Practical 4

Creation of scenarios:

Send Money Online Through EZPAY

"Narottam , 20, a student, who's used to buy stuff online on e-commerce platforms. He wants to buy a new product from Amazon but currently he's not having enough money in his account. Also, he doesn't get time to visit banks for adding money into his account. He wants to buy and get that product as soon as possible so he tells his friend, Atharva to send some money through EZPAY wallet. With EZPAY wallet balance Narottam can buy products online."
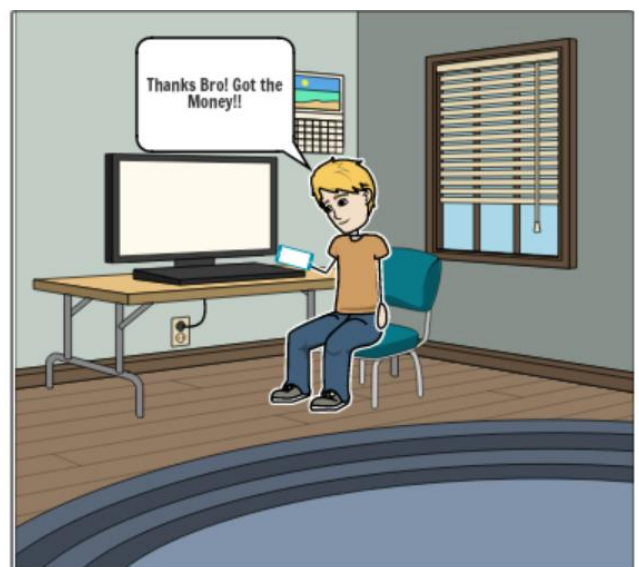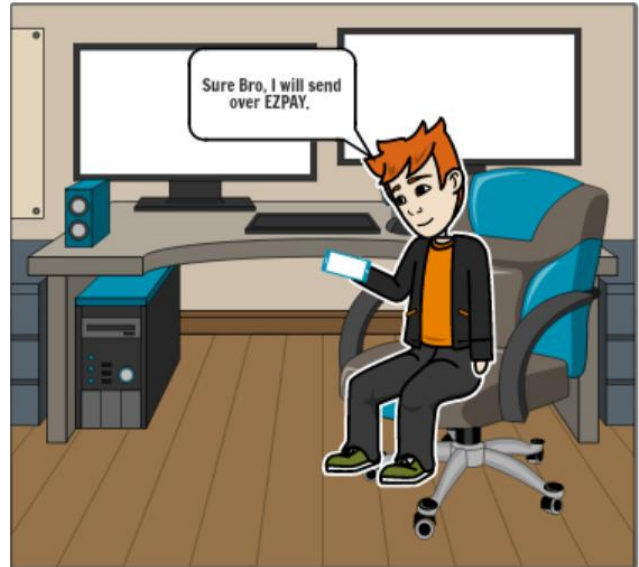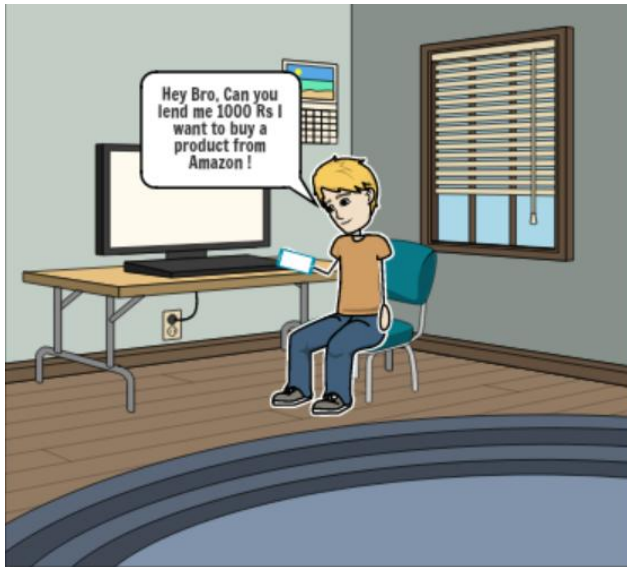
Cashless Transactions

