

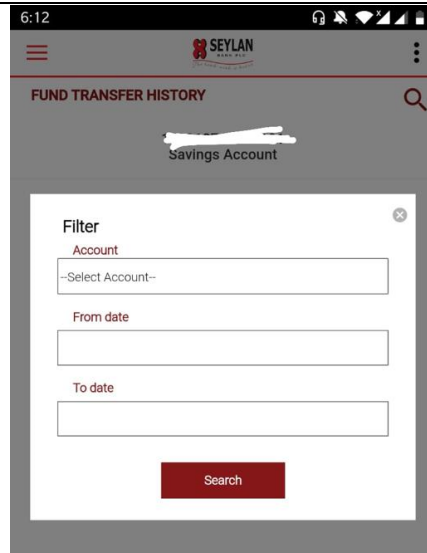
BSc (Hons) in Information Technology
Software Engineering – Year 3
Lab sheet 05

IT3050 – User Experience engineering

Semester 2, 2021 Identify fail-points/blockings in the key-user flow(s)

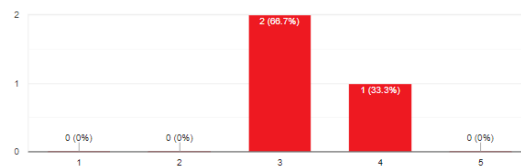
Jayasekara R.T.R IT19129204	01 Fail-points/blocking	02 Fail-points/blocking
Fail- points/blocking	When checking the account history users need to type dates manually (users can't select the date using calendar). Sometimes users find it impossible to find the correct format of the date.	Suddenly app get crashed and after user can't login again and it shows sql error.

Evidence



On a scale of 1-5 rate the experience of viewing the transaction history of your account(s) using the app.

3 responses



If it's below 4, what were the difficulties you were experiencing?

2 responses

Can't properly select a time period to see the account history

Sometime the buttons are misplaced

Please mention if there are any suggestions you would like to make in order to improve the customer experience when viewing the transaction history.

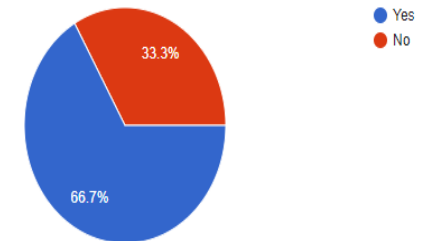
2 responses

May be adding something like a calendar to select time periods would be helpful

It would be great if I can get like graphical representation of my credits and debits for a certain period of time

Did you face any difficulties when logging in to your account?

3 responses



If yes, what were they?

2 responses

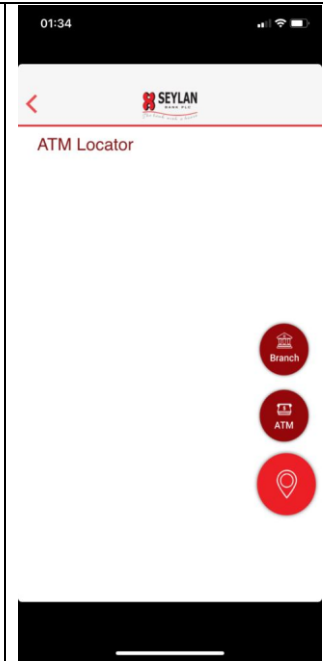
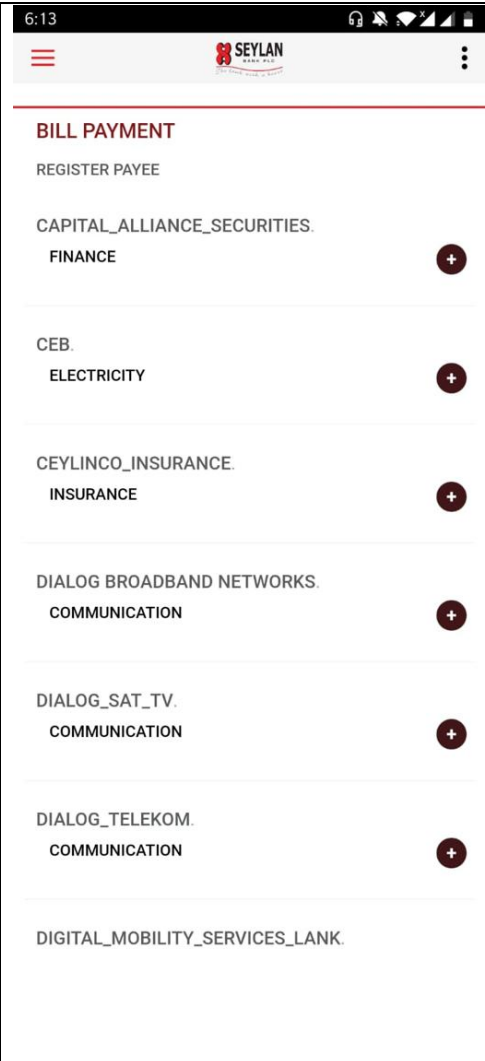
App crashed when logging for the first time

Sometimes the app stop working and display database errors

IT19147024 Kariyawsam K.G.S.S.K	01 Fail-points/blocking	02 Fail-points/blocking
Fail-points/blocking	Creating a fixed deposit account is not possible only through the mobile app, need to physically travel to the bank.	In the user Account the balance is not updated in real time.
Evidence	<div><div>Have you created a Fixed Deposit account using the mobile app?</div><div>3 responses</div><div><div><div></div><div>66.7%</div></div><div><div></div><div>33.3%</div></div></div><div><div>If yes, please rate your experience on a scale of 1-5.</div><div>1 response</div><div><div><div>1</div><div>1 (100%)</div></div><div><div>2</div><div>0 (0%)</div></div><div><div>3</div><div>0 (0%)</div></div><div><div>4</div><div>0 (0%)</div></div><div><div>5</div><div>0 (0%)</div></div></div></div></div>	<div><div>Accounts and transactions</div><div>Did you face any issues when checking the current state of your bank account(s)?</div><div>3 responses</div><div><div><div></div><div>66.7%</div></div><div><div></div><div>33.3%</div></div></div><div><div>If yes, what were they?</div><div>1 response</div><div><div>When I do a transaction or receive money while using the app, the account balance is not updating properly. Need to restart the app</div></div></div></div>

IT19126234 Jayasinghe S.L	01 Fail-points/blocking	02 Fail-points/blocking
Fail- points/blocking	Registered payees are not categorized properly	ATM and Branch locator interfaces are not working.

Evidence



In the 1st Interview, 4.17- 4.33
In the 2nd Interview, 5.04 - 05.39

Kudarachchi K.A.N.D IT19121352	01 Fail-points/blocking	02 Fail-points/blocking
Fail- points/blocking	Unlike the previous versions, in the new update there is no “Requesting Banking Statement” feature	When transferring funds to other bank account, some branch names are missing

Evidence

