



## **SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY**

Visual Analytics and User Experience Design (IT4031)

Assignment 1 – 2023, Semester 1

GROUP ID: *2023\_A1\_G04*

**Result Reports of Useberry**

## Userberry Link

<https://app.useberry.com/t/LGUZLyN9C12m/>



5 blocks on this study



Responses collected: 10

Completed

Users who finished the study

100% 10 users

## Dropped-off

Users who dropped-off the study

0% 0 users




## Time

Overall average time

8m 1.7s

## Blocks

### Blocks used on this study

BLOCK	TOTAL	COMPLETED	NOT-COMPLETED	AVERAGE TIME	
 Welcome	10	10	0	2.1s	
 Open Analytics	10	10	0	1m 49.1s	<a href="#">View results</a>
 Multiple Tasks	10	10	0	2m 37.5s	<a href="#">View results</a>
 Questions	10	10	0	1m 56.3s	<a href="#">View results</a>
 Thank You	10	10	0	1.5s	

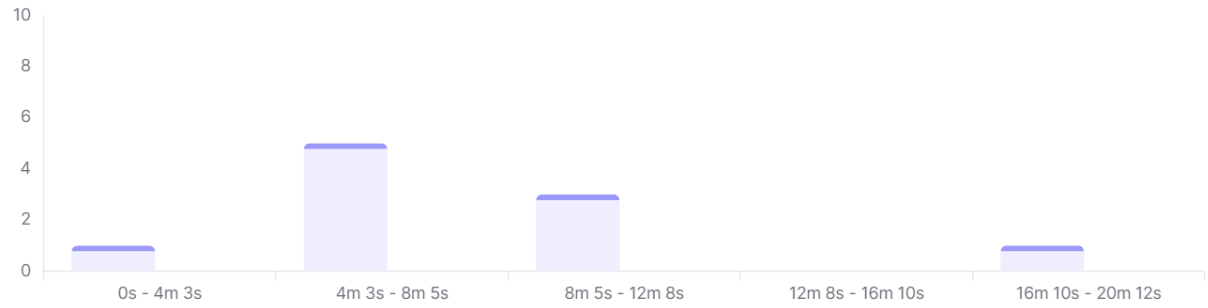
## Completion Rates

Average success and failure rate for the study



### Total Time on Study: Users (frequency) - Time

The total time users spend on the study



Completed Not-completed

### User Sessions (10)

Details about each user session for the study.

Search sessions

Export

Delete

<input type="checkbox"/>	#	BLOCKS	TIME	DATE		
<input type="checkbox"/>	VXW3FS	5/5	5m 31.6s	Apr 21, 2023 8:26 PM		<a href="#">Play theater</a> <span>⋮</span> <span>&gt;</span>
<input type="checkbox"/>	6TZ0UC	5/5	9m 50.3s	Apr 21, 2023 8:14 PM		<a href="#">Play theater</a> <span>⋮</span> <span>&gt;</span>
<input type="checkbox"/>	TSRQOT	5/5	4m 30.1s	Apr 21, 2023 7:59 PM		<a href="#">Play theater</a> <span>⋮</span> <span>&gt;</span>





## Open Analytics

Test run to be familiar with the application.

Responses collected: 10

### Completed

Users who finished this task

100% 10 users

### Dropped-off

Users who dropped-off this task

0% 0 users

### Time

Overall average time

1m 49.1s

### Misclick Rate

Clicks outside of hotspots

18%

## Heat Maps

### Screen: Login



10 users



14.6s avg time



19 clicks



16% misclick rate

9:14



# Welcome to Mobile Banking

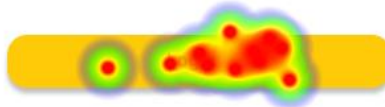
Username

example@gmail.com

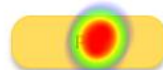
Password

\*\*\*\*\*

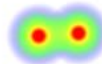
[Forgot Username or Password](#)



Or Login with



Explore →



## Screen: Home Page

9 users

5.5s avg time

62 clicks

27% misclick rate

9:14

Good Morning  
Anura

Available to spend  
LKR 100,000.00

Fund

Transfer

Bill Payments

Card Payments

Accounts

More

Borrowlogs

Loans

Transfers

Overdrafts

Lease

Cards

Accounts

05 accounts

LKR 500,000.00

Investments

01 Investment

LKR 250,000.00

Cards


02 Cards

LKR 100,000.00


Loans

00 Loans

LKR 00.00




Bank of Ceylon is a state-owned, major commercial bank in Sri Lanka. Its head office is located in an iconic cylindrical building in Colombo. The bank has a network of 651 branches, 715 automated teller machines, 159 CDM, 582 CDM network, and 15 regional loan centres within the country.




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**Exchange Rate**

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**Savings**

Minimum balance of Rs. 10,000/- need to be maintained in a savings account. For more information, visit [www.boc.lk](#) or call 111 233760.




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**Registered Head Office :**

Bank of Ceylon,  
No.1, BOC Square,  
Bank of Ceylon Mawatha,  
Colombo 01  
Sri Lanka



**Bank of Ceylon**

No.1, BOC Square, Bank of Ceylon Mawatha,  
Colombo 01, Sri Lanka  
Tel : +94 11 2546750-81122 lines/+94 11 233761 / 55  
Fax : +94 11 233760  
Email : [boe@boe.lk](mailto:boe@boe.lk)

