

User Testing 3

Venue:	SIS SR 2-3	Duration:	60mins per pax
Tested by:	10 SIS students	Date Tested:	15 Feb 2019
Objectives:	<ul style="list-style-type: none"> • Gather the feedback regarding the usability of the all functions the team has created <ul style="list-style-type: none"> ○ Authentication Module ○ Accounts Module ○ Dual Currency Module ○ Bill Payment Module ○ Fund Transfer Module • Observe how the users interact with our system • Ensure no additional features have been overlooked • Improve on the application based on the results 		

S/N	Function	Test Case	Expected	Status (Pass/Fail)	Bugs Found (if any)
1	Authentication	Validate that student with correct credentials (including 2FA)	Login successful. The user page is displayed.	Pass	
2	Authentication	Validate that student with wrong credential (either username or passwords)	Login unsuccessful. Redirect back to login page with error msg	Pass	
3	Dual Currency Deposit	Create new DCD accounts	<p>Page redirected to New DCD Page</p> <p>Successfully display the exchange rate for selected Base and Quoted Currency Enter the required inputs and create a new account</p> <p>Pop-up message successfully displayed.</p> <p>Page Redirected to Current DCD Page</p>	Fail	No usd accounts even if the user got USD account
4	Dual Currency Deposit	Edit DCD Accounts	<p>Page redirected to Currentx` DCD page.</p> <p>Page display the account details and the options that can be changed.</p>	Pass	

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			Select a different account for the 3 options Pop-up message successfully displayed.		
5	Dual Currency Deposit	View Closed DCD Account	Page redirected to Past DCD page. Page display the list of closed DCD accounts successfully	Pass	
6	Accounts	Get Customer Details	Validate the UserID and PIN with correct credentials and able to retrieve the customer details. Else, error message is displayed.	Pass for deposit accounts, fail for loan accounts	Loan accounts doesn't show up
7	Fund Transfer	Create Personal Payee	Add Payee with the following information <ul style="list-style-type: none"> - Payee: Payee <i>Name</i> - CASA Account: 555 - OTP: input the 6digit code received (via your phone number) Upon successful creation of payee, a pop out message is created	Pass	
8	Fund Transfer	Transfer Payee	Transfer fund to newly created payee <ul style="list-style-type: none"> - Source account: <i>choose from dropdown list</i> - Payee Account: 555 (should be predefined) - Amount: <i>any amount</i> - Description: <i>any relevant description</i> Alert is displayed upon successful transfer	Pass	
9	Fund Transfer	Future Transfer	Make future fund transfer to an account Amount: \$1000 Description: <i>any description</i> Transfer Date and Time: <i>any future date and time</i>	Pass	

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			Alert is displayed upon successful transfer		
10	Fund Transfer	Recurring Transfer	<p>Make recurring fund transfer to an account</p> <p>Amount: \$9000 Description: <i>any description</i> Transfer Date and Time: any future date</p> <p>Alert is displayed upon successful transfer</p>	Pass	
11	Fund Transfer	Remove Payee	Delete the payee created in <i>Task 9</i> in the Fund Transfer Home Page	Pass	
12	Bill Payment	Immediate Bill Payment	<p>Make immediate payment of \$1000 to organization (NKF) using any account and indicate invoice number - 0289432.</p> <p>A summary page is displayed and confirm the transaction. After confirmation, a SMS and email will be sent to user.</p>	Pass	
13	Bill Payment	Future Bill Payment	<p>Make future payment of \$500 dated on 28 Feb 2019, 12:25:00 to organization (American Mobile) using any account and indicate invoice number - 0489432.</p> <p>A summary page is displayed and confirm the transaction.</p>	Pass	
14	Bill Payment	View Future Bill Payment	Task 16 is shown in standing instruction tab	Pass	
15	Bill Payment	Approve Giro Organization	<p>Enable British Telecom for future GIRO authorization to account number</p> <p>A summary page is displayed and confirm the transaction.</p>	Pass	
16	Bill Payment	View approved Giro Organization	Task 18 is shown in GIRO Authorizations tab	Pass	

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Feedbacks

What are your thoughts about the UI?	<ol style="list-style-type: none"> 1. Nice using of tabs 2. Standing instruction should be put in the tab 3. Minimalist Design
On the scale of 1-5, how would you rate our application? (<i>1 being difficult to use and 5 being the easiest to use</i>)	4
Any other comments that you would like to share to help us improve the user experience?	<ol style="list-style-type: none"> 1. Description should be included upon each transfer 2. Loading percentage so that the user know the application is loading

Key Finding

Functions	Users' Behaviour & Comments	Proposed
Dual Currency Deposit	No usd accounts (settlement account) even if the user got USD account	-
Accounts	Loan accounts did not show up	Should have loading percentage
	Amounts to shown beside accounts ID with collapsible view of transaction history	-
	Overview	-
Fund Transfer	Unable to transfer the amounts with cents	Amount need to cater for decimals
	Standing instructions doesn't load before hand	Taking so long to refresh. Hence, add into array instead of sending it and getting
	Include the narrative into standing instructions table	Add column of description in the table
Bill Payment	Button on the side to remove	-
General	"UnderConstruction" for functions that are not done in side bar	-
	Loading page for the home page and get the data beforehand	Should have loading percentage

Kindly take your time to provide constructive feedback on the application. Your comments will be taken into consideration as we continue to improve our app.

Thank you for attending our UT session today! We hope to see you again! 😊