

User Testing 2

|                    |  |                     |                           |
|--------------------|--|---------------------|---------------------------|
| <b>Venue:</b>      | SIS GSR 2-3  | <b>Duration:</b>    | 30mins                    |
| <b>Tested by:</b>  | 1 Professor, 1 previous IS444 students   | <b>Date Tested:</b> | 11 <sup>th</sup> Jan 2019 |
| <b>Objectives:</b> | <ul style="list-style-type: none"> <li>• Gather the feedback regarding the usability of the 2 functions the team has created</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   | Accounts      | Get Deposit Account Details<br><br>Log in with valid UserID and PIN and select Deposit Account. | Retrieve successful. Customer Deposit Account number and Current balance will be displayed.   | Pass               |                     |
| 2   | Accounts      | Get Loan Account Details<br><br>Log in with valid UserID and PIN and select Deposit Account.    | Retrieve successful. Customer Loan Account number, Current balance, Asset Value, Interest Rate, Maturity Date, Loan Term, Installment Amt, Disbursement Amt and Settlement Account will be displayed. | Pass               |                     |
| 3   | Accounts      | Get Customer Account Details<br><br>Log in with invalid UserID and PIN.                         | Retrieve unsuccessful. No results will be shown.  | Pass               |                     |
| 4   | Dual Currency | View Closed DCD Account   | Page redirected to Past DCD page.<br><br>Page display the list of closed DCD accounts successfully  | Pass               |                     |
| 5   | DCD           | View Current DCD Account  | Page redirected to Current DCD page.<br><br>Page display the list of existing DCD accounts successfully   | Pass               |                     |
| 6   | Dual Currency | Edit Current DCD Account  | Page redirected to Past DCD page.   | Pass               |                     |

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|   |               |                        |   |      |  |
|---|---------------|------------------------|---|------|--|
|   |               |                        | <p>Page display the account details and the options that can be changed.</p> <p>Select a different account for the 3 options</p> <p>Pop-up message successfully displayed.</p>  |      |  |
| 7 | Dual Currency | Create new DCD Account | <p>Page redirected to New DCD Page</p> <p>Successfully display the exchange rate for selected Base and Quoted Currency</p> <p>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> | Pass |  |

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### Feedbacks

|  |   |
|--|---|
| What are your thoughts about the UI?   | Minimalist design<br>- Add in collapsible overview of customer accounts   |
| On the scale of 1-5, how would you rate our application? (1 being difficult to use and 5 being the easiest to use) | 5, the application is responsive and easy to navigate   |
| Any other comments that you would like to share to help us improve the user experience?                            | Interests Rate Formula should change<br>- Difference between strike rate and exchange rate, the deposit term and deposit amount should be factor in for the interest rate calculation |

### Key Findings

| Functions             | Findings   | Suggestion  |
|-----------------------|--|---|
| Accounts              | Need for collapsible overview of customer accounts (Deposit & Loan Accounts)                       | -   |
|                       | Remove maturity date information in Deposit Account view   | -   |
| Dual Currency Deposit | Change incremental unit of deposit amount to 1000  | -   |
|                       | Default deposit must be set to 50000   | -   |
|                       | Summary page required upon successful creation of a new DCD account                                | -   |
|                       | Interests Rate Formula should change, and yield curve will increase when the risk and time is high | Difference between strike rate and exchange rate, the deposit term and deposit amount should be factor in for the interest rate calculation |
| Overall               | Responsive Page  | -   |
|                       | Feedback (Green and Red)   | -   |

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! 😊