http://udays.xyz

Portfolio 2018-2021

Customer Goals

- Easy to deposit or withdraw funds from the platform
- Ensure right wallet id to which they are withdrawing or depositing
- Know the estimated network fee to be paid

Challenges

- Copy paste errors
- Lack of understanding of flow lead to high volume of customer tickets

Account

udayms@outlook.com
BitMEX v1.1.5 (413)

Deposit and Withdraw
Move Bitcoin to and from your account

Notifications
Tap to enable notifications

Security
Configure application lock authentication

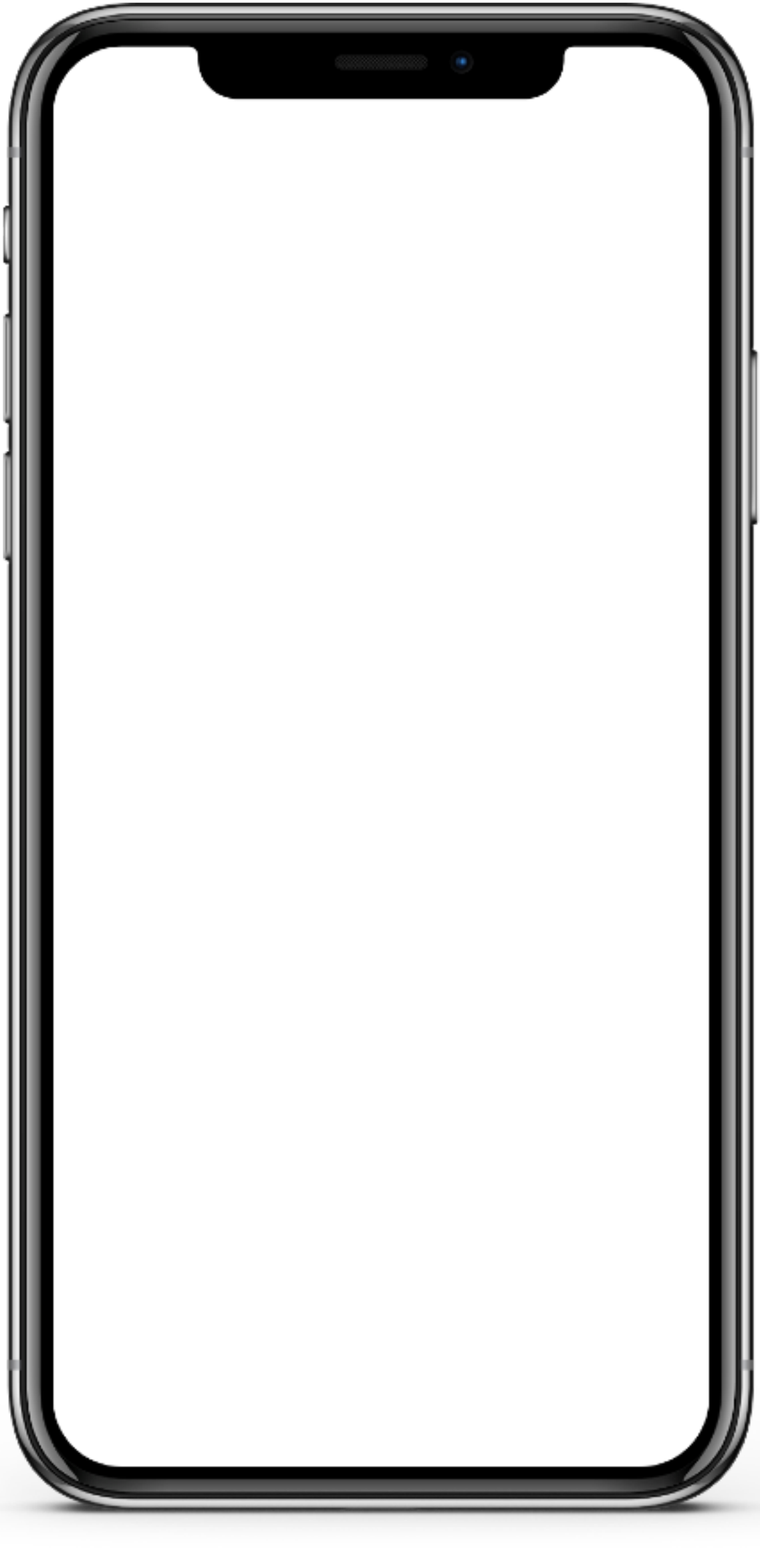
Using BitMEX
Online help pages

Questions & Feedback
Email support team

Terms of Service

Privacy Notice

Sign Out



DEPOSITS & WITHDRAWALS

Product Goals

- Increase customer trust on the platform
- Make it easy for customers to understand the flow & its restrictions

Play video

Low traffic screen but critical in establishing trust with customer.

