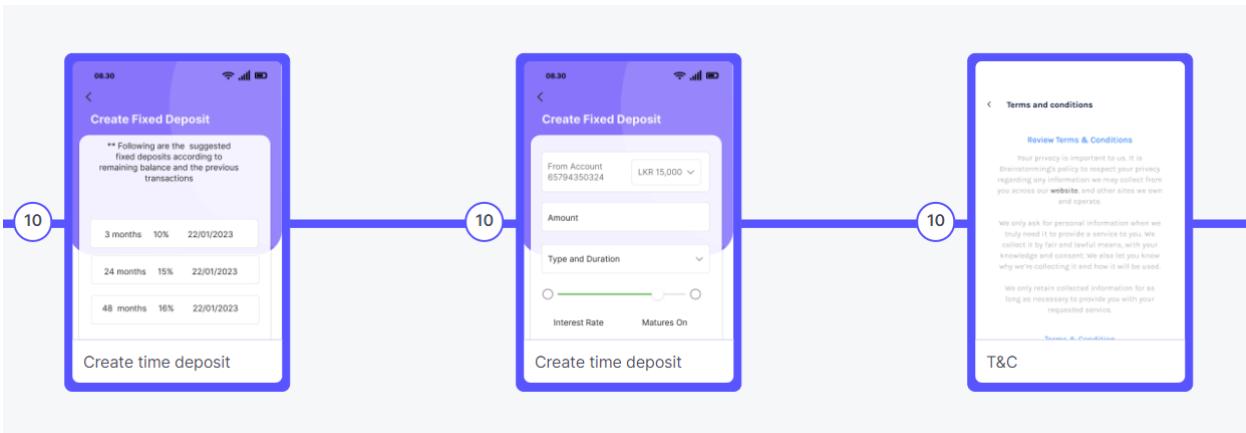
Screen: Alert

10 users | 1.2s avg time | 11 clicks | 9% misclick rate



User Flows





Survey Questions and Response

Question 1 - Likert Scale

What do you think about the process of the "Create Fixed Deposit" task?

10 out of 10 answered

- Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



10% (1) responses

- Very Satisfied

90% (9) responses

7. Withdraw Fixed Deposit

7.1. Guided Instructions

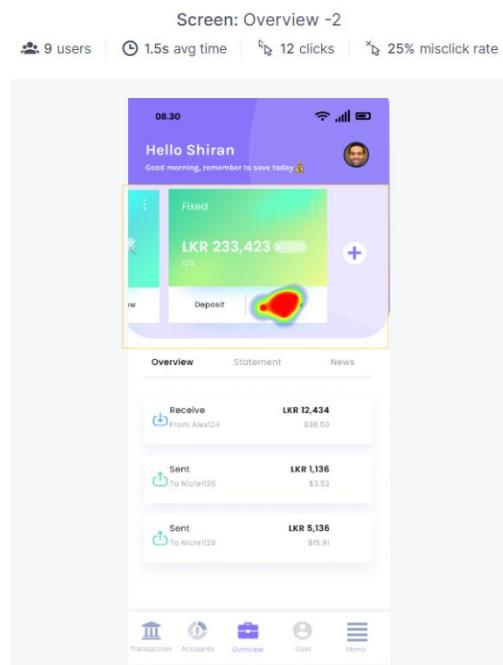
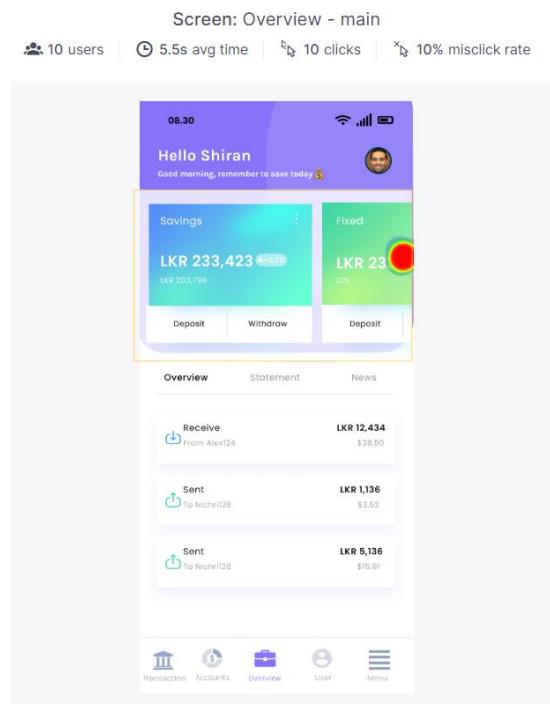
1. Swipe and click on the Withdraw button.
2. Click on withdraw in the fixed deposit.
3. Click on terms and conditions.
4. Click on agree and click on "OK" in the alert box.
5. Click on ok.

7.2. Useberry Results

Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 15.6s	Clicks outside of hotspots 9%

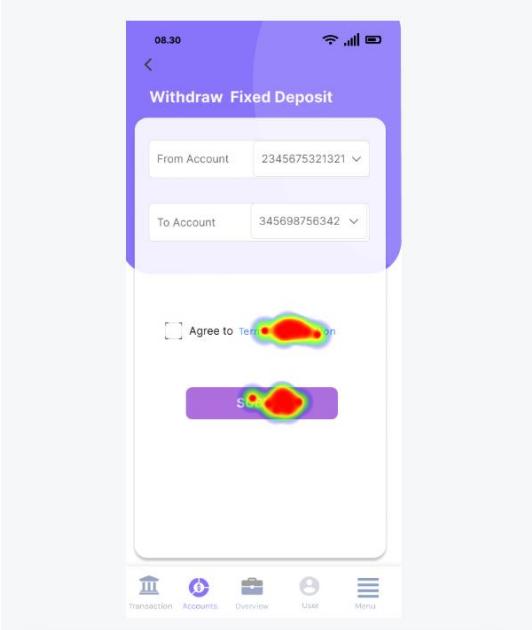
Sample size: 10

Click trackings with heatmaps:



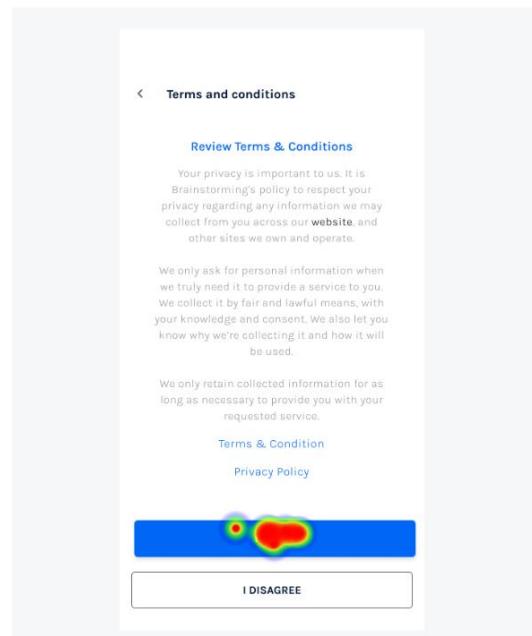
Screen: Create time deposit

10 users | 1.3s avg time | 20 clicks | 0% misclick rate



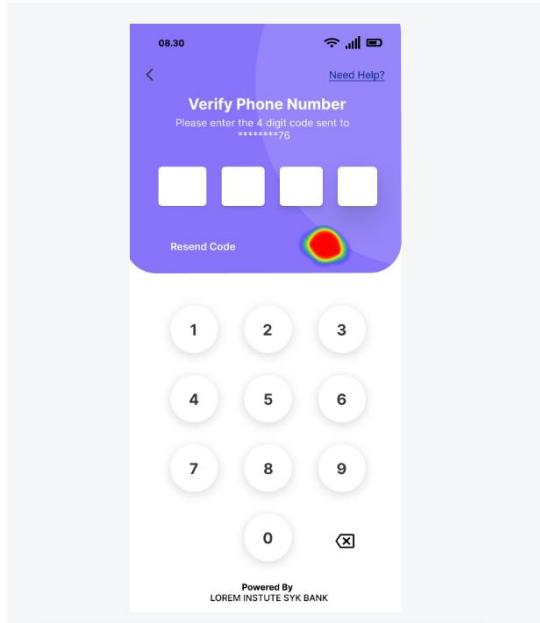
Screen: T&C

10 users | 1.2s avg time | 10 clicks | 0% misclick rate



Screen: Verification Page

10 users | 1.8s avg time | 13 clicks | 23% misclick rate

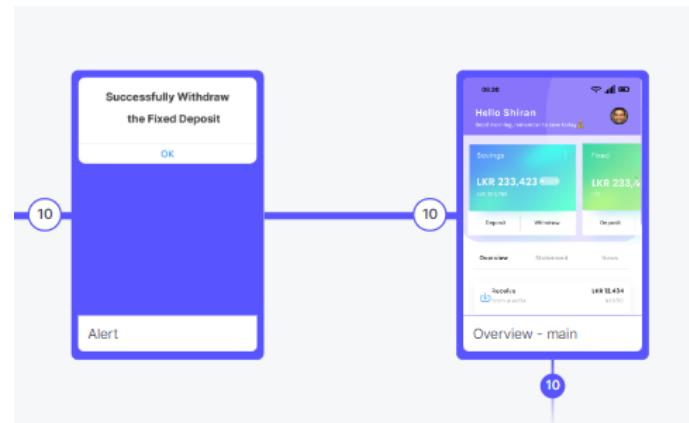
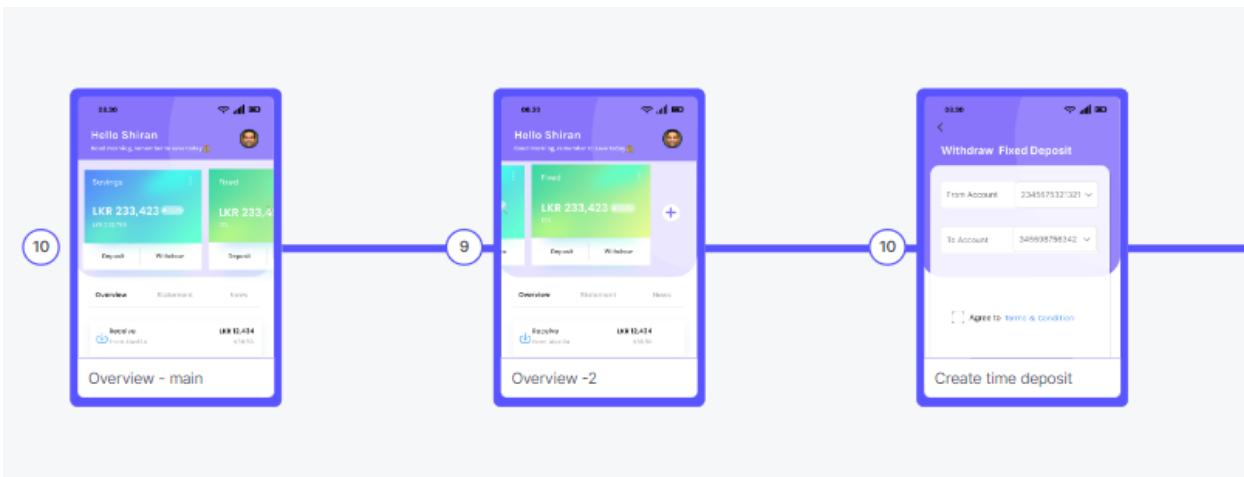


Screen: Alert

10 users | 1.1s avg time | 10 clicks | 0% misclick rate



User Flows



Survey Questions and Responses

Question 1 - Likert Scale

What do you think about the process of the "Withdrawing Fixed Deposit" task?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



10% (1) responses

 - Very Satisfied

90% (9) responses

8. Promotions

8.1. Guided Instructions

7. Select the menu from the bottom nav-bar.
8. Click on the promotions.
9. Select a promotion category.
10. Select a promotion.

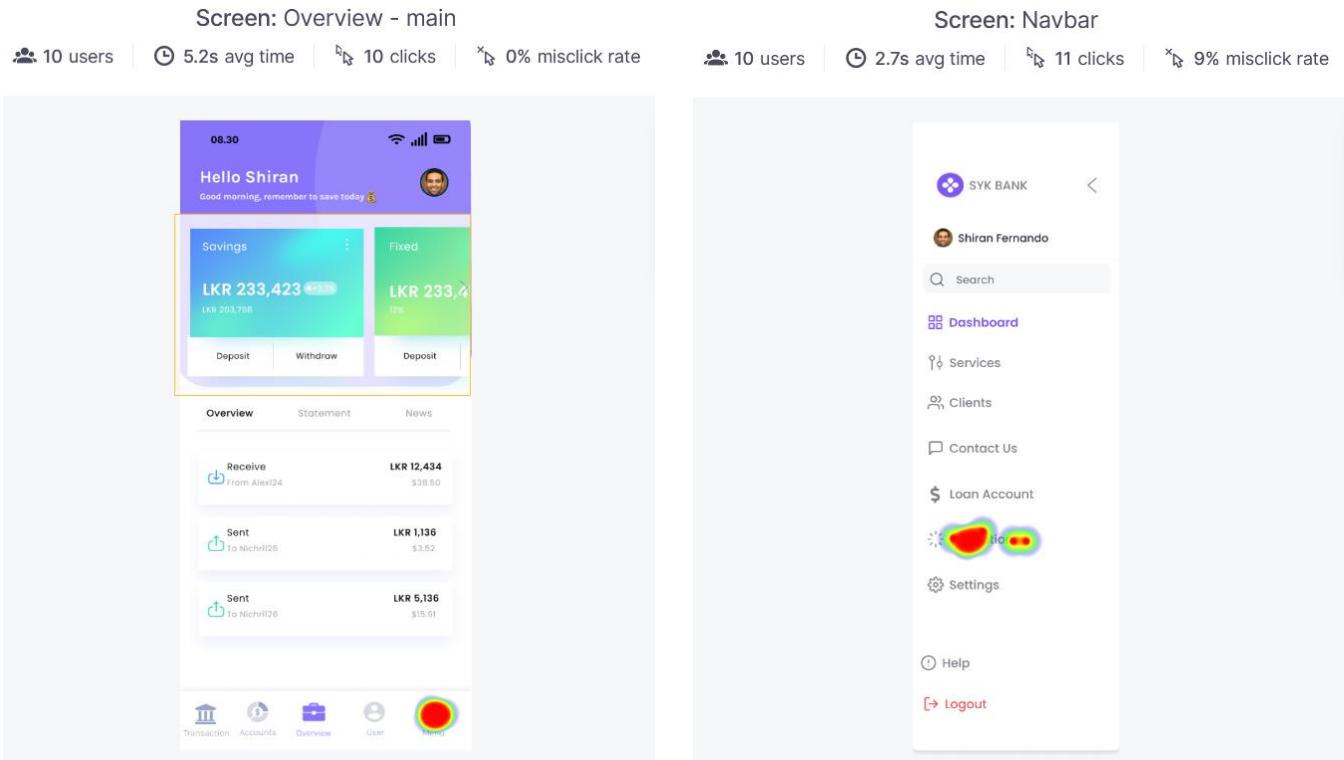
8.2. Useberry Results

Note: We created a Useberry link for user testing and below we attached the results of the test.

Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 15.1s	Clicks outside of hotspots 2%

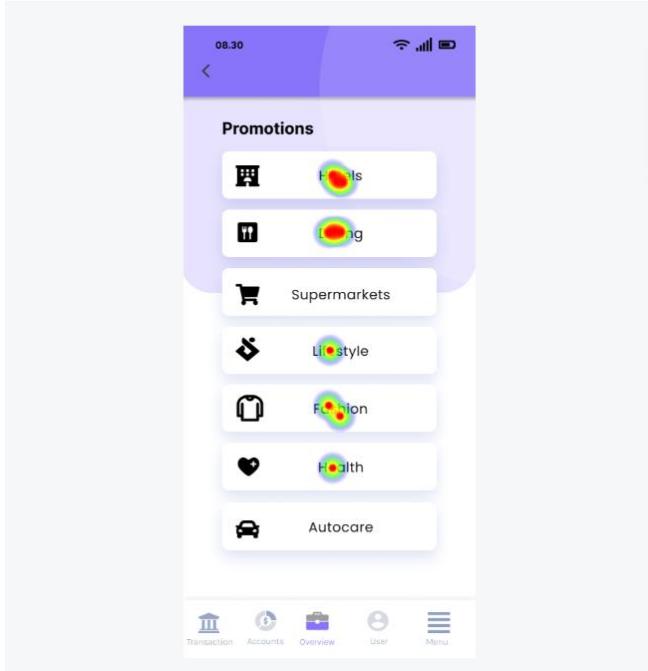
Sample size: 10

Click trackings with heatmaps:



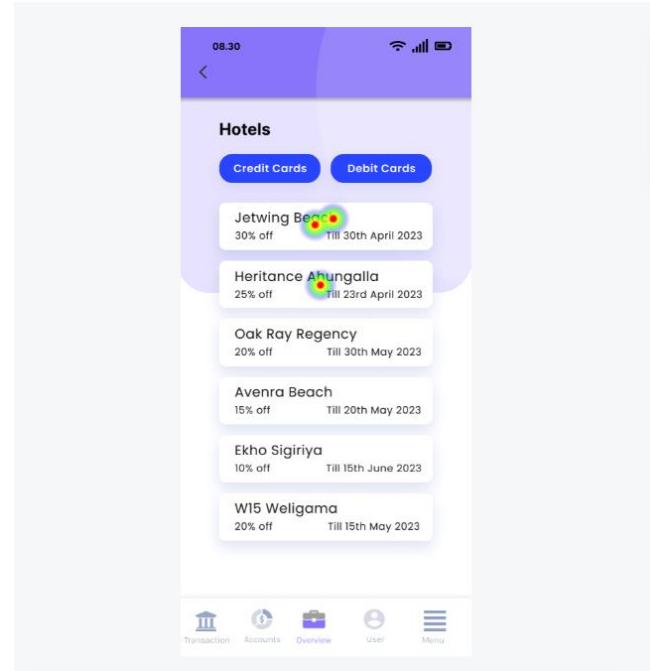
Screen: Promotion Types

10 users | 6.3s avg time | 10 clicks | 0% misclick rate



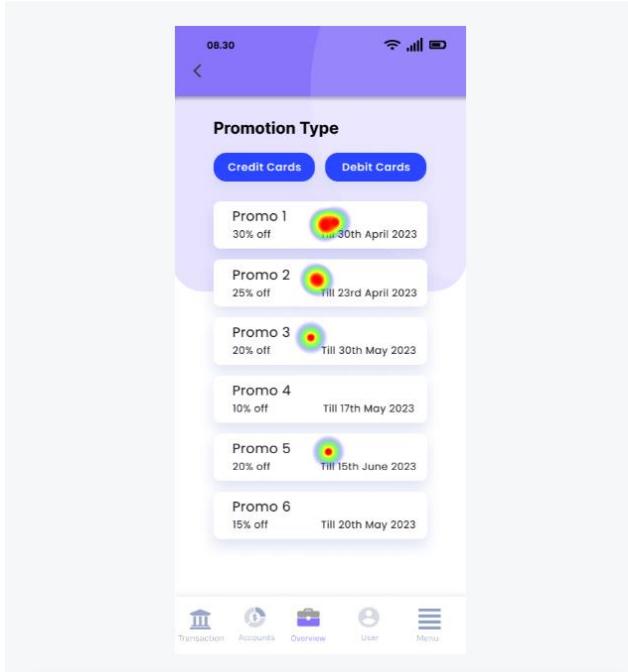
Screen: Promotions

3 users | 4.0s avg time | 3 clicks | 0% misclick rate



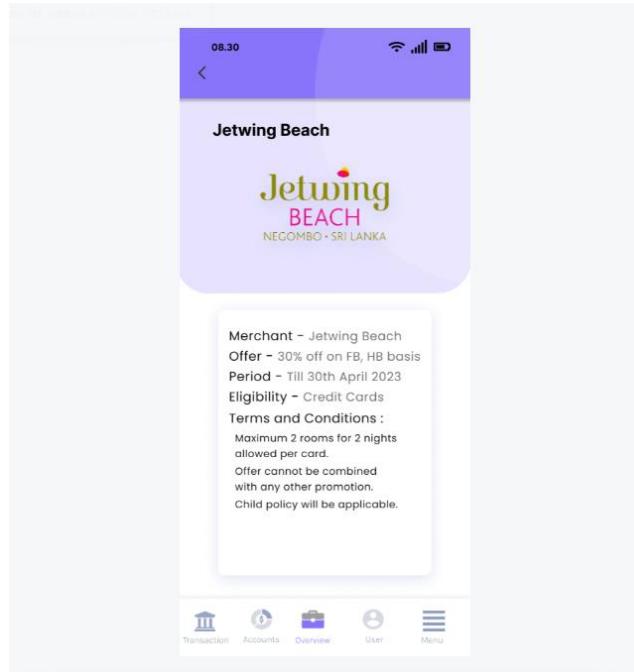
Screen: Promotions

7 users | 3.1s avg time | 7 clicks | 0% misclick rate



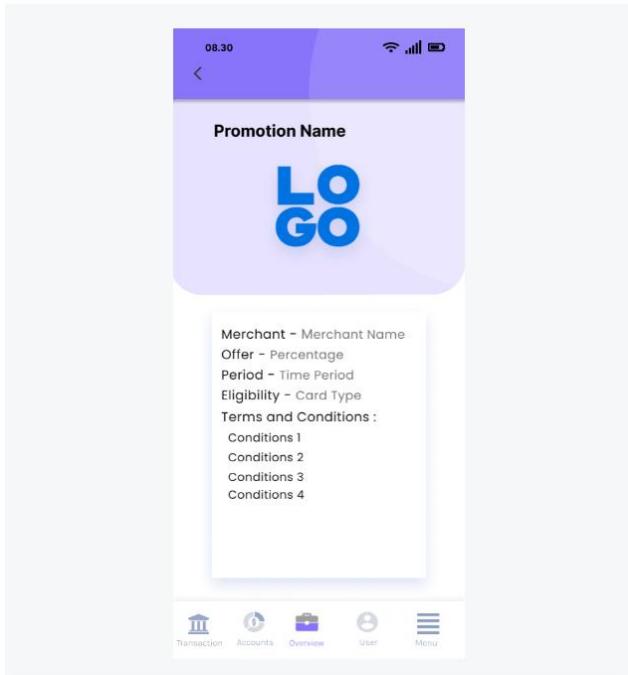
Screen: Promotion Details

2 users | 1.0s avg time | 0 clicks | 0% misclick rate



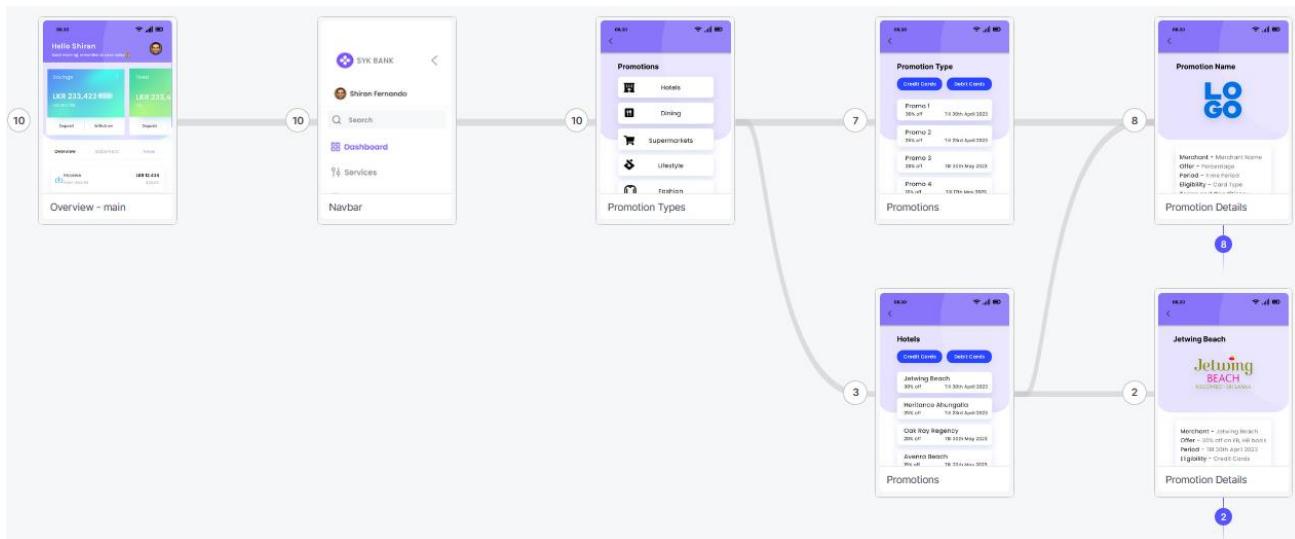
Screen: Promotion Details

8 users | 1.0s avg time | 0 clicks | 0% misclick rate



Note: The user interfaces for displaying the details of all the promotions have not been individually designed. Rather, a common design has been developed, and a single example has been created for reference.

User Flows



Survey Question & Responses

Question 1 - Likert Scale

Are you satisfied with the components and the flow of promotions?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



10% (1) responses

 - Very Satisfied

90% (9) responses

9. High level security options

9.1. Guided Instructions

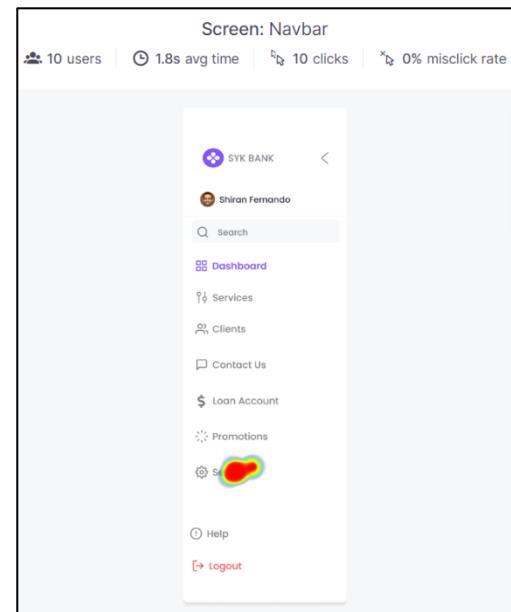
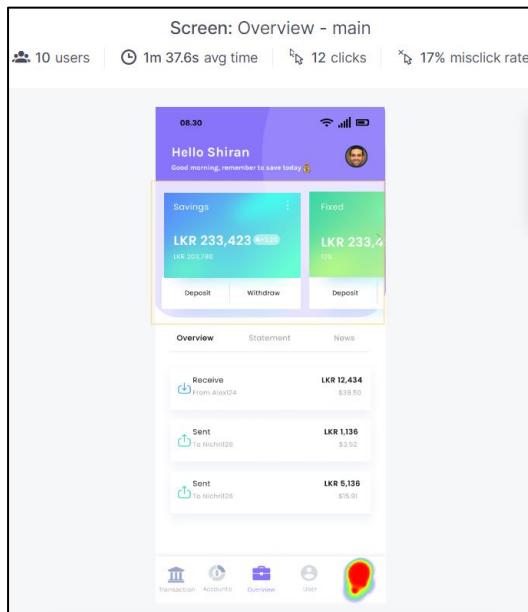
Security options are with Two-Factor Authentication and App Lock.

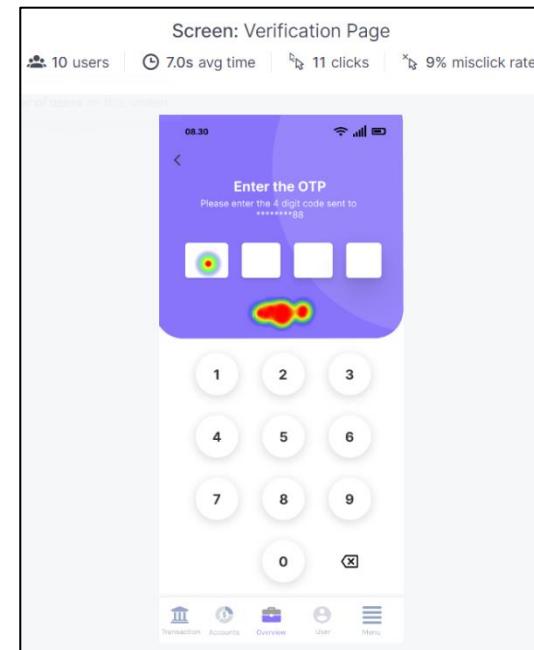
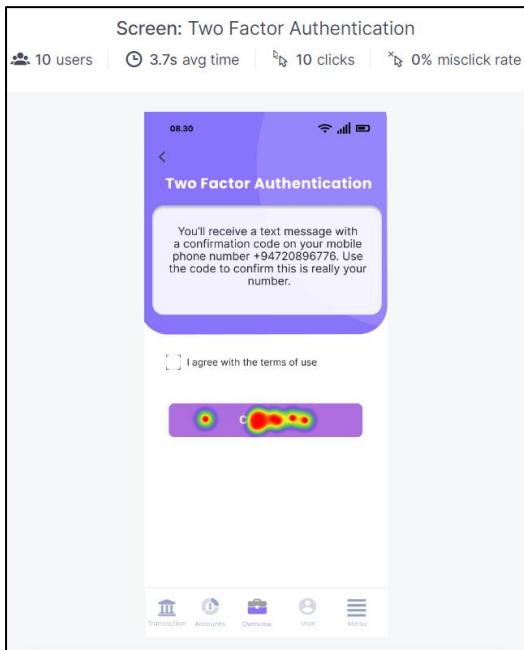
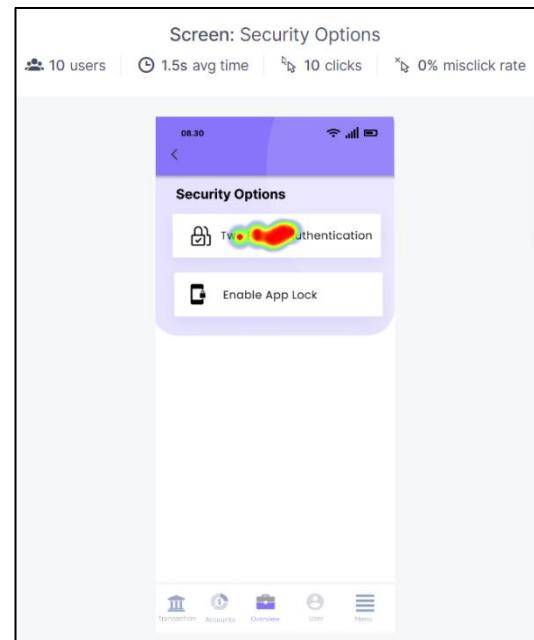
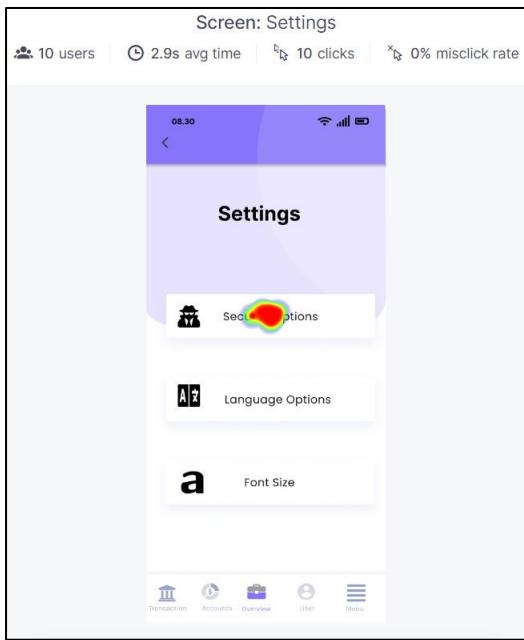
1. Click the Menu icon in the Nav-bar to go to Settings.
2. If user selects Two-Factor Authentication from the security options, then confirm the mobile number by clicking the confirm button.
3. Next the user will be sent with an OTP and two factor authentication will be completed with a successful popup.
4. If user didn't receive an OTP at the first instance, try with "Resend Code".
5. If the user selects App Lock, type your username and password and then confirm the process by clicking the Continue button.
6. If you want to enable biometrics, click "Yes" else "No".

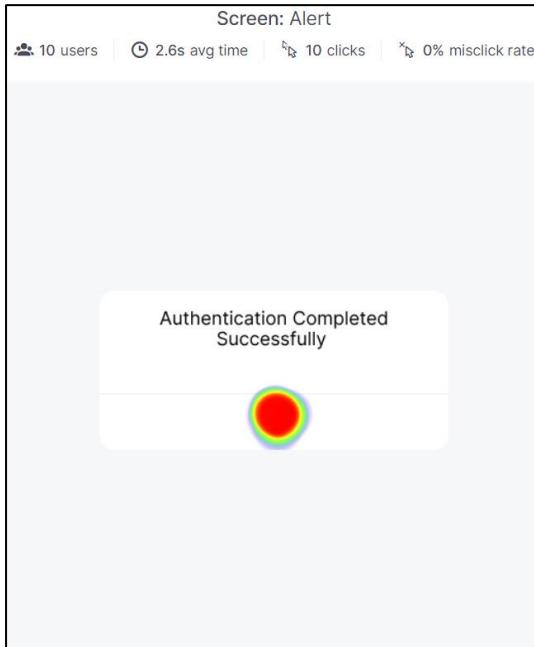
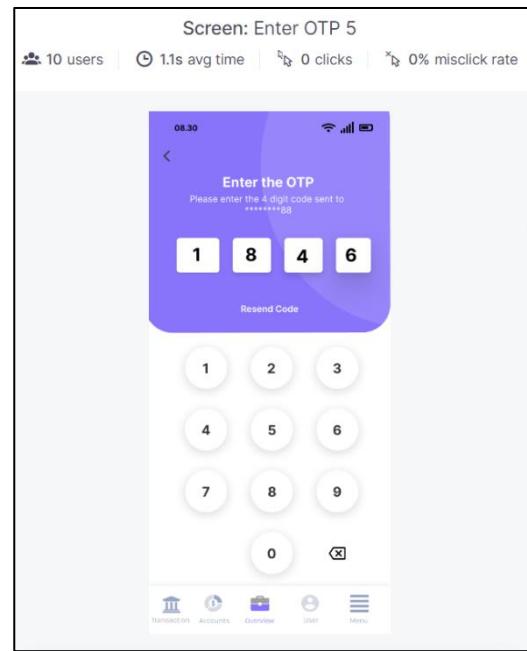
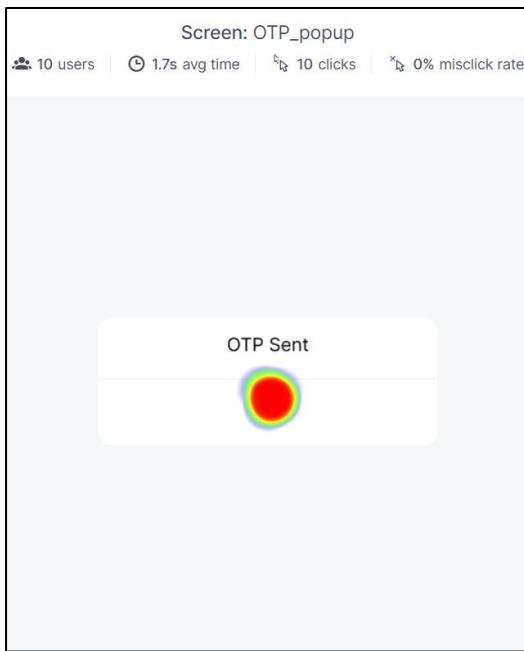
9.2. Useberry Results

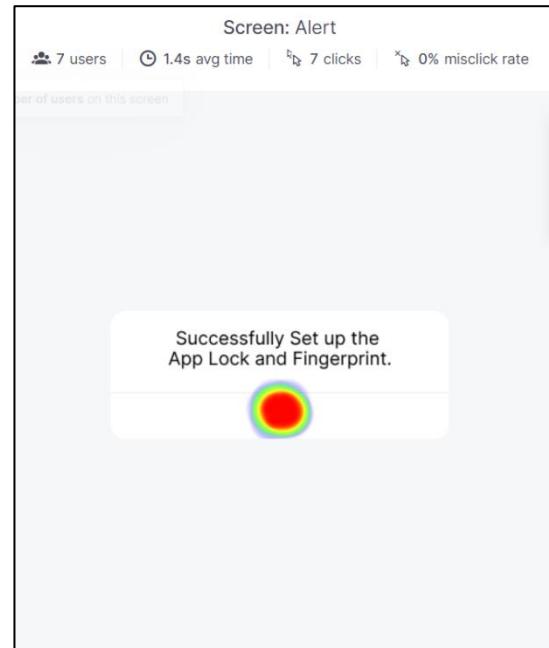
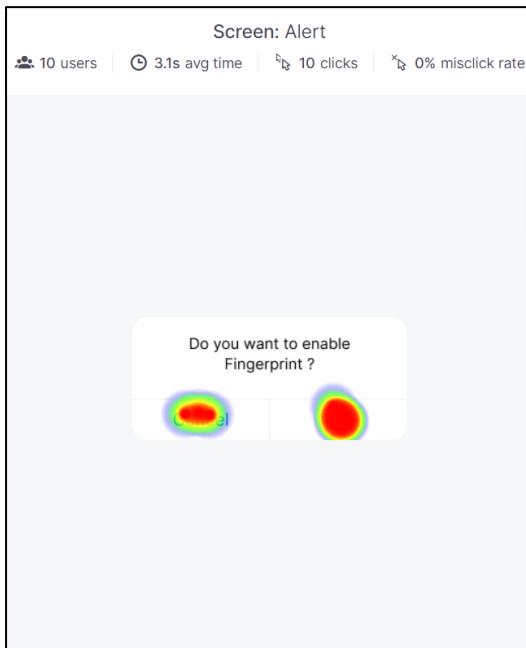
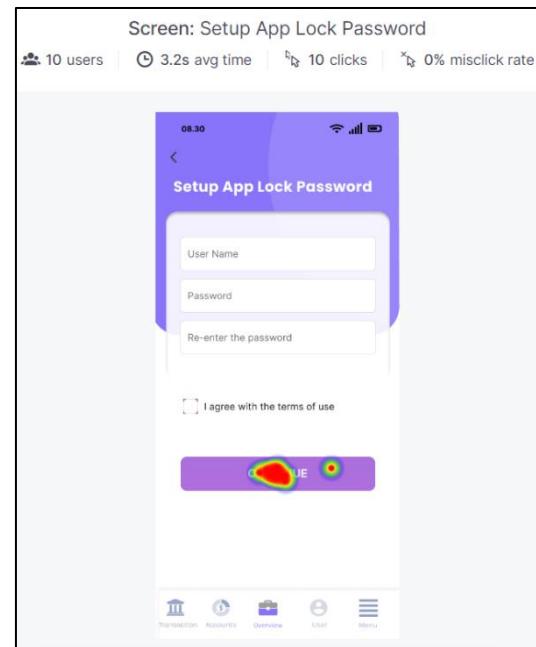
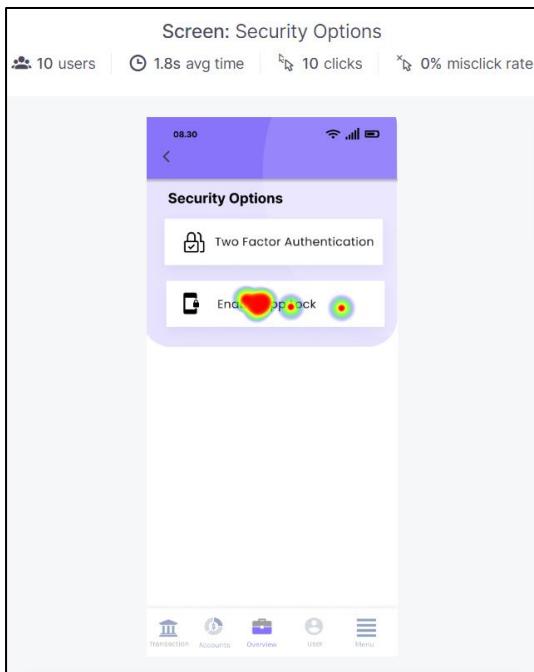
Note: We have created a Useberry link for our user testing and below we have attached the results of the test. The size of the test sample is 10.

