

# User Flows

Wally



# Meghan

## Name

Meghan Molley

## Age

26 years old

## Occupation

Digital content writer

## Lives in

London for two years, originally from Australia

## Objectives

- **Create a new pot to save money**

- Request and receive money from friends
- Send money to someone
- Make a payment in store
- Make a payment online



## Information Gathering

### What prompted Meghan to begin the task?

Meghan has an upcoming trip to Italy for which she wants to save money.

### What will tell Meghan that her task is finished?

When her money is visible in the new pot and an automated monthly deposit is set up.

### What information does Meghan already know about the process?

Meghan already knows when is going to Italy which is when she needs to have the money saved up. She also knows how much she wants to save.

### What additional information does Meghan need to know to complete the task?

Meghan needs to know how much she needs to save each month to ensure she hits her saving goal in time.

### What tools will Meghan need to complete the task?

Meghan should only use the app to complete the task so we need to make sure to include all the features she needs.

## Task Flow

Entry point: Download the app

Success criteria: A new savings pot created with in it a deposit payment and an automated monthly deposit set up

1. Launch downloaded app
2. Make account with the app
3. Log in to the app
4. Create a new savings pot
5. Set savings goal, deadline, and motivation
6. Add withdrawal verification
7. Set monthly deposit amount
8. Set monthly deposit date
9. Add first deposit
10. View money in pot

