

Sri Lanka Institute of Information Technology

Malabe



**User Experience Engineering (SE3050)**

**SEYLAN Mobile Banking App**

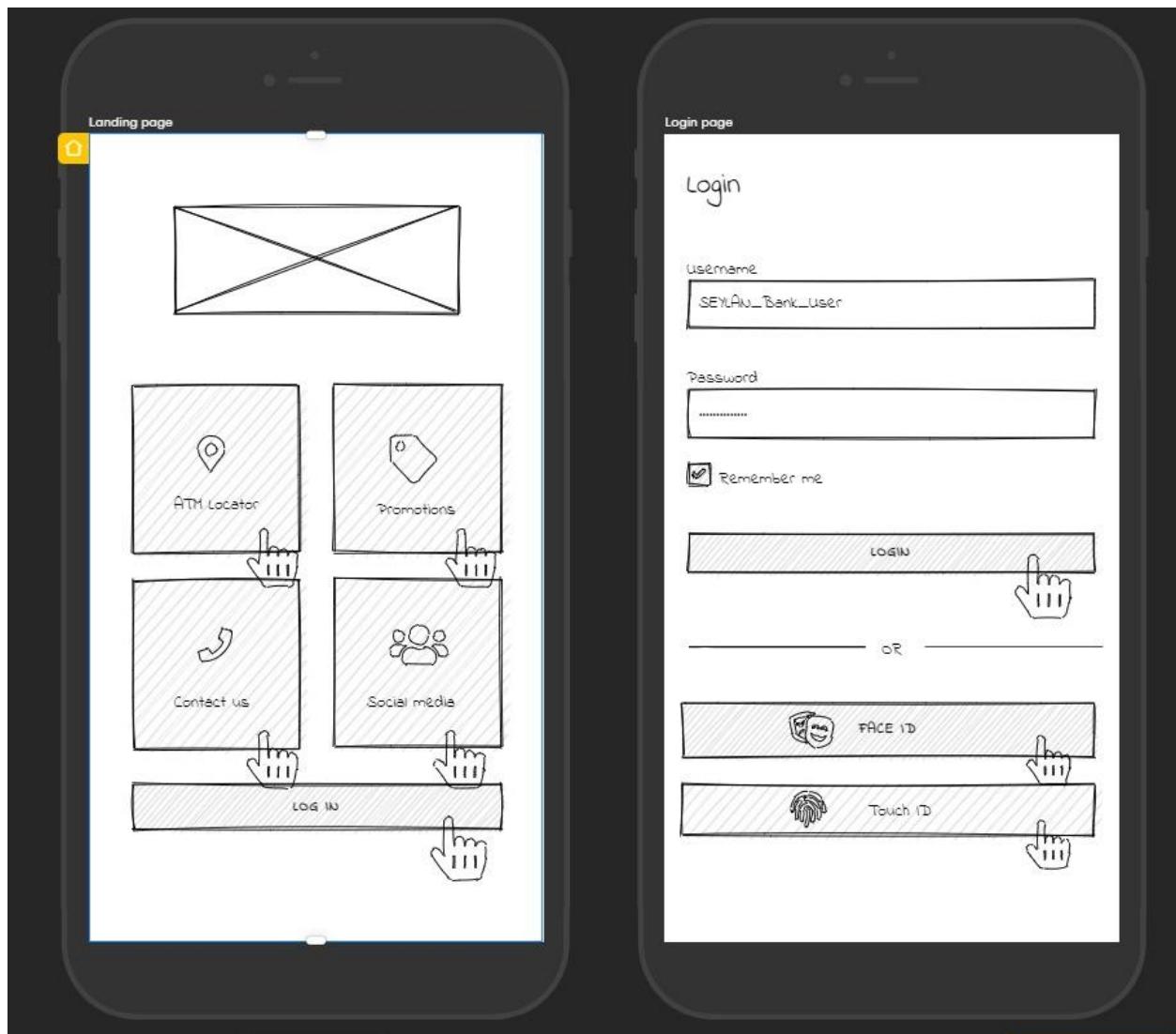
**Team: 2021S2\_REG\_WE\_50**

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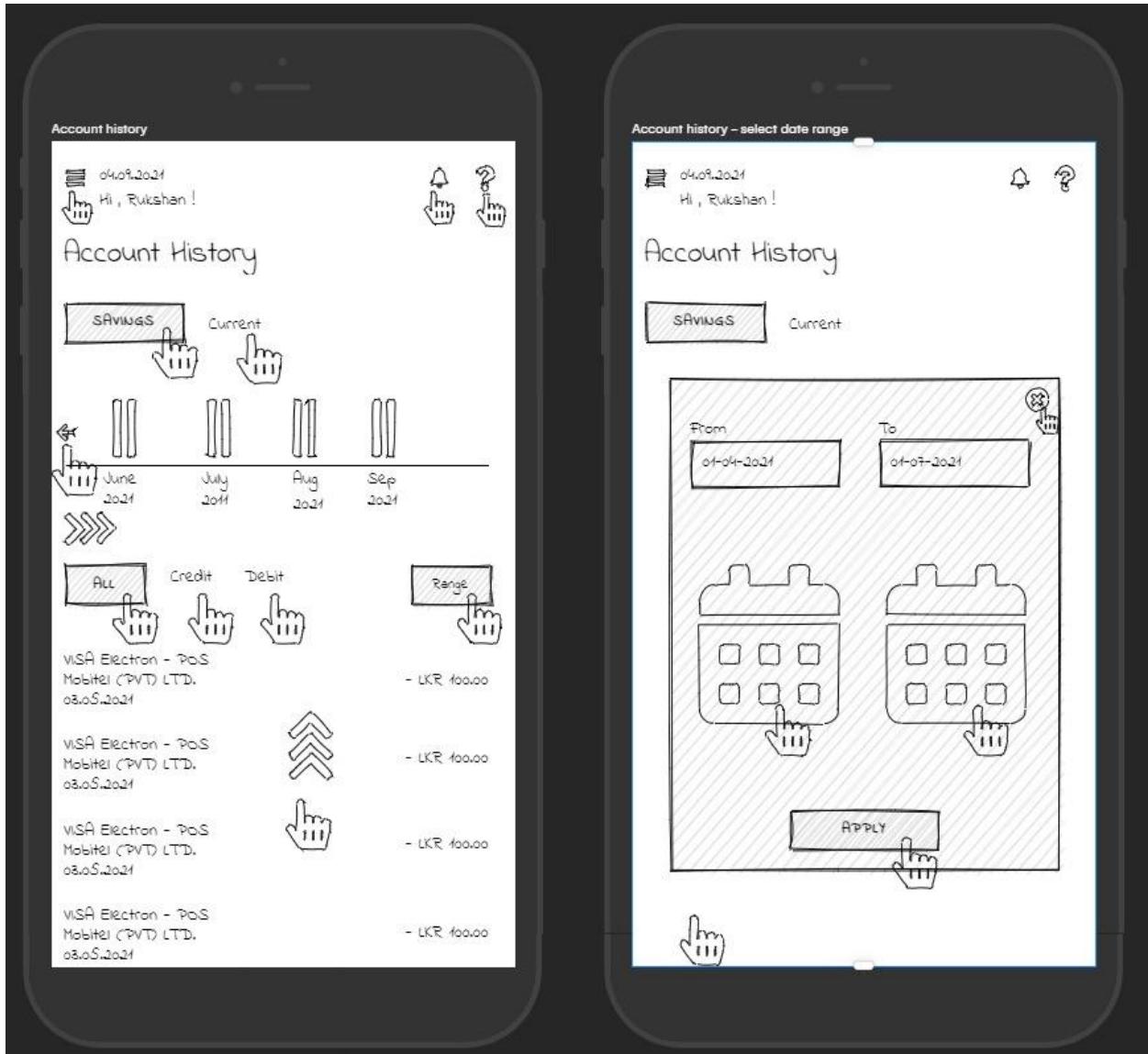
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## Sketches