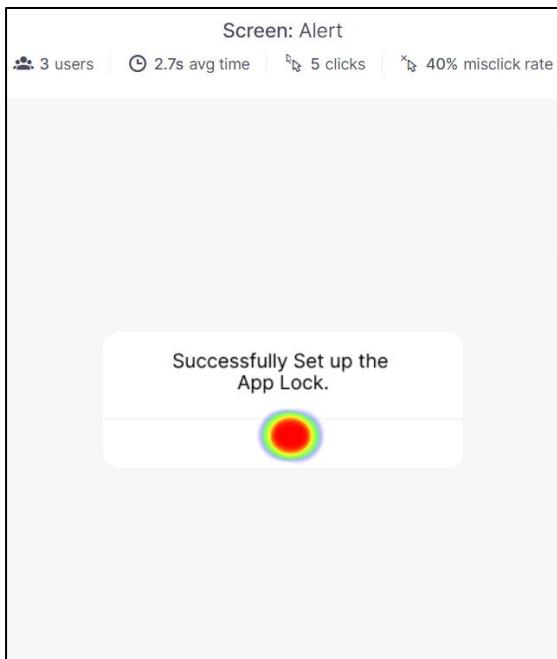
Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 26.3s	Clicks outside of hotspots 4%





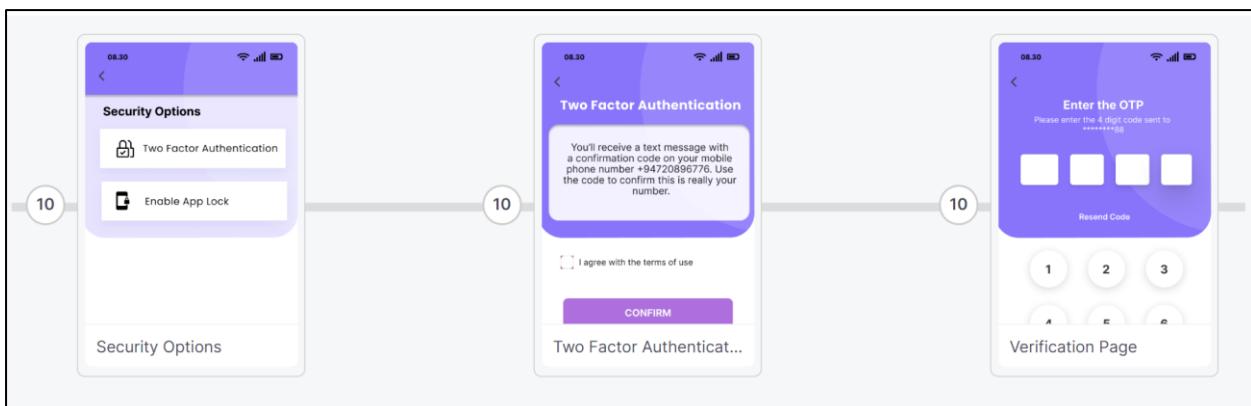
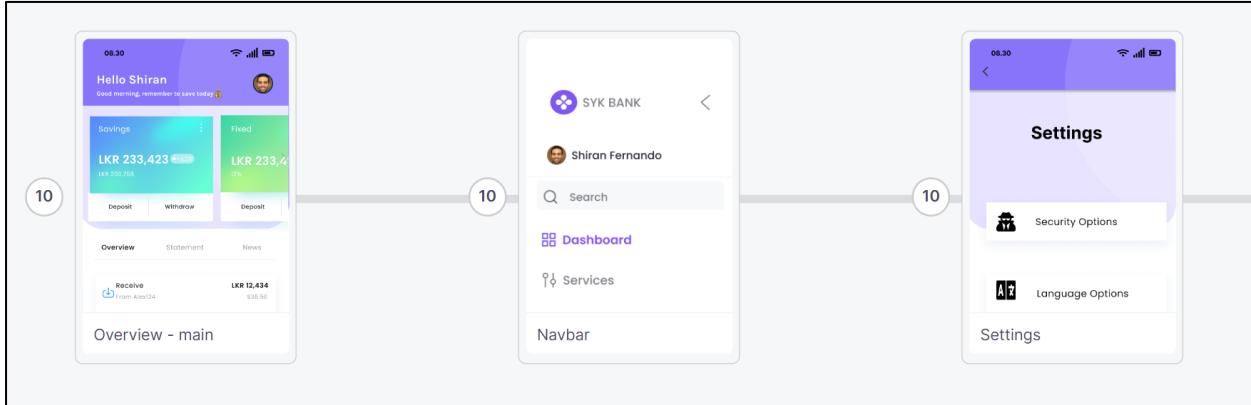


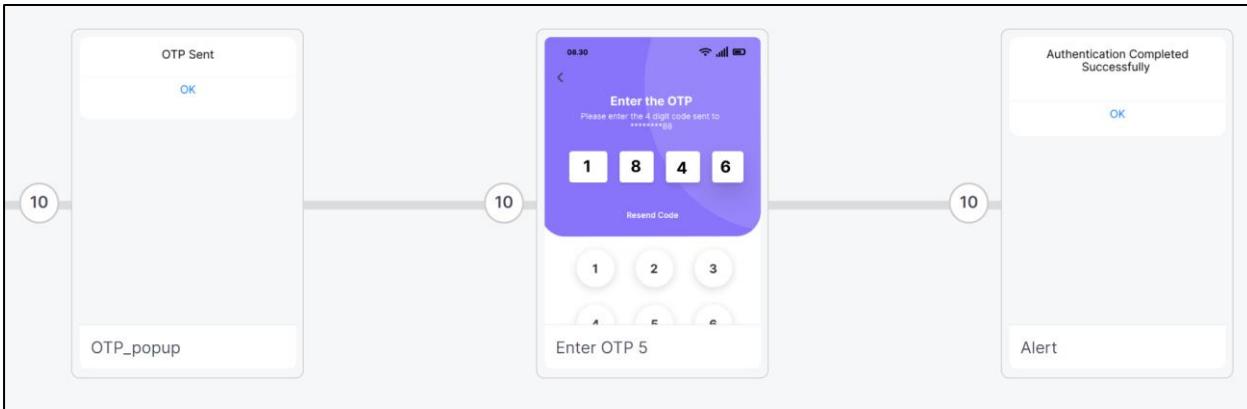




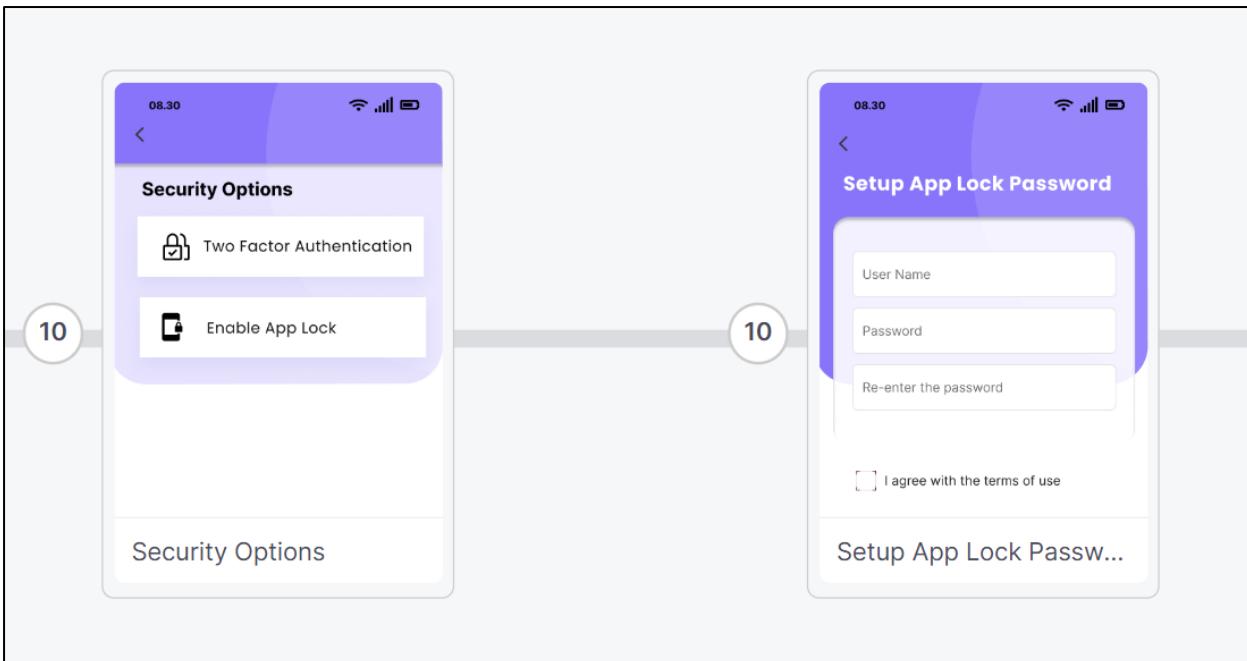
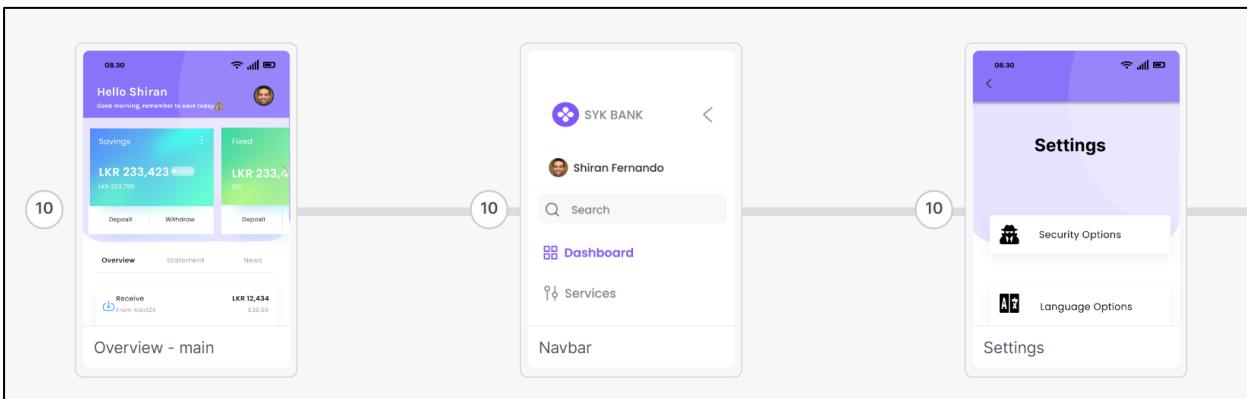
User Flows

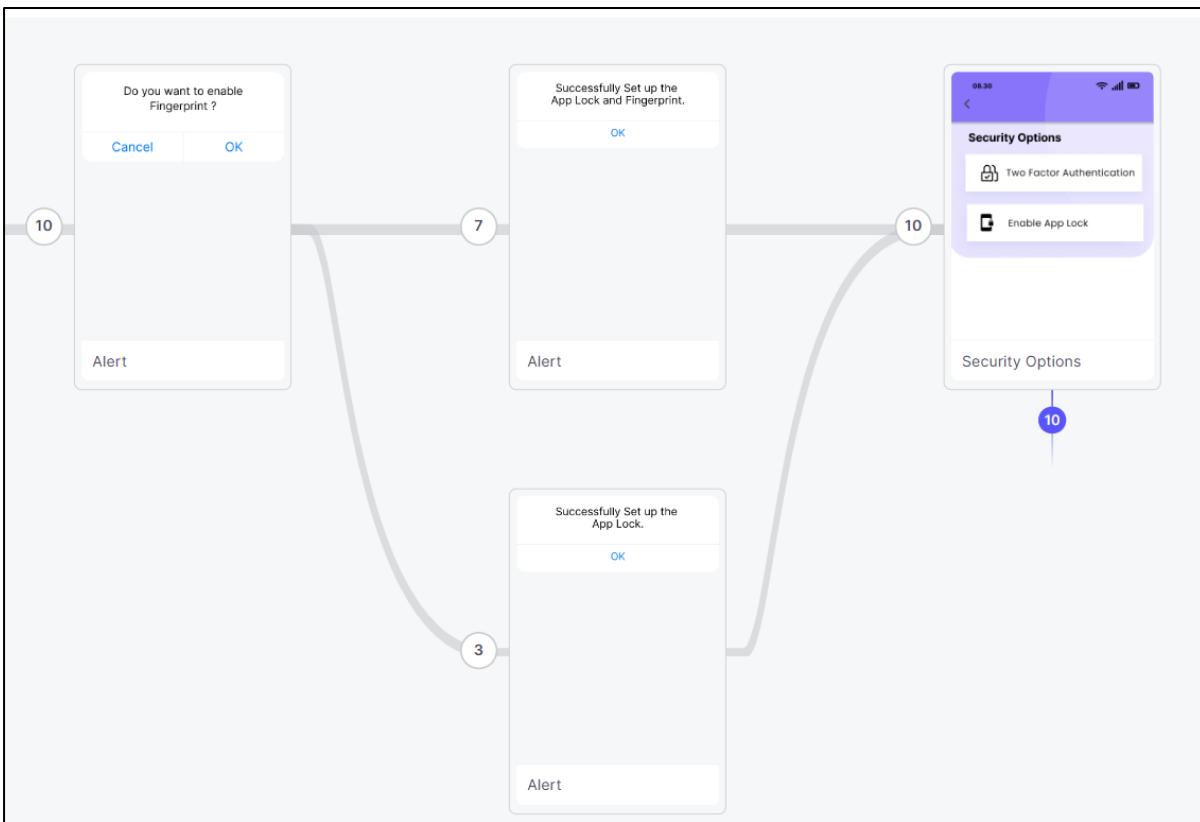
1. User Flows for Two Factor Authentication



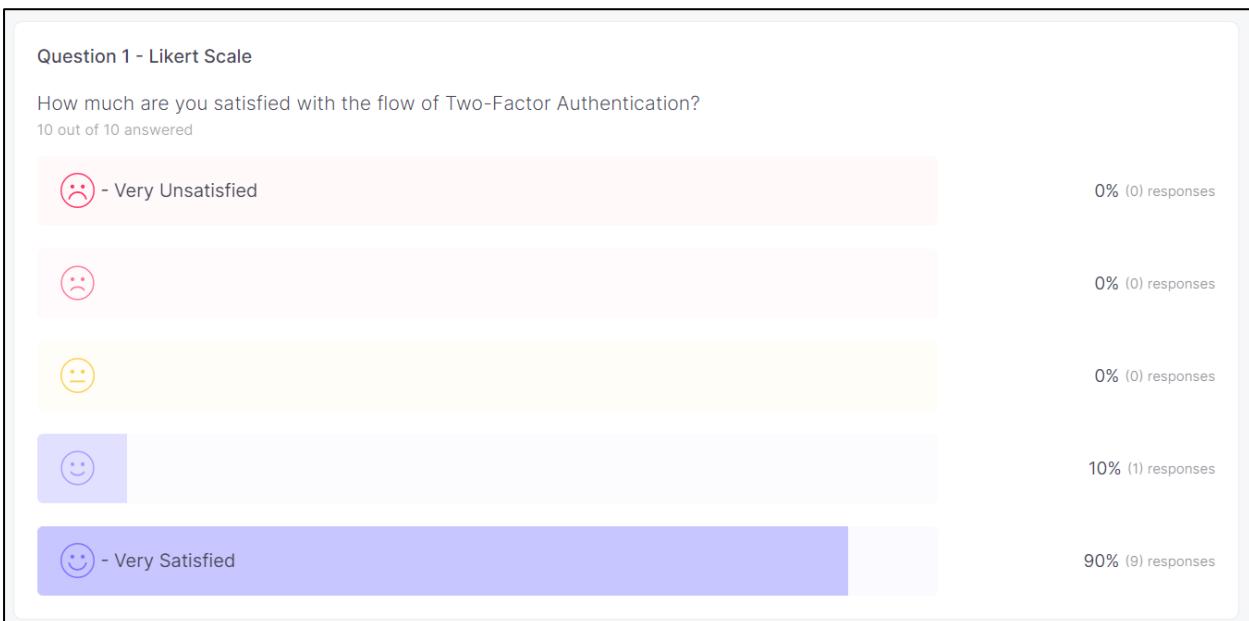


2. User Flows for App Lock





Survey Question & Responses



Question 1 - Opinion Scale

How understandable was the flow for enabling app lock? Rate your experience.

10 out of 10 answered

0 - Too complicated.

0% (0) responses

1

0% (0) responses

2

0% (0) responses

3

0% (0) responses

4

0% (0) responses

5 - Easy peasy!

100% (10) responses

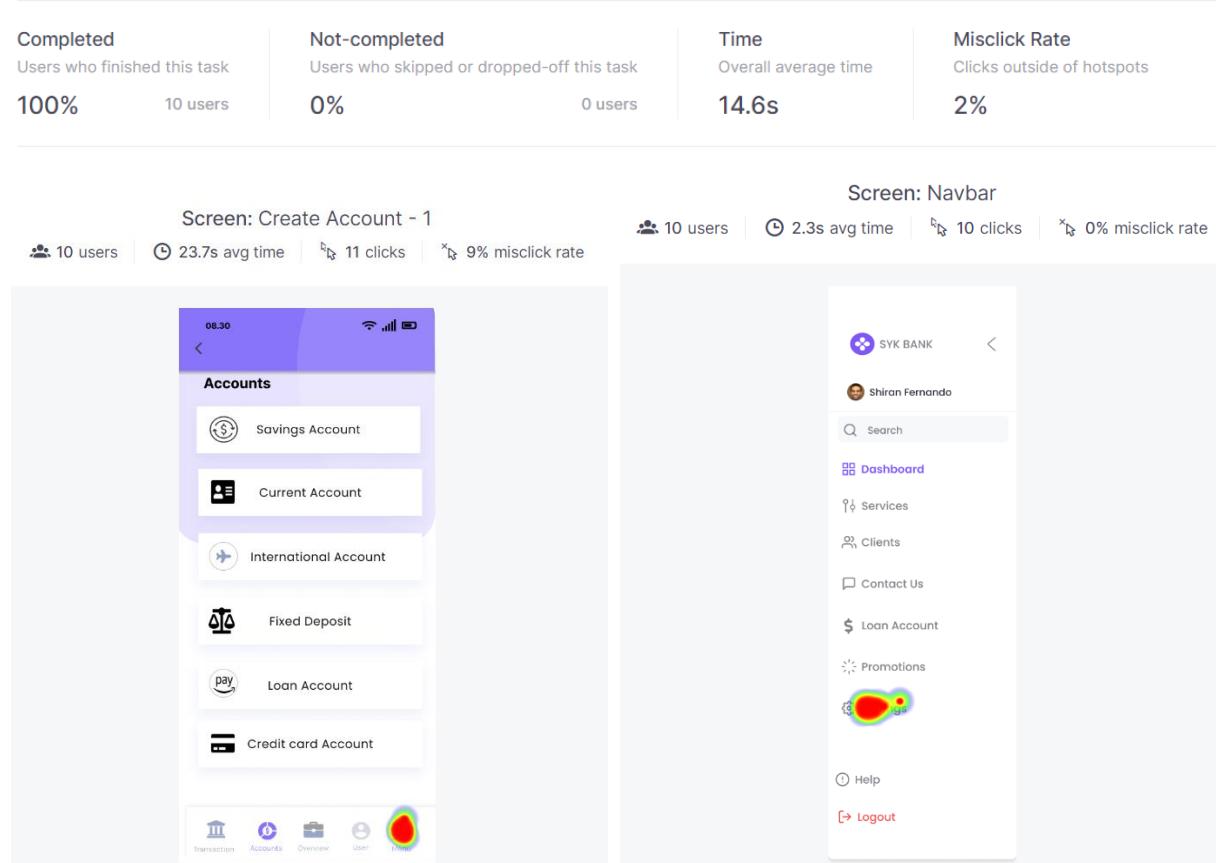
10. Multilingual support services

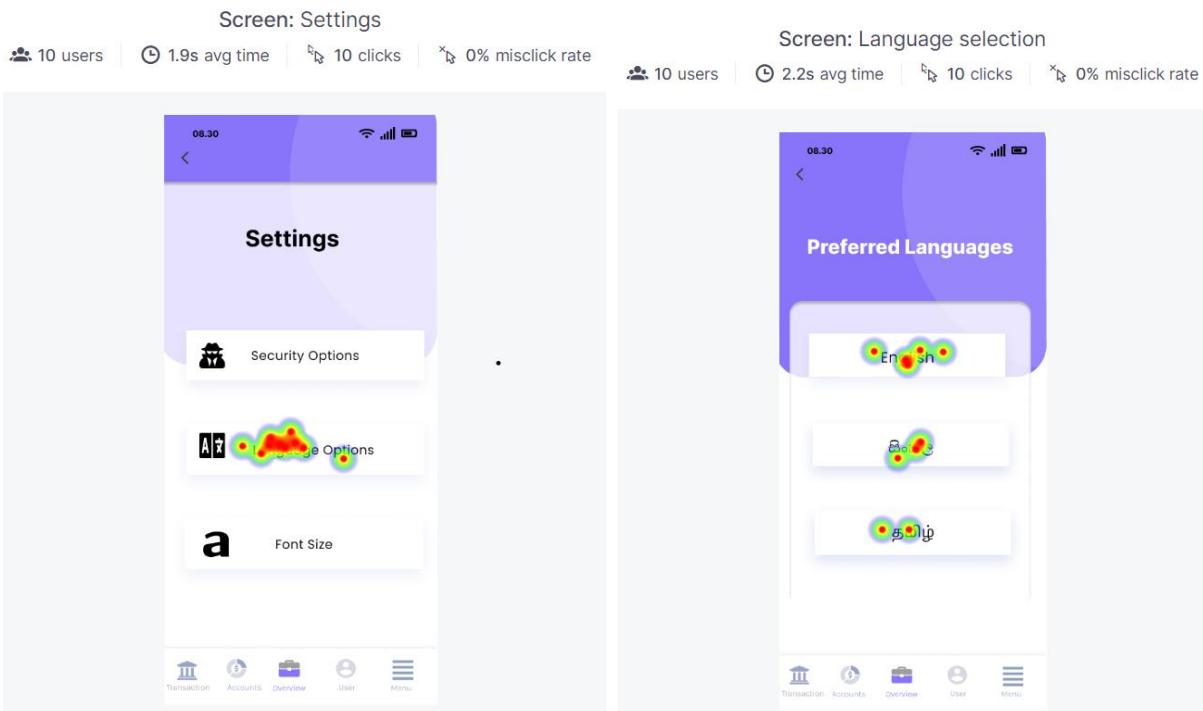
10.1. Guided Instructions

1. Click on menu icon on the navigation bar
2. Click on Settings
3. Click on Language Options
4. Select the Preferred Language

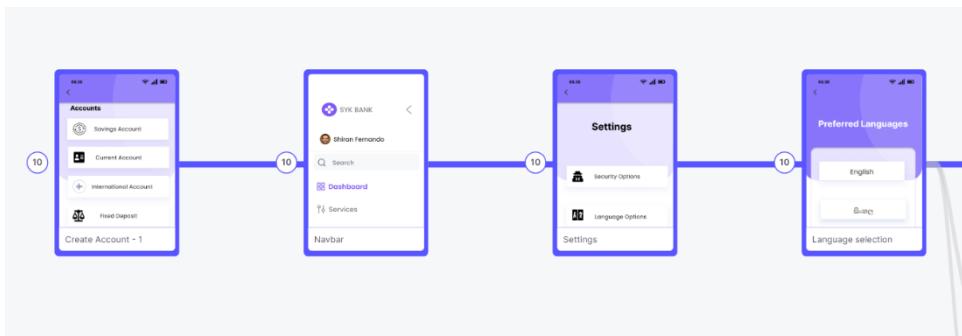
10.2. Useberry Results

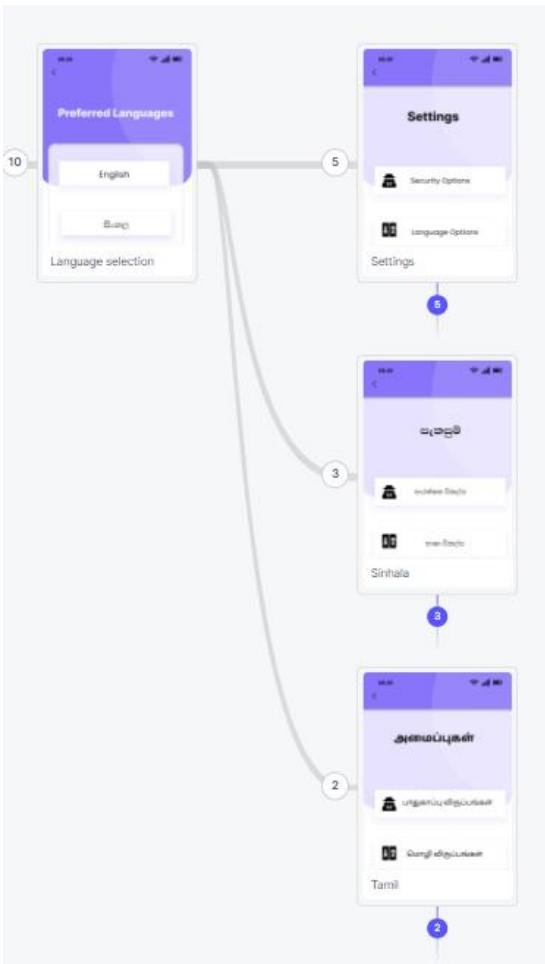
Note: We have created a Useberry link for our user testing and below we have attached the results of the test. The size of the test sample is 10.