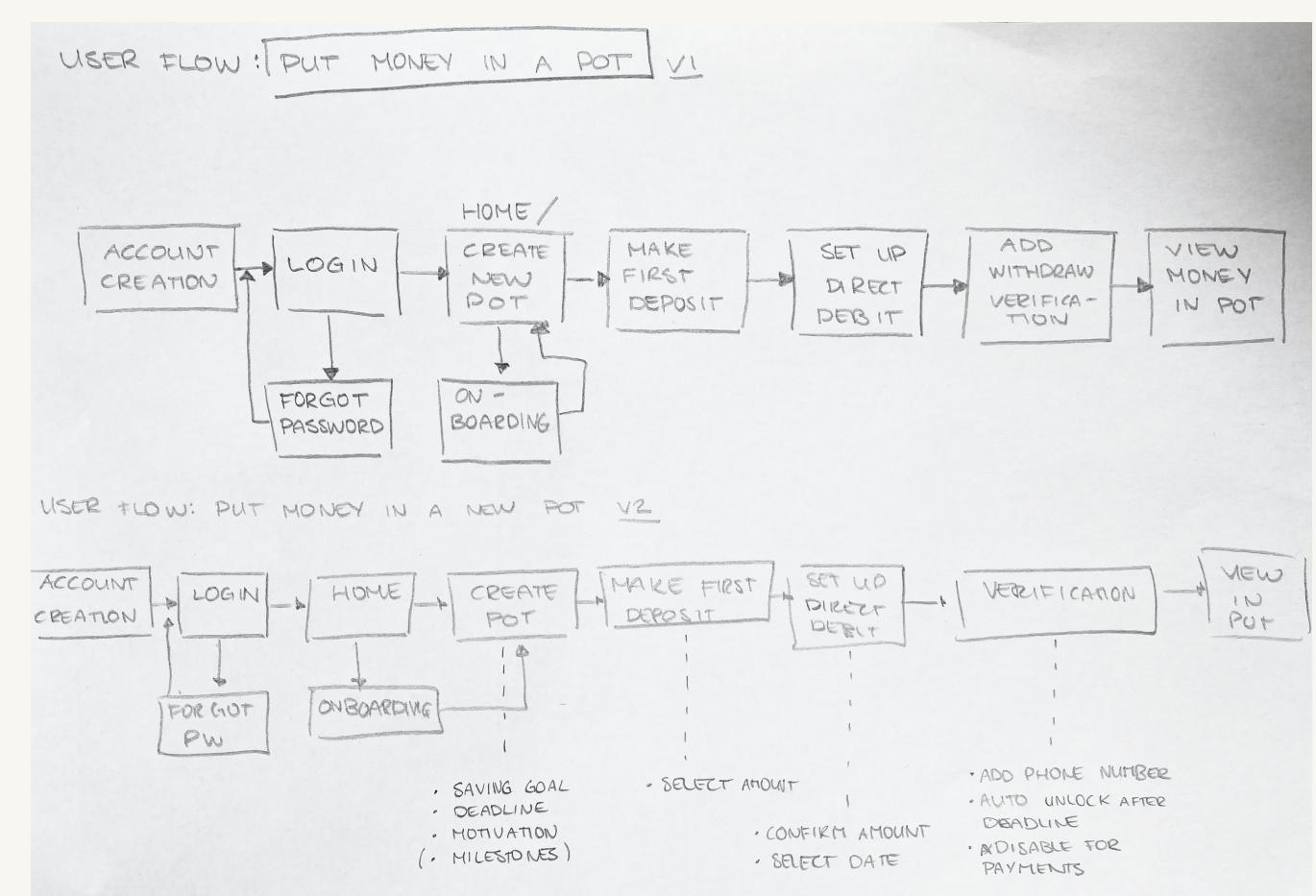
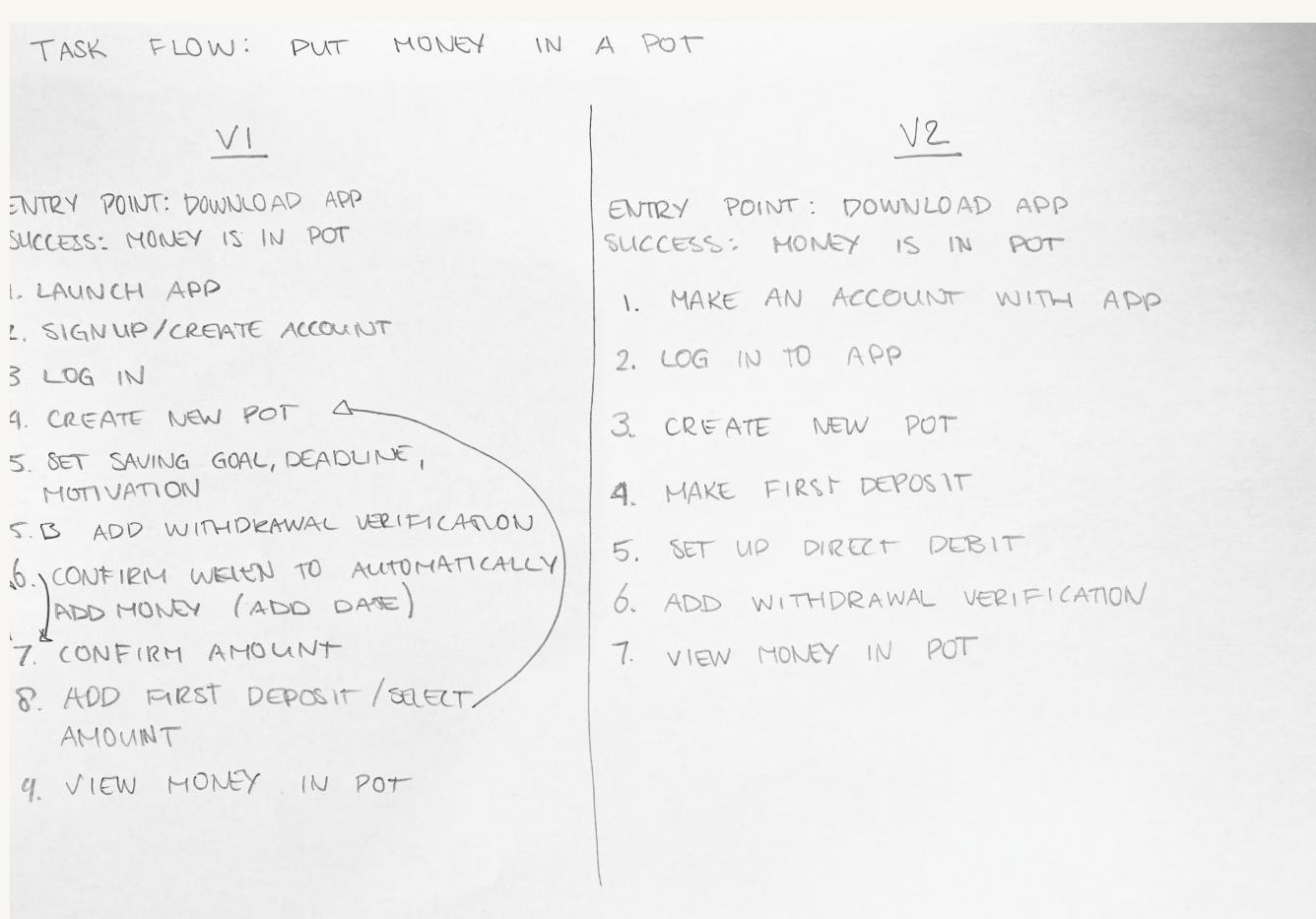
## Task Flow Optimisation