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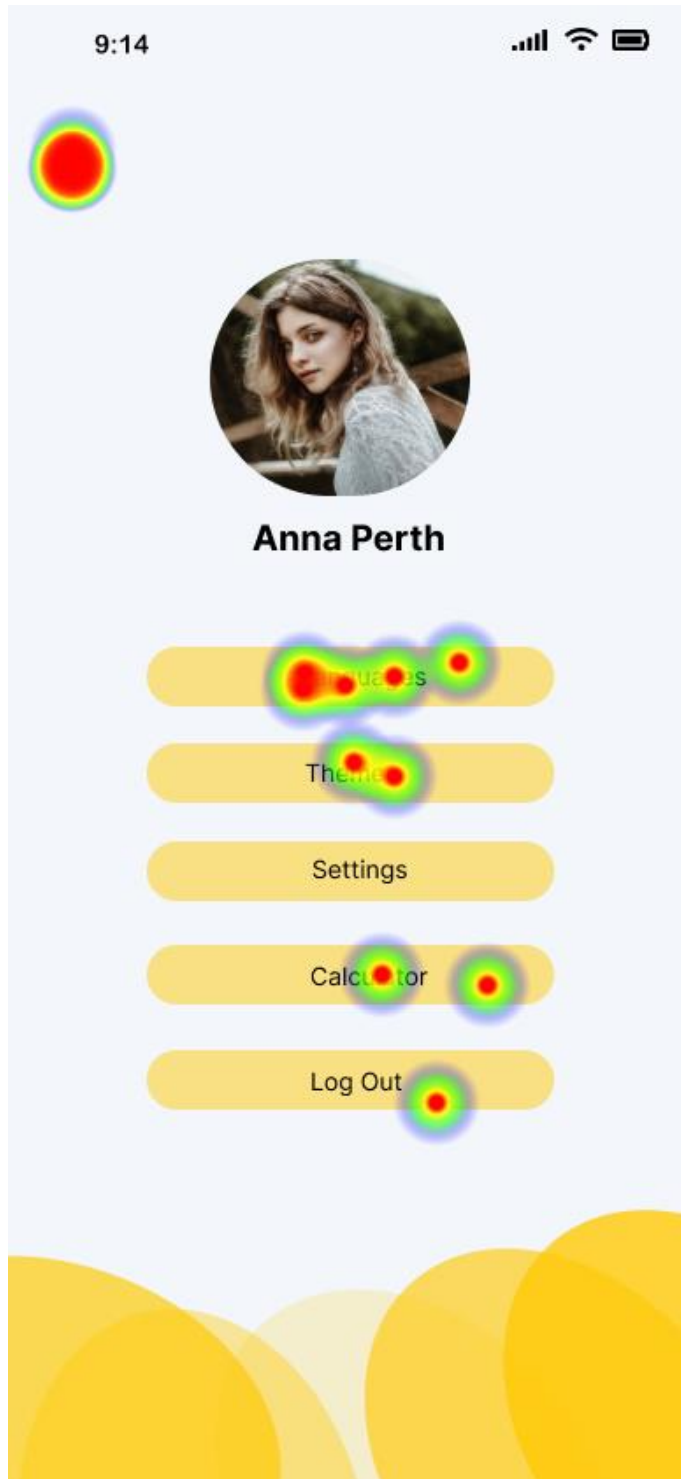
## Screen: Menu