Jayasekara R.T.R - IT19129204



*Landing Page and Login Page*

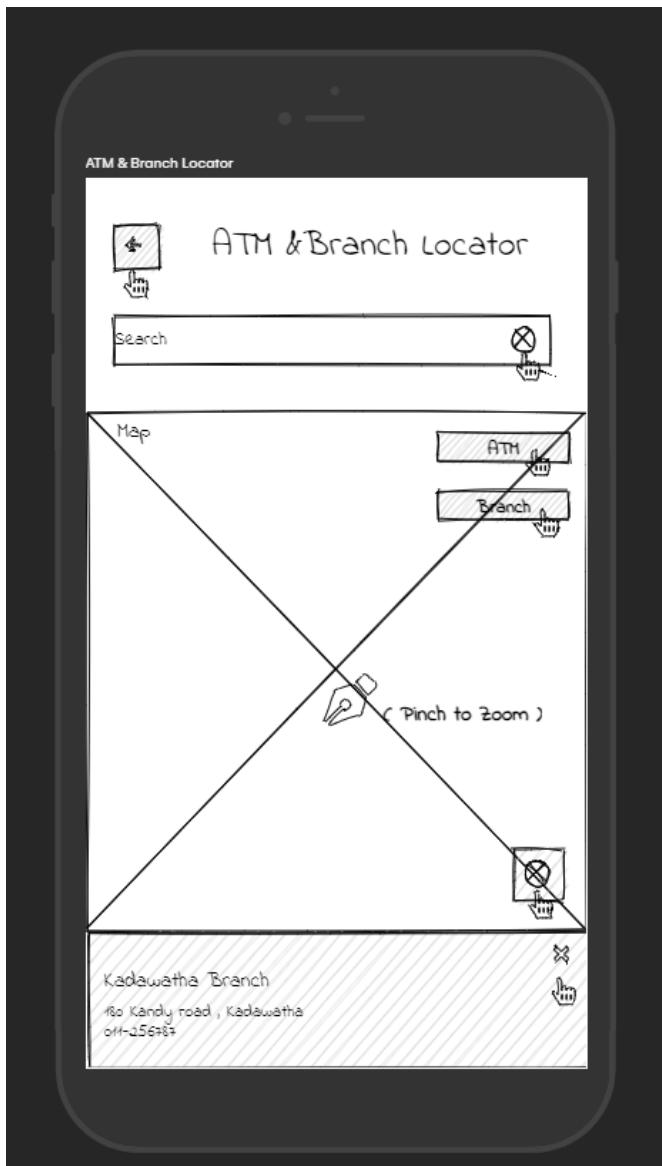


*Account History Pages*

Jayasinghe S.L – IT19126234

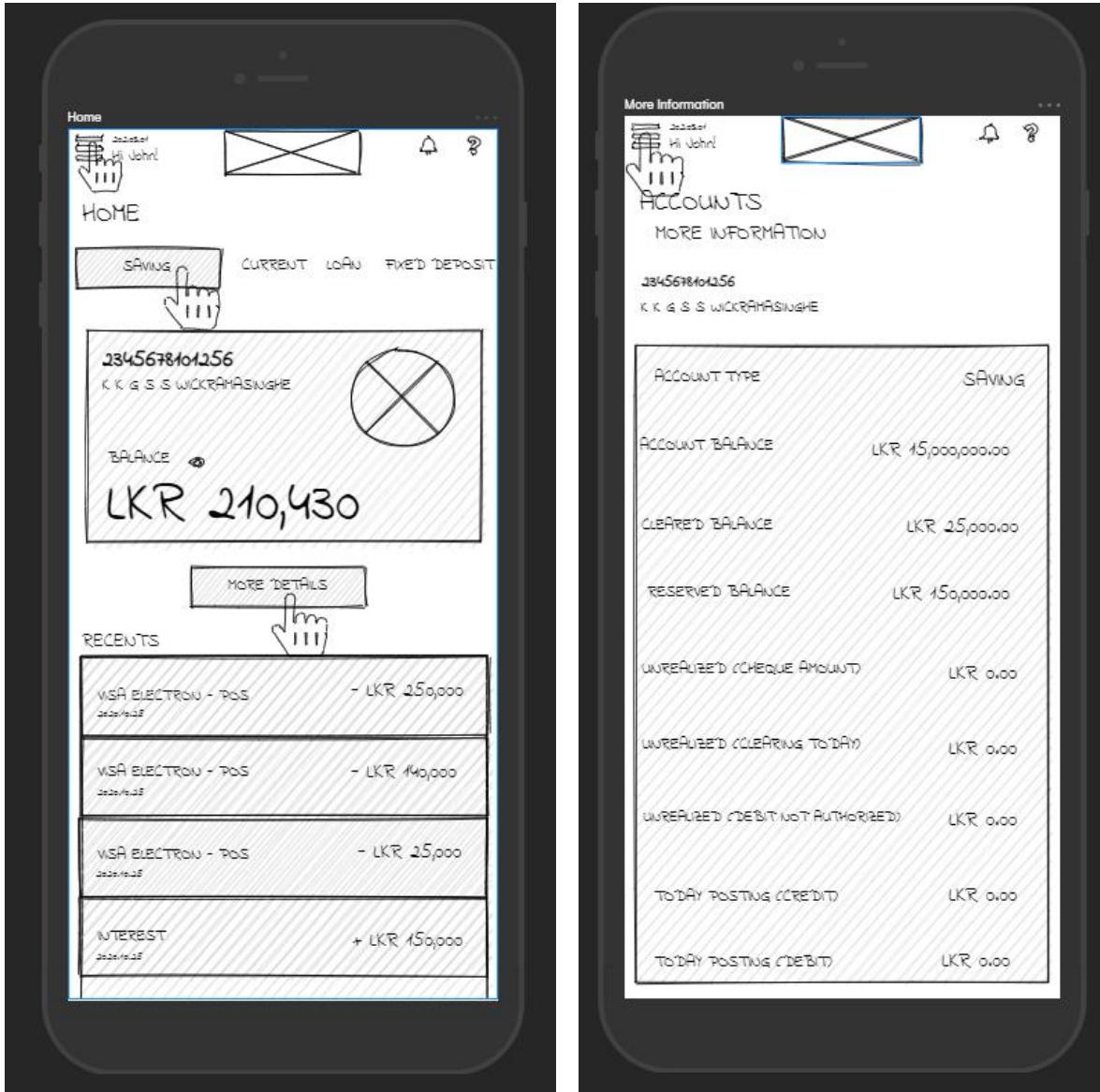


*Bill Payment Pages*



*ATM & Branch Locator*

Kariyawasam K.G.S.S.K - IT19147024



*Current Balance with Home Pages*

**Create a Saving Account**

Hi John!

### CREATE AN ACCOUNT

**SAVING ACCOUNT**

THIS PERMITS TO CREATE NEW SAVINGS ACCOUNT AT SBI

TRANSFER AMOUNT\*

To SELECT ACCOUNTS, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

SOURCE ACCOUNT NUMBER\*

SAVING ACCOUNT

PRODUCT TYPE\*

FUND TRANSFER REMARKS\*

**RESET** **SUBMIT**

**Create a Fixed**

Hi John!