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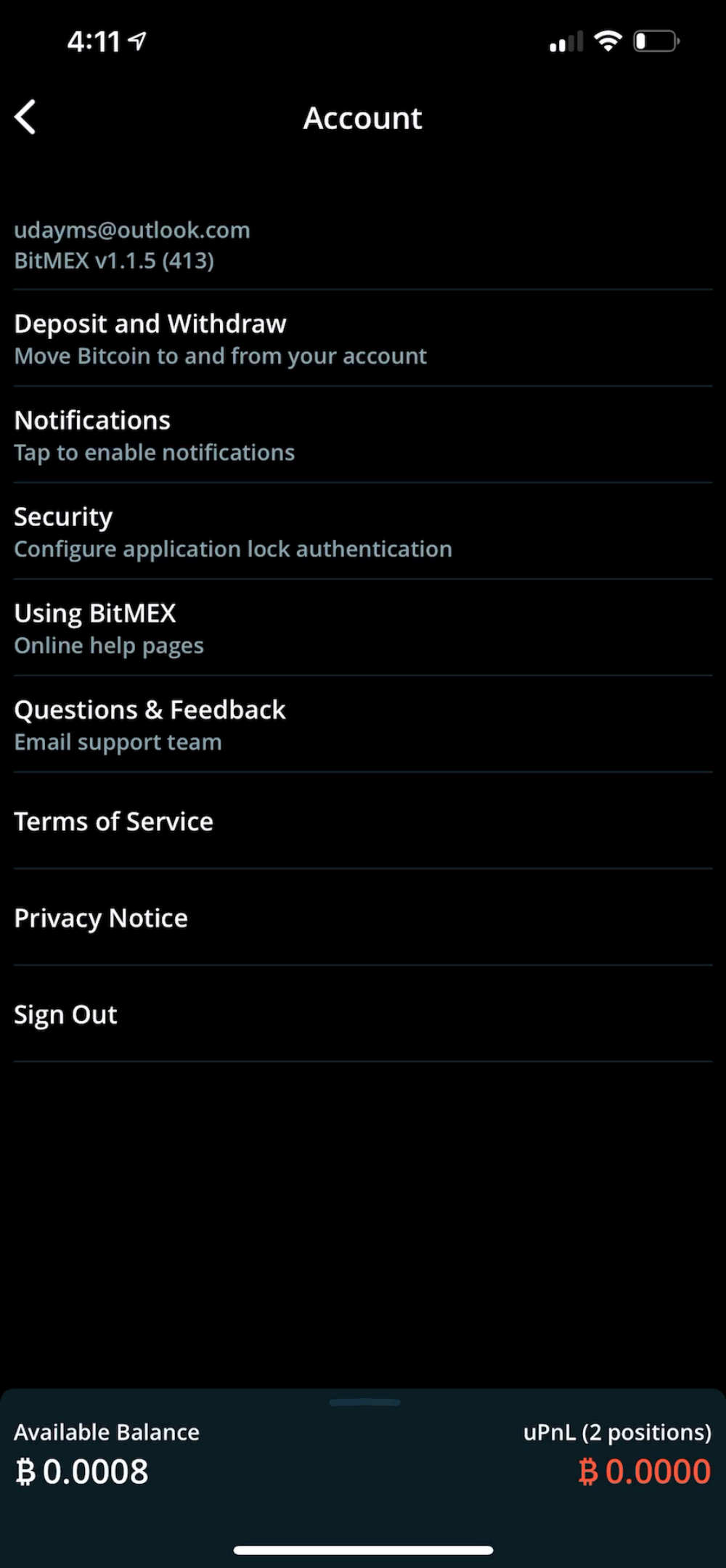
4:11
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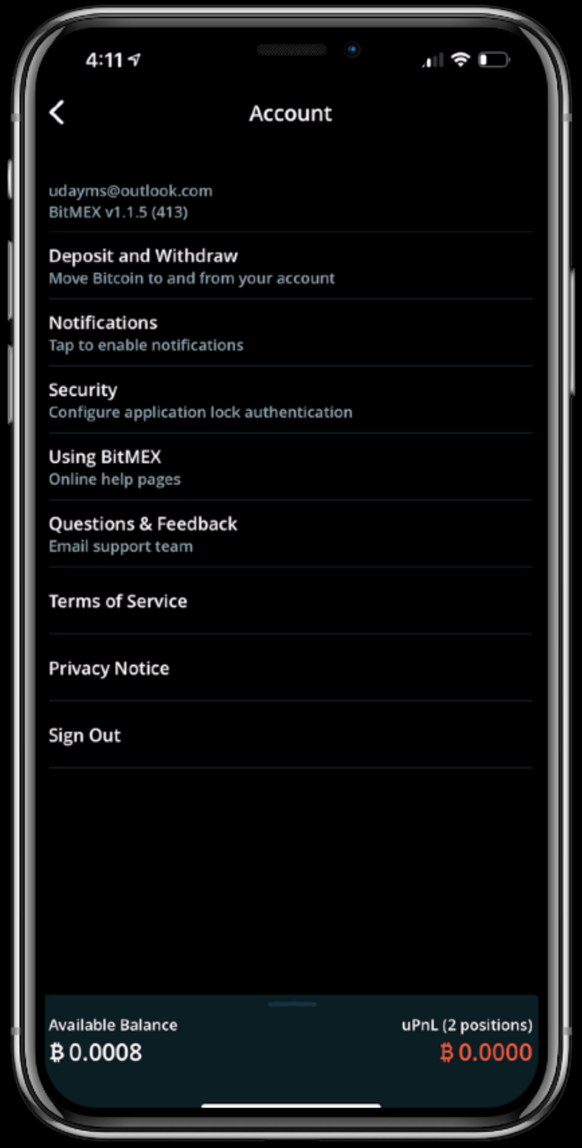
Sign Out
Available Balance
฿0.0008
uPnL (2 positions)
฿0.0000