7 users

3.7s avg time

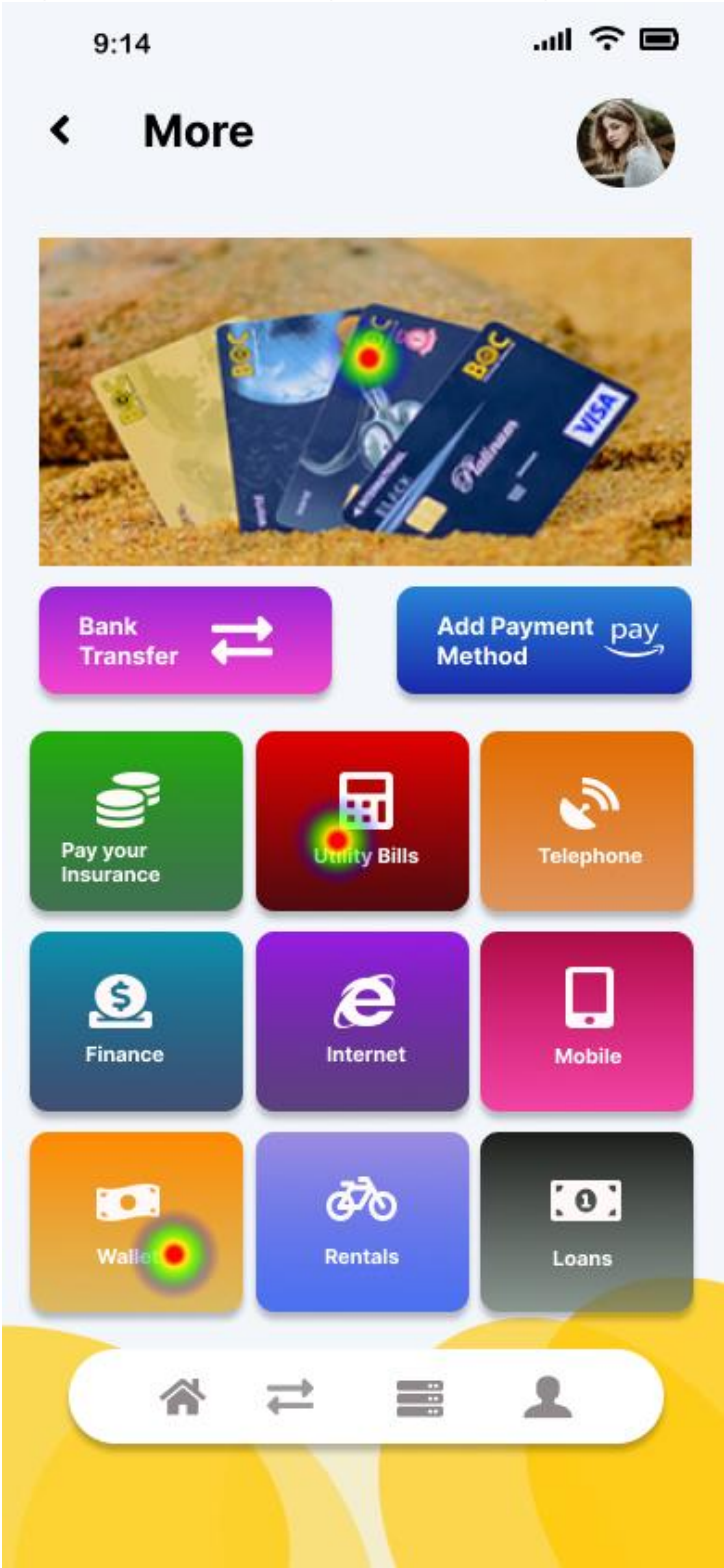
17 clicks

6% misclick rate



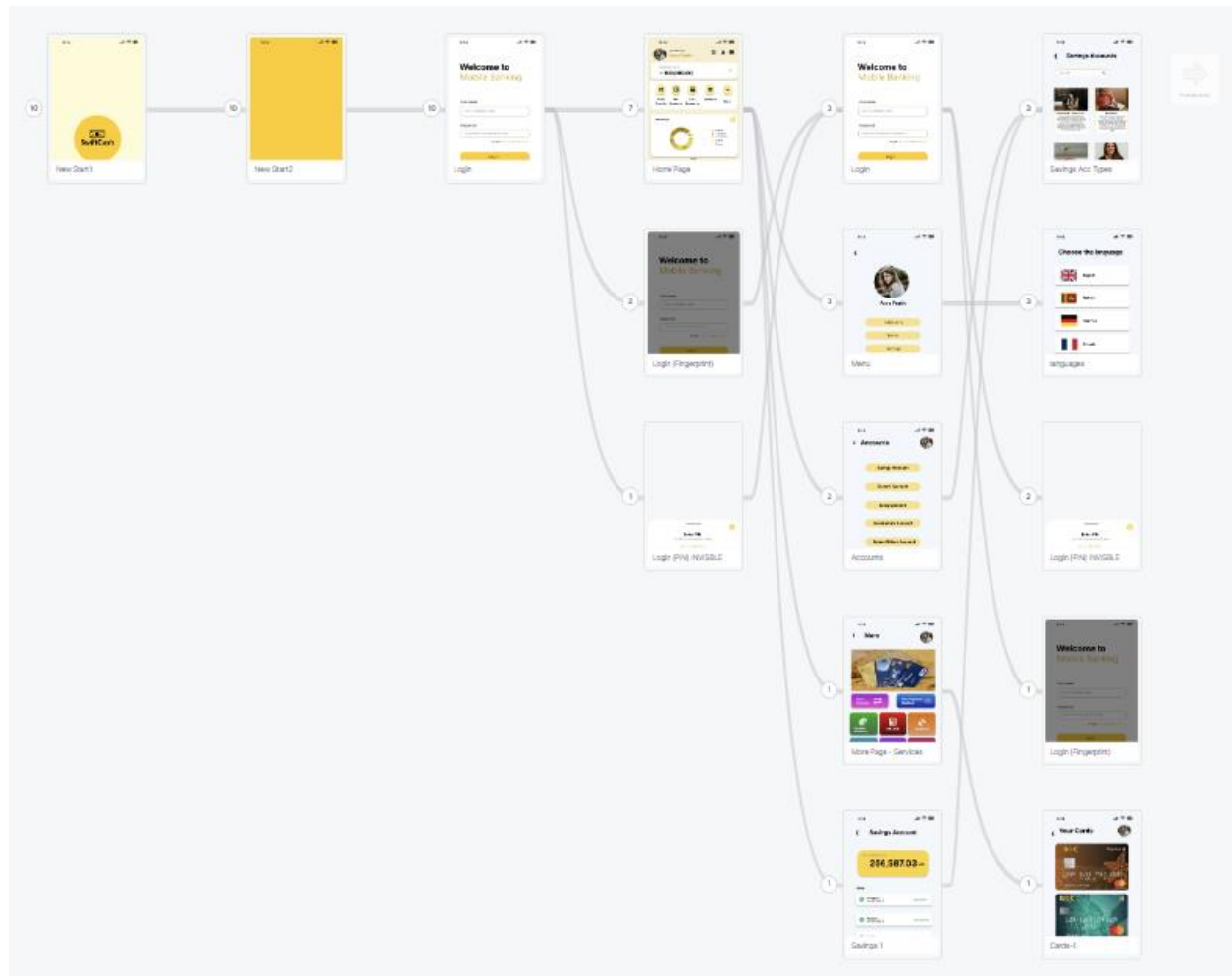
Screen: More Page - Services

2 users | 7.6s avg time | 3 clicks | 33% misclick rate





## User Flows



### Completion Rates

Average success and failure rate for the selected block

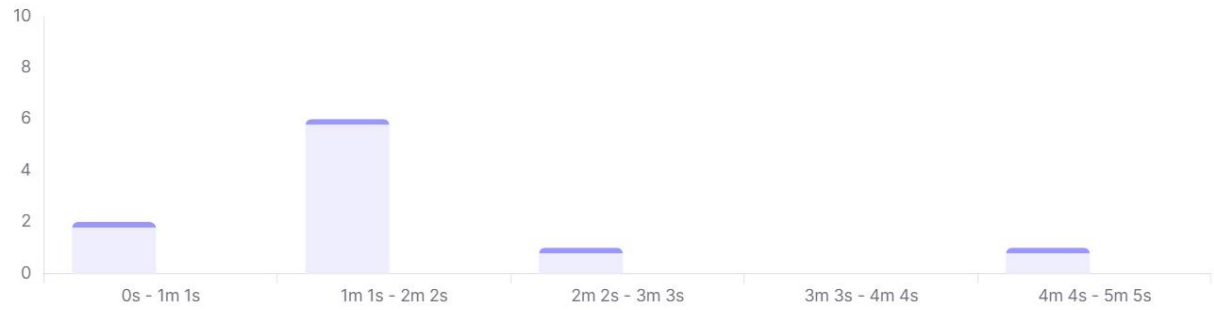


● Completed ● Not-completed

☐ Confidence Interval [Edit](#)

### Total Time on Block: Users (frequency) - Time

The total time users spend on this block



Completed Not-completed

Confidence Interval Edit

#VXW3FS

Apr 21, 2023 8:26 PM

Sri Lanka

Desktop

Windows 10

Chrome

Screen: 1536x864

#### Blocks

##### Welcome

Welcome

Total time: 1.4s

##### Open Analytics

Test run to be familiar with the application.