### CREATE AN ACCOUNT

**FIXED DEPOSIT**

TRANSFER AMOUNT\*

To SOURCE ACCOUNTS, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

SOURCE ACCOUNT NUMBER\*

SAVING ACCOUNT

DEAL PERIOD\*

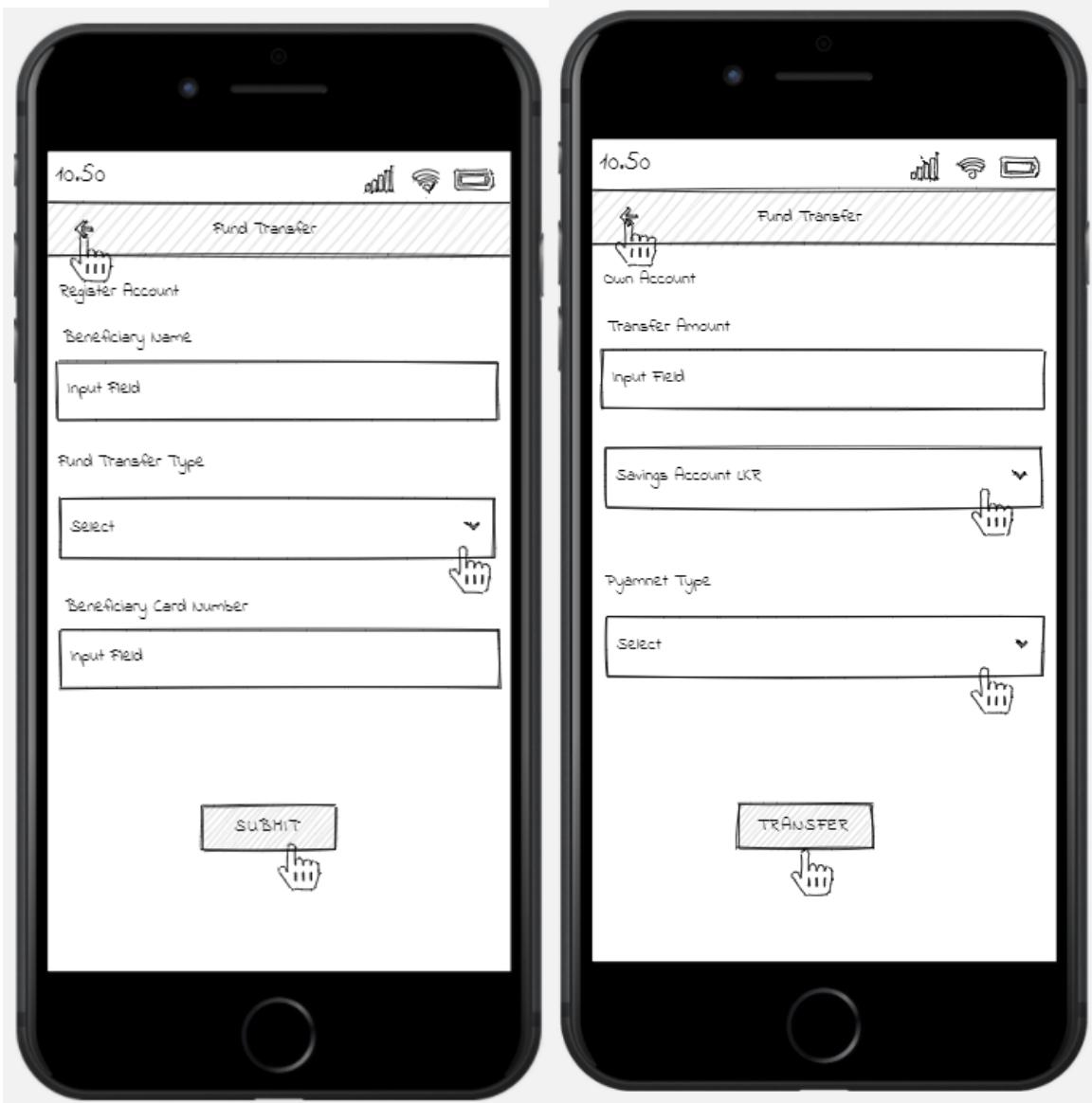
INTEREST SETTLEMENT METHOD\*

RENEWAL METHOD\*

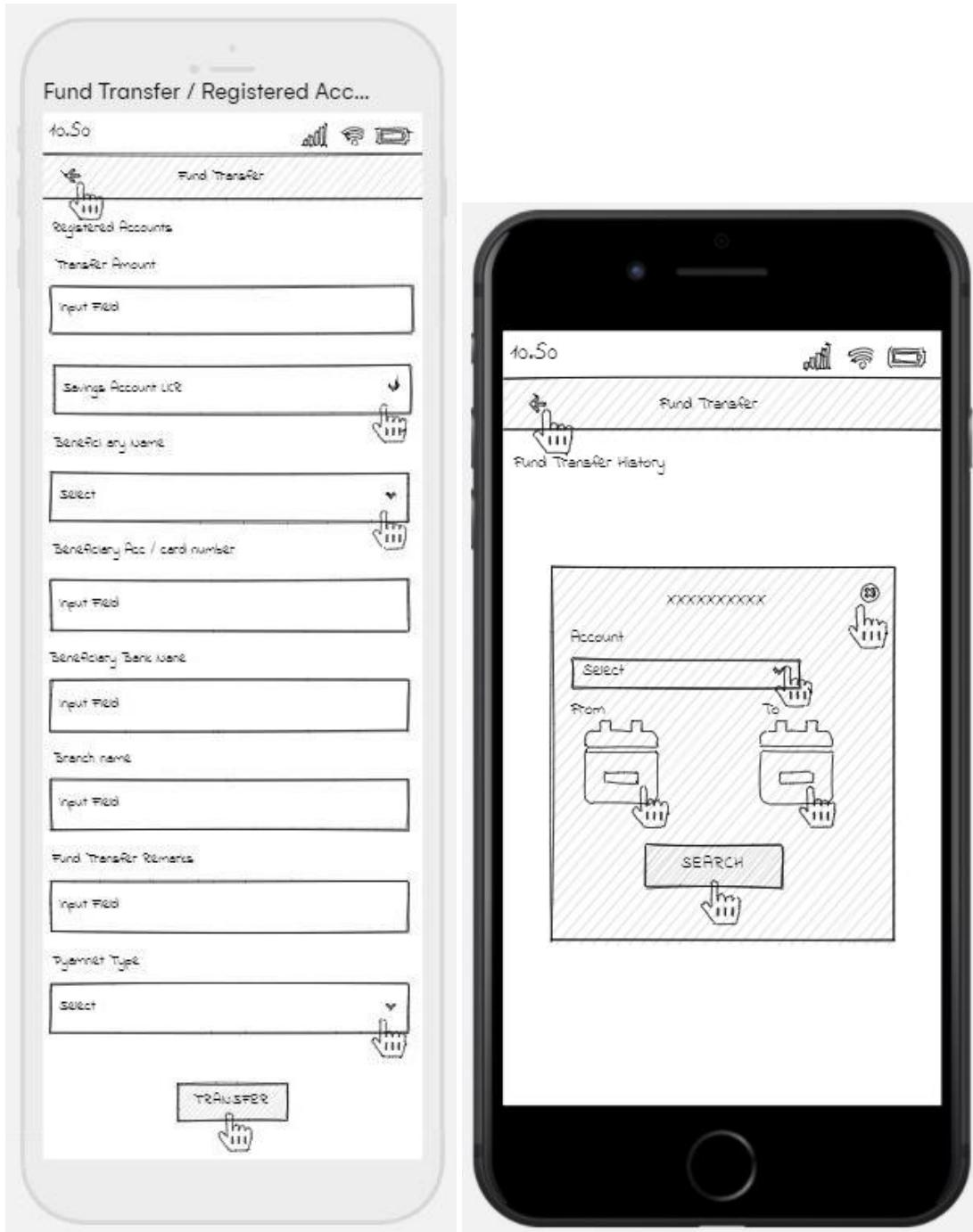
**RESET** **SUBMIT**

*Create New Account Pages*

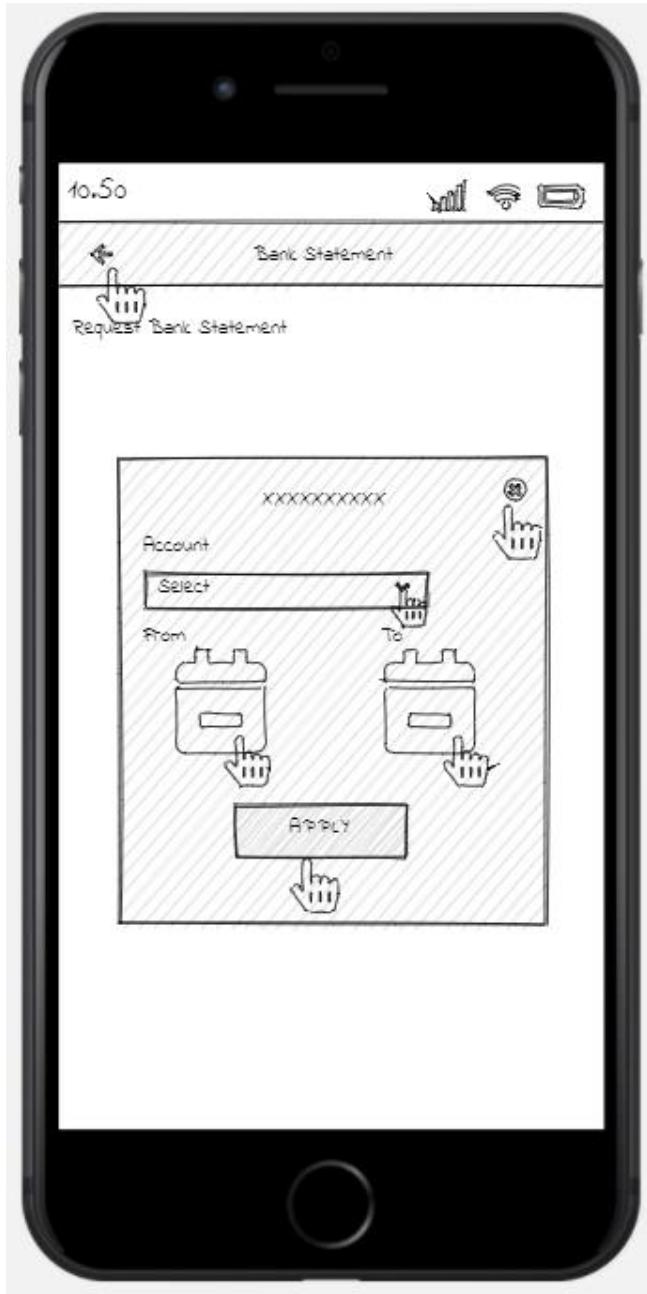
Kudarachchi K.A.N.D - IT19121352



*Fund Transfer Pages*



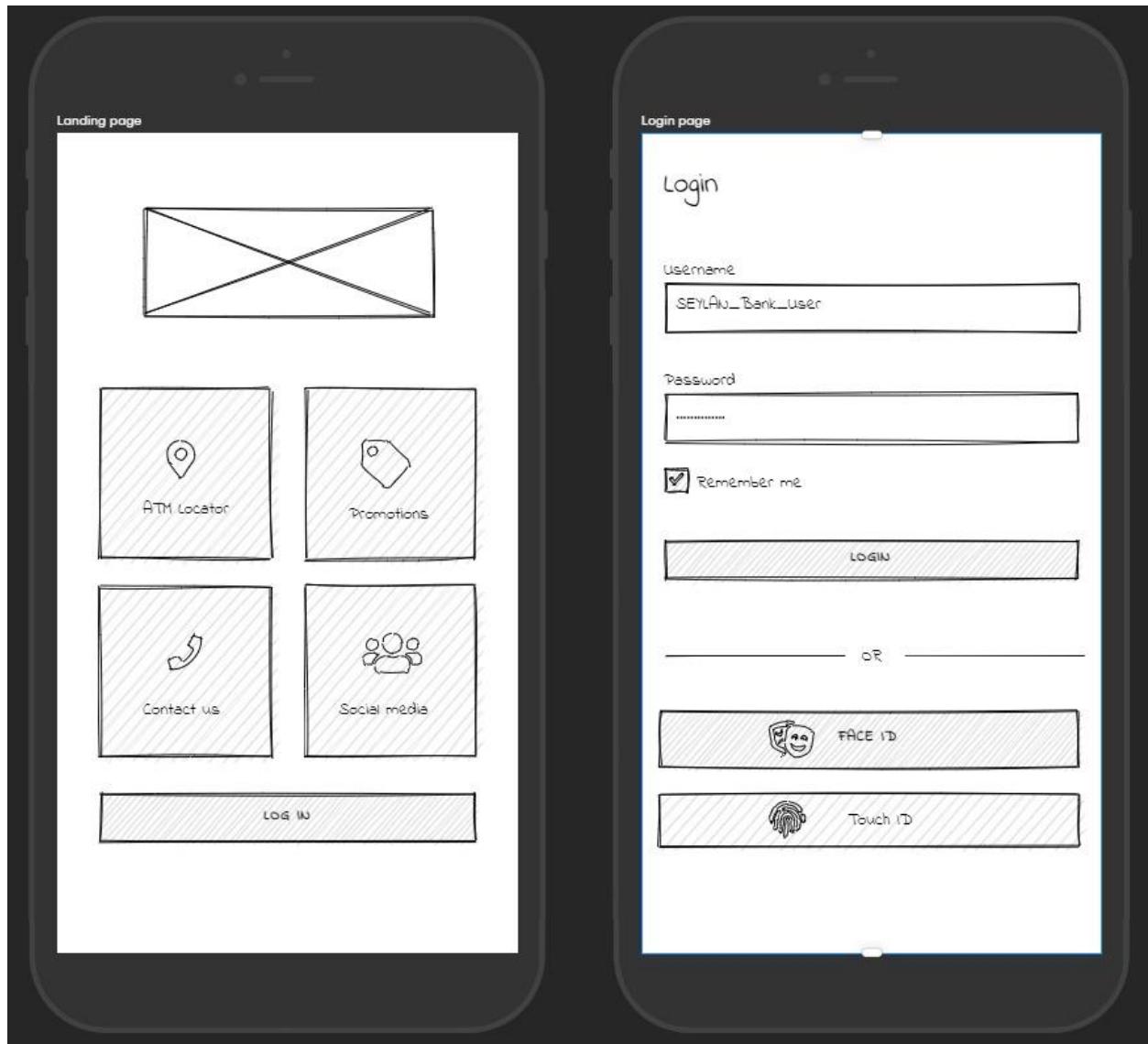