Entry point: Download the app

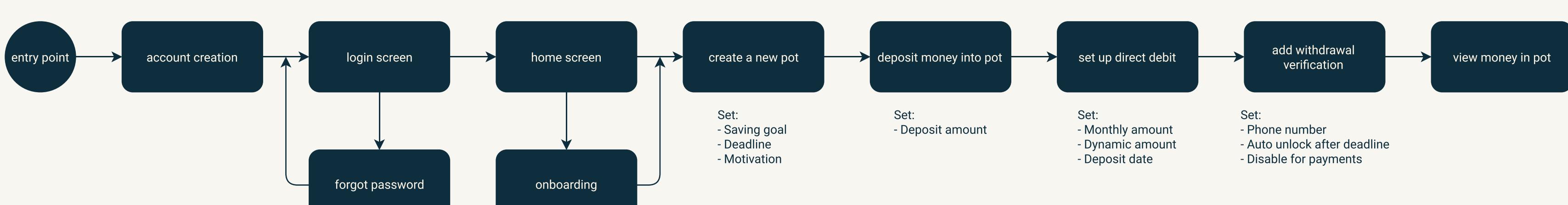
Success criteria: A new savings pot created with in it a deposit payment and an automated monthly deposit set up

1. Make an account with the app
2. Log in to the app
3. Create a new savings pot
4. Add first deposit
5. Set up direct debit
6. Add withdrawal verification
7. View money in pot

## Sketches



## User Flow



# Meghan

## Name

Meghan Molley

## Age

26 years old

## Occupation

Digital content writer

## Lives in

London for two years, originally from Australia

## Objectives

- Create a new pot to save money
- Request and receive money from friends
- Send money to someone
- Make a payment in store
- **Make a payment online**



## Information Gathering

*What prompted Meghan to begin the task?*  
Meghan wants to purchase a new coat.

*What will tell Meghan that her task is finished?*  
Her task is finished when the payment has been processed and she can see the transaction in her transaction overview.

*What information does Meghan already know about the process?*

Meghan already knows how much the coat costs and which card in her app she will pay it with.

*What additional information does Meghan need to know to complete the task?*  
Meghan doesn't need to know any additional information to complete the task.

*What tools will Meghan need to complete the task?*

Meghan needs both the website where he purchases the coat from and the app to process the payment.

## Task Flow

Entry point: Select WALLY pay at the website check out

Success criteria: The payment for the coat has been processed and is visible in her transaction history

1. Select WALLY pay on the check out page at the website
2. Go to app to check balance on each card
3. Select which card from the app to pay with
4. Verify payment on website through face ID / finger print
5. Open app home screen
6. Select verification request
7. Enter pin to verify request
8. Return to website
9. View payment confirmation on website
10. Return to app to view payment in transaction history

