Task (Attendance: 30th October 2024 – Sec16)
Case Study: Redesigning a Mobile Banking App

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1. **Identify Common User Tasks:** One of the most common tasks in mobile banking is viewing transaction history. This function is critical for users to manage their finances and monitor account activity. They often need to quickly check their most recent transactions, verify specific charges, and identify details of past transactions. Given how often users rely on this feature, it must be easily accessible and simple to navigate.

2. **Analyse Interaction Flow**: To view transaction history, a user generally goes through the following steps:

   - Log into the app.
   - Navigates to the main dashboard or account overview page.
   - Selects the desired account from which they want to view the transaction history.
   - Opens the "Transaction History" or similar option.
   - Scroll through the list of recent transactions or search for a specific date or type of transaction.

3. **Identify Pain Points:** Users may encounter several issues while trying to view transaction history:
   - **Deeply nested options:** If the "Transaction History" section is hidden under multiple menus, users may struggle to locate it quickly.
   - **Lack of sorting or filtering**: Users may need to sift through a long list of entries to find a specific transaction if there is no option to filter by date, amount, or type.
   - **Poor readability**: A cluttered layout with small fonts or unclear labels can make it hard to quickly scan or read transaction details.
   - **Limited date range**: Some apps may only show a limited history by default, making it inconvenient to access older transactions without additional steps.

4. **Propose Design Improvements:** Based on these issues, several design changes can make the transaction history feature more user-friendly:

   - **Direct Access from Dashboard:** Adding a direct link to transaction history on the main dashboard or account overview page will make it easier to find without unnecessary steps.

- **Enhanced Filtering and Sorting Options:** Including filtering options by date, amount, and transaction type allows users to locate specific transactions quickly.
- **Readable Layout and Larger Fonts:** A clean layout with appropriately sized fonts improves readability, while concise labels and icons help users distinguish between transaction types immediately.
- **Expandable Date Range:** By allowing users to view a more extended transaction history without needing to switch screens, the app can accommodate those who need to look up older transactions easily.

5. **Reflection:** User-centered design is essential in mobile banking apps because it helps users manage their finances easily and confidently. By making it simple to access transaction history, users can quickly find and review past transactions, giving them more control over their accounts. When the app is easy to use, users feel more confident and trusting, which strengthens their loyalty to the bank. Improving essential features like transaction history builds satisfaction and trust, making the app a more valuable tool for everyday financial management.