*Fund Transfer Pages*



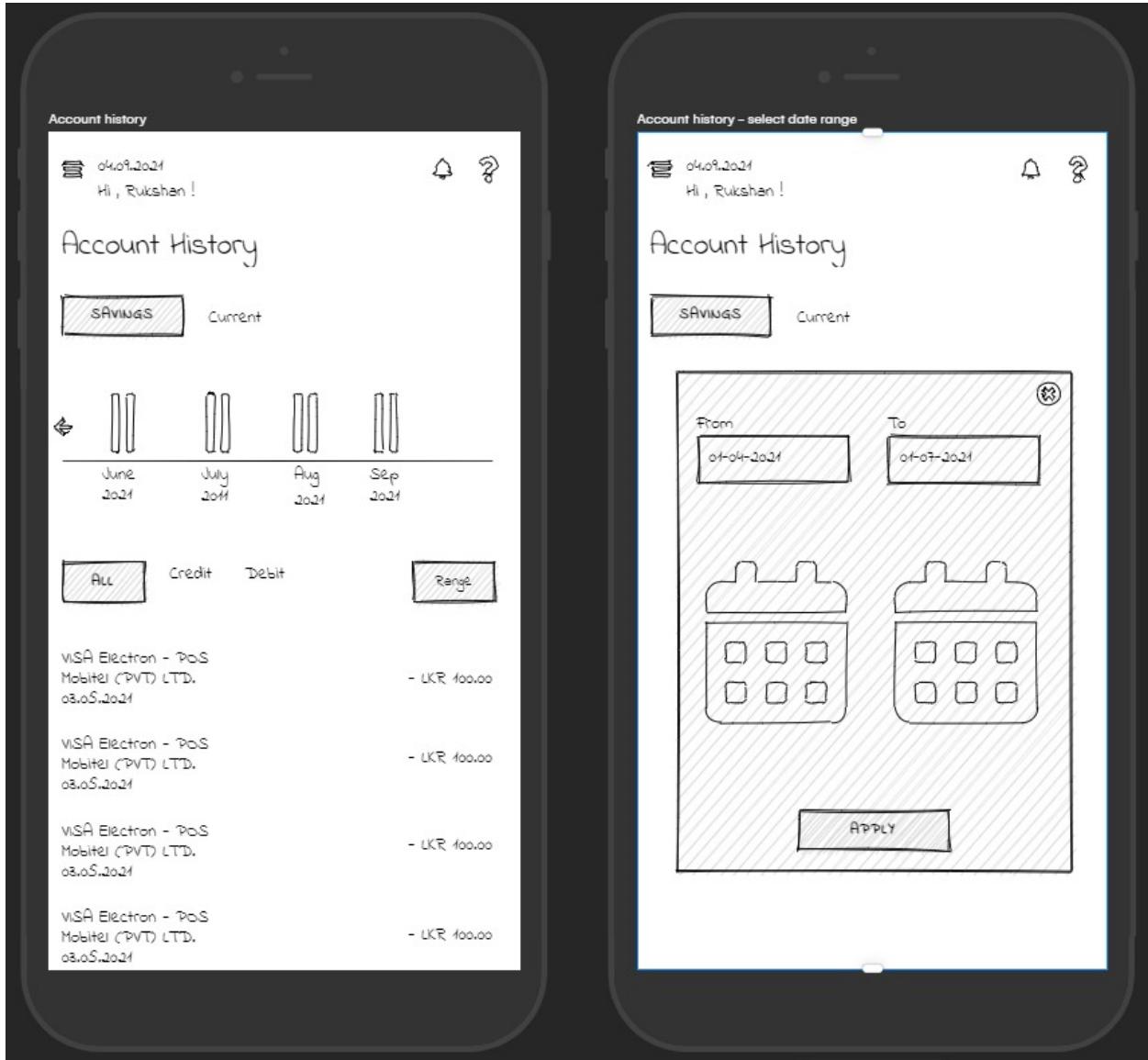
*Bank Statement Page*

## Wireframes

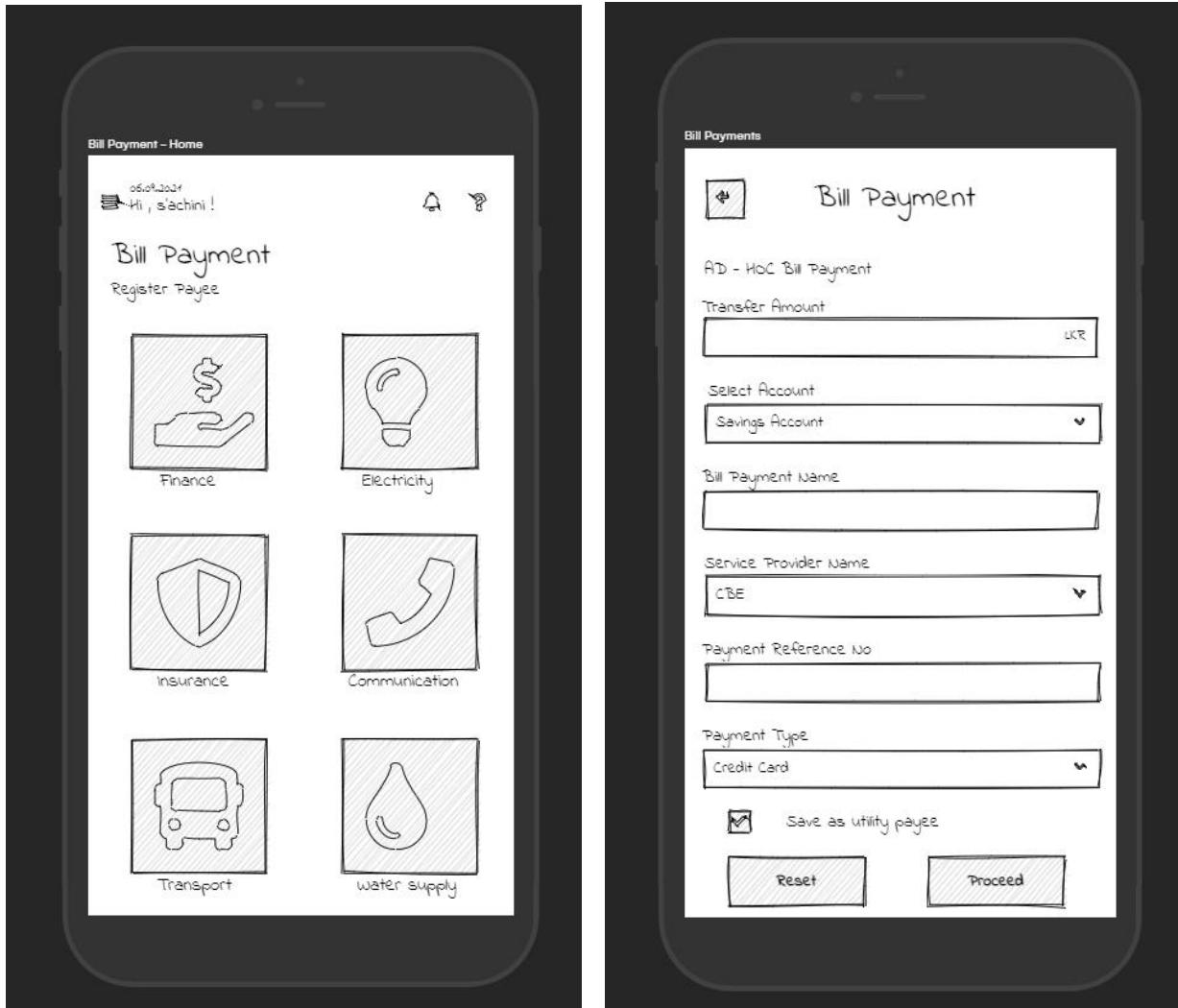
Jayasekara R.T.R - IT19129204



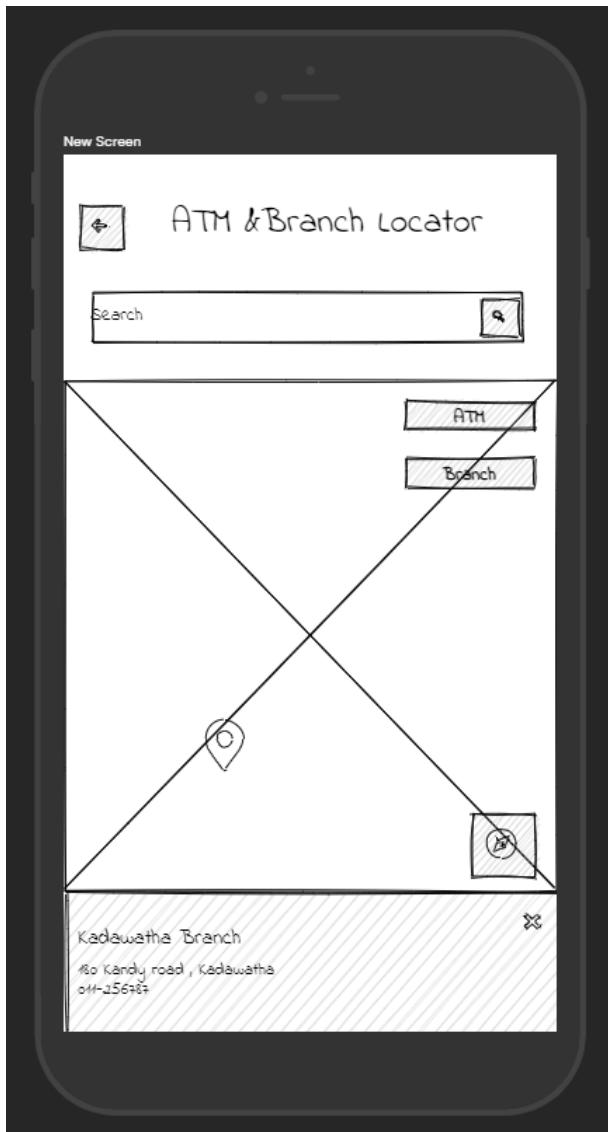
*Landing Page and Login Page*

*Account History Pages*

Jayasinghe S.L – IT19126234

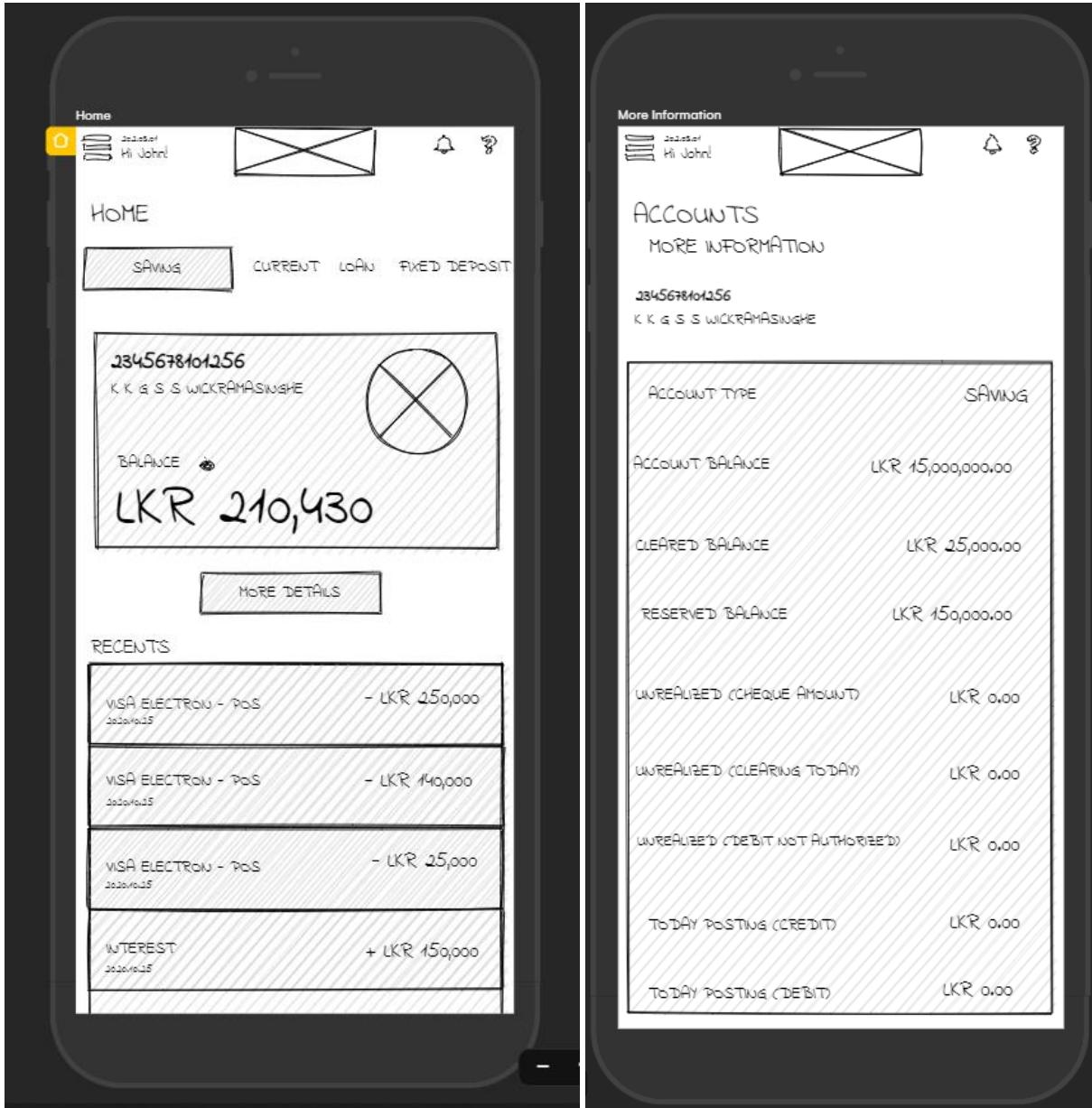


*Bill Payment Pages*



*ATM & Branch Locator Page*

Kariyawasam K.G.S.S.K - IT19147024



*Current Balance with Home Pages*

**Create a Saving Account**

Hi John!