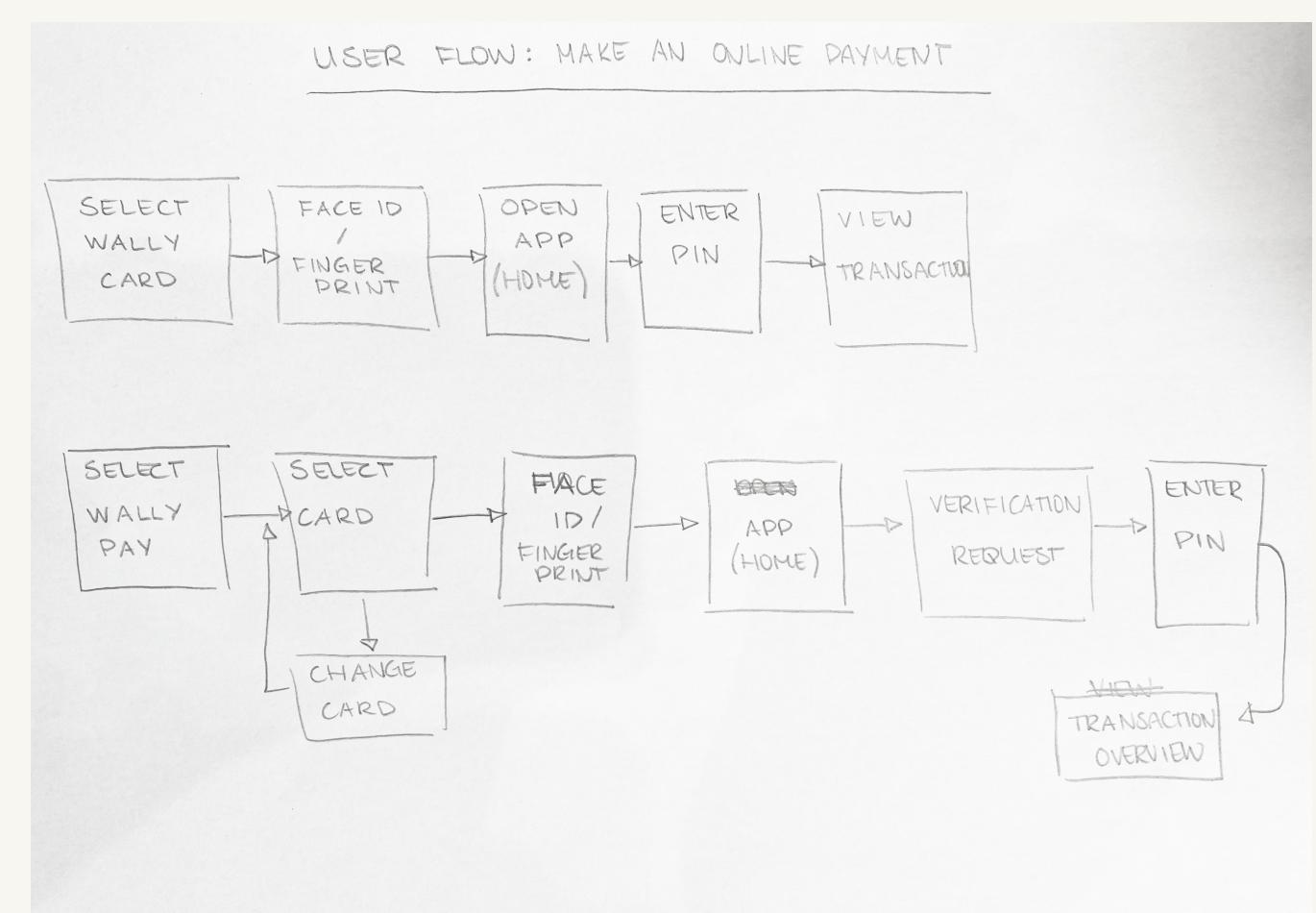
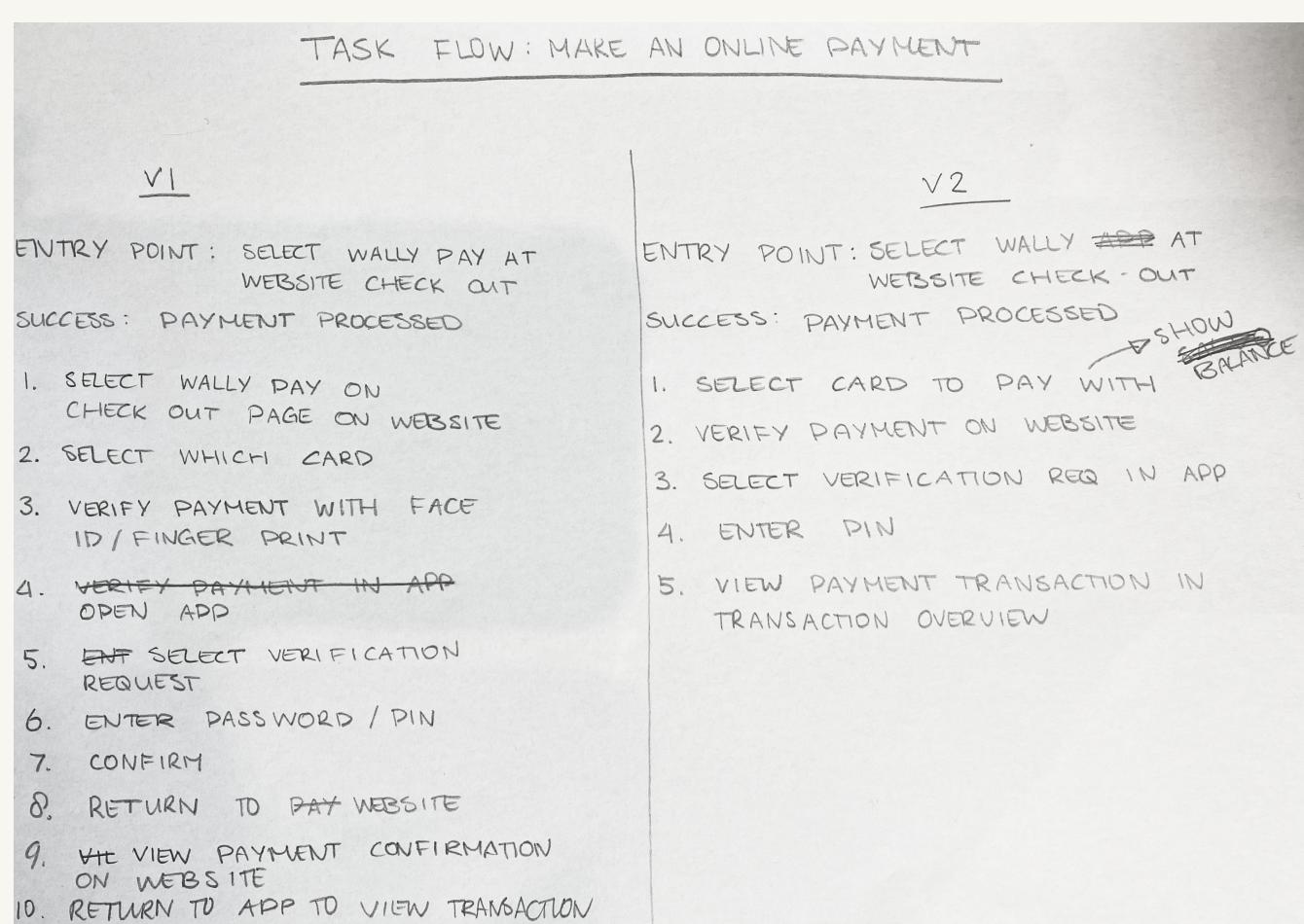
## Task Flow Optimisation

