SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY

Visual Analytics and User Experience Design (IT4031)

Assignment 1 – 2023, Semester 1

GROUP ID: *2023_A1_G04*

User Journey Maps

Figma Link

Checking bank balance

Scenario: Checking bank balance

Stage	Log In	Check Account Balance	Check Transaction History	Check Transaction History
Actions	A. Enter Username and password and log in	A. Click on "Accounts" option B. Select the relevant account	A. Click on "Transaction History" option	A. Filter, sort and search transactions
Thoughts/ Feelings	"I hope login credentials are correct."	"I hope there is a more organized layout to find what I'm looking for."	"I need more detailed description of my transactions."	"I need a way to filter transactions by date, amount, or type to easily find what I'm looking for."
Pain Points	Take time to login. Loading Speed is slow.	Confusing, cluttered layout.	Connection errors.	Long loading times when filtering.

Emotions

Scenario: Money Transfer to my other account (in the same bank)

Stage	Pre Money Transfer	Money Transfer	Money Transfer	Proceed Transfer	Proceed Transfer	After Transfer
Actions	A. Enter Username and password and log in	A. Select the Money Transfer B. Select Transfer to accounts in the same bank C. Select my other account	A. Select "from Account" B. Select "To Account" C. Enter transfer amount D. Enter Sender Remarks and Reciever Remarks E. Transfer now or schedule for later	A. Click proceed to transfer button B. All the transfer details are visible	A. Click proceed to transfer button B. Receives an OTP through text C. Enter the received OTP D. Confirm the payment	A. Display the transfer slip
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope navigation will be smooth."	"I'm glad that I can even schedule the transfer."	"I need to make sure the payment details are correct."	"I need to type the OTP before it expires"	"I'm glad that I didn't get any errors'"
Pain Points	Take time to login. It is better to have a fingerprint or face ID to log in	The icons and the wordings in the navigation not very clear	Loading Speed is slow.	Difficulty in reading the details because they are not much clearly stated	Cannot copy and paste the OTP	Difficulty in finding navigation.

Emotions

Scenario: Money Transfer to other accounts (in the same bank)

Stage	Pre Money Transfer	Money Transfer	Money Transfer	Proceed Transfer	Proceed Transfer	After Transfer
Actions	A. Enter Username and password and login	A. Select the Money Transfer B. Select Transfer to accounts in the same bank C. Select other account	A. Select "from Account" B. Add To Account Number C. Enter transfer amount D. Enter Sender Remarks and Receiver Remarks E. Select a purpose of transfer from the dropdown F. Transfer now or schedule for later	A. Click proceed to transfer button B. All the transfer details are visible	A. Click proceed to transfer button B. Receives an OTP through text C. Enter the received OTP D. Confirm the payment	A. Display the transfer slip
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope navigation will be smooth."	"I'm glad that I can even schedule the transfer." "Too many purposes to select one from"	"I need to make sure the payment details are correct."	"I need to type the OTP before it expires"	"I'm glad that I didn't get any errors'"
Pain Points	Take time to login. It is better to have a fingerprint or face ID to log in	The icons and the wordings in the navigation not very clear	Loading Speed is slow. In the Purpose of transfer drop down there are too many reasons to select one from. It is better to just add a place to type the purpose.	Difficulty in reading the details because they are not much clearly stated	Cannot copy and paste the OTP	Difficulty in finding navigation.
Emotions						

Money Transfer

Scenario: Money Transfer to other accounts (in the other banks)

Stage	Pre Money Transfer	Money Transfer	Money Transfer	Proceed Transfer	Proceed Transfer	After Transfer
Actions	A. Enter Username and password and log in	A. Select the Money Transfer B. Select Transfer to accounts in other banks	A. Select "from Account" B. Add To Account Number and Account name C. Select Bank and Branch C. Enter transfer amount D. Enter Sender Remarks and Receiver Remarks E. Select a purpose of transfer from the dropdown F. Transfer now or schedule for later	A. Click proceed to transfer button B. All the transfer details are visible	A. Click proceed to transfer button B. Receives an OTP through text C. Enter the received OTP D. Confirm the payment	A. Display the transfer slip
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope navigation will be smooth."	"I'm glad that I can even schedule the transfer." "Too many purposes to select one from" "Too many banks and branches to choose from"	"I need to make sure the payment details are correct."	"I need to type the OTP before it expires"	"I'm glad that I didn't get any errors'"
Pain Points	Take time to login. It is better to have a fingerprint or face ID to log in	The icons and the wordings in the navigation not very clear	Loading Speed is slow. In the Purpose of transfer drop down there are too many reasons to select one from. It is better to just add a place to type the purpose. Too many banks and branches to select from. It is much easier to be able to search the bank and branch names from dropdown	Difficulty in reading the details because they are not much clearly stated	Cannot copy and paste the OTP	Difficulty in finding navigation.
Emotions						