User Flows

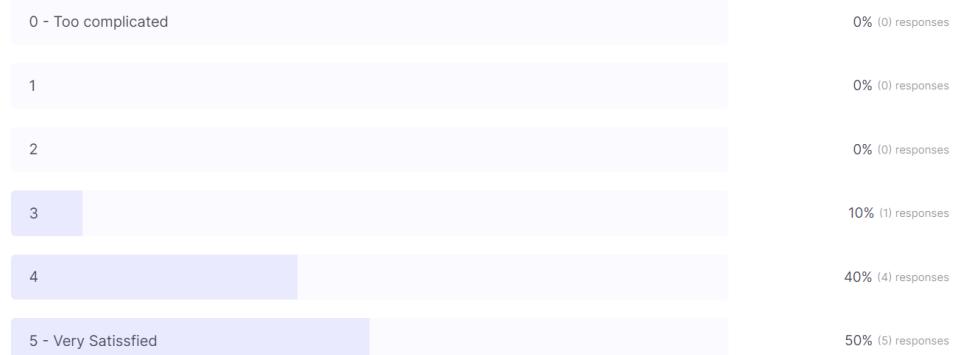




Survey Questions and Responses

Question 1 - Opinion Scale

What do you think about the process of "changing languages?"
10 out of 10 answered



11. Delivery Alert Set Up

11.1. Guided Instructions

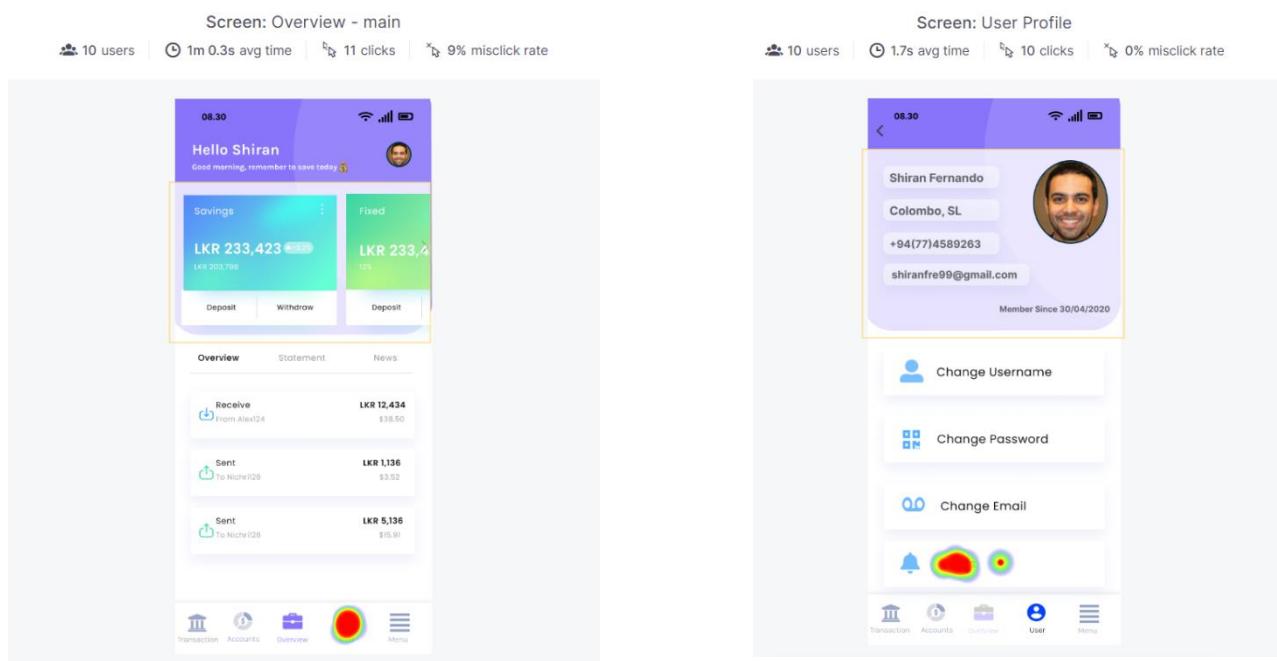
1. Click on Users
2. Click on Alerts
3. Click on Delivery Alerts
4. Click on Save
5. Click on OK in the alert box.

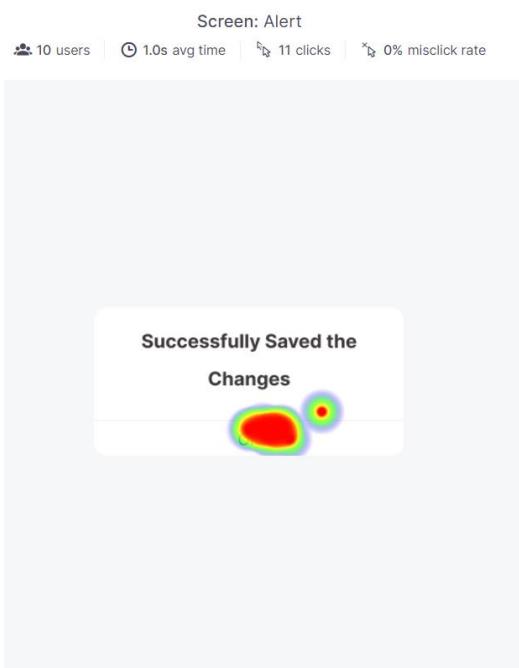
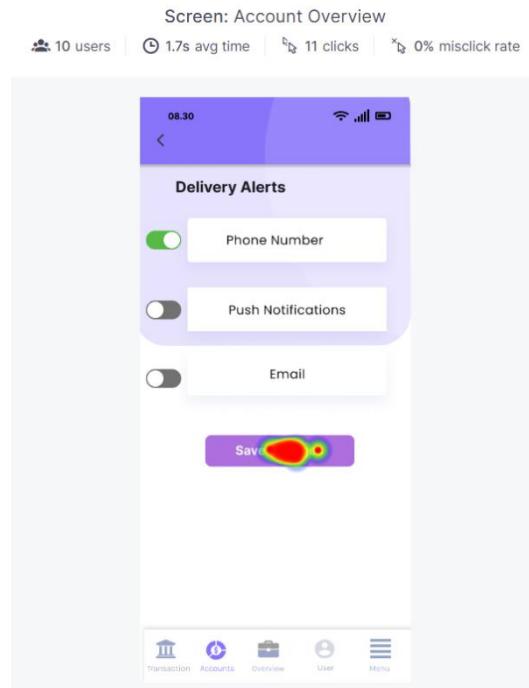
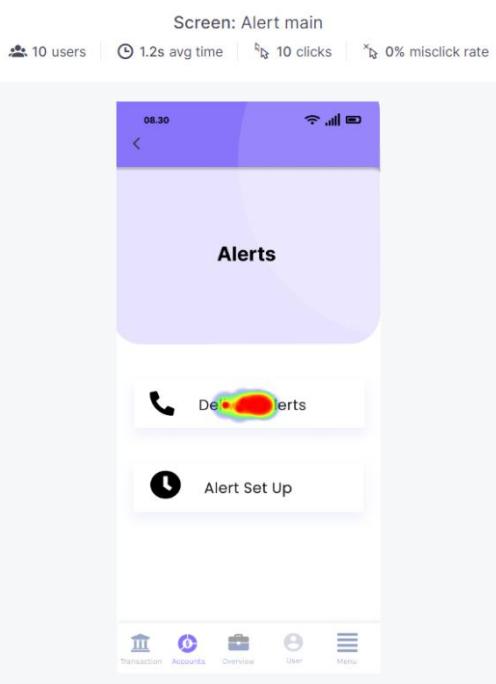
11.2. Useberry Results

Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 1m 4.6s	Clicks outside of hotspots 2%

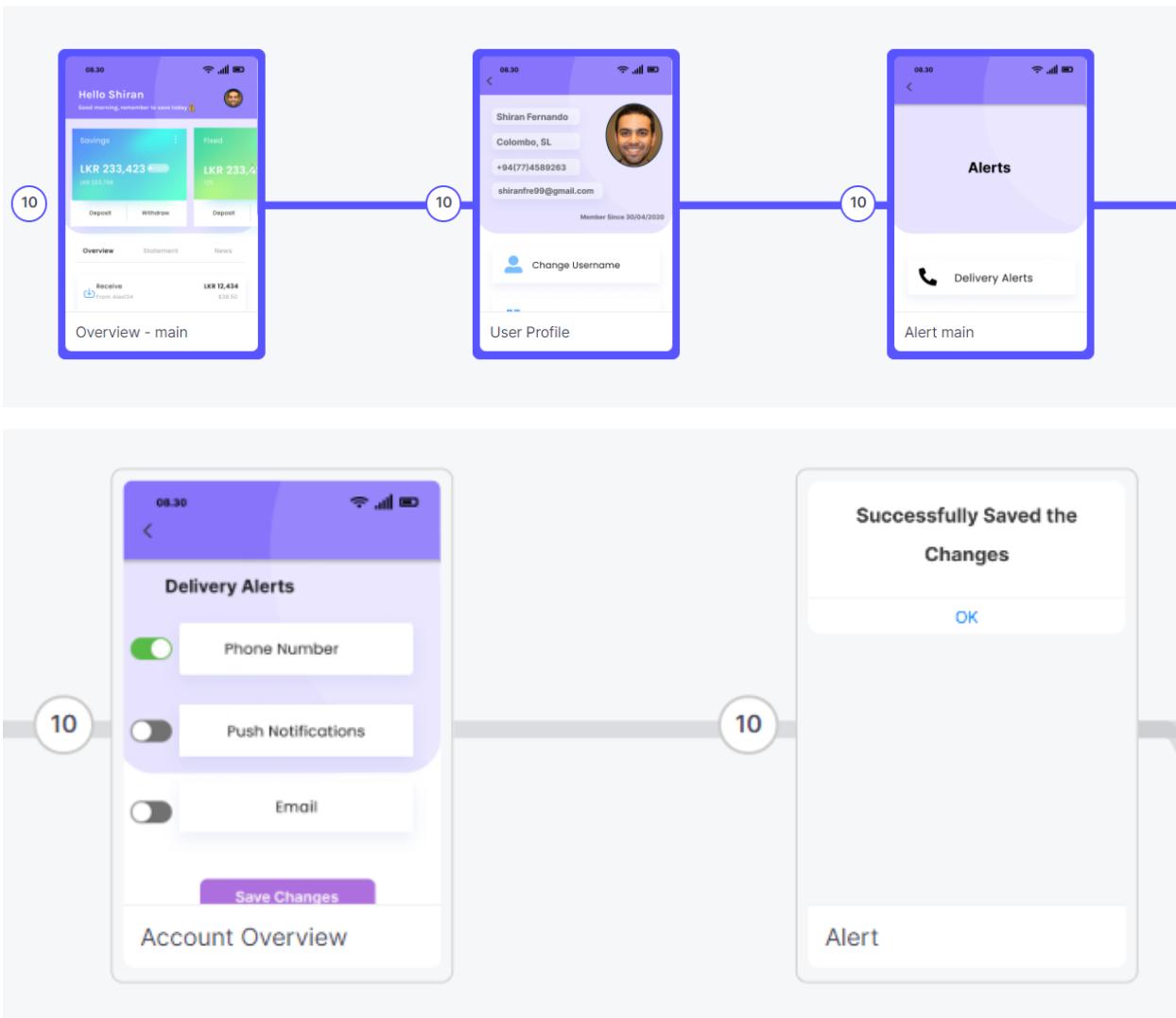
Sample size: 10

Click trackings with heatmaps:





User Flows



Survey Questions and Responses

Question 1 - Likert Scale

What do you think about the process of the "Alert Delivery Settings" task?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



0% (0) responses

 - Very Satisfied

100% (10) responses

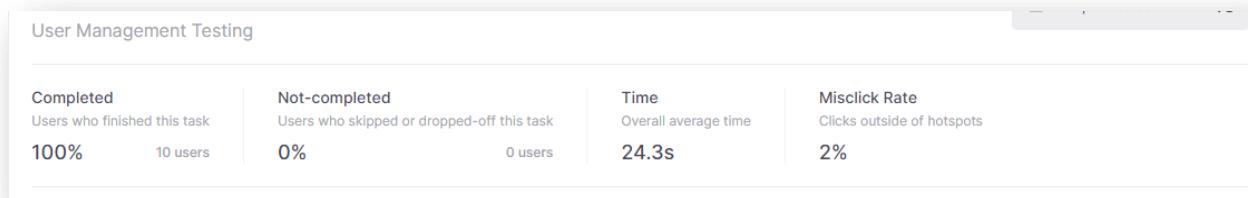
12. User Management

12.1. Guided Instructions

1. Login
2. Navigate to user.
3. Select change username > submit.
4. Select change password > submit.
5. Select change email > submit.
6. Menu
7. Logout

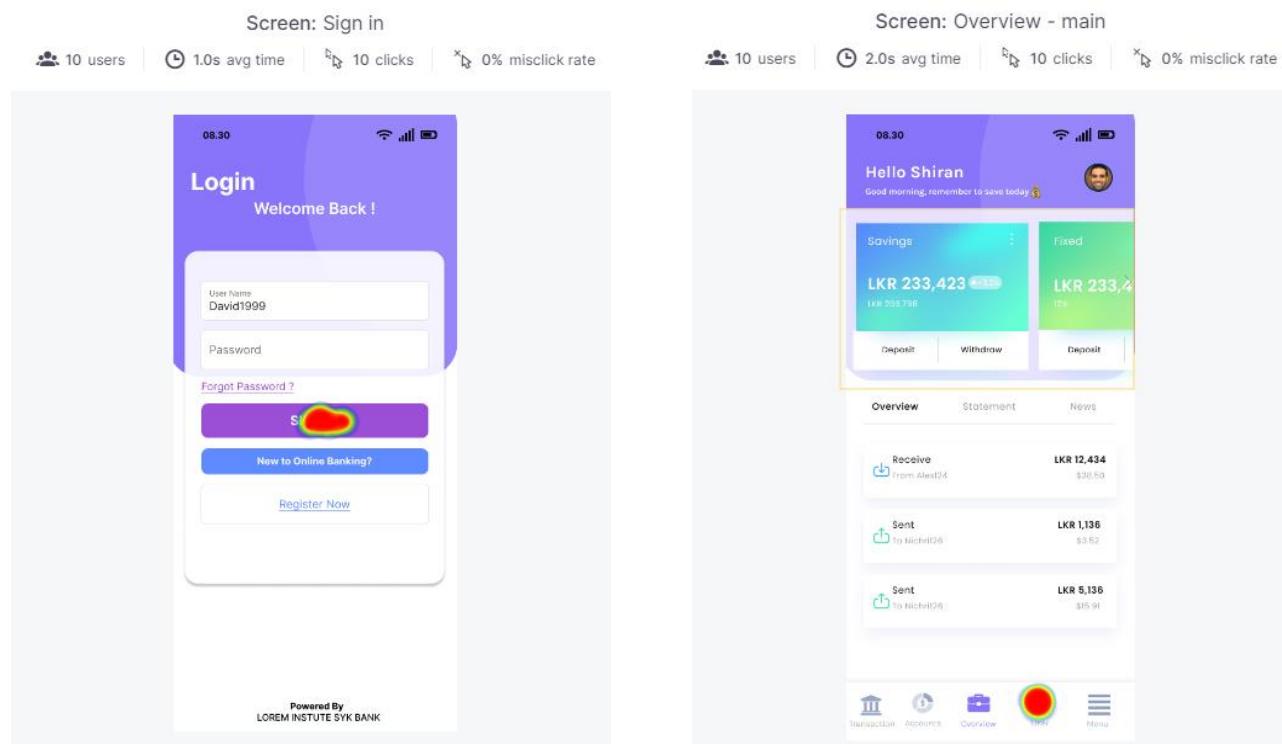
12.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.