Entry point: Select WALLY pay at the website check out

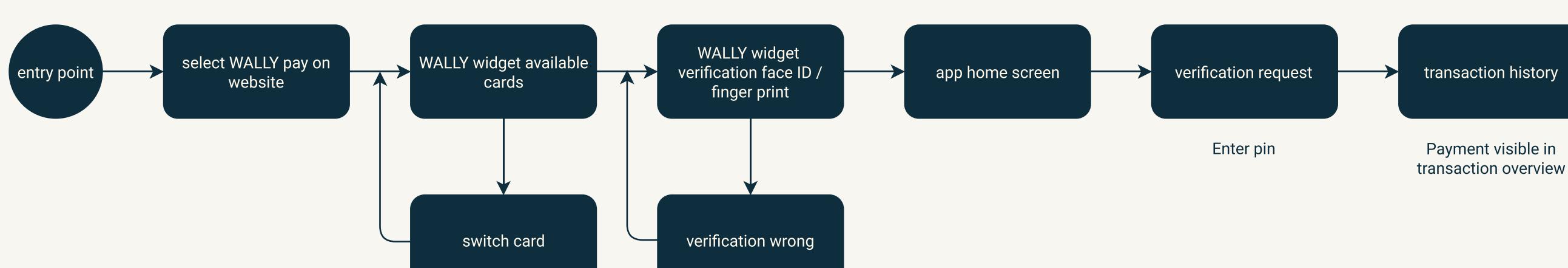
Success criteria: The payment for the coat has been processed and is visible in her transaction history

1. Select WALLY pay on the check out page at the website
2. Select card to pay with
3. Verify payment on website through face ID / finger print
4. Open verification request on app home screen
5. Enter pin to verify request
6. View payment in transaction history