Xyz went to buy a product in a store but she's not having change money to pay So she asks the shopkeeper if they have EZPAY wallet and shopkeeper says yes. After they she makes payment using EZPAY wallet.
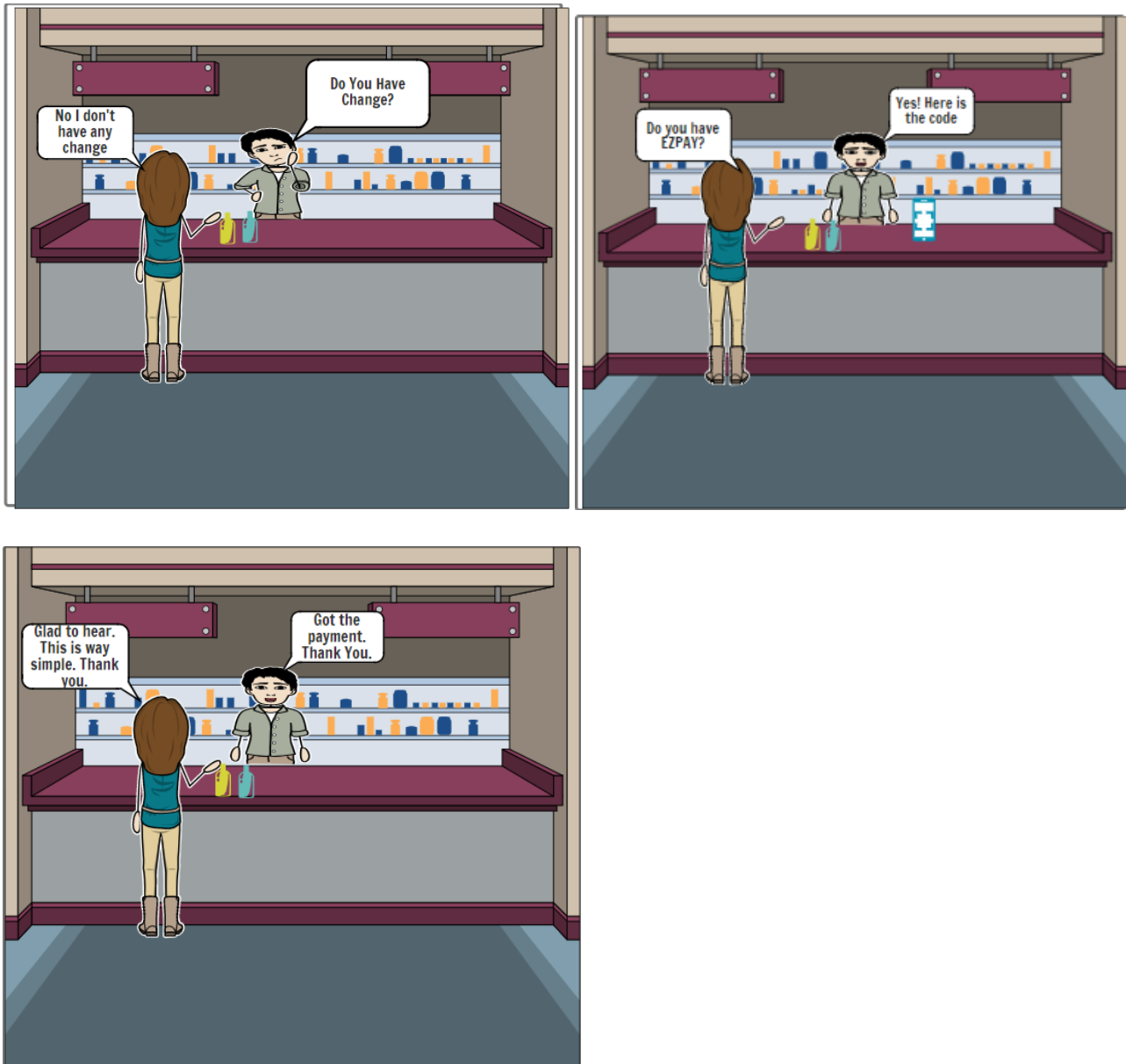
View Transaction History anytime

Atharva, a 20 year old adult who always pays all his bills over the internet, forgot whether he had paid his monthly electricity bill. He was scared of how to check but thanks to EZPAY wallet he was able to check his transactions history easily and he found the electricity bill transaction over there hence he was happy.
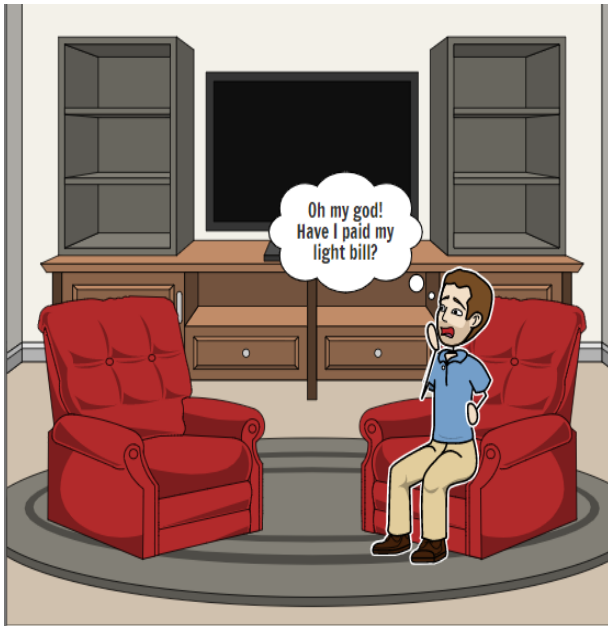
Scenario 1:

Scenario 2:

Scenario 3:

Mental model:

Tasks	Send money		Add money		View past transactions	
Behaviour	Chooses receivers number	Chooses through bank accounts	Chooses through bank accounts	Enters an amount	Filters to find transaction with ease	Views the data related to transaction
Thoughts	Is reciever detaisl correct ?	Is this platform secured ?	Can I add money from my bank account ?	How much amount I can add at once / How much processing fee will be deducted		Can I filter the transaction history?	They are providing even smallest info related to transaction!
Feelings	Very easy interaction	Its very fast and easy	Wow! supports all banks	I can enter any big amount too! / Its very secure!		Amazed! I can even view my transaction history	Satisfied with the filter. Eases my task