Total time: 1m 6.8s | Time on task: 1m 3.0s

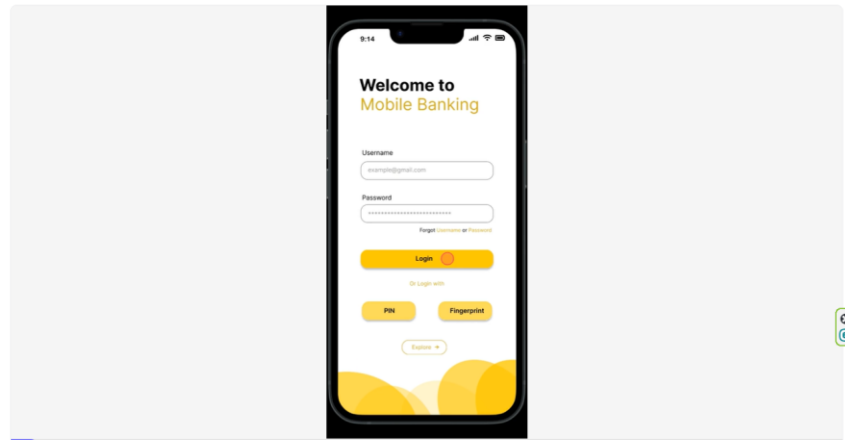
##### Multiple Tasks

5 Tasks

Total time: 1m 42.6s | Time on task: 1m 35.8s

Download video from this page Next Session

#### Session Recording



00:06 / 03:38

#### Multiple Tasks

5 tasks

Responses collected: 10

##### Completed

Users who finished this task

100%

10 users

##### Not-completed

Users who skipped or dropped-off this task

0%

0 users

##### Time

Overall average time

2m 37.5s

##### Misclick Rate

Clicks outside of hotspots

20%

### Tasks

#	TASK	TOTAL	COMPLETED	NOT-COMPLETED	AVG TIME	
1	Bill Payment	10	10	0	25.1s	<a href="#">View results</a>
2	Transaction	10	10	0	20.8s	<a href="#">View results</a>
3	Fixed Deposit	10	10	0	30.5s	<a href="#">View results</a>
4	Check Balance	10	10	0	14.1s	<a href="#">View results</a>
5	Share Transfer Slip	10	10	0	38.8s	<a href="#">View results</a>