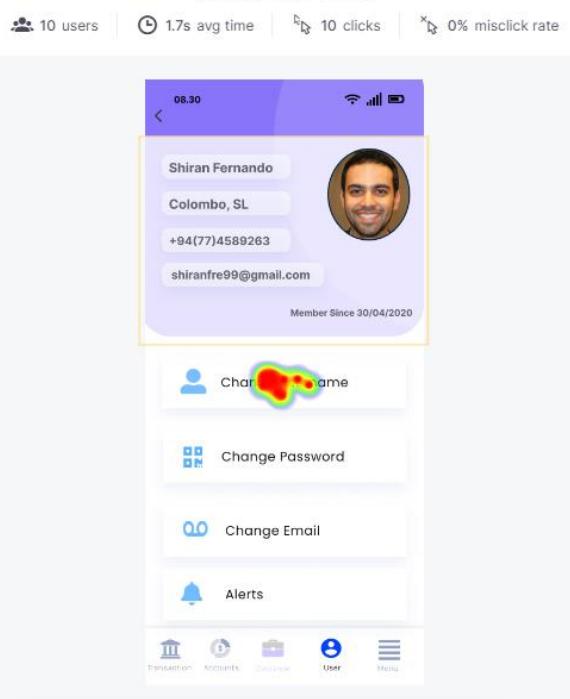


Sample size: 10

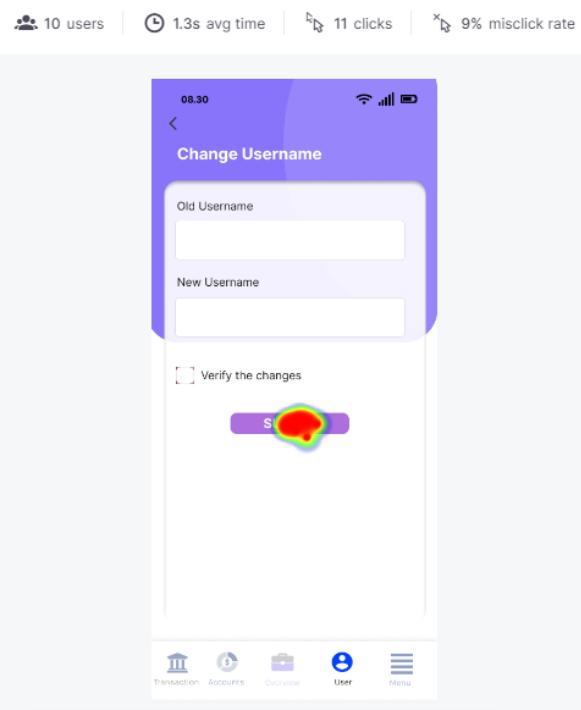
Click trackings with heatmaps:



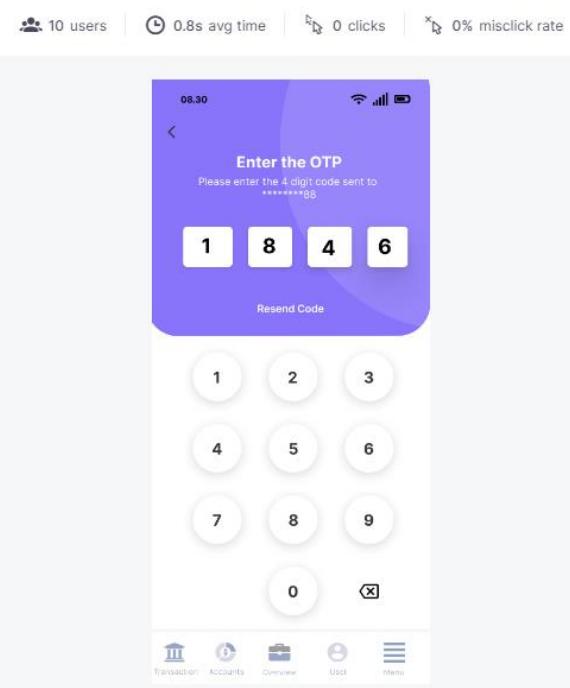
Screen: User Profile



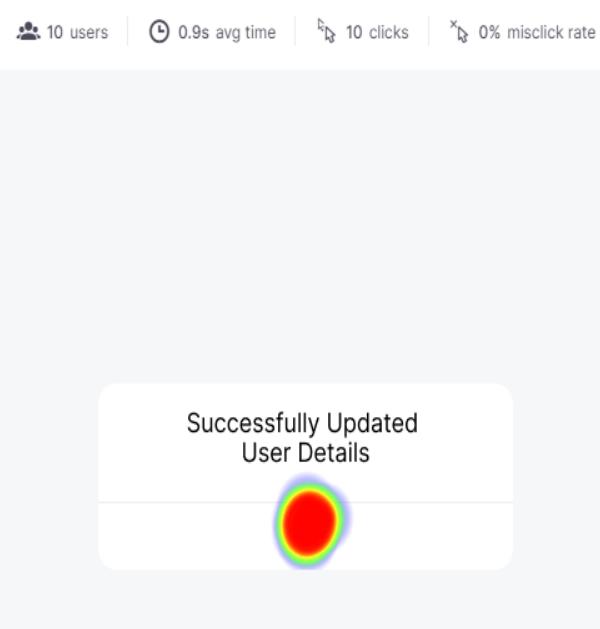
Screen: Change Username



Screen: Enter OTP 3

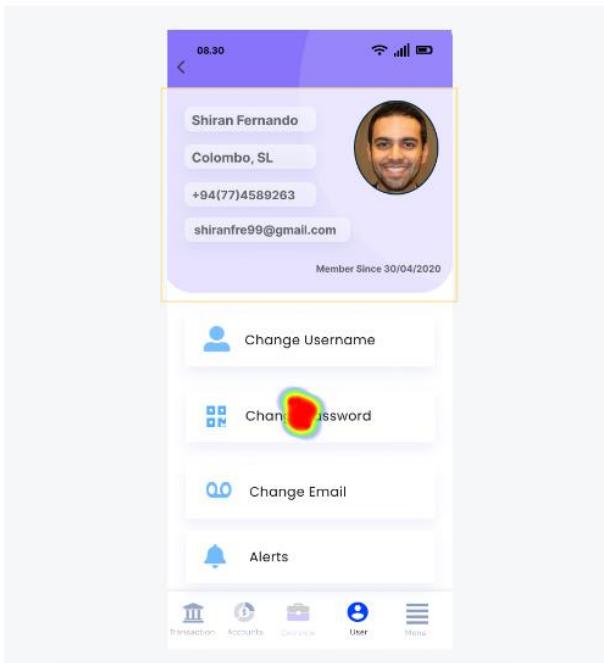


Screen: Alert



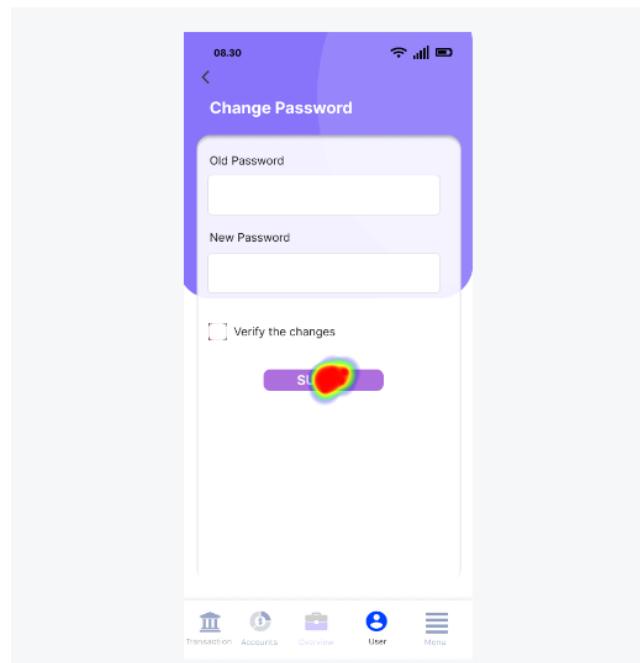
Screen: User Profile

10 users | 0.8s avg time | 10 clicks | 0% misclick rate



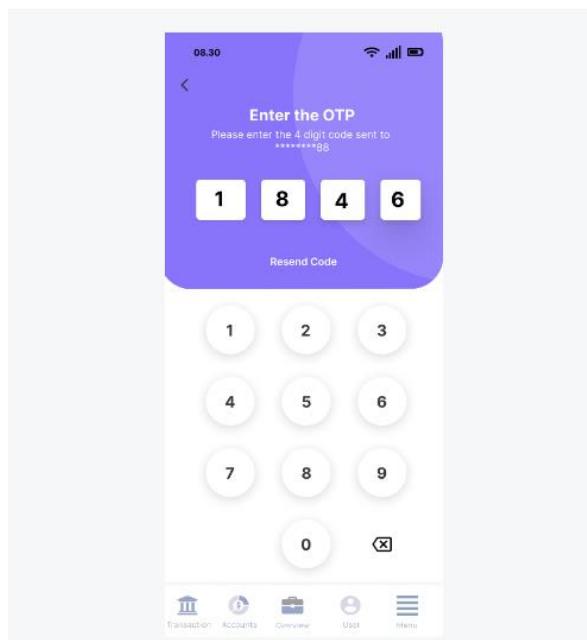
Screen: Change Password

10 users | 1.2s avg time | 9 clicks | 0% misclick rate



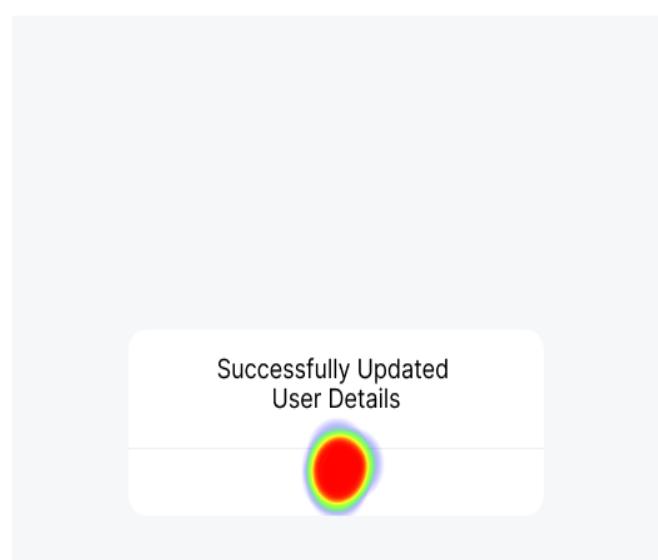
Screen: Enter OTP 3

10 users | 0.8s avg time | 0 clicks | 0% misclick rate



Screen: Alert

10 users | 0.9s avg time | 10 clicks | 0% misclick rate



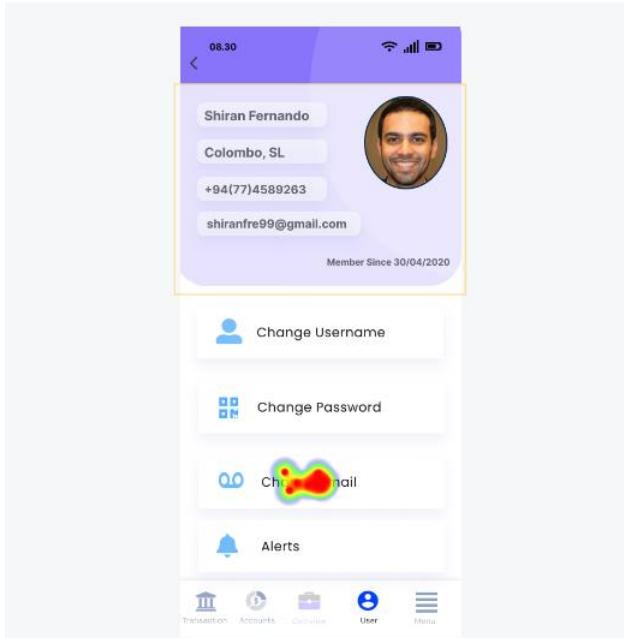
Screen: User Profile

9 users

1.1s avg time

9 clicks

0% misclick rate



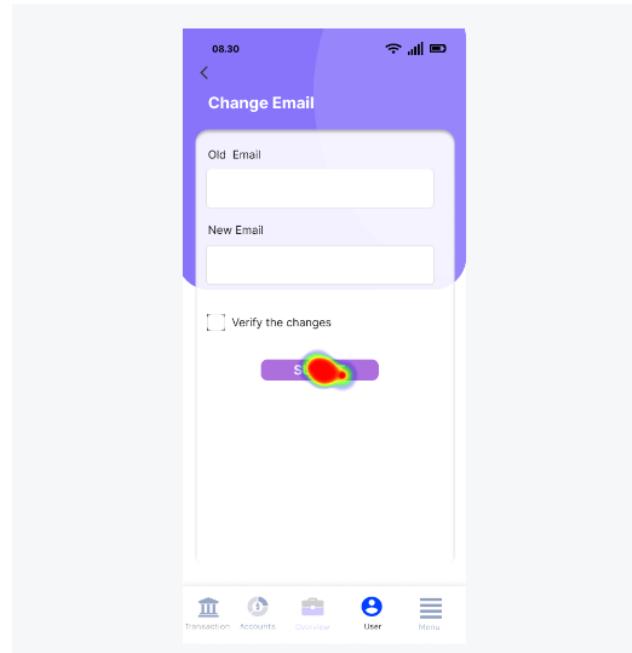
Screen: Change Username

9 users

1.5s avg time

9 clicks

0% misclick rate



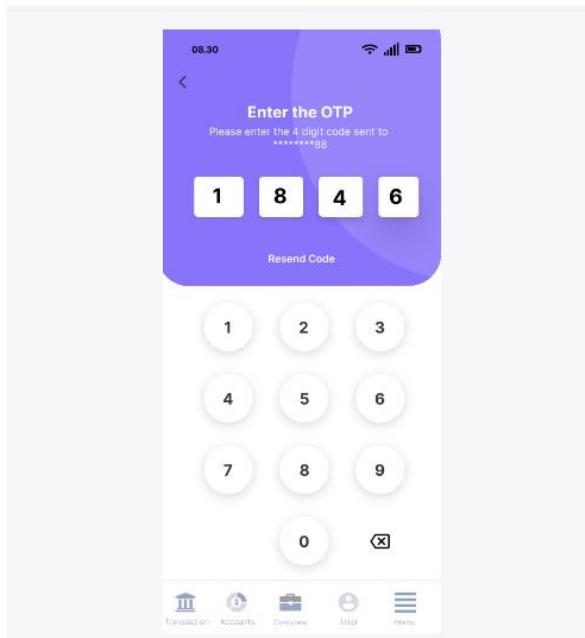
Screen: Enter OTP 3

10 users

0.8s avg time

0 clicks

0% misclick rate



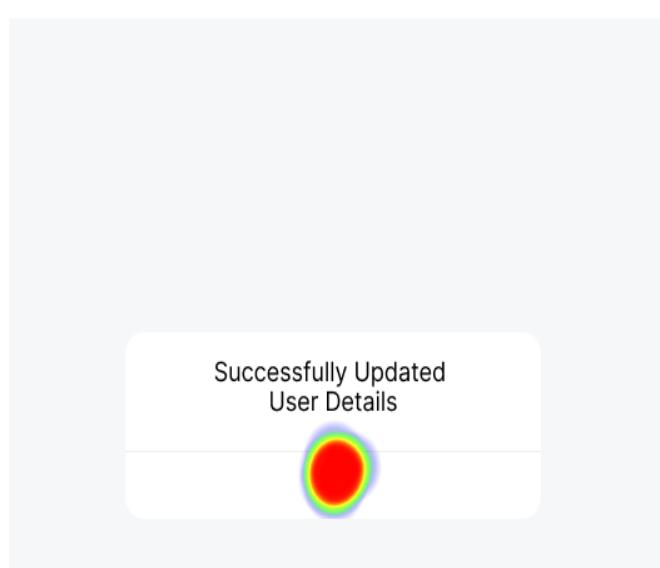
Screen: Alert

10 users

0.9s avg time

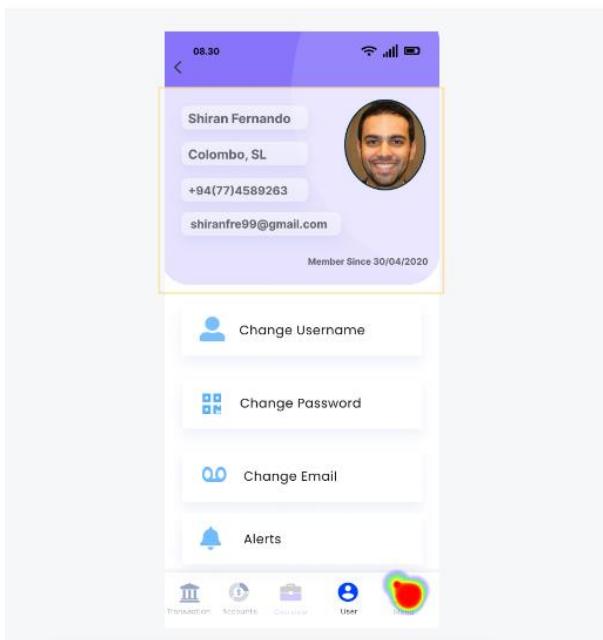
10 clicks

0% misclick rate



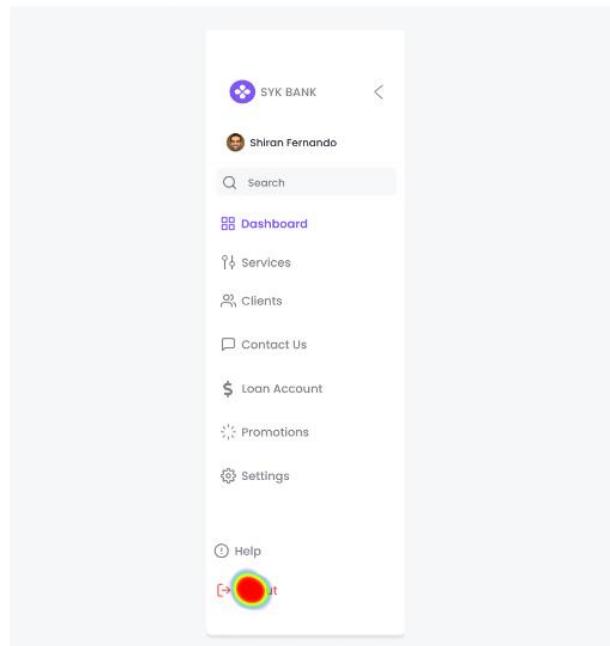
Screen: User Profile

9 users | 2.7s avg time | 9 clicks | 0% misclick rate

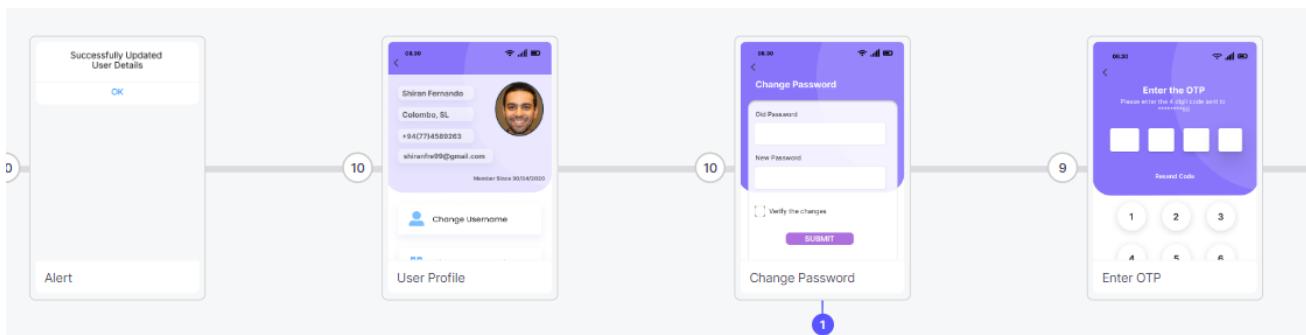
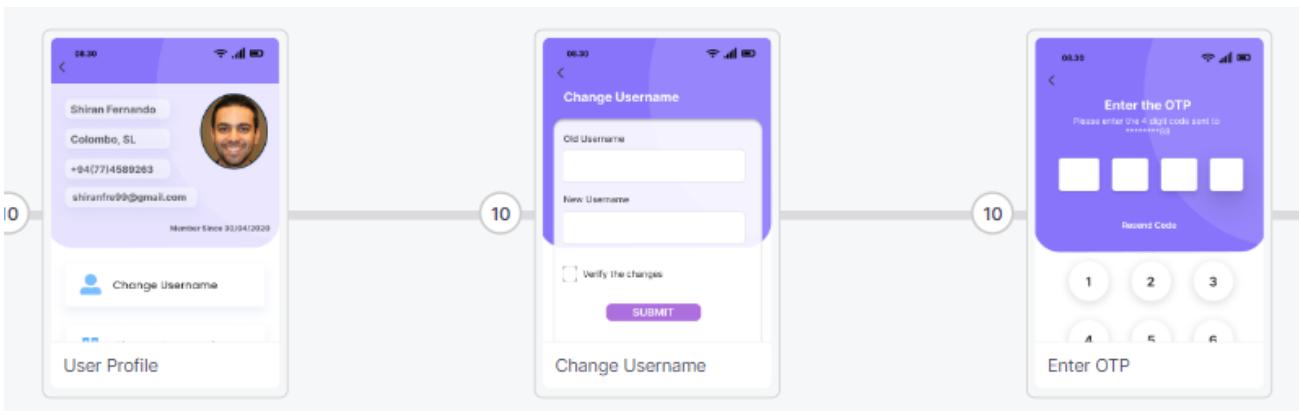
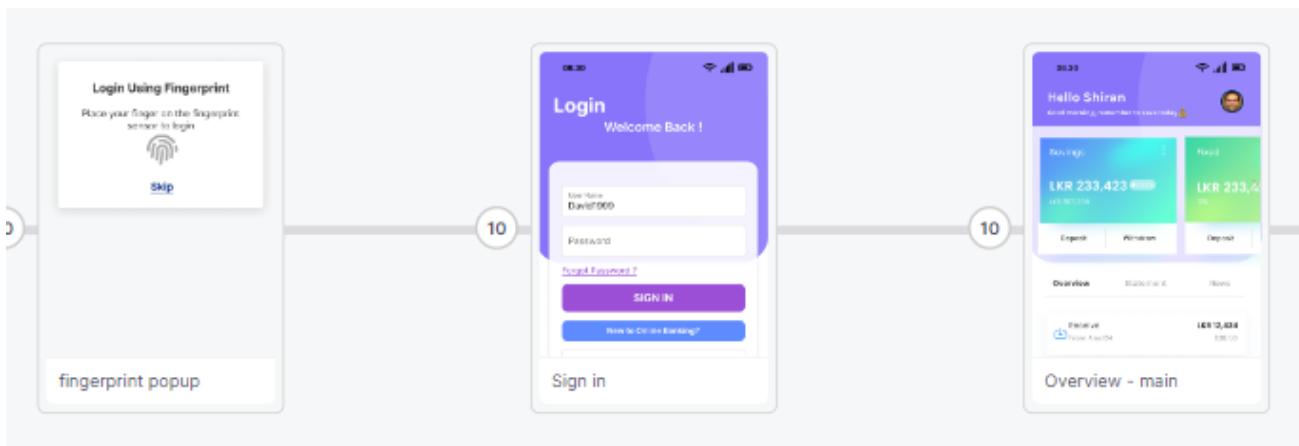