### CREATE AN ACCOUNT

**SAVING ACCOUNT**

THIS PERMITS TO CREATE NEW SAVINGS ACCOUNT AT SEYAN.

**TRANSFER AMOUNT\***

To select accounts, please touch your desired 'source account'.

**SOURCE ACCOUNT NUMBER\***

SAVING ACCOUNT

**PRODUCT TYPE\***

**FUND TRANSFER REMARKS\***

**RESET**    **SUBMIT**

- 97% +

**Create a Fixed**

Hi John!

### CREATE AN ACCOUNT

**FIXED DEPOSIT**

**TRANSFER AMOUNT\***

To source accounts, please touch your desired 'source account'.

**SOURCE ACCOUNT NUMBER\***

SAVING ACCOUNT

**DEAL PERIOD\***

**INTEREST SETTLEMENT METHOD\***

**RENEWAL METHOD\***

**RESET**    **SUBMIT**

*Create New Account Pages*

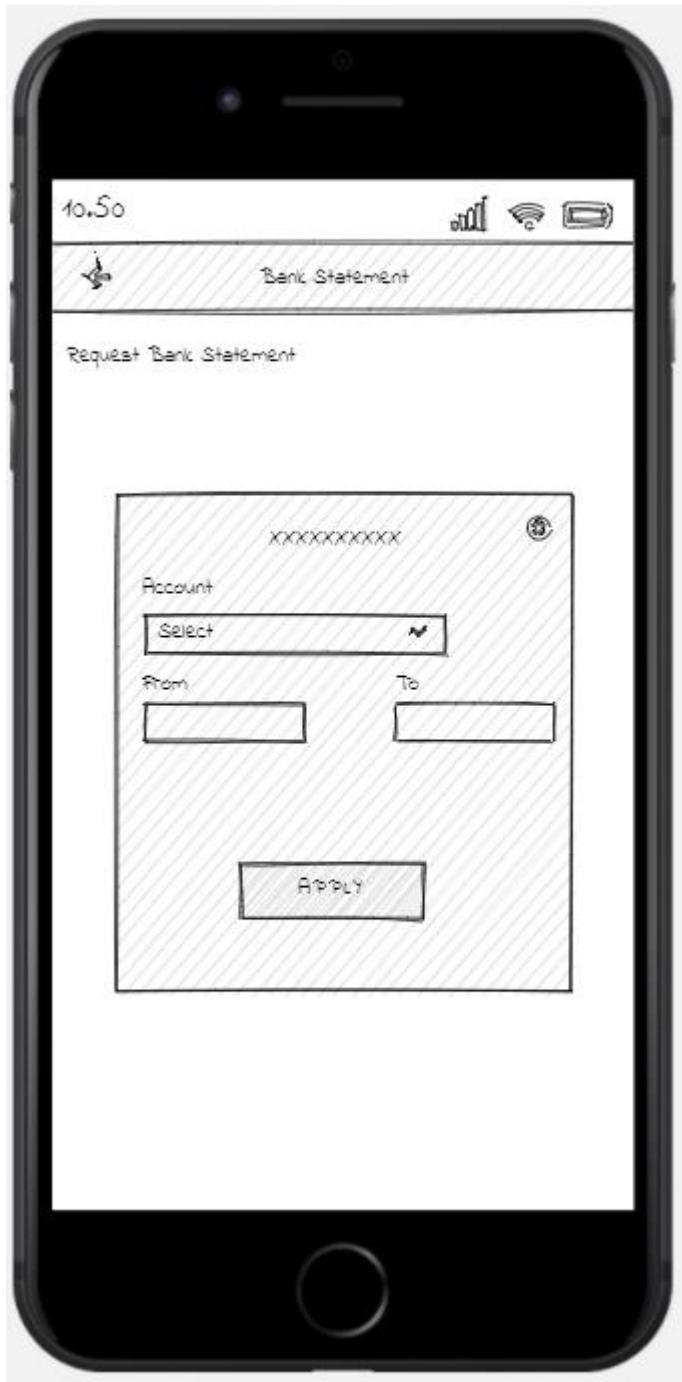
Kudarachchi K.A.N.D - IT19121352



*Fund Transfer Pages*



*Fund Transfer Pages*

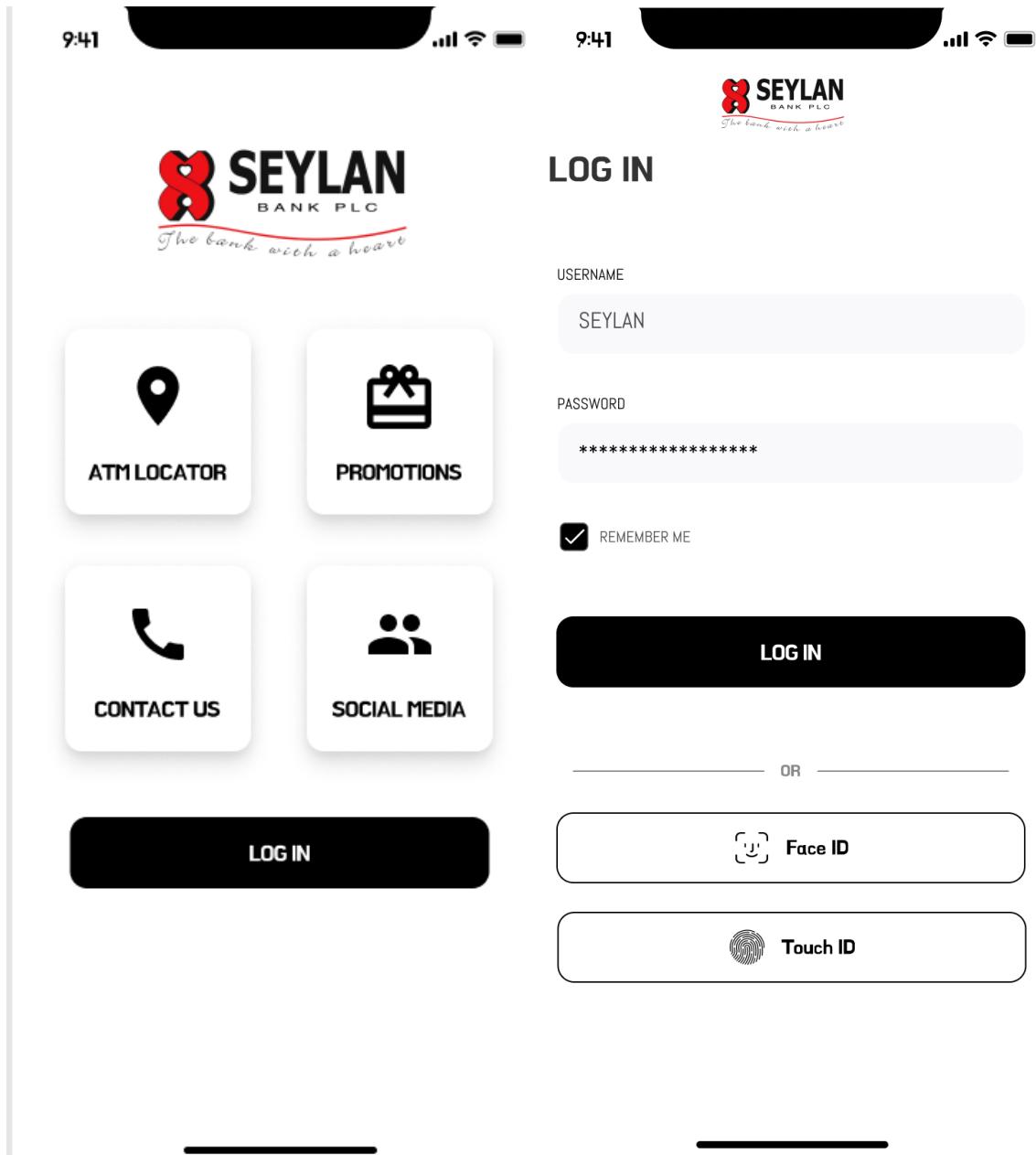


*Bank Statement Page*

## Version 1:

### Screenshots

Jayasekara R.T.R - IT19129204



*Landing Page and Login Page*

**HISTORY**

**SAVINGS** CURRENT

JUN 2021 JUL 2021 AUG 2021 SEP 2021

**ALL** CREDIT DEBIT RANGE

VISA ELECTRON - POS -LKR 100.00 2021.05.04

VISA ELECTRON - POS -LKR 4,500.00 2021.05.02

INTEREST +LKR 3000.70 2021.05.03

VISA ELECTRON - POS -LKR 200.00 2021.05.03

**HISTORY**

**SAVINGS** CURRENT

FROM 01-04-2021 TO 01-07-2021

April							September						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3	29	30	31	1	2	3	4
4	5	6	7	8	9	10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	12	13	14	15	16	17	18
18	19	20	21	22	23	24	19	20	21	22	23	24	25
25	26	27	28	29	30	1	26	27	28	29	30	1	2

APPLY

VISA ELECTRON - POS +LKR 3000.70 2021.05.03

VISA ELECTRON - POS -LKR 200.00 2021.05.03

*Account History Pages*

Jayasinghe S.L – IT19126234

The image displays two side-by-side screenshots of a mobile application interface, likely from a banking app. The left screenshot shows a 'Bill Payemnt' screen with various service categories: Finance, Electric, Insurance, Communication, Transport, and Water Supply. Each category has a corresponding icon. The right screenshot shows a 'Bill Payment' screen for 'AD - HOC Bill Payemnt', which includes fields for Transfer Ammount, Select Account (set to Savings Account), Bill Payment Name, Service Provider Name (set to CBE), Payment Reference No, and Payment Type (set to Credit Card). At the bottom of the right screen are two buttons: 'RESET' and 'PROCEED'.

9:41 2021.03.04 Hi, John! SEYLAN BANK PLC Our bank... with a heart

**Bill Payemnt**

Register Payee

Finance

Electric

Insurance

Communication

Transport

Water Supply

9:41

**Bill Payment**

AD - HOC Bill Payemnt

Transfer Ammount

Select Account

Savings Account

Bill Payment Name

Service Provider Name

CBE

Payment Reference No

Payment Type

Credit Card

RESET PROCEED

*Bill Payment Pages*

9:41

ATM & Branch Locator

Q Where are you going to?