### Completion Rates

Average success and failure rate for the selected block



### Multiple Tasks / Task 1

Bill Payment

Responses collected: 11

#### Completed

Users who finished this task

**91%** 10 users

#### Not-completed

Users who skipped or dropped-off this task

**9%** 1 user

#### Time

Overall average time

**22.8s**

#### Misclick Rate

Clicks outside of hotspots

**14%**

## Heat Maps

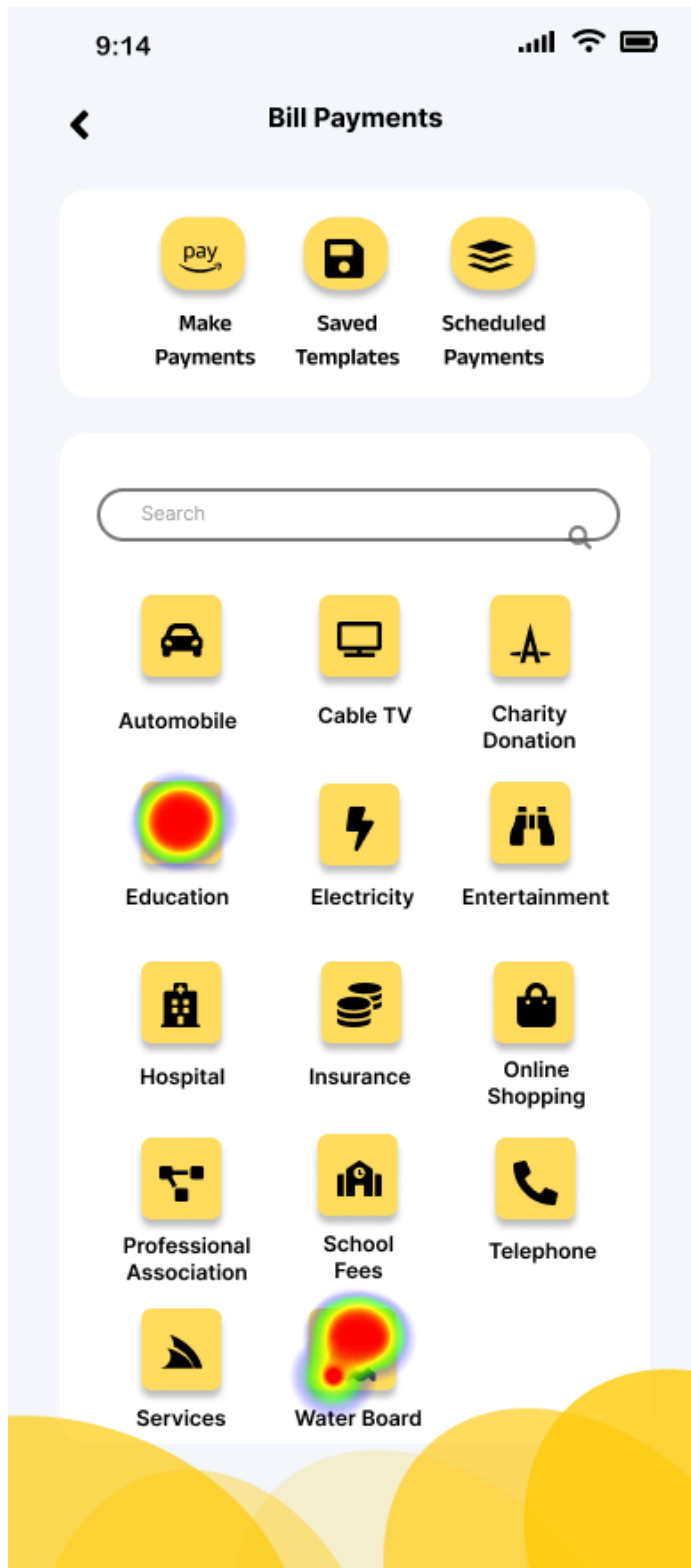
## Screen: Bill -1

10 users

4.8s avg time

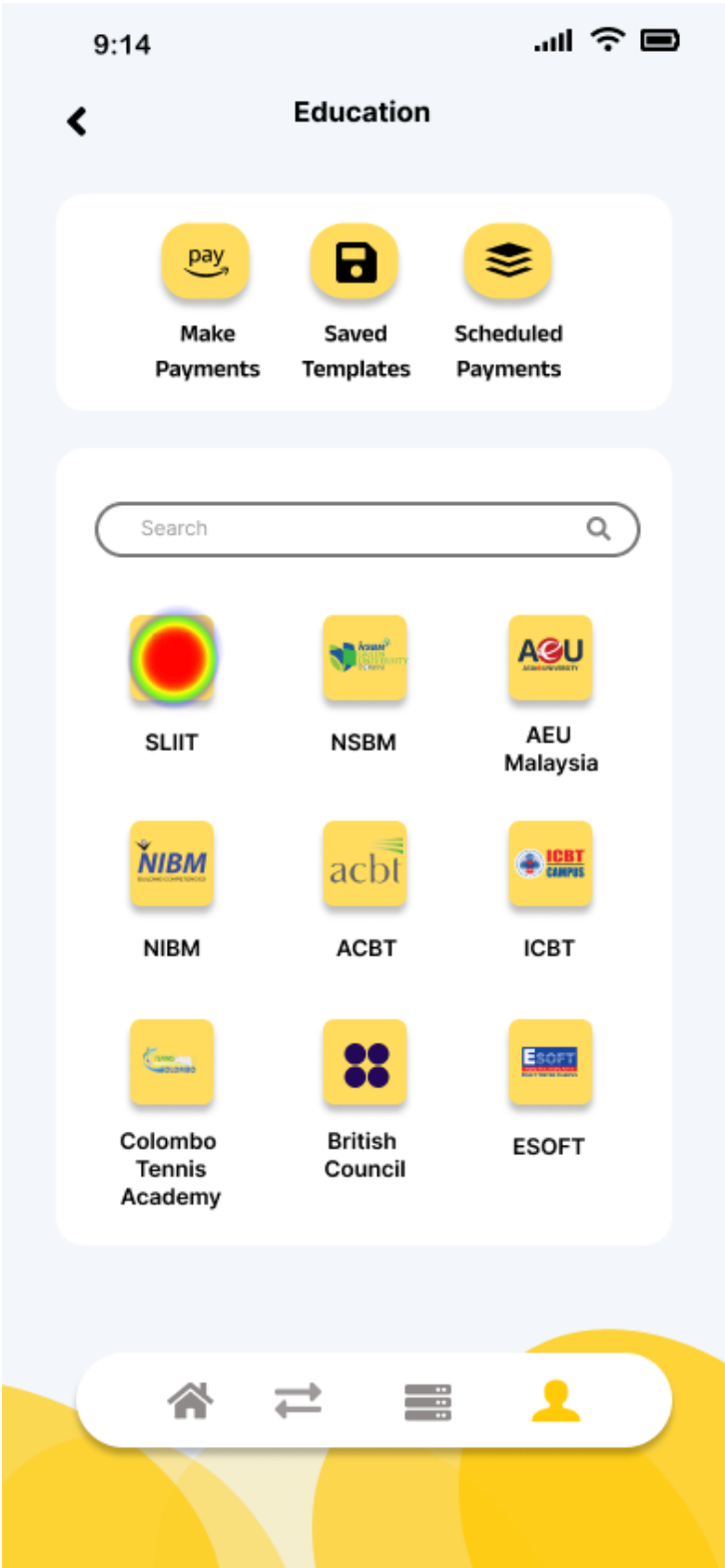
10 clicks

0% misclick rate



Screen: Bill -6

5 users | 2.8s avg time | 5 clicks | 0% misclick rate



## Screen: Bill - 7

5 users

2.0s avg time

5 clicks

0% misclick rate

9:14

Sri Lanka Institute Of Information Technology  
Education

**Pay From\***  
-Please Select

**Amount\***  
LKR