Money Transfer

Scenario: Money Transfer to Saved Payees

Stage	Pre Money Transfer	Money Transfer	Money Transfer	Proceed Transfer	Proceed Transfer	After Transfer
Actions	A. Enter Username and password and log in	A. Select the Money Transfer B. Select Transfer to my payees	A. Select "from Account" B. Select "To Payee" C. Enter transfer amount D. Enter Sender Remarks and Receiver Remarks E. Select a purpose of transfer from the drop down F. Transfer now or schedule for later	A. Click proceed to transfer button B. All the transfer details are visible	A. Click proceed to transfer button B. Receives an OTP through text C. Enter the received OTP D. Confirm the payment	A. Display the transfer slip
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope navigation will be smooth."	"I'm glad that I can even schedule the transfer." "Too many purposes to select one from"	"I need to make sure the payment details are correct."	"I need to type the OTP before it expires"	"I'm glad that I didn't get any errors'"
Pain Points	Take time to login. It is better to have a fingerprint or face ID to log in	The icons and the wordings in the navigation not very clear	Loading Speed is slow. In the Purpose of transfer drop down there are too many reasons to select one from. It is better to just add a place to type the purpose.	Difficulty in reading the details because they are not much clearly stated	Cannot copy and paste the OTP	Difficulty in finding navigation.
Emotions						

Scenario: Creating fixed deposit

Stage	Gather required documents	Login	Fill out the application form	Submit the application form	Transfer the deposit amount	Receive confirmation	Monitor your account	Renewal option
Actions	A. Collect the necessary documents (identity proof, address proof, PAN card)	A. Login to the system by entering Username and password	A. Obtain an application form from the bank's website B. fill it out with your personal and financial information C.specify the deposit amount D.Specify tenure of the fixed deposit.	A. Submit the completed application form through app.	A. Once the bank verifies your application form and documents, transfer the deposit amount to the fixed deposit account	A. Receives a confirmation message or email, after the deposit amount has been successfully credited to the fixed deposit account.	A. Monitor your fixed deposit account through the bank's online or mobile banking platform	A. If required, choose renewal option to renew your fixed deposit account for another term or withdraw the deposit amount
Thoughts/ Feelings	"I hope all the required documents are collected."	"I hope login credentials are correct."	"I need to make sure the filled details are correct."	"I'm glad that I would able to submit completed application form."	"I'm glad that I could able to transfer deposit amount successfully."	"I'm glad that I could able to receive confirmation."	"I hope to monitor fixed deposit through out time period"	"I hope to renew fixed deposit"
Pain Points	Take time to collect some required data	Take time to login. It is better to have a PIN to login.	It's Complex application process	Loading Speed is slow.	Loading Speed is slow.	Not receiving proper confirmation	Inconvenience in monitoring the account	Renewal process is complex
Emotions								

Scenario: Sending Transfer Slips Experience

Stage	Pre Money Transfer	Pre Money Transfer	Pre Money Transfer	Pre Money Transfer	During Money Transfer	During Money Transfer	Money Transfer End	Money Transfer End	Money Transfer End
Actions	A. Enter Username and password.	A. Add the Beneficiary (Money receiver's account) details. B. Click on submit button.	A. Verify the entered Beneficiary (Money receiver's account) details. B. Click on 'Confirm' button.	A. Proceed through OTP verification. B. Receive verification success message.	A. Fill the form to transfer money. B. Click on 'Pay Now' option.	A.Verify the entered details. B. Confirm the details.	A. Display Money Transfer Successful message with Transfer slip download option.	A. Click on Save button. B. Quit from banking application.	A. Open the downloaded transaction slip in a PDF viewer. B. Send the slip to the recipient by selecting the relevant option.
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope there will be a simple navigation."	"I need to make sure the entered details are correct."	"I am glad that the verification was a success."	"I'm glad that money transfer form is simple and easy to understand."	"I need to make sure the entered details are correct."	"I'm glad that the transaction is successful without any errors."	"I hope the PDF of the payment slip has downloaded correctly."	" I hope the receiver will get the transaction slip without anr error."
Pain Points	Have user name and password issues and takes time to login.	Difficulty in understanding the navigation and interface issues such as font size, colors.	Connection errors.	Cannot copy and paste the OTP and the loading speed is low.	Difficulty in navigation. Connection errors and issues with the interfaces such as colors.	Loading speed is low.	Connection errors and the time taken to complete the process can be high.	Connection errors and the speed is low.	Connection errors.
Emotions									

Bill Payment

Scenario: Water Bill Payment Experience

Stage	Login	Bill Payment	Bill Payment	Proceed Payment	After Payment
Actions	A. Enter Username and password	A. Select the bill payment icon B. Select Water Bill icon	A. Enter relevant data	A. Click proceed to pay button B. Receives a text message C. Enter the received OTP D. Confirm the payment	A. Display the payment slip
Thoughts/ Feelings	"I hope login credentials are correct."	" I hope navigation will be smooth."	"I'm glad that I can select the account type."	"I need to make sure the payment details are correct."	"I'm glad that I didn't get any errors'"
Pain Points	Take time to login. It is better to have a PIN to login.	Too many bill categories. Difficulty in finding the relevant category.	Loading Speed is slow.	Cannot copy and paste the OTP	Difficulty in finding navigation.
Emotions					