ATM

Branch

ASHOK NAGAR

Bluebird Coffee

10 Mtr Left

ATM & Branch Locator

Kariyawasam K.G.S.S.K - IT19147024

**HOME**

SAVINGS CURRENT LOAN FIXED DEPOSIT

1234567852838  
KKGSS Wickramsinghe

BALANCE **LKR 210,430**

**MORE DETAILS**

**RECENTS**

VISA ELECTRON - POS 2021.05.04	<b>-LKR 25,000</b>
VISA ELECTRON - POS 2021.05.02	<b>-LKR 4,500</b>
VISA ELECTRON - POS 2021.05.03	<b>-LKR 50,000</b>
INTEREST 2021.05.03	<b>+LKR 20,000</b>

**ACCOUNTS**

**MORE INFORMATION**

**123456782838**  
**KKGSS WICKRAMASINGHE**

ACCOUNT TYPE	<b>SAVING</b>
ACCOUNT BALANCE	<b>LKR 1,528,500.00</b>
CLEARED BALANCE	<b>LKR 3000.70</b>
RESERVED BALANCE	<b>LKR 200.00</b>
UNREALIZED (CHEQUE AMOUNT)	<b>LKR 200.00</b>
UNREALIZED (CLEARING TODAY)	<b>LKR 200.00</b>
UNREALIZED (DEBIT NOT AUTHORIZED)	<b>LKR 200.00</b>
TODAY POSTING (CREDIT)	<b>LKR 200.00</b>
TODAY POSTING (DEBIT)	<b>LKR 200.00</b>

*Current Balance with Home Pages*

**CREATE AN ACCOUNT**

**SAVING ACCOUNT**

THIS PERMITS TO CREATE NEW SERVINGS ACCOUNT AT SEYLAN

**TRANSFER AMOUNT\***

Amount

TO SELECT ACCOUNTS, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

**SOURCE ACCOUNT NUMBER\***

123456782581  
SAVINGS ACCOUNT

**PRODUCT TYPE\***

E-SAVING STATEMENT ACCOUNTS

**FUND TRANSFER REMARKS\***

**RESET** **SUBMIT**

**CREATE AN ACCOUNT**

**FIXED DEPOSIT**

**TRANSFER AMOUNT\***

Amount

TO SOURCE ACCOUNT, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

**SOURCE ACCOUNT NUMBER\***

123456782581  
SAVINGS ACCOUNT

**DEAL PERIOD\***

Select Type

**INTEREST SETTLEMENT METHOD\***

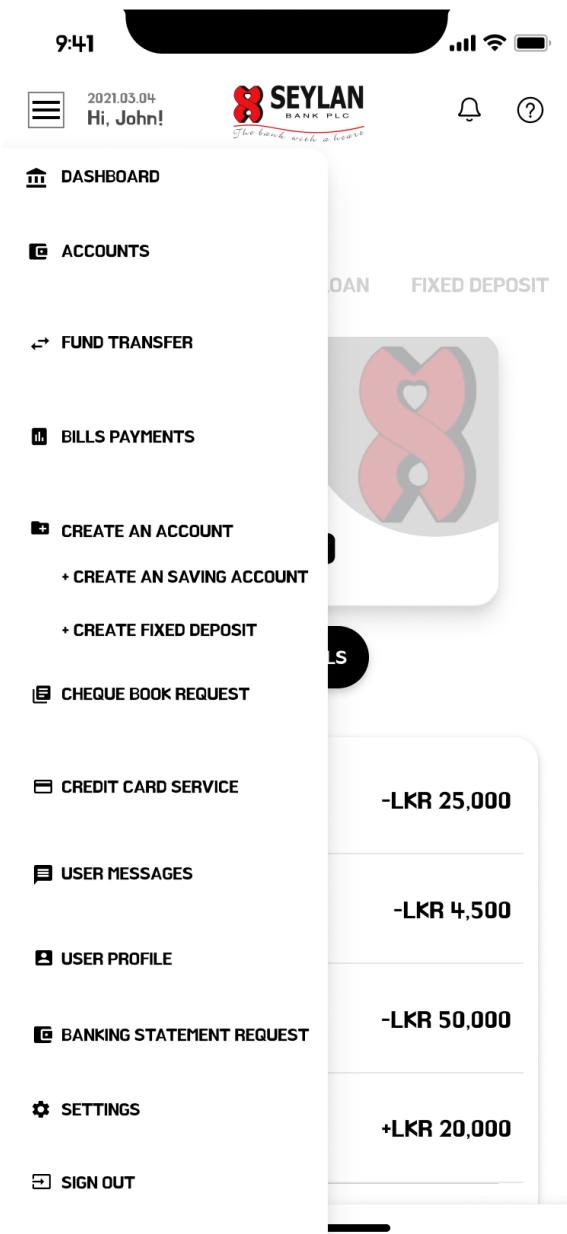
Select Type

**RENEWAL METHOD\***

Select Type

**RESET** **SUBMIT**

*Create New Account Pages*



*Menu Bar*

Kudarachchi K.A.N.D - IT19121352

The image displays two side-by-side screenshots of a mobile application interface for "FUND TRANSFER".

**Left Screenshot (Own Account):**

- Header: "FUND TRANSFER" with a back arrow.
- Section: "OWN ACCOUNT".
- Text: "Transfer Amount" followed by a text input field containing "1234".
- Text: "Savings Account LKR" in a dropdown menu.
- Text: "Payment Type" followed by a dropdown menu showing "-Select -".
- Large black button at the bottom labeled "Transfer".

**Right Screenshot (Register Account):**

- Header: "FUND TRANSFER" with a back arrow.
- Section: "REGISTER ACCOUNT".
- Text: "Beneficiary Name" followed by a text input field.
- Text: "Fund Transfer Type" followed by a dropdown menu showing "-Select -".
- Text: "Beneficiary Card Number" followed by a text input field.
- Large black button at the bottom labeled "Submit".

*Fund Transfer Pages*

9:41

**FUND TRANSFER**

**REGISTERED ACCOUNTS**

Transfer Amount  
1234

Savings Account LKR

Beneficiary Name  
-Select -

Beneficiary Acc/Card Number

Beneficiary Bank Name

Branch Name

Fund Transfer Remarks

Payment Type  
-Select -

**Transfer**

9:41

**FUND TRANSFER HISTORY**

**123456782581**  
**SAVINGS ACCOUNT**

Account  
-Select Account -

FROM  
01-04-2021

TO  
01-07-2021

April							September						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3	29	30	31	1	2	3	4
4	5	6	7	8	9	10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	12	13	14	15	16	17	18
18	19	20	21	22	23	24	19	20	21	22	23	24	25
25	26	27	28	29	30	1	26	27	28	29	30	1	2

**Search**

*Fund Transfer Pages*

9:41



## BANK STATEMENT

## REQUEST BANK STATEMENT

Account X

-Select Account -

FROM 01-04-2021 TO 01-07-2021

April							September						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3	29	30	31	1	2	3	4
4	5	6	7	8	9	10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	12	13	14	15	16	17	18
18	19	20	21	22	23	24	19	20	21	22	23	24	25
25	26	27	28	29	30	1	26	27	28	29	30	1	2

Apply

---

*Bank Statement Pages*

## Prototype Link ( Version 01 )

► [Page 1 - UEE Seylan Mobile banking app V1 \(figma.com\)](#)

## User Feedback For Version 1

### Script

Hi, thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work.

This session is pretty straightforward — I'll be giving you a broad task to complete. Before I tell you the task, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

It's really important to know that we are only testing the app, not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings.

After you are done with the tasks you can give your feedback comparatively to the current app in the app store and play store.

I will give you the link. After that, you can access the prototype link.

Question 1: Would you try to find the nearest bank branch using ATM and branch locator?

Question 2: Can you try to log in to the mobile app?

Question 3: Can you quickly go to your account?

Question 4: Can you check the transaction history?

Question 5: Please go to the fund transfer page. ( no need to proceed )

Question 6: Can you try to create a fixed deposit? ( no need to proceed )

Question 7: Can you try to make a bill payment? ( no need to proceed )

Question 8: Please check whether you can find out the bank statement requesting the page.

## Feedback links

Feedback 01 :

[https://mysliit-my.sharepoint.com/:v/g/personal/it19147024\\_my\\_sliit\\_lk/EXfk-OIkiEpPld6-bS4rdoUBckG1XWZzzwWEzj1NrnwCbg?e=FKoRcx](https://mysliit-my.sharepoint.com/:v/g/personal/it19147024_my_sliit_lk/EXfk-OIkiEpPld6-bS4rdoUBckG1XWZzzwWEzj1NrnwCbg?e=FKoRcx)

Feedback 02 :

[https://mysliit-my.sharepoint.com/:v/g/personal/it19147024\\_my\\_sliit\\_lk/EbMOMYr6euxLhj2\\_TxJFDIABRPmzDIXh7cpSdvnYbtYfwQ?e=sIJ7F8](https://mysliit-my.sharepoint.com/:v/g/personal/it19147024_my_sliit_lk/EbMOMYr6euxLhj2_TxJFDIABRPmzDIXh7cpSdvnYbtYfwQ?e=sIJ7F8)