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DEPOSITS & WITHDRAWALS

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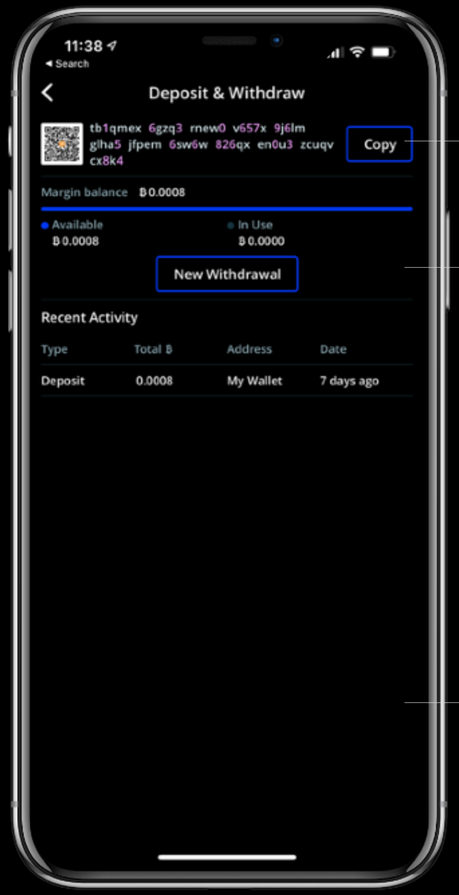


Prominently displayed wallet id.

Clear and graphical visualization of what funds can be withdrawn.

Prominent Withdraw CTA to assure users that they are in control of their money.

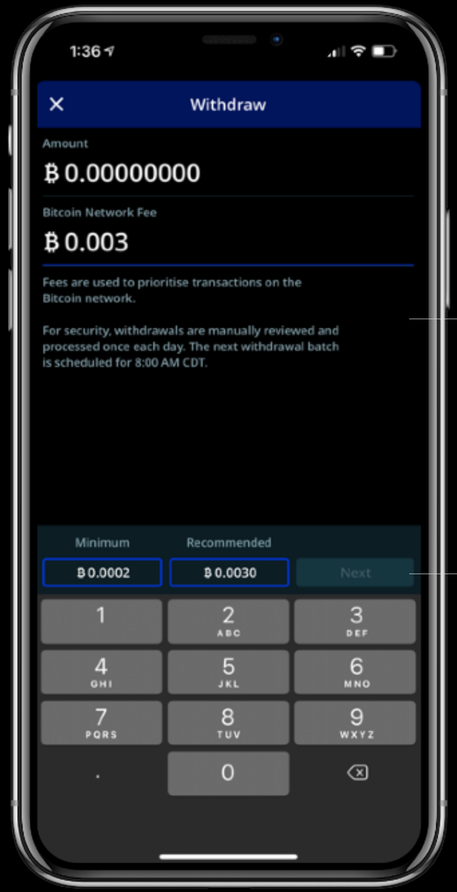
Transaction history providing
users clear insight into account activity

The wallet id and QR code comes up in blown up size for easy readability and scanning.

Screen brightens when displaying QR code

Color coding to easily differentiate numbers and alphabets.

Chunking based on Miller's law for easy memorization and manual reproduction.



Setting clear expectations of what is going to happen next. This line alone reduced support tickets by 16%.

Text pre-filling with labels to guide the user. User can move through the entire flow without using the keyboard. They can use the pre-fill buttons in each step.