## Sketches



## User Flow



# Sam

## Name

Sam Soppa

## Age

22 years old

## Occupation

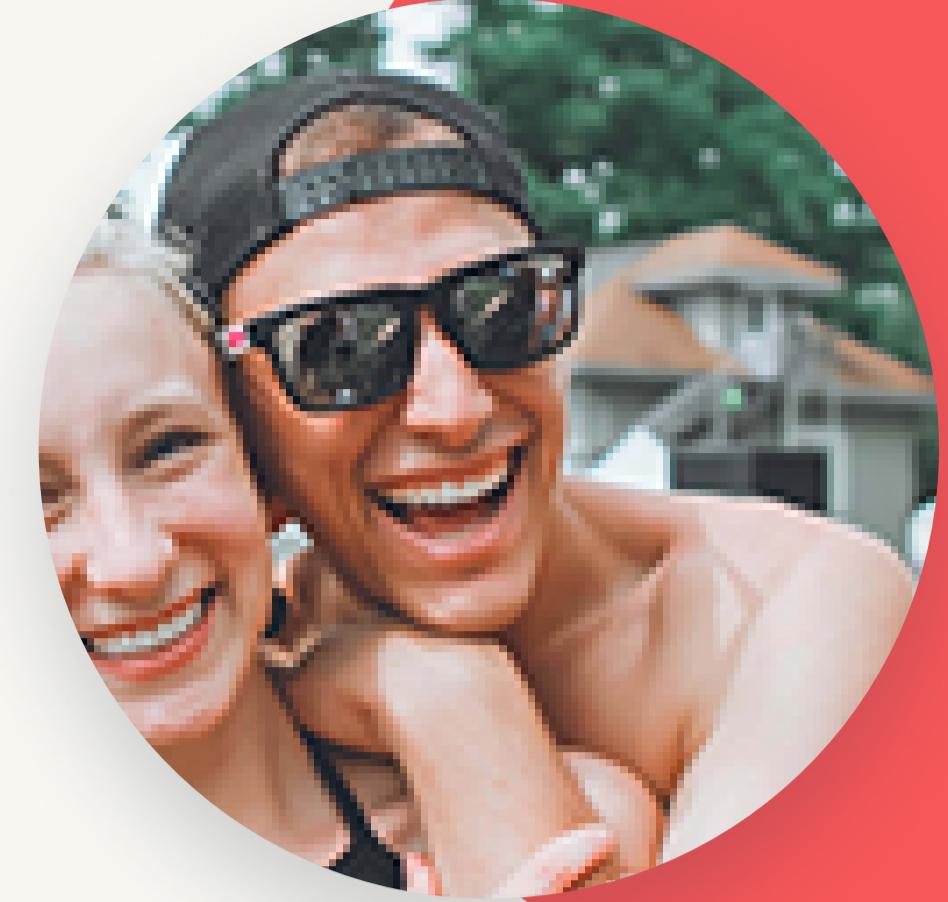
Medicine student

## Lives in

A shared house in Amsterdam

## Objectives

- Set a monthly budget and view spending behaviour
- **Request and receive money from friends**
- Send money to someone
- Make a large purchase online (\$300)
- Verify a payment



## Information Gathering

### What prompted Sam to begin the task?

He organised a dinner for friends and wants to request money back for the groceries and drinks.

### What will tell Sam that his task is finished?

His task will be finished when he has received money from his friends through the payment request.

### What information does Sam already know about the process?

He knows which friends were at the dinner. He also knows how much money he spent on groceries and drinks.

### What additional information does Sam need to know to complete the task?

Sam needs to know how much he needs to request from each individual friend.

### What tools will Sam need to complete the task?

Sam should only use the app to complete the task so we need to make sure to include all the features he needs.

## Task Flow

Entry point: Download the app

Success criteria: Money received from friends

1. Launch downloaded app
2. Make account with the app
3. Log in to the app
4. Locate transaction to be split
5. Select friend(s) to split the transaction with
6. Confirm the amount for each person to pay
7. Set payment request reminder
8. Send request to friends
9. View status of received payments
10. Receive the money