## Version 2 :

### Screenshots

Jayasekara R.T.R - IT19129204



Landing Page and Login Page

**HISTORY**

**SAVINGS** CURRENT

JUN 2021 JUL 2021 AUG 2021 SEP 2021

VISA ELECTRON - POS -LKR 100.00  
2021.05.04

VISA ELECTRON - POS -LKR 4,500.00  
2021.05.02

INTEREST +LKR 3000.70  
2021.05.03

VISA ELECTRON - POS -LKR 200.00  
2021.05.03

**HISTORY**

**SAVINGS** CURRENT

FROM 01-04-2021 TO 01-07-2021

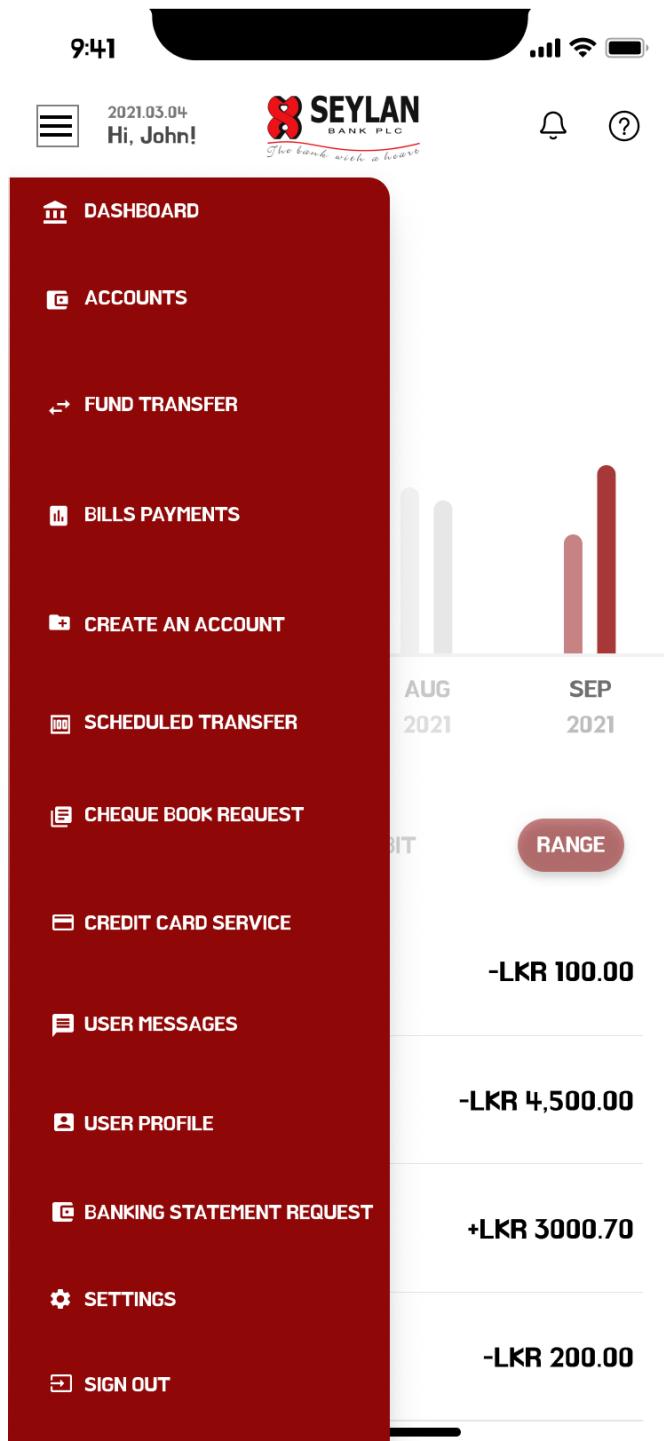
April							September						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3	29	30	31	1	2	3	4
4	5	6	7	8	9	10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	12	13	14	15	16	17	18
18	19	20	21	22	23	24	19	20	21	22	23	24	25
25	26	27	28	29	30	1	26	27	28	29	30	1	2

APPLY

VISA ELECTRON - POS +LKR 3000.70  
2021.05.03

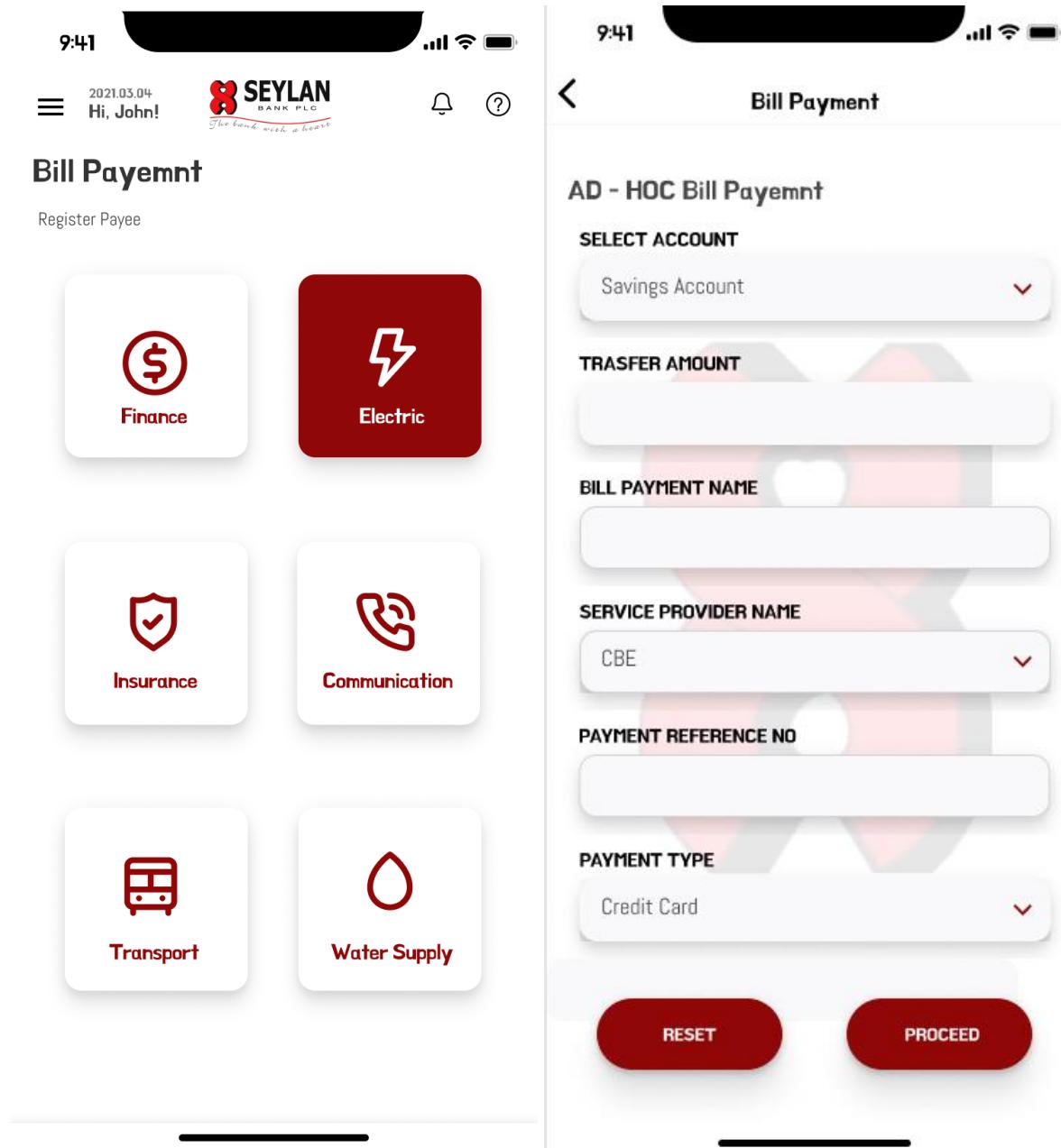
VISA ELECTRON - POS -LKR 200.00  
2021.05.03

*Account History Pages*

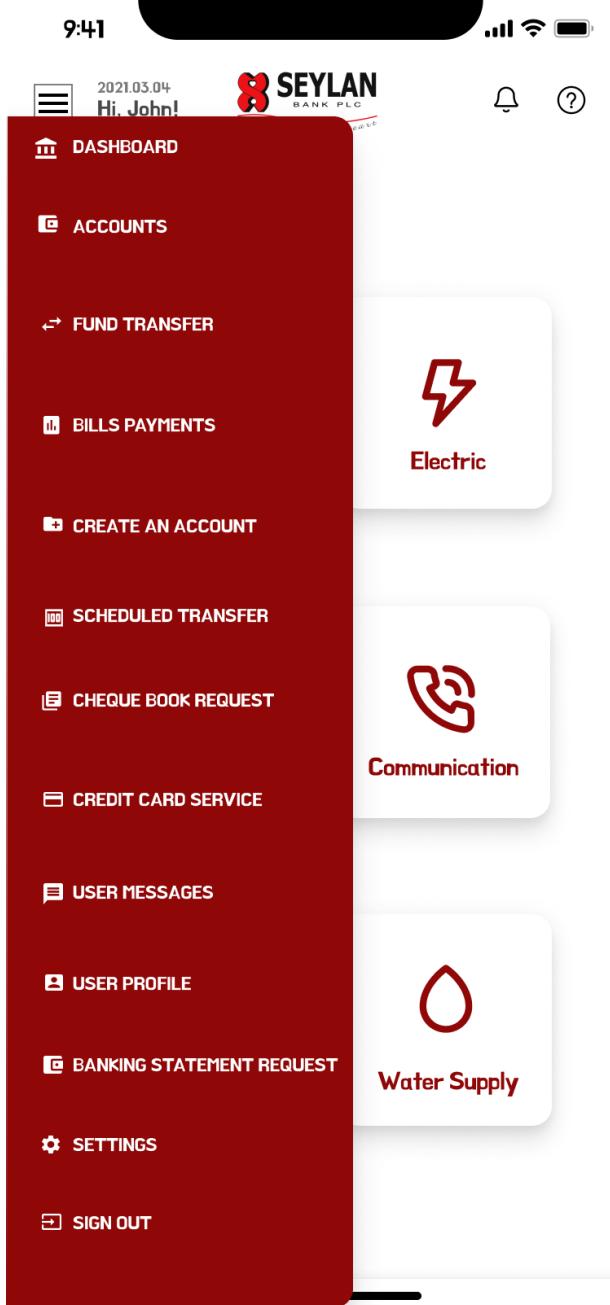


*Menu Bar*

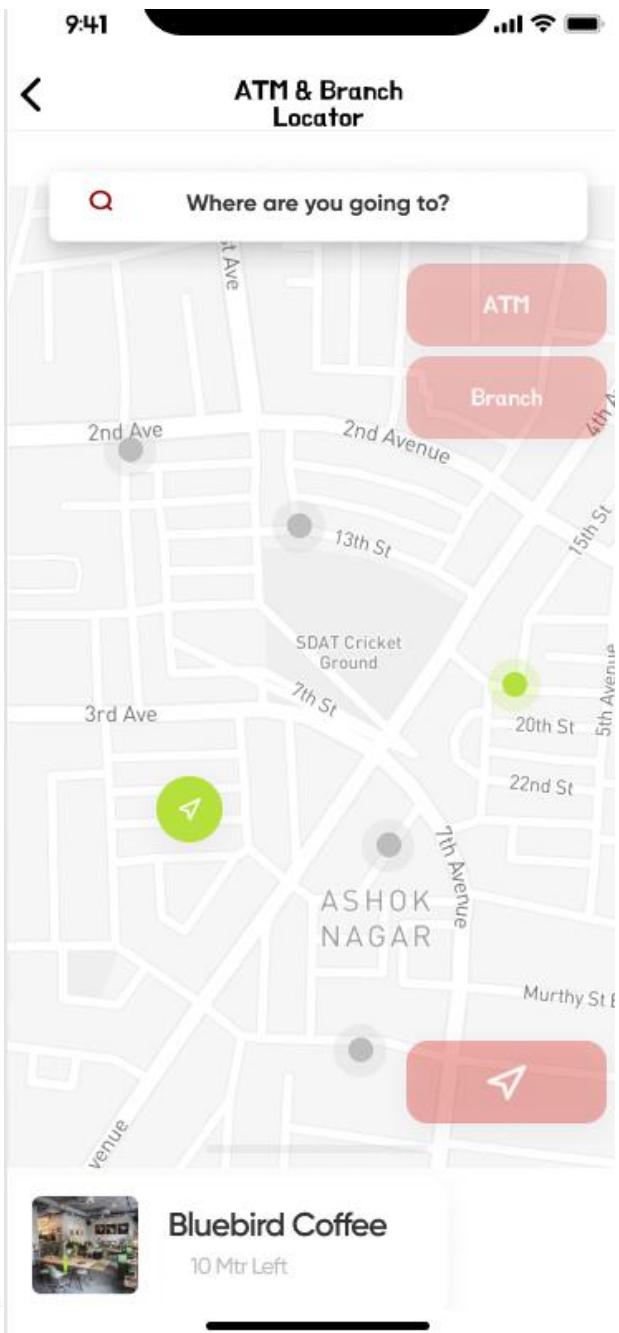
Jayasinghe S.L – IT19126234



*Bill Payment Pages*



Menu Bar



ATM &amp; Branch Locator

Kariyawasam K.G.S.S.K - IT19147024

**HOME**

**SAVINGS**

1234567852838  
K K G S S Wickramsinghe

BALANCE **LKR 210,430**

**MORE DETAILS**

**RECENTS**

VISA ELECTRON - POS 2021.05.04	<b>-LKR 25,000</b>
VISA ELECTRON - POS 2021.05.02	<b>-LKR 4,500</b>
VISA ELECTRON - POS 2021.05.03	<b>-LKR 50,000</b>
INTEREST 2021.05.03	<b>+LKR 20,000</b>

