

Select another team from the lab and, in turns, conduct user research to find out what are their goals/needs when using your application. Write down their responses.

Respondent	Q1: What are your goals when using a banking app?	Q2: What features do you value most for security?	Q3: How do you prefer to manage your account and view transactions?	Q4: What difficulties do you face with existing banking apps?
Miruna	I want to easily check my balance, transfer money, and pay bills. Security is very important, so I prefer using an app that makes me feel safe. I want to do all this quickly without a lot of steps.	I really like multi-factor authentication. I feel more secure when I have to verify my identity in multiple ways, especially for large transactions.	I prefer an easy-to-navigate dashboard where I can see my recent transactions at a glance. I also want to be able to filter by date or category.	Sometimes the security features are too complicated, and I have to go through too many steps to make simple transactions. It can also be hard to find the right options in the app quickly.
Vlad	I need to make payments quickly, especially for business transactions. I also need to manage multiple accounts and have a clear overview of my finances.	Multi-factor authentication is essential. I also want to be alerted when there's unusual activity on my account or when a large transaction happens.	I want a clear view of all my accounts, not just one. Also, I need to track payments and transfers easily. Having an export option for statements is helpful.	Some apps are too slow, especially when there are high volumes of transactions. I also find that the security measures sometimes make it harder to complete tasks quickly.
Mihai	I need to manage both my personal and business accounts. I also want to approve transactions quickly, especially when it's related to payroll or bills.	I need to be sure that any transaction is authorized. I prefer apps that allow me to set up multiple layers of security for larger amounts, like two-step verification.	I need to manage both personal and business finances, so I want a clear distinction between accounts. A report or summary for tax purposes is important.	It's hard to manage both personal and business transactions in one app. I also find that transaction approval processes can be too slow, especially when multiple verifications are required.