**Student Registration number\***

**Reason for the Payment (Enter the code)**

**Payment Mode**

☐ Online

☐ Set up Schedule

☒ Save this as a template

Proceed to Pay

Home, Back, Menu, Profile

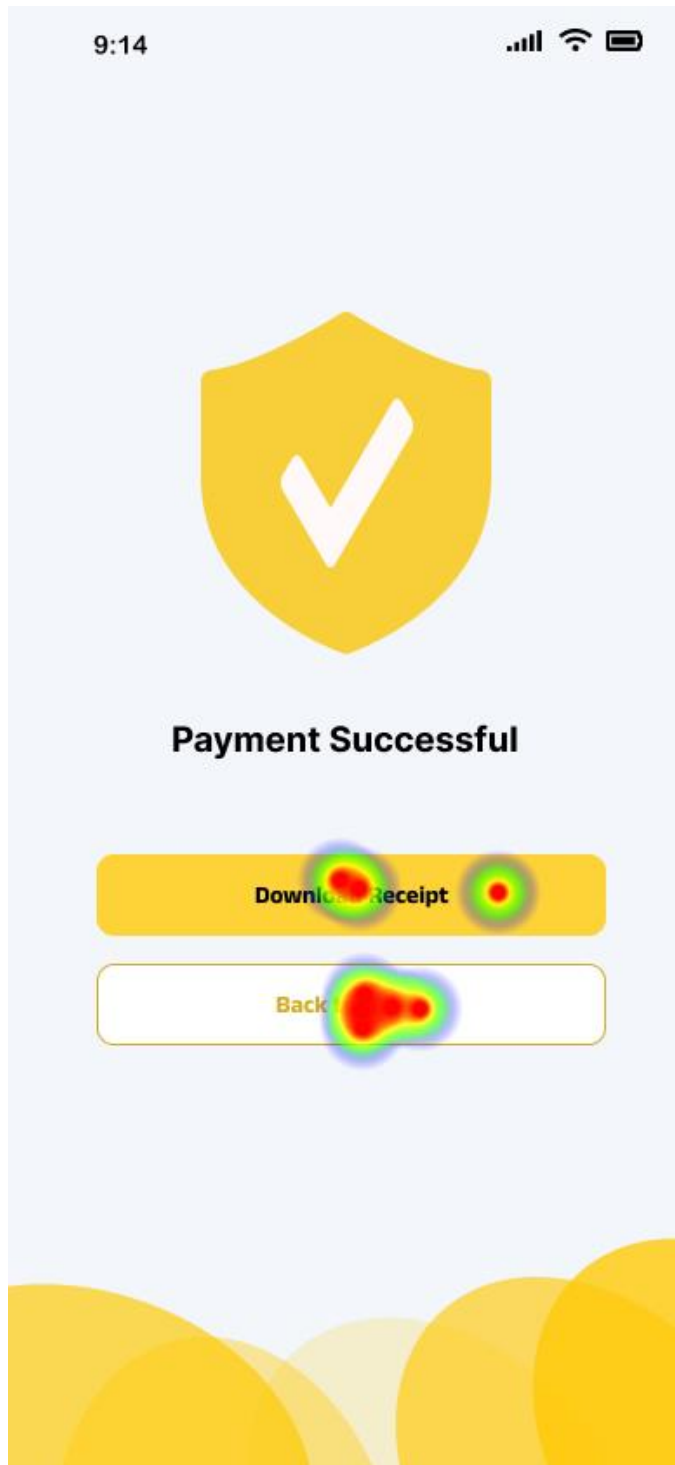
## Screen: Bill - 8

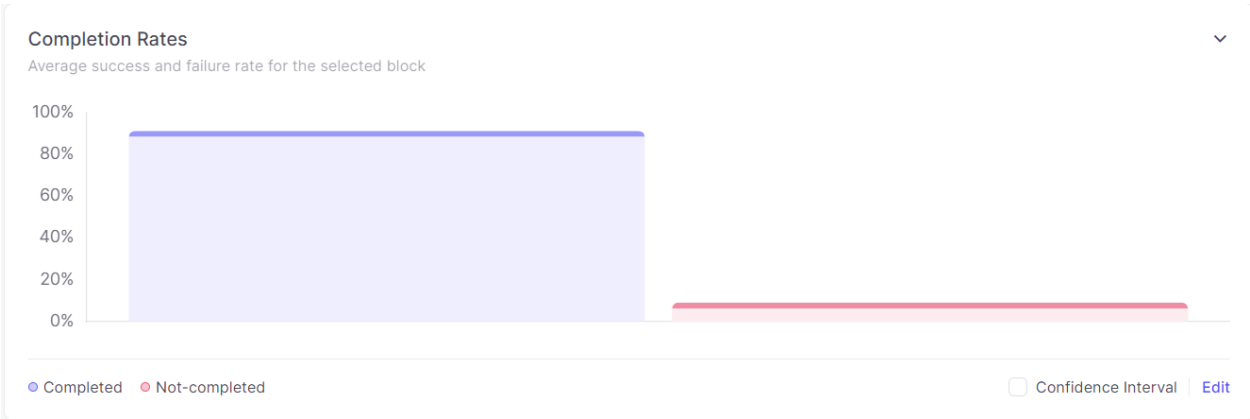
5 users

3.2s avg time

8 clicks

38% misclick rate





<div><div></div>Multiple Tasks / Task 2</div> <div>Responses collected: 10</div>			
Transaction			
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	20.8s	7%

Heat Maps



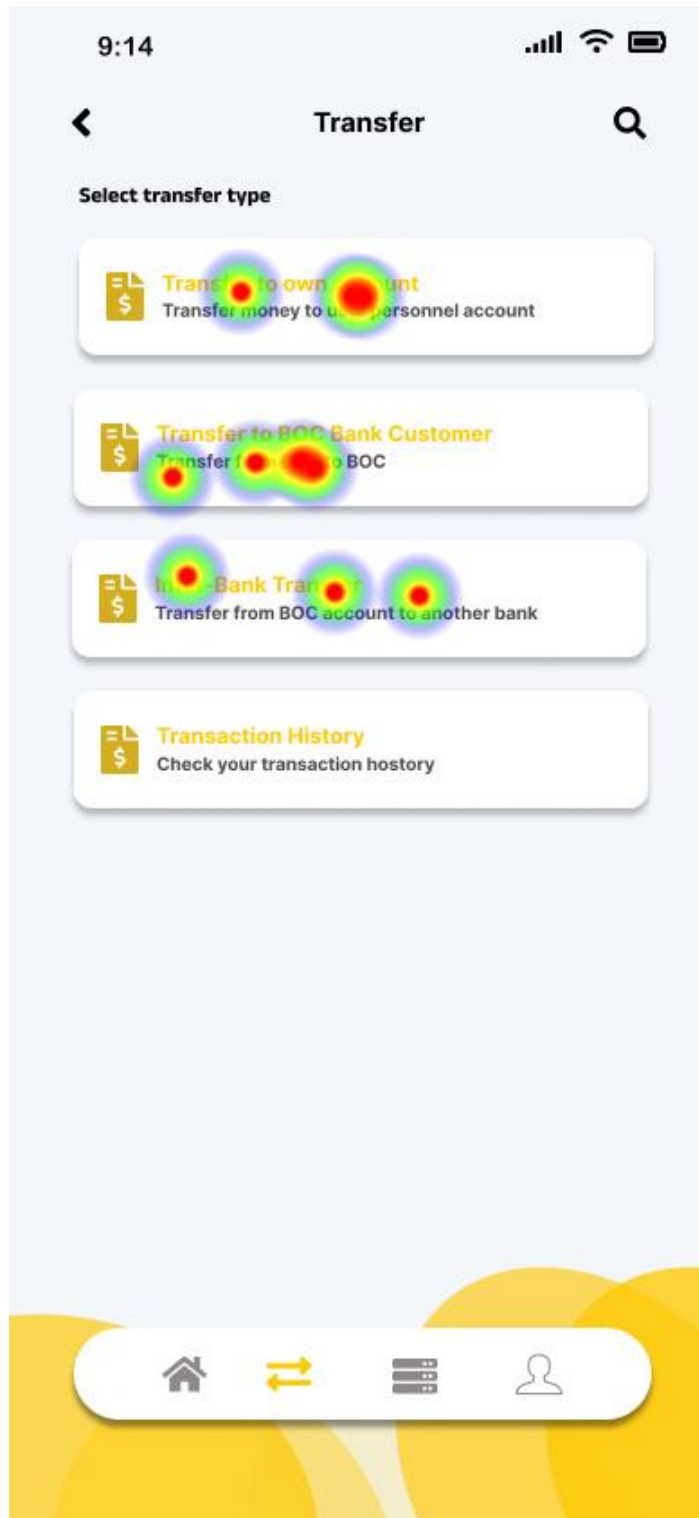
## Screen: Transfer options

10 users

7.2s avg time

10 clicks

0% misclick rate



## Screen: Transfer options - 3

4 users

2.7s avg time

4 clicks

0% misclick rate

9:14

Transfer

Transfer to Other BOC Accounts

Minimum transaction amount 10.00 and the  
Maximum transaction amount 5,000,000.00