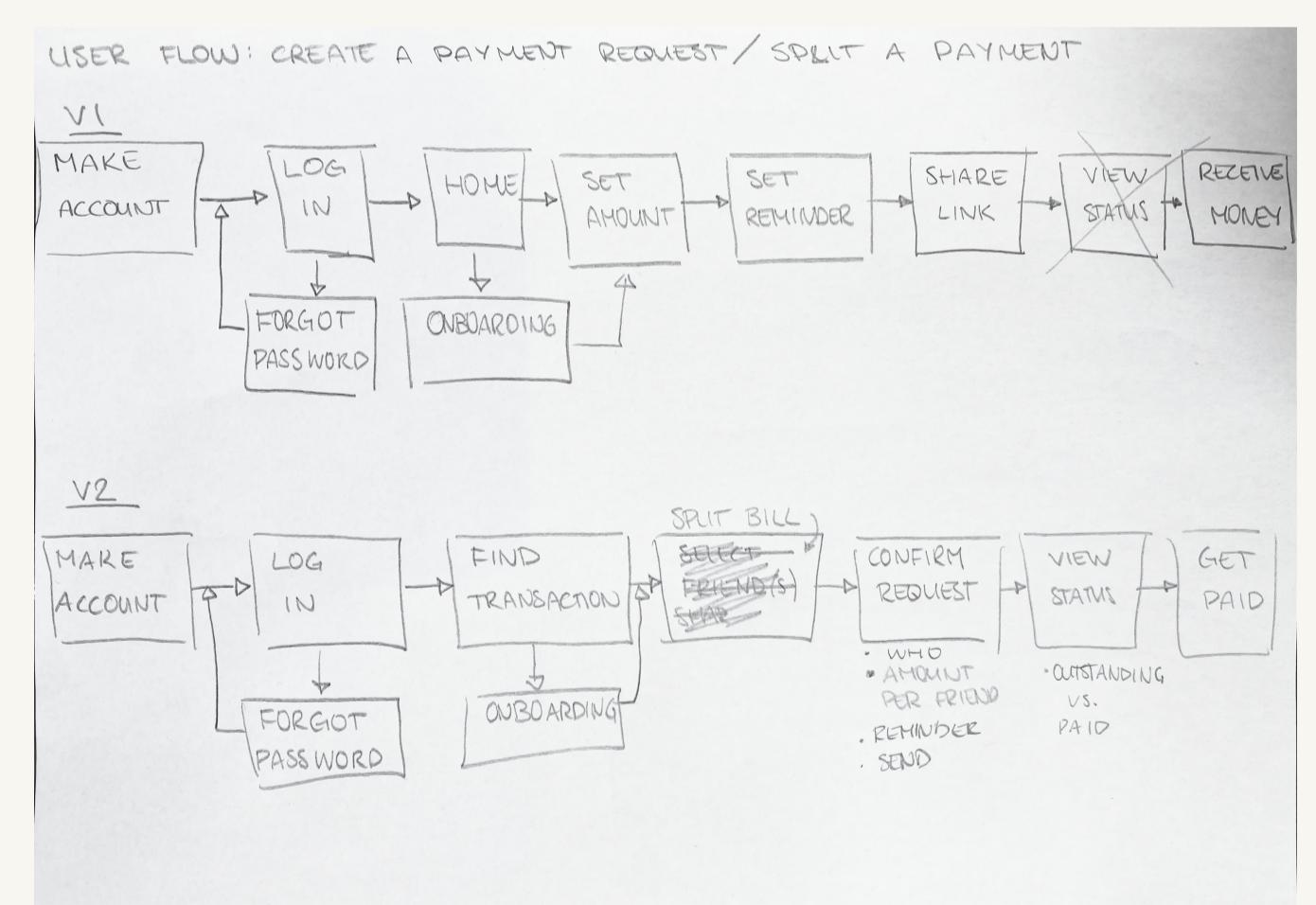
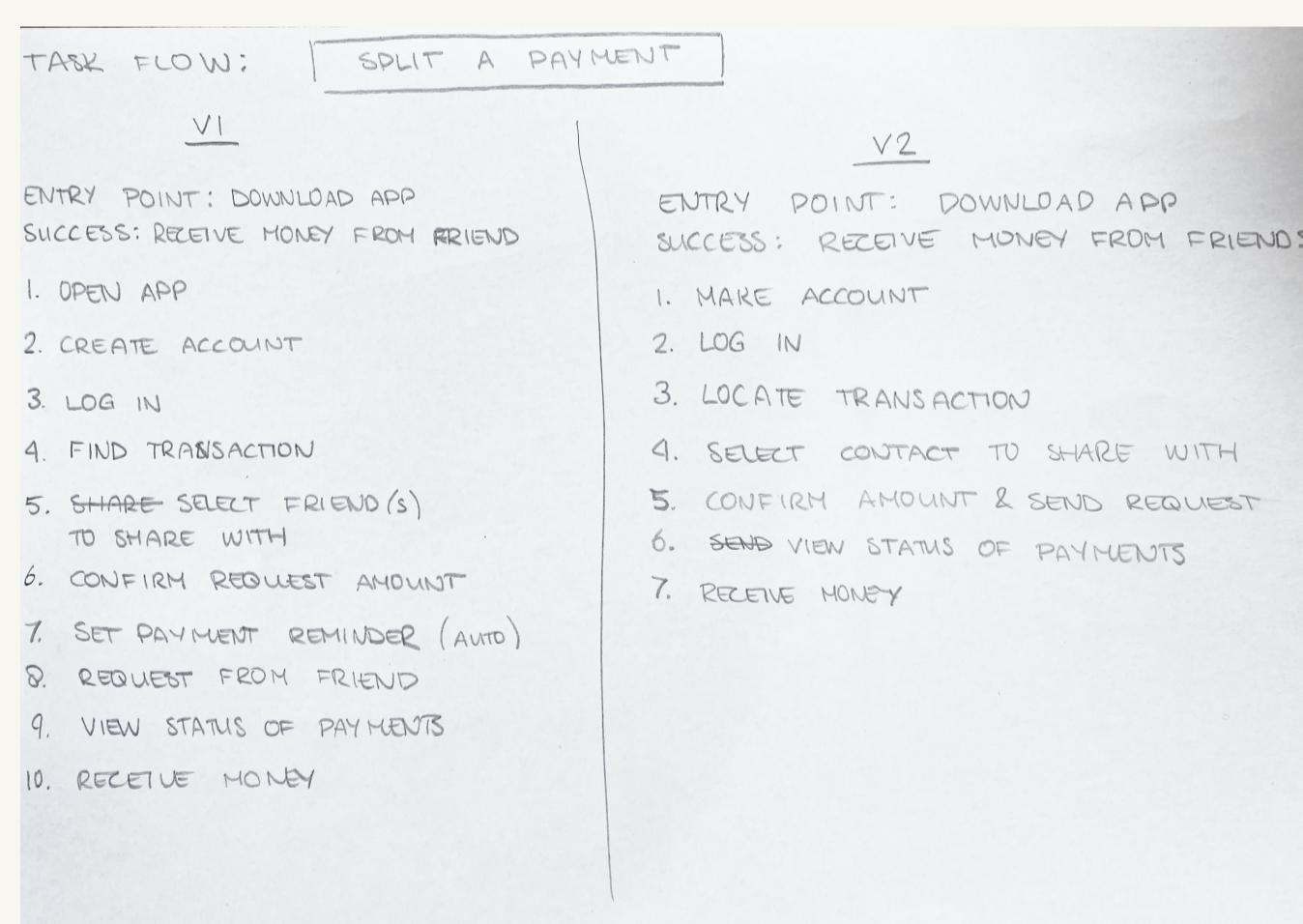
## Task Flow Optimisation