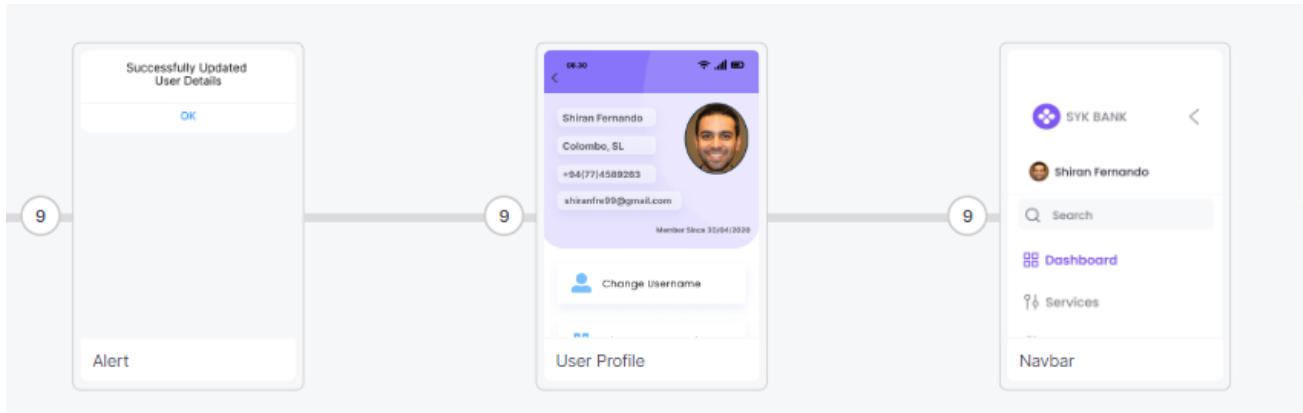
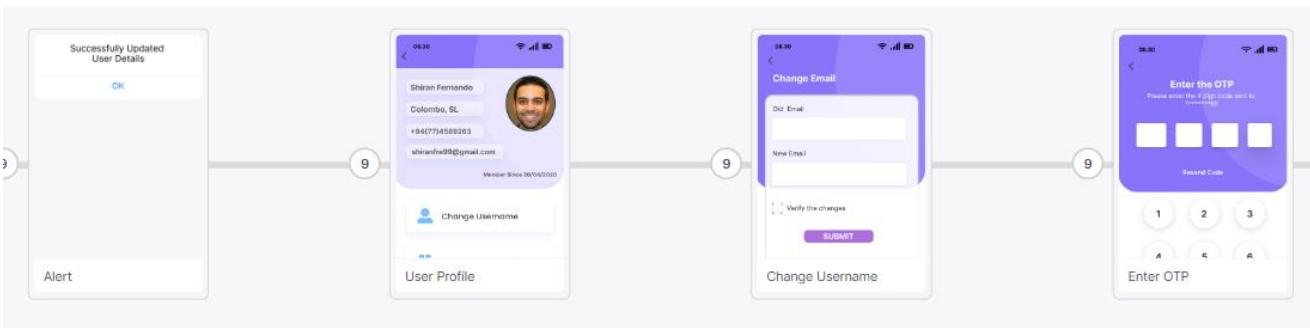
Screen: Navbar

9 users | 1.3s avg time | 9 clicks | 0% misclick rate



User Flows





Survey Question & Responses

Question 1 - Likert Scale

Did you find the UI to be user-friendly and easy to navigate?

9 out of 10 answered

- Very Unsatisfied

0% (0) responses

0% (0) responses

0% (0) responses

0% (0) responses

- Very Satisfied

100% (9) responses

13. Apply for credit card

13.1. Guided Instructions

1. Fill in the login information or use fingerprint to login.
2. Select the Account tab on navigation bar.
3. Then, click the credit card account tab.
4. Select the "Apply for credit card" tab.
5. Fill in the given form and click the "Apply" button.
6. Click the "I agree" button.
7. Finally, applied the card successfully and pressed the "OK" button.

13.2. Useberry Results

Note: We created a useberry link for user testing and below we attached the results of the test.

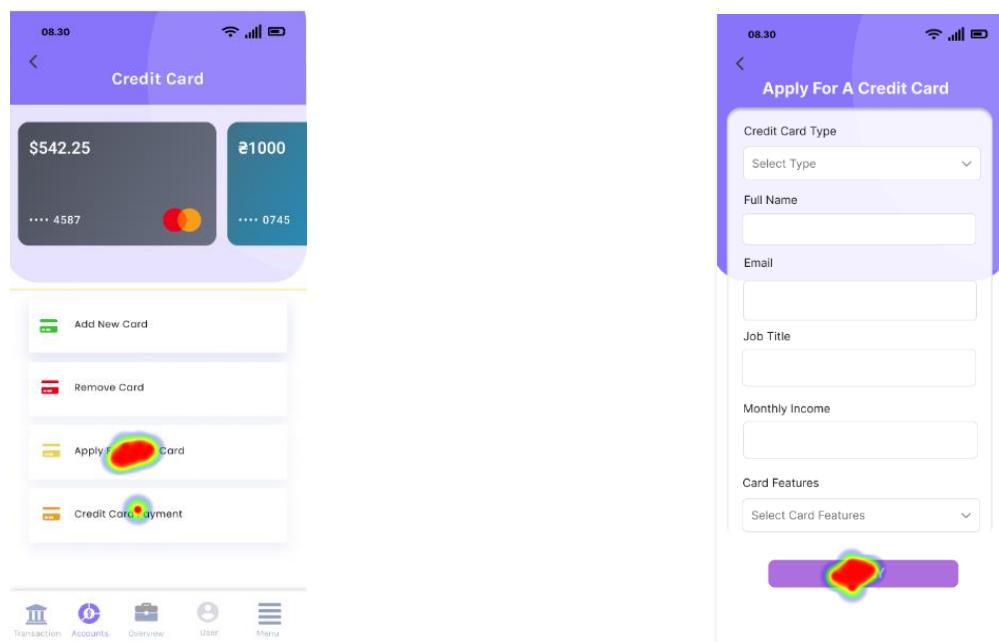
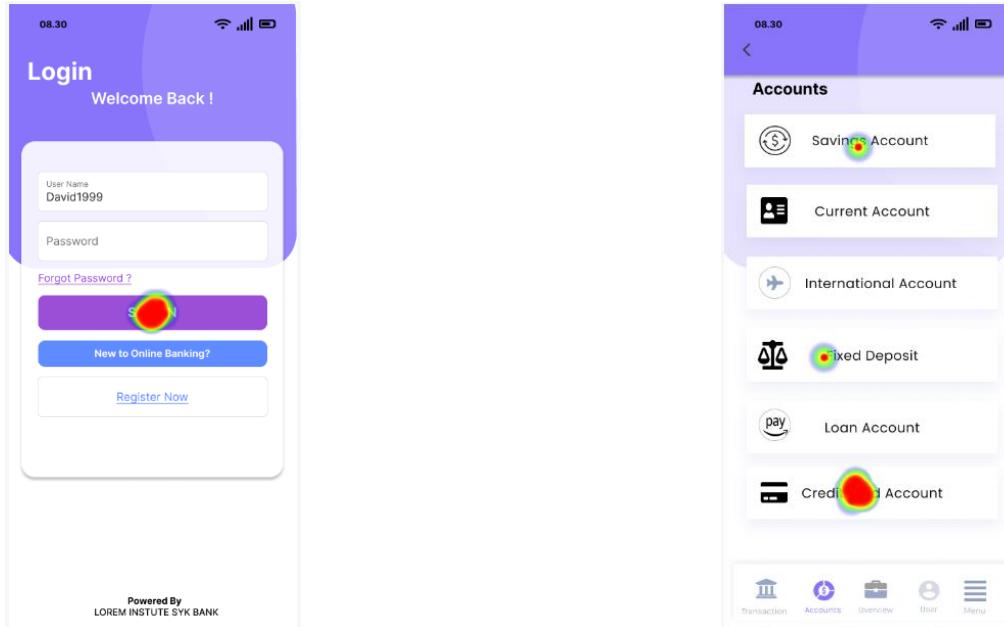
Apply for a credit card

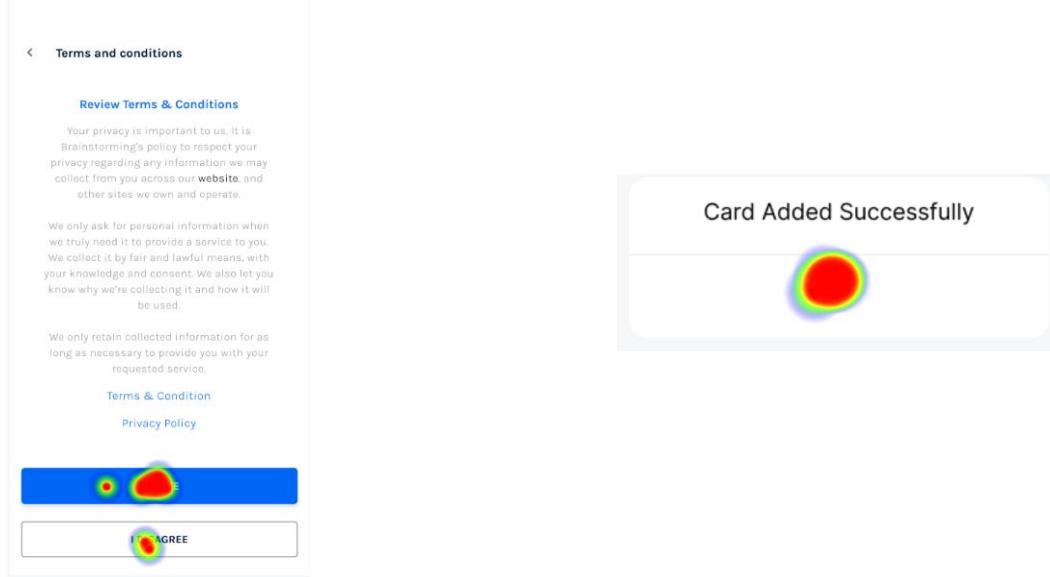
Completed	Not-completed	Time	Misclick Rate
Users who finished this task 90% 9 users	Users who skipped or dropped-off this task 10% 1 user	Overall average time 21.4s	Clicks outside of hotspots 7%

Sample size: 10

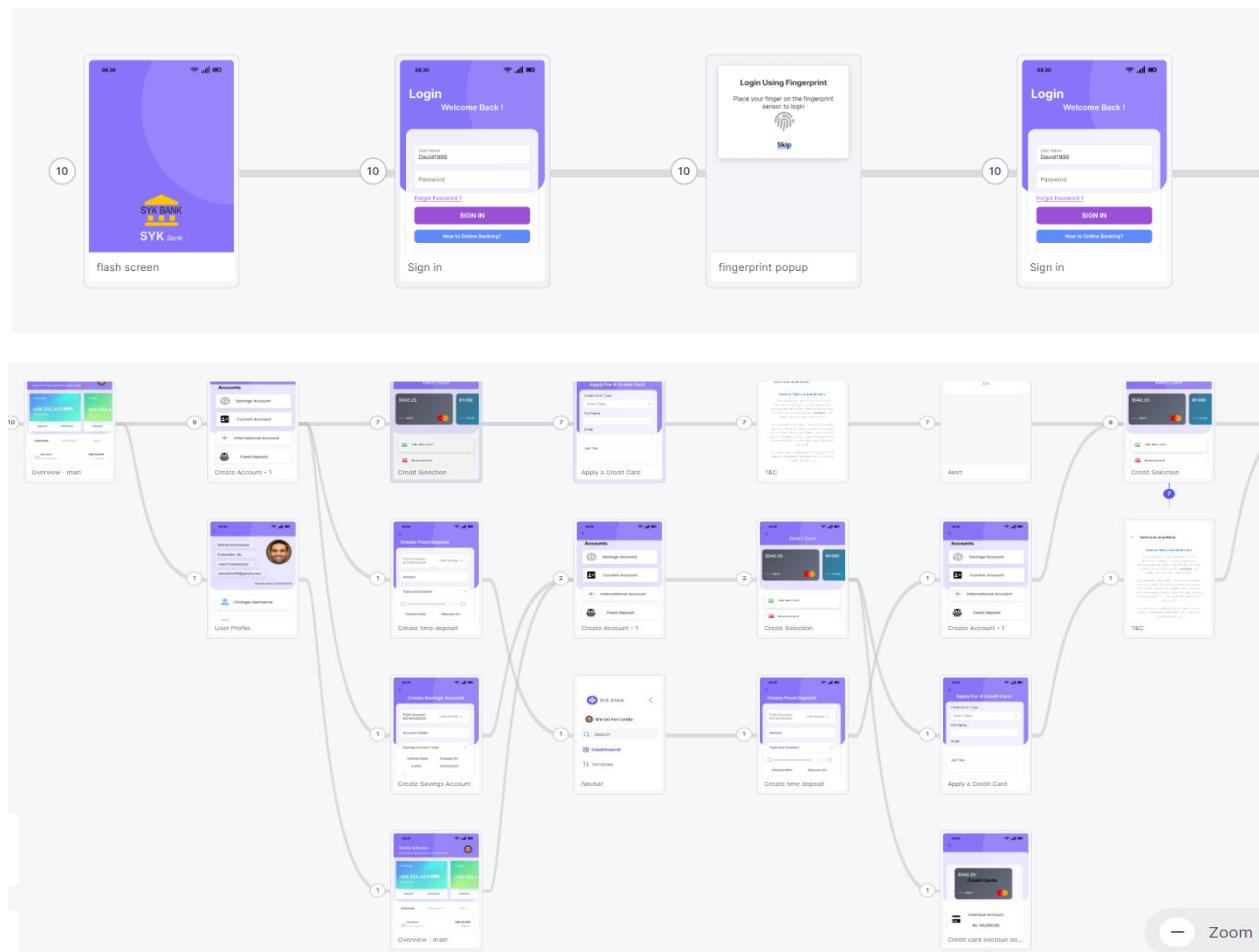
Click tracking's with heatmaps:

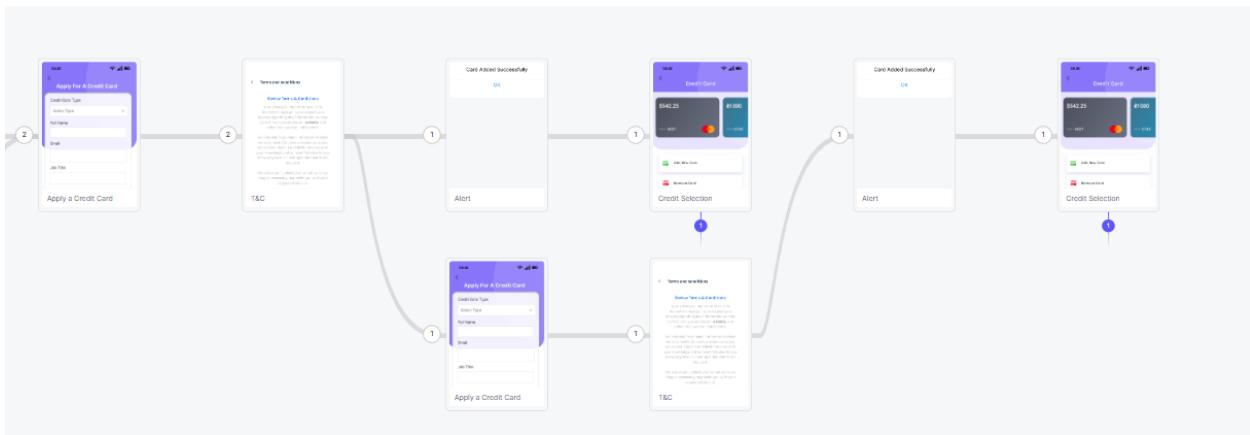






User Flows





Survey Questions and Responses

What do you think about the "Apply for credit card task" that you performed previously?

10 out of 10 answered



- Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



20% (2) responses



- Very Satisfied

80% (8) responses

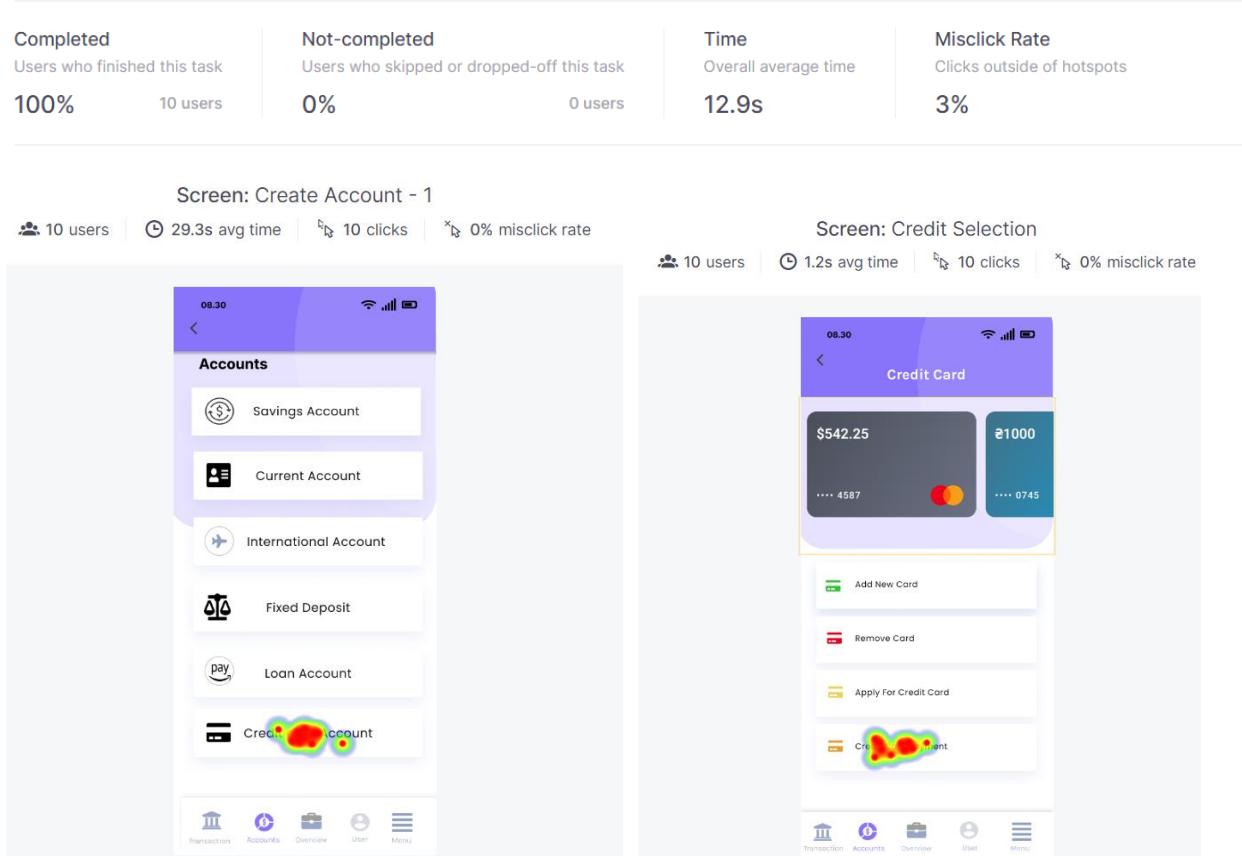
14. Credit card payment

14.1. Guided Instructions

1. Click on the Accounts option in the navigation bar.
2. Click on Credit Card Account.
3. Click on Credit Card Payment.
4. Click on the Make Payment button.
5. Click on Pay to proceed or cancel to close the transaction.
6. Click on Submit after OTP code is filled.
7. Click on OK to navigate back.

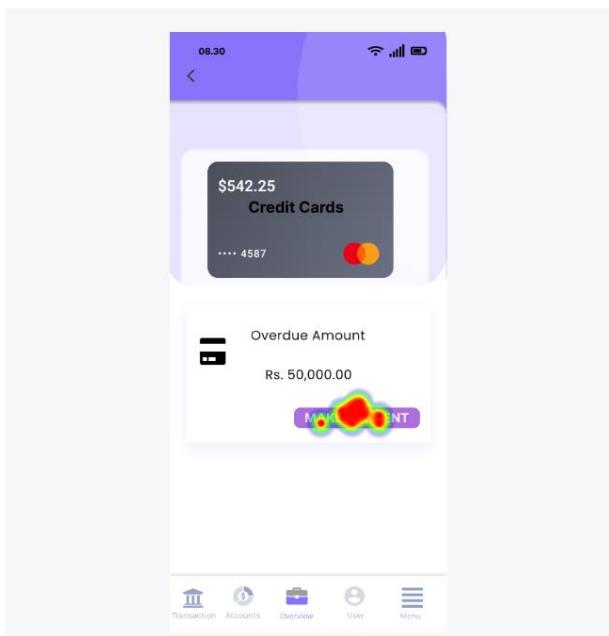
14.2. Useberry Results

Note: We have created a Useberry link for our user testing and below we have attached the results of the test. The size of the test sample is 10.