Transfer Type\*  

Quick Transfer

From Account\*  

-Please Select

To Account Number\*

Transfer Mode\*  

Online

Set up Standing order/ Schedule

Amount\*

Purpose of Transfer\*  

-Please Select

Sender Remarks

Beneficiary Remarks

Continue



### Multiple Tasks / Task 3

Responses collected: 10

Fixed Deposit

#### Completed

Users who finished this task

100% 10 users

#### Not-completed

Users who skipped or dropped-off this task

0% 0 users

#### Time

Overall average time

30.5s

#### Misclick Rate

Clicks outside of hotspots

11%



### Multiple Tasks / Task 4

Responses collected: 10

Check Balance

#### Completed

Users who finished this task

100% 10 users

#### Not-completed

Users who skipped or dropped-off this task

0% 0 users

#### Time

Overall average time

14.1s

#### Misclick Rate

Clicks outside of hotspots

22%



### Multiple Tasks / Task 5

Responses collected: 10

Share Transfer Slip

#### Completed

Users who finished this task

100% 10 users

#### Not-completed

Users who skipped or dropped-off this task

0% 0 users

#### Time

Overall average time

38.8s

#### Misclick Rate

Clicks outside of hotspots

34%



### Questions

Responses collected: 10

10 questions

#### Completed

Users who finished this block

100% 10 users

#### Dropped-off

Users who dropped-off this block

0% 0 users

#### Time

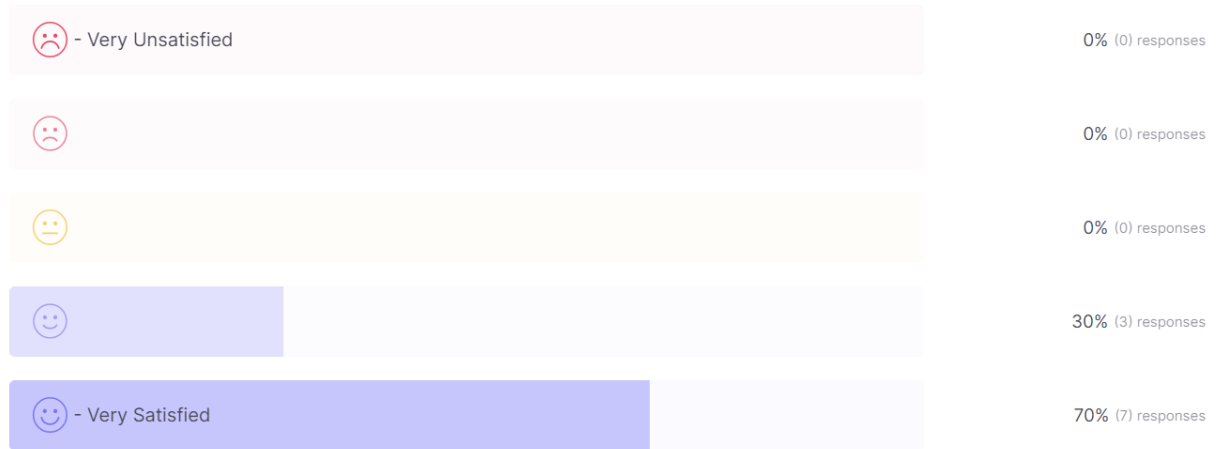
Overall average time

1m 56.3s

### Question 1 - Likert Scale

How do you rate our prototype?

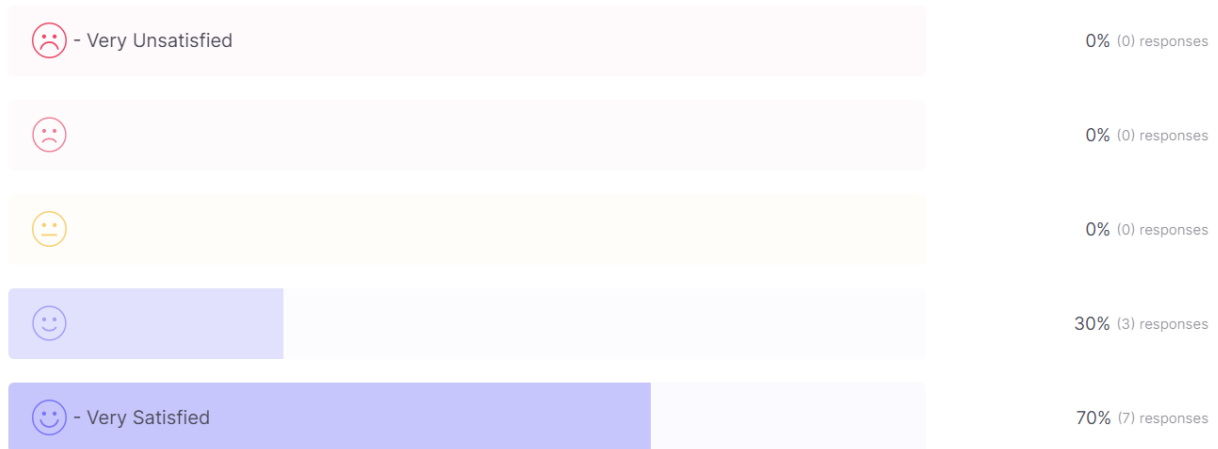
10 out of 10 answered



### Question 2 - Likert Scale

How do you rate the User Experience with the our application?

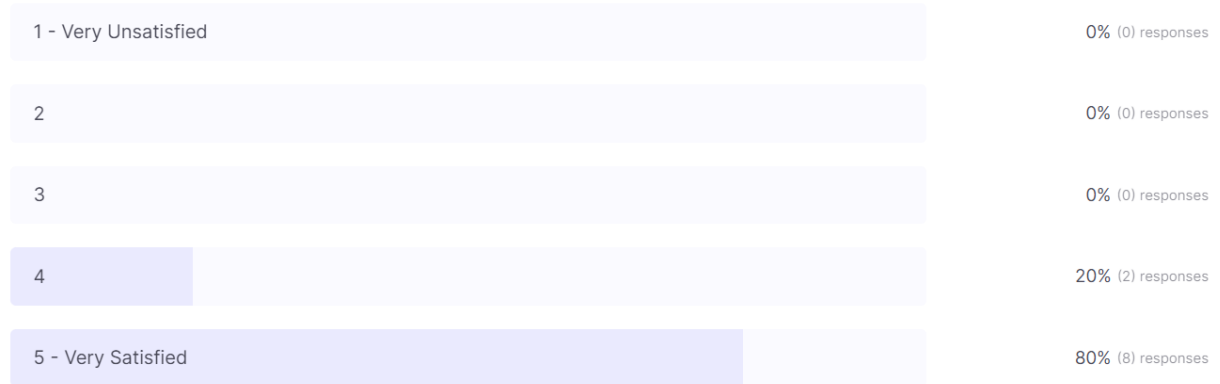
10 out of 10 answered



### Question 3 - Opinion Scale

How do you rate the layout and spacing arrangement in our application?