**ACCOUNTS**

**MORE INFORMATION**

123456782838  
**K K G S S WICKRAMASINGHE**

ACCOUNT TYPE	<b>SAVING</b>
ACCOUNT BALANCE	<b>LKR 1,528,500.00</b>
CLEARED BALANCE	<b>LKR 3000.70</b>
RESERVED BALANCE	<b>LKR 200.00</b>
UNREALIZED (CHEQUE AMOUNT)	<b>LKR 200.00</b>
UNREALIZED (CLEARING TODAY)	<b>LKR 200.00</b>
UNREALIZED (DEBIT NOT AUTHORIZED)	<b>LKR 200.00</b>
TODAY POSTING (CREDIT)	<b>LKR 200.00</b>
TODAY POSTING (DEBIT)	<b>LKR 200.00</b>

*Current Balance with Home Pages*

9:41



2021.03.04  
Hi, John!

## CREATE AN ACCOUNT

**FIXED DEPOSIT**

**TRANSFER AMOUNT\***

Amount

TO SOURCE ACCOUNT, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

**SOURCE ACCOUNT NUMBER\***

-Select -

**DEAL PERIOD\***

Select Type

**INTEREST SETTLEMENT METHOD\***

Select Type

**RENEWAL METHOD\***

Select Type

[RESET](#)
[SUBMIT](#)

9:41



2021.03.04  
Hi, John!

## CREATE AN ACCOUNT

**SAVING ACCOUNT**

THIS PERMITS TO CREATE NEW SERVINGS ACCOUNT AT SEYLAN

**TRANSFER AMOUNT\***

Amount

TO SELECT ACCOUNTS, PLEASE TOUCH YOUR DESIRED "SOURCE ACCOUNT".

**SOURCE ACCOUNT NUMBER\***

-Select -

**PRODUCT TYPE\***

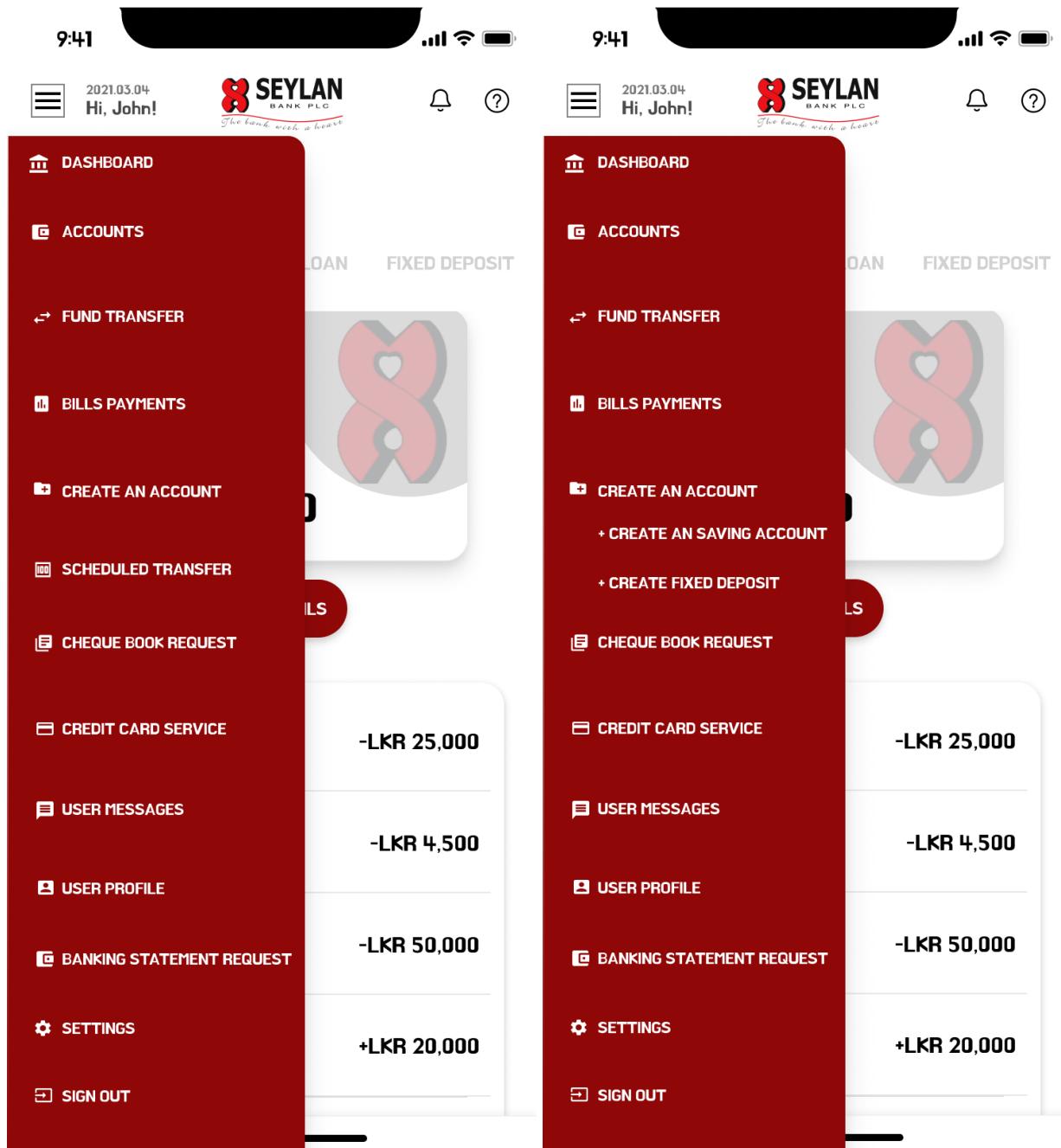
E-SAVING STATEMENT ACCOUNTS

**FUND TRANSFER REMARKS\***

-

[RESET](#)
[SUBMIT](#)

*Create New Account Pages*

*Menu Bars*

Kudarachchi K.A.N.D - IT19121352

The image displays two side-by-side screenshots of a mobile application interface for "FUND TRANSFER".

**Left Screenshot (Own Account):**

- Transfer Amount:** A text input field containing "1234" with a red "X" icon to its right.
- Savings Account LKR:** A dropdown menu showing "Savings Account LKR" with a red downward arrow icon.
- PAYMENT TYPE:** A dropdown menu showing "-Select -" with a red downward arrow icon.
- Transfer Button:** A large red button at the bottom labeled "Transfer".

**Right Screenshot (Register Account):**

- BENEFICIARY NAME:** An empty text input field.
- FUND TRANSFER TYPE:** A dropdown menu showing "-Select -" with a red downward arrow icon.
- BENEFICIARY CARD NUMBER:** An empty text input field.
- Submit Button:** A large red button at the bottom labeled "Submit".

*Fund Transfer Pages*

9:41

## FUND TRANSFER

### REGISTERED ACCOUNTS

TRANSFER AMOUNT

Savings Account LKR

BENEFICIARY NAME

-Select -

BENEFICIARY ACC/CARD NUMBER

BENEFICIARY BANK NAME

BRANCH NAME

FUND TRANSFER REMARK

Payment Type

-Select -

**Transfer**

9:41

## FUND TRANSFER

### FUND TRANSFER HISTORY

**123456782581  
SAVINGS ACCOUNT**

ACCOUNT

-Select Account -

FROM 01-04-2021

TO 01-07-2021

April							September						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3	29	30	31	1	2	3	4
4	5	6	7	8	9	10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	12	13	14	15	16	17	18
18	19	20	21	22	23	24	19	20	21	22	23	24	25
25	26	27	28	29	30	1	26	27	28	29	30	1	2

**Search**

Fund Transfer Pages

**DASHBOARD**

2021.03.04  
Hi, John!

**SEYLAN**  
The bank with a heart.

**ACCOUNTS**

**FUND TRANSFER**

- OWN ACCOUNT
- THIRD PARTY REGISTERED
- REGISTER BENEFICIARY
- FUND TRANSFER HISTORY

**SCHEDULED TRANSFER**

**CHEQUE BOOK REQUEST**

**CREDIT CARD SERVICE**

**USER MESSAGES**

**USER PROFILE**

**BANKING STATEMENT REQUEST**

**SETTINGS**

**SIGN OUT**

**BANK STATEMENT**

**REQUEST BANK STATEMENT**

**ACCOUNT**

-Select Account -

**FROM** 01-04-2021      **TO** 01-07-2021

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

**Apply**

*Menubar and Bank Statement Page*

## Prototype Link ( Version 02 )

► [Page 1 - UEE seylan mobile app V2 \(figma.com\)](#)

## Group Members

<b>Registration No</b>	<b>Name</b>	<b>Contribution</b>
<b>IT19129204</b>	<b>Jayasekara R.T.R</b>	<ul style="list-style-type: none"> <li>• Landing page</li> <li>• Login page</li> <li>• Account history</li> </ul>
<b>IT19147024</b>	<b>Kariyawasam K.G.S.S.K</b>	<ul style="list-style-type: none"> <li>• Current balance with accounts page</li> <li>• Create new account page</li> </ul>
<b>IT19126234</b>	<b>Jayasinghe S.L</b>	<ul style="list-style-type: none"> <li>• Bill payment</li> <li>• ATM locator Page</li> </ul>
<b>IT19121352</b>	<b>Kudarachchi K.A.N.D</b>	<ul style="list-style-type: none"> <li>• Fund transfer</li> <li>• Bank statement page</li> </ul>