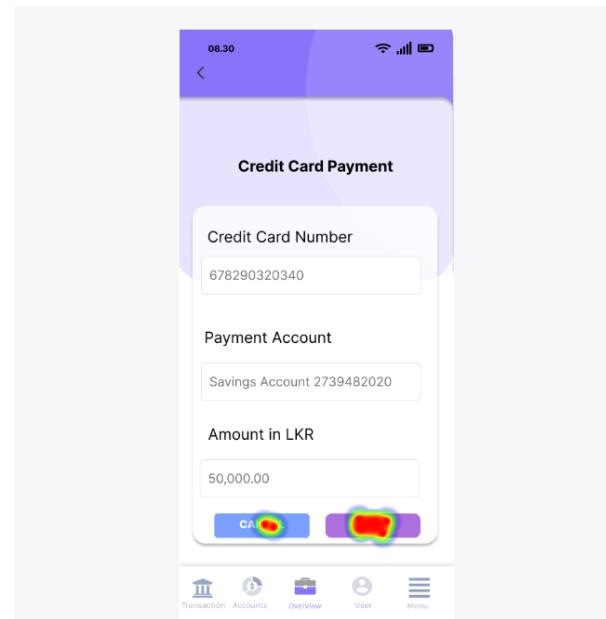
Screen: Credit card overdue details

10 users | 2.1s avg time | 12 clicks | 17% misclick rate



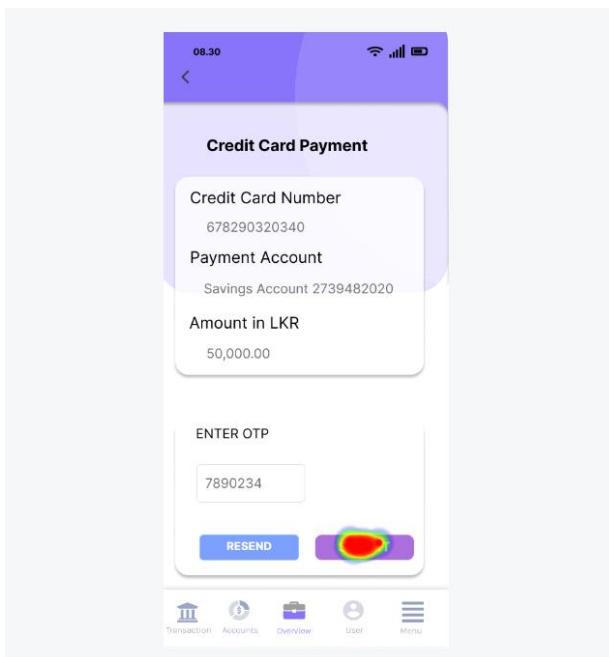
Screen: Credit card settling form

10 users | 2.1s avg time | 10 clicks | 0% misclick rate



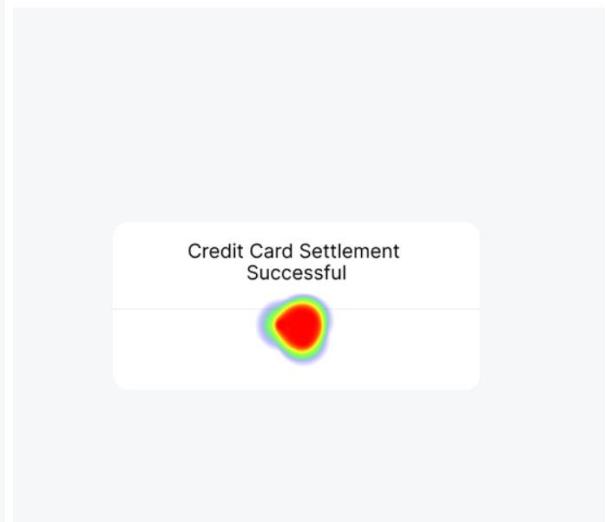
Screen: Credit card settling form

8 users | 1.3s avg time | 8 clicks | 0% misclick rate

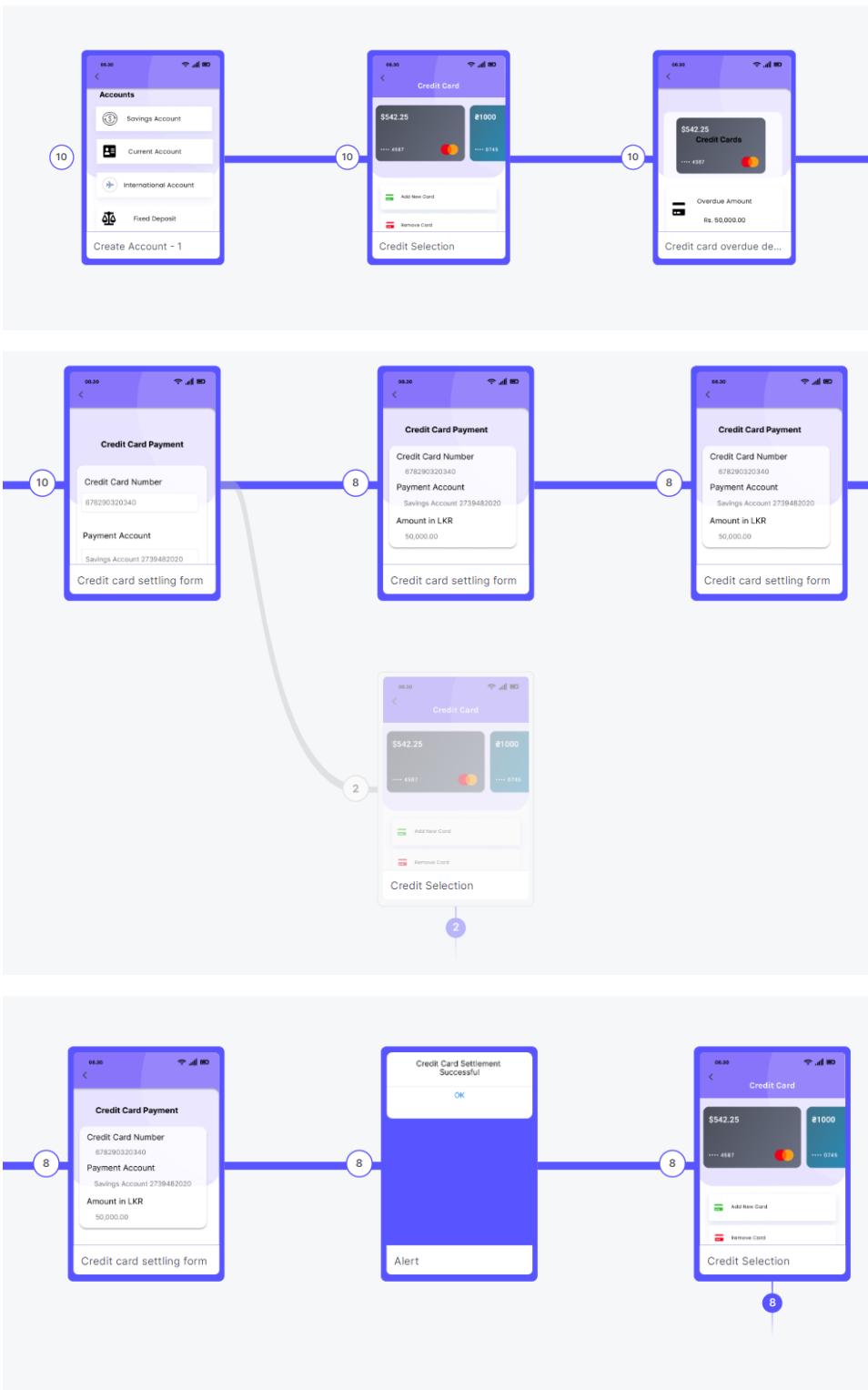


Screen: Alert

8 users | 2.0s avg time | 8 clicks | 0% misclick rate

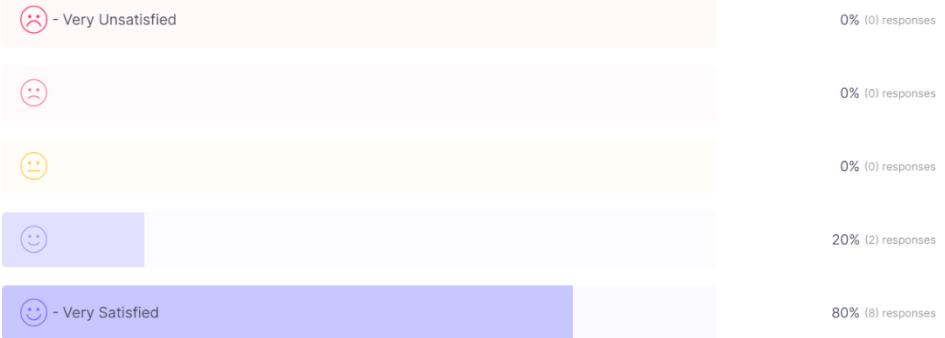


User Flows



Survey Questions and Responses

What do you think about the "Credit card payment" process?
10 out of 10 answered



15. Open a saving account

15.1. Guided Instructions

1. Fill in the login information or use fingerprint to login.
2. Select the Account tab on navigation bar.
3. Then, click the saving account tab.
4. Fill in the given form and click the "Terms and Condition" button.
5. Click the "I agree" button.
6. Finally, click the "Create Account" button and account create successfully.

15.2. Useberry Results

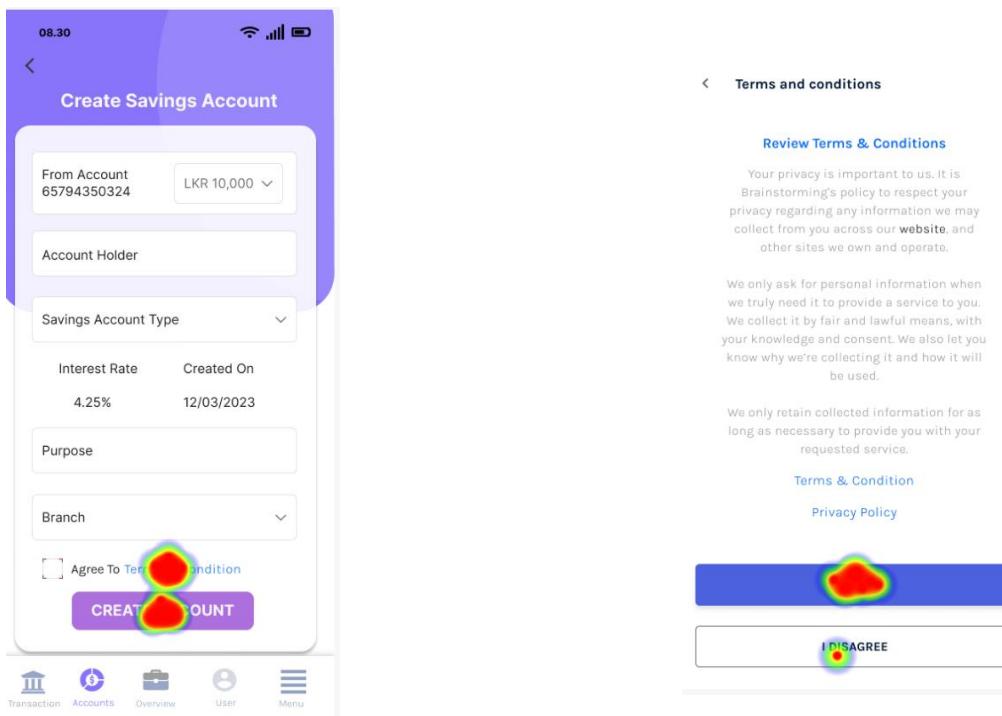
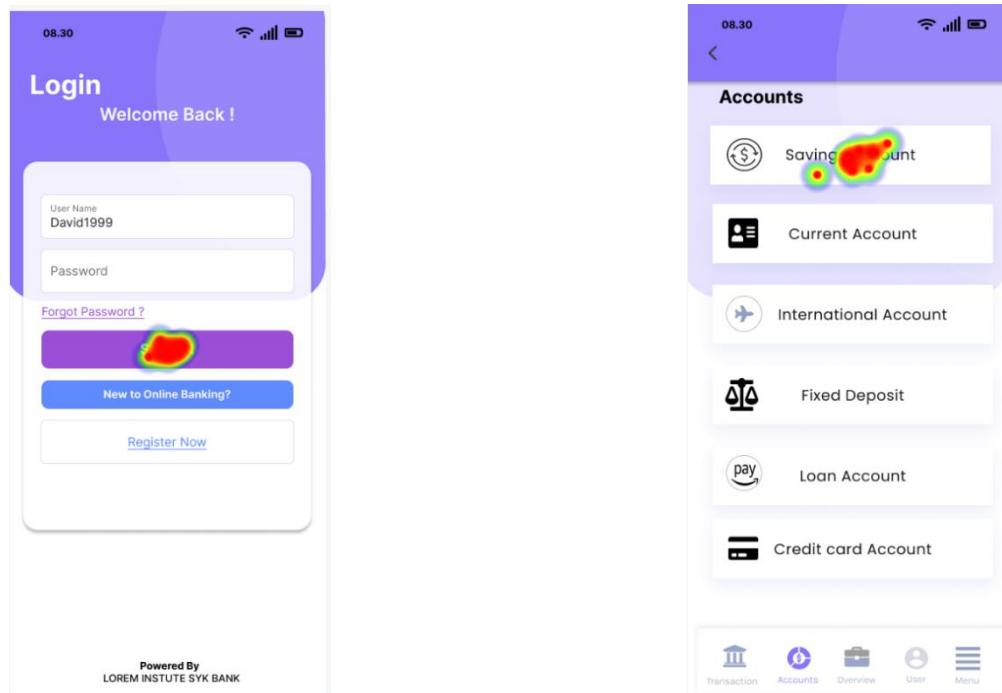
Note: We created a useberry link for user testing and below we attached the results of the test.

Completed Users who finished this task	Not-completed Users who skipped or dropped-off this task	Time Overall average time	Misclick Rate Clicks outside of hotspots
100% 10 users	0% 0 users	15.1s	8%

Sample size: 10

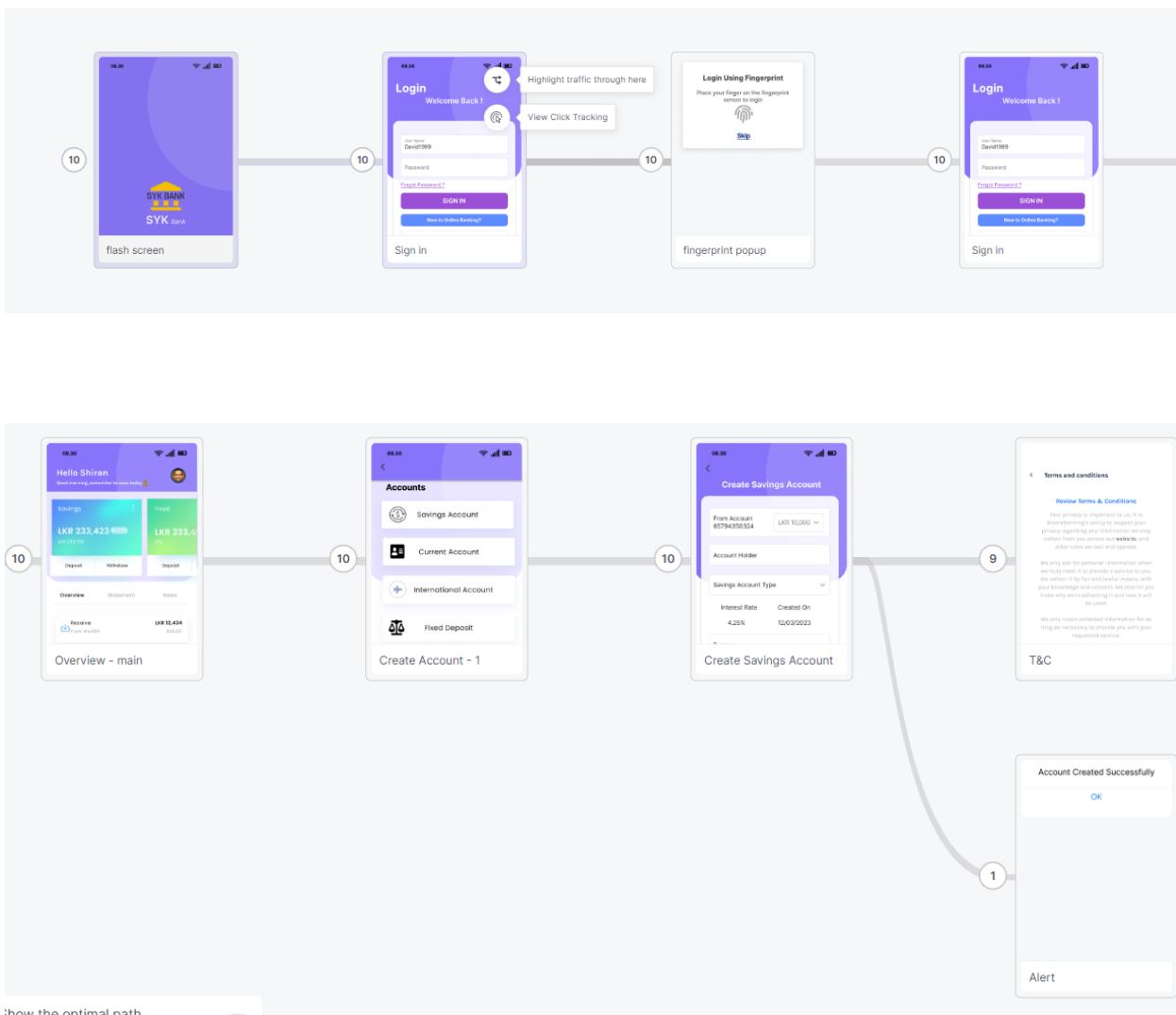
Click tracking's with heatmaps:





Account Created Successfully

User Flows



Survey Questions and Responses

What do you think about the "Open saving account feature" that you performed previously?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



20% (2) responses

 - Very Satisfied

80% (8) responses

16. Open an international account

16.1. Guided Instructions

1. Fill in the login information or use fingerprint to login.
2. Select the Account tab on navigation bar.
3. Then, click the international account tab.
4. Fill in the given form and click the "Terms and Condition" button.
5. Click the "I agree" button.
6. Finally, click the "Create Account" button and account create successfully.

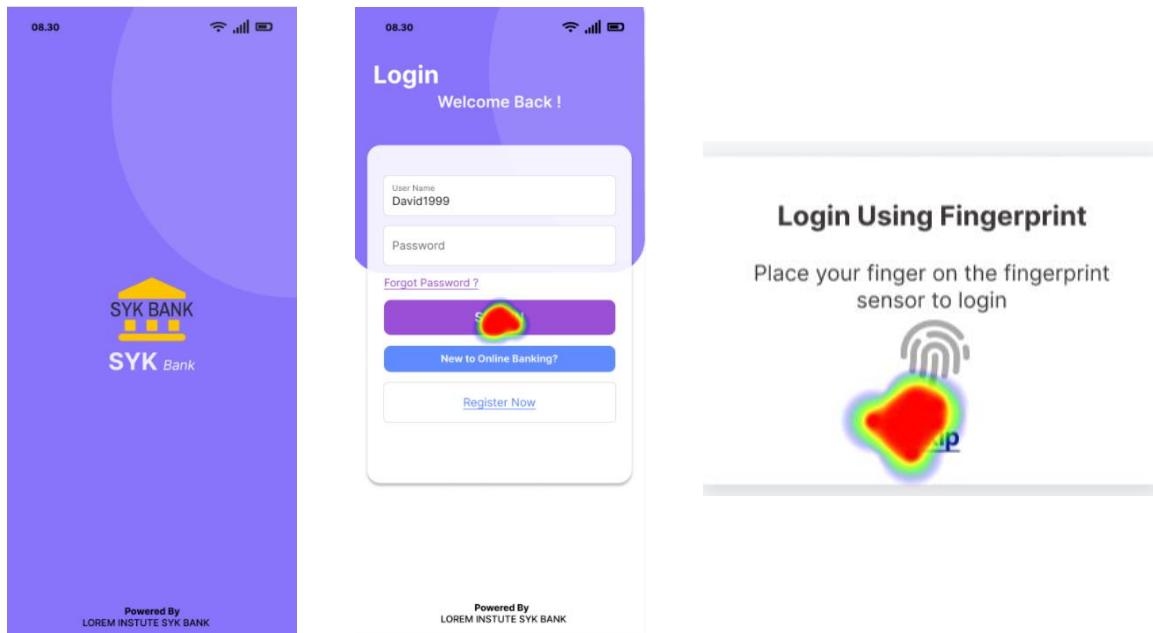
16.2. Useberry Results

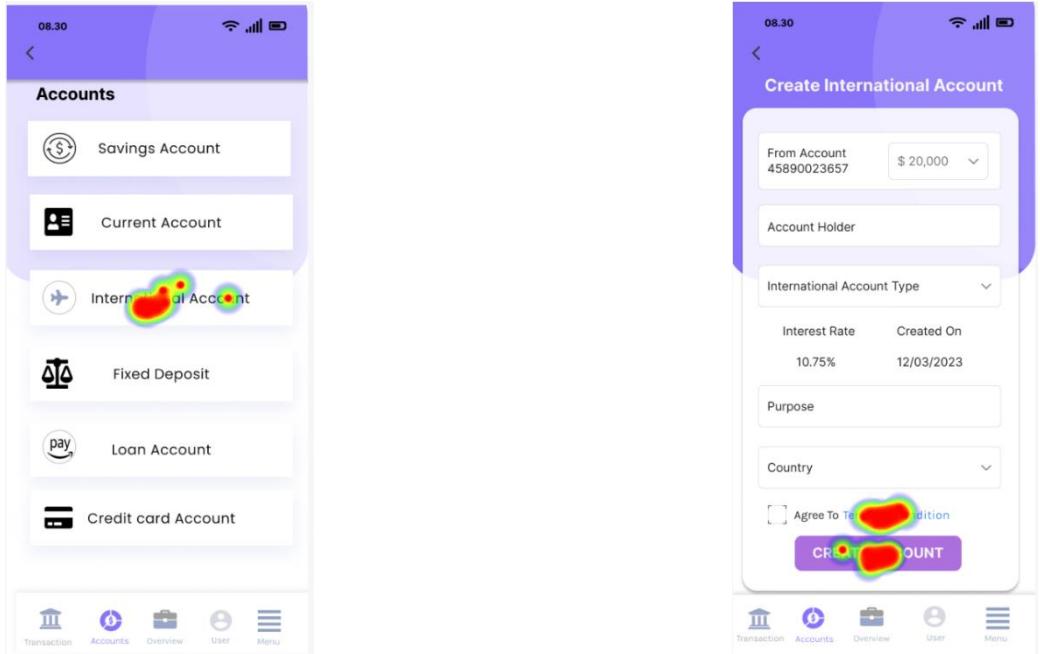
Note: We created a useberry link for user testing and below we attached the results of the test.