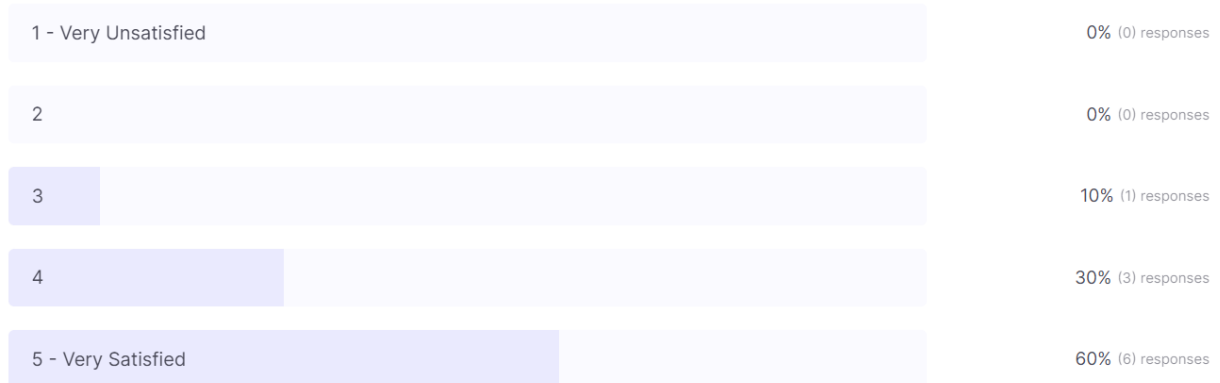
10 out of 10 answered



### Question 4 - Opinion Scale

How do you rate the icons and images in our application?

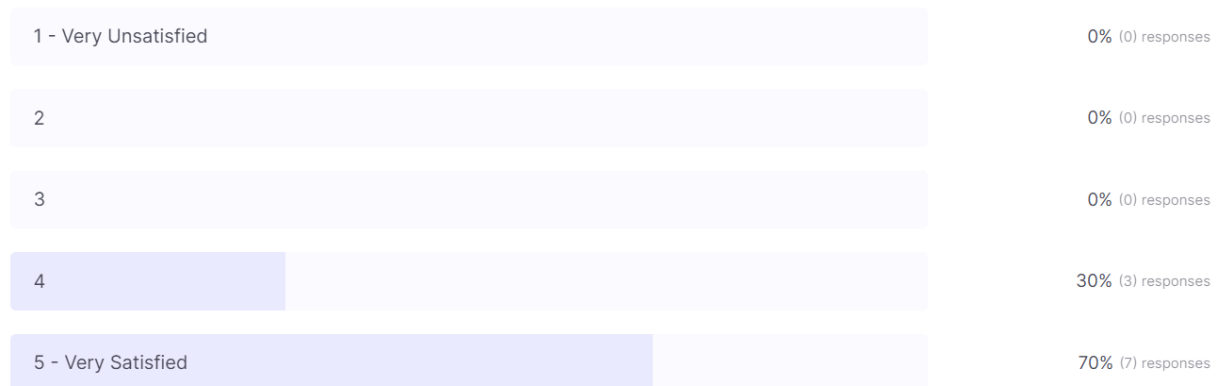
10 out of 10 answered



### Question 7 - Opinion Scale

How do you rate the Font type in our application?

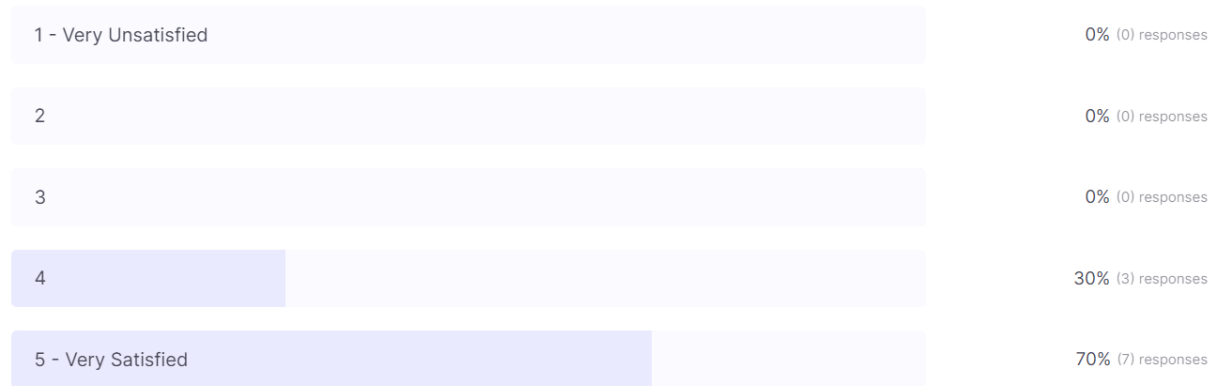
10 out of 10 answered



#### Question 8 - Opinion Scale

How do you rate the Background color in our application?

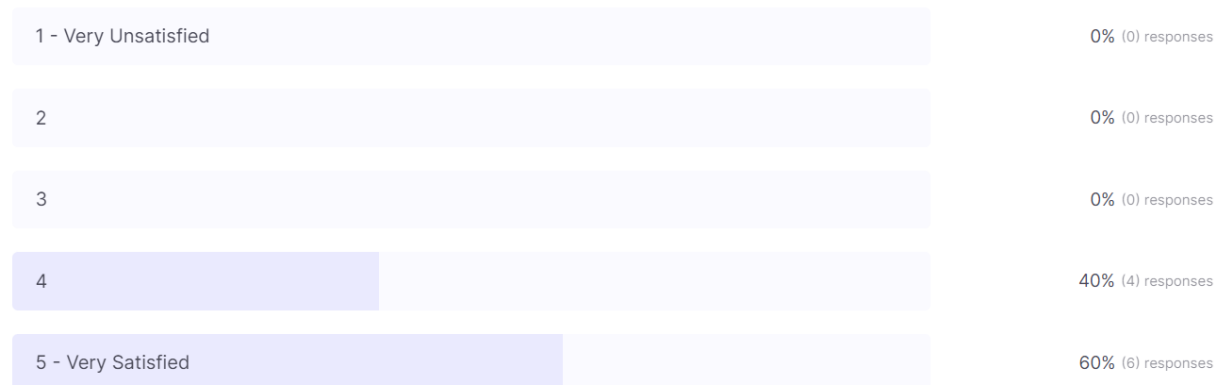
10 out of 10 answered



#### Question 9 - Opinion Scale

How do you rate the overall User Interface of our application?

10 out of 10 answered



Question 10 - Multiple Choice

What are the pain points in our application?

10 out of 10 answered



User Sessions (10)

Details about each user session for this block.

Q Search sessions

Export

Delete

<input type="checkbox"/>	#	QUESTIONS	TIME	DATE	
<input type="checkbox"/>	VXW3FS	10/10	48.1s	Apr 21, 2023 8:26 PM	Play theater
<input type="checkbox"/>	6TZ0UC	10/10	4m 3.3s	Apr 21, 2023 8:14 PM	Play theater
<input type="checkbox"/>	TSRQOT	10/10	17.7s	Apr 21, 2023 7:59 PM	Play theater