

User Testing 4

<b>Venue:</b>	LKS PR 4-16	<b>Duration:</b>	30mins per pax
<b>Tested by:</b>	5 SMU IS419 Students	<b>Date Tested:</b>	29 March 2019
<b>Objectives:</b>	<ul style="list-style-type: none"> <li>• Gather the feedback regarding the usability of the all functions the team has created                             <ul style="list-style-type: none"> <li>○ Loan Module</li> <li>○ Marketing Promotion Module</li> </ul> </li> <li>• Observe how the users interact with our system</li> <li>• Ensure no additional features have been overlooked</li> <li>• Improve on the application based on the results</li> </ul>		

S/N	Function	Test Case	Expected	Status (Pass/Fail)	Bugs Found (if any)
1	Loan – Calculate loan	Select any Loan Type from the dropdown list followed by entering an appropriate loan amount and loan term	A pie chart displaying the overview of loan and the loan details should be displayed with a button to apply for the loan	Pass	-
2	Loan – Apply loan	Enter appropriate Loan account title followed by entering the collateral asset value and choosing a settlement account	A ‘Loan applied successful’ popup message appears, and the user is directed to View Accounts page	Pass	-
3	Loan – Full loan repayment	Select a loan account to repay fully	A “Repayment successful” popup message appears.	Pass	-
4	Loan – Partial loan repayment	Select Loan Type = Partial then select loan account for repayment and enter the appropriate repayment amount and check maturity date = false	A “Repayment successful” popup message appears.	Pass	-
5	Marketing Promotion – Notification & Trigger Settings	Select the checkboxes accordingly to receive notifications for monthly statements, promotions & contact.	A ‘Preferences Updated’ popup message appears	Pass	-

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		Select any account from the 'Account' dropdown list followed by selecting the preferred trigger type. Enter an amount to be triggered for and select the checkbox of the preferred notification option			
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#### Feedbacks

What are your thoughts about the UI?	The improved UI looks better & the colors gives it a nice touch to the overall look and feel of the application.
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> )	5
Any other comments that you would like to share to help us improve the user experience?	-

#### Key Finding

Functions	Users' Behaviour & Comments	Proposed
Loans	<ul style="list-style-type: none"> <li>- Would prefer to have charts display repayment, interest and monthly installment amounts</li> <li>- The message prior to making repayment is misleading.</li> </ul>	<ol style="list-style-type: none"> <li>1. Apply for loan               <ol style="list-style-type: none"> <li>a) Show balance with the select</li> <li>b) Filter loan based on bankID's currency</li> </ol> </li> <li>2. Repayment               <ol style="list-style-type: none"> <li>a) Selection of loan account should include loan type and title</li> <li>b) Success message: "You may proceed with repayment"</li> <li>c) Error message: "Settlement account has insufficient funds"</li> <li>d) Bar graphs for partial repayment</li> </ol> </li> </ol>

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Marketing Module	- Would prefer to know what the previous preferences for the respective trigger types for each account were.	<ol style="list-style-type: none"><li>1. Load the trigger settings with the initial value</li><li>2. Change the form input name from “Transaction Amount” to “Amount”</li><li>3. Show currency and balance of the account for trigger settings</li></ol>
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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! 😊