Completed	Not-completed	Time	Misclick Rate
Users who finished this task	Users who skipped or dropped-off this task	Overall average time	Clicks outside of hotspots
100%	10 users	0%	0 users
11.8s	6%		

Sample size: 10

Click tracking's with heatmaps:





< Terms and conditions

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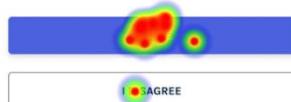
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We only retain collected information for as long as necessary to provide you with your requested service.

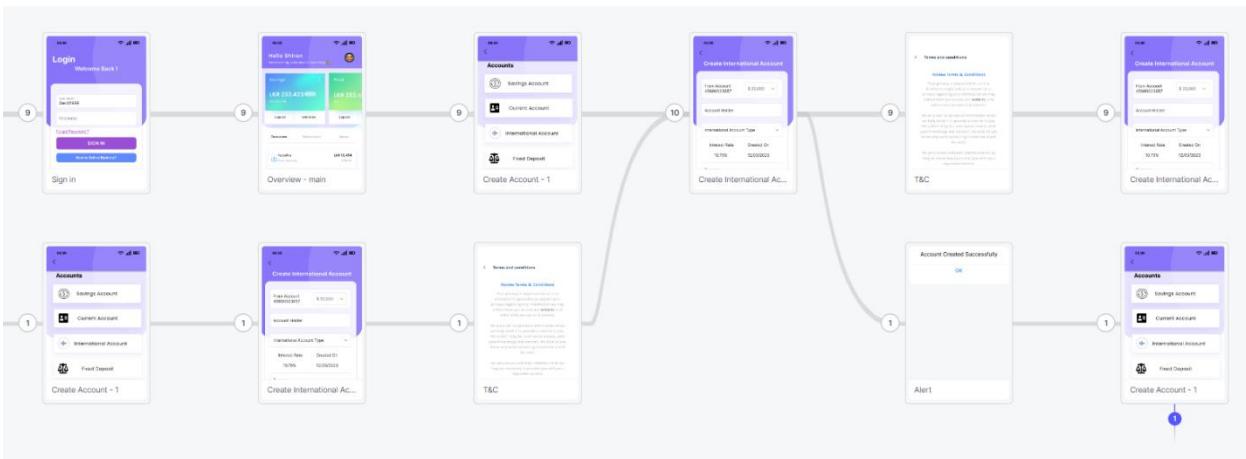
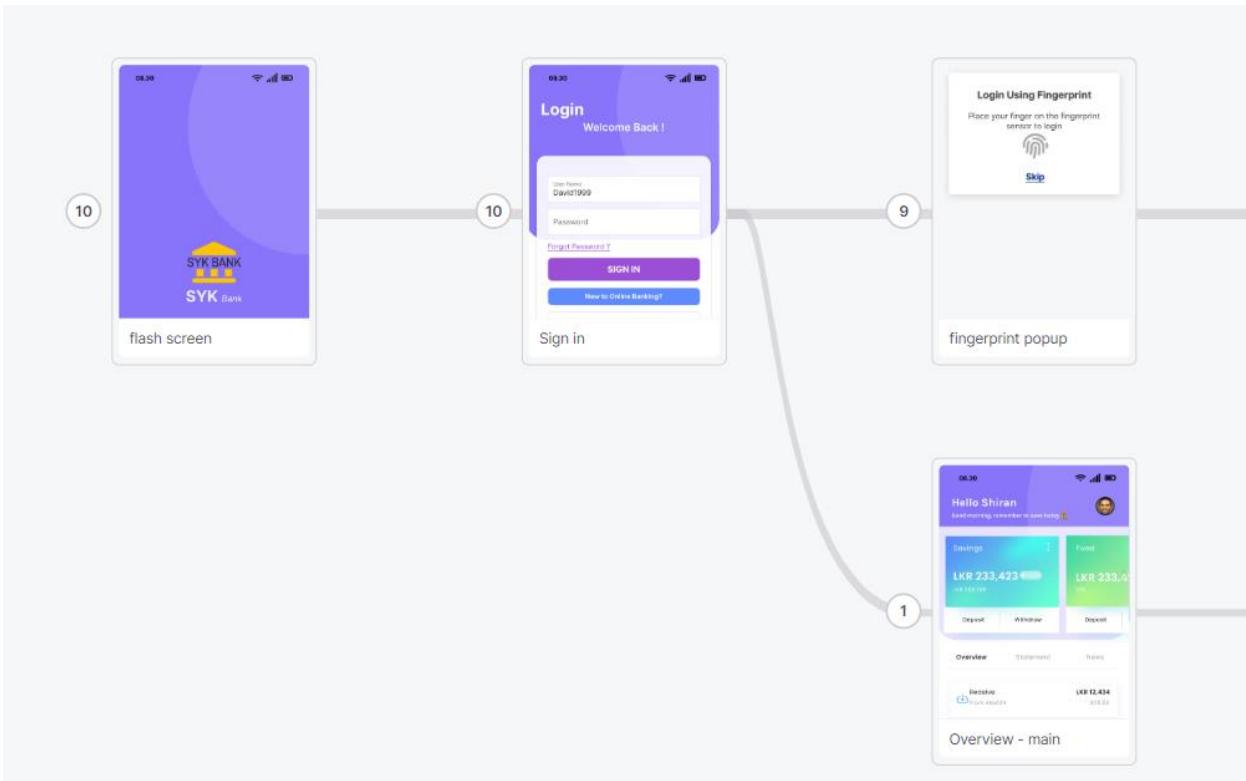
[Terms & Condition](#)

[Privacy Policy](#)



Account Created Successfully

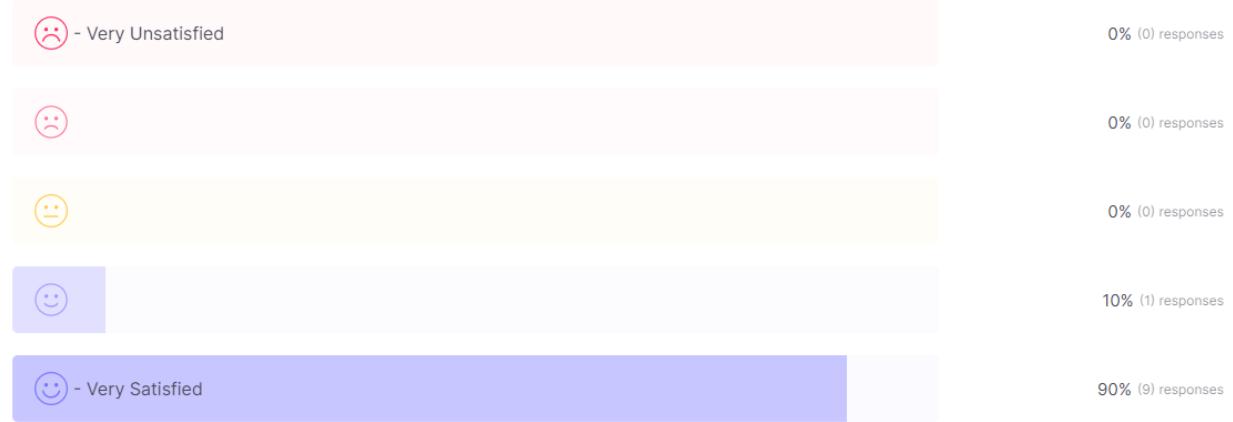
User Flows



Survey Questions and Responses

What do you think about the "Open an international account feature" that you performed previously?

10 out of 10 answered



17. Delivery Alert Set Up

17.1. Guided Instructions

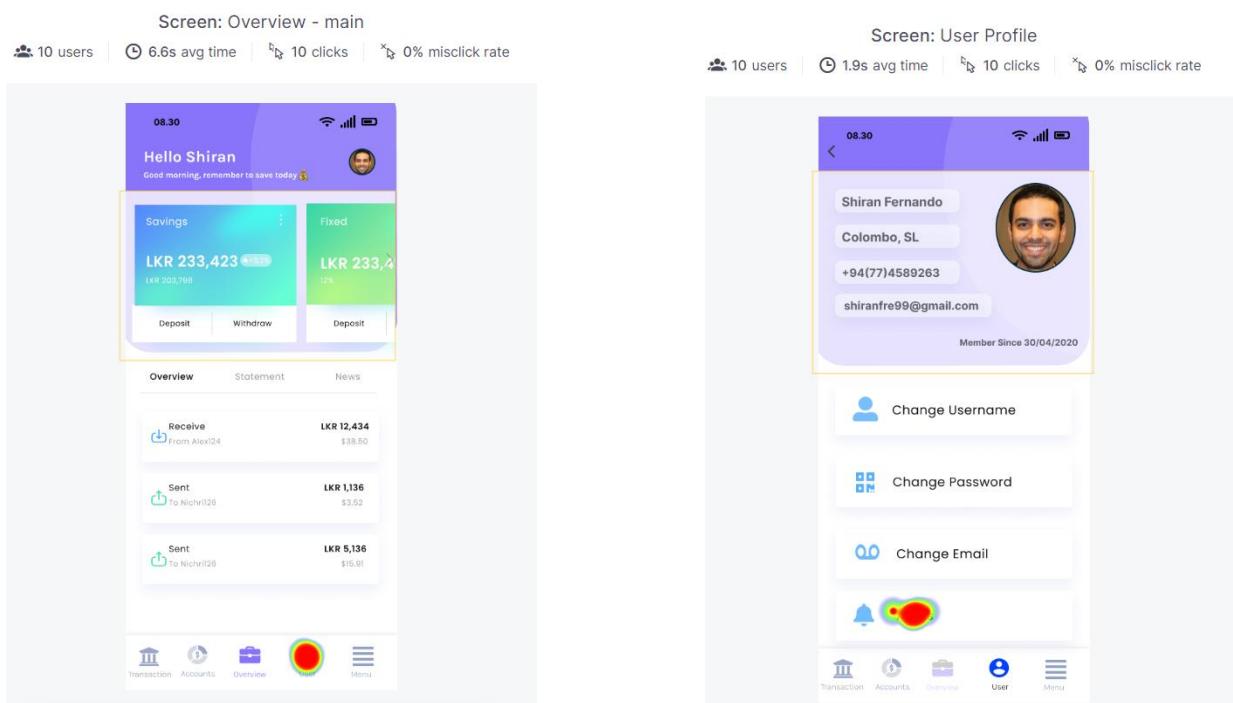
1. Click on Users
2. Click on Alerts
3. Click on
4. Click on Save
5. Click on OK in the alert box.

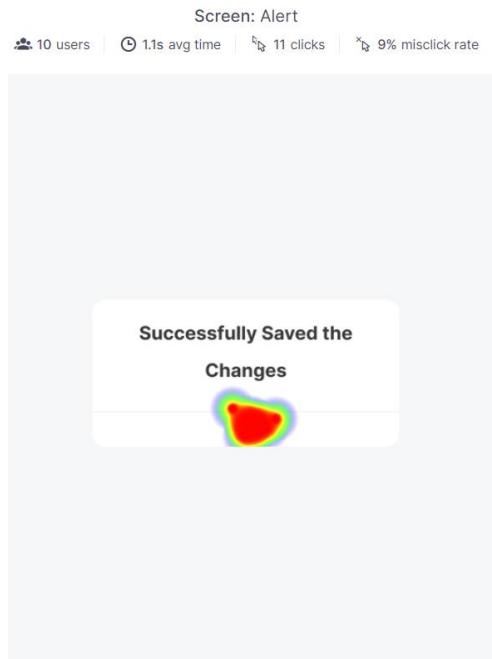
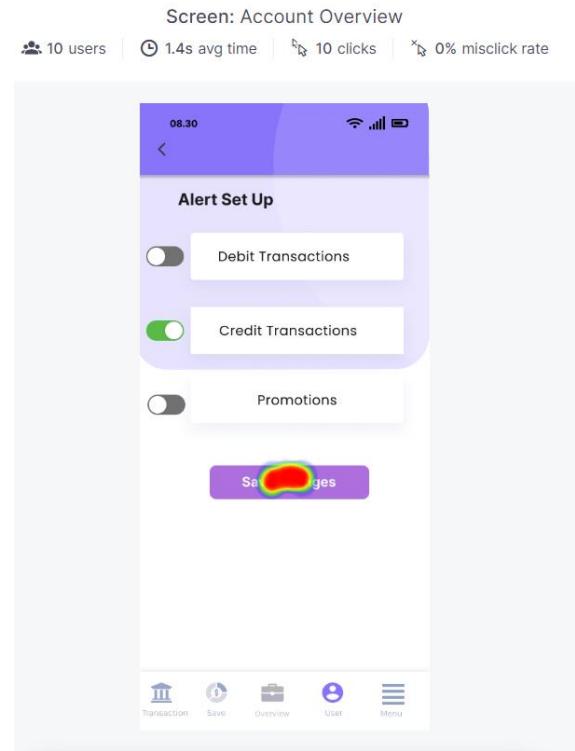
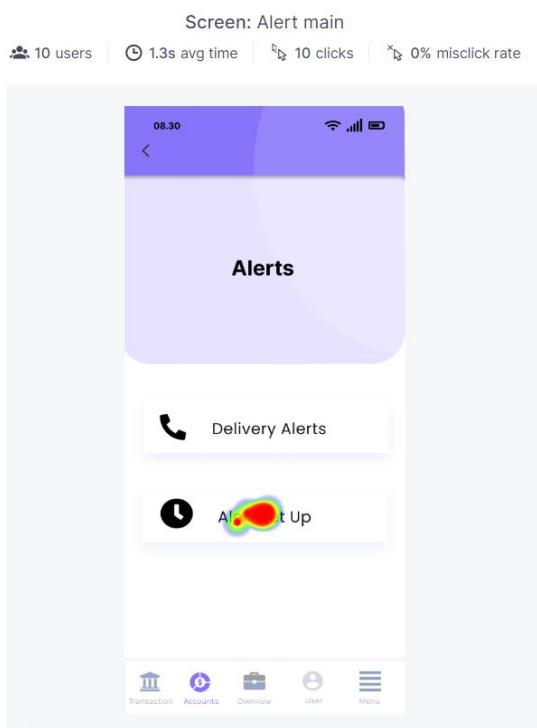
17.2. Useberry Results

Completed	Not-completed	Time	Misclick Rate
Users who finished this task 100% 10 users	Users who skipped or dropped-off this task 0% 0 users	Overall average time 9.6s	Clicks outside of hotspots 2%

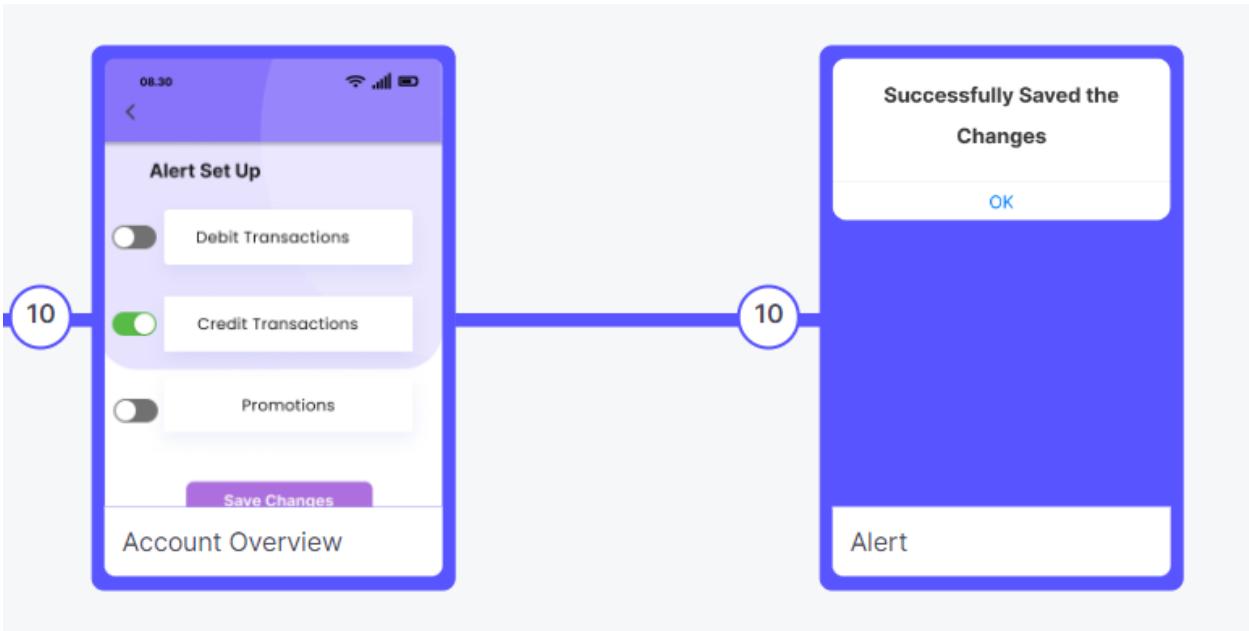
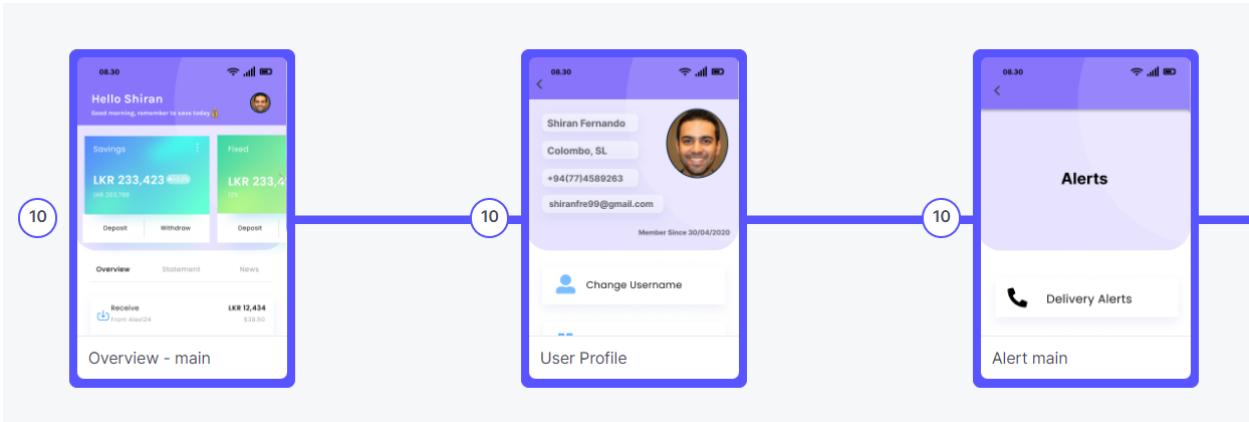
Sample size: 10

Click trackings with heatmaps:





User Flows



Survey Questions and Responses

Question 1 - Likert Scale

What do you think about the process of the "Change Alert Set Up" task?

10 out of 10 answered

 - Very Unsatisfied

0% (0) responses



0% (0) responses



0% (0) responses



0% (0) responses

 - Very Satisfied

100% (10) responses