Entry point: Download the app

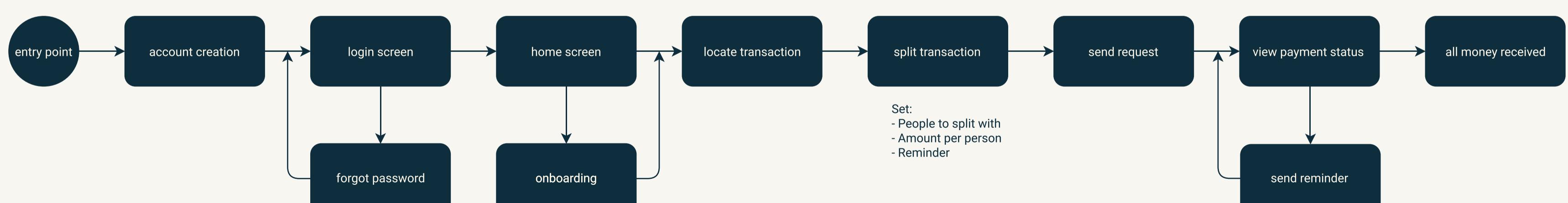
Success criteria: Money received from friends

1. Make an account with the app
2. Log in to the app
3. Locate transaction to be split
4. Select contacts to share with
5. Confirm amount & send request
6. View status of received payments

## Sketches



## User Flow



# The end.