GNG1103-A00

Deliverable-H-Prototype III and Customer Feedback

Thursday, Nov 25, 2021

Project Team-7

Sean Tsang (300166389)

Brian Bulitka (300248903)

Haonan Lin (300204423)

Yuning Xia (300231028)

Christopher Accad (300167886)

Table of Contents

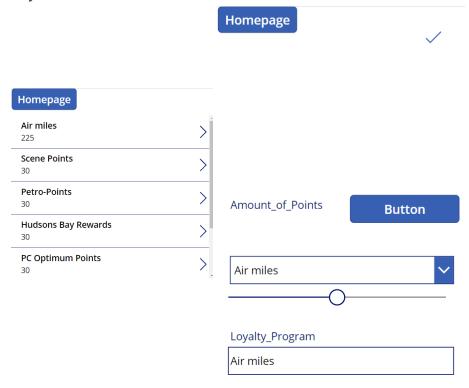
GNG1103-A00	1
Table of Contents	2
Introduction	3
Prototype III	3
Test	4
Project Plan, Analysis and Results from previous prototypes	4
Customer Feedback	10
Conclusion	10

Introduction

In the previous deliverable, the team developed, tested, and got feedback on prototype II in order to design prototype III and ultimately create the final design. The objective of this deliverable is to discuss the third prototype and redesign the previous design as well as update it according to the feedback obtained. This deliverable will be split into a few parts including prototype III, customer feedback, and next steps for the final design.

Prototype III

The purpose of prototype III is to finish/nearly finish all the main functions of the application. This would include the main functions such as the transfer/exchange points function, claim rewards and register points functions. Therefore, what would remain for design day are smaller altercations to the app such as refining page designs as well adding some images to places where they are needed.



This prototype we focused on the brains behind the transfer of points. We had multiple failures and problems with powerapps while trying to understand and get this function to work. In the end, we are able to change the spreadsheet by selecting which programs and click the arrow(Image on left). Then use the slider bar(0-1000) points(Image on right) to select the amount of points to change the account to. Then you must click the "Button" and then the "CheckMark"

to update the spreadsheet. We are still currently experimenting with this method of updating the spreadsheet and adding multiple variables to be able to subtract points from a different program soon (this is the reason why there is a dropdown menu above the slider bar). The rest of the prototype will have to be updated to implement this new function into the app.

Test

The team tested the various functions by using the actual pages and testing them as a user would. The rigorous test entails testing the homepage buttons and the exchange points function, similarly, was done in the last prototype. We are now verifying that these buttons and functions still work after our changes. It was tested multiple times, by various users that the home page buttons work correctly. First, we tested the my account button, it correctly directed us to the my account page. Additionally, the register points page and transfers points page work; the user was able to access them with ease.

The tests for the transfer points page were tested by exchanging one point value for another. This was tested a plethora of times with various currencies and exchange/conversion factors. This was tested in the app. The application was no longer working with correspondence with the spreadsheet, the various currencies inputted were no longer being converted to the proper point value desired. When values were inputted the value was unable to be converted to the proper value. Whereas when inputted into the spreadsheet it is converted properly. Thus, the team is looking into solving this issue immediately.

Project Plan, Analysis and Results from previous prototypes

Our test plan is based on the user's point of view, strictly according to the highest to the lowest importance and the time required to complete the comprehensive ranking, in order to execute and obtain the results we expect. Our stopping criteria are also tailored to the nature and setting of the product. Through the real feedback from our customers, we can estimate a passing line that will satisfy the customer, and then try our best to make the customer unable to find any problems with our design. The main takeaways from the first two prototypes were the functions in prototype 2. We were able to implement the register points page as well as some other functions. As well in prototype 1 the team was able to make many non-functional parts of the prototype that were very beneficial to making a good UI. Finally for the last prototype, the team is finishing the functions that were broken while making prototype 2. As well as cleaning up the menus for a refined last prototype.

Test ID	Test Objective (Why)	Description of Prototype used and of Basic Test Method (What)	Description of Results to be Recorded and how these results will be used (How)	Estimated Test duration and planned start date (When)	Stopping Criteria
1	New users guide	This allows consumers to quickly understand the functions of the app and master the main operation process of the loyalty program The first user(s): Anyone who has a bank business can be the first user.	Observe whether the instruction process enables beginners to learn the basic operations quickly The data we get can be used to produce feedback on normal use.	Check after finished Around two days	Any novice user can get what <i>Loyalty</i> + does and its benefits.
2	Flexibility and efficiency	People are able to open the page very quickly. The time of users find what they need is also an important factor The first user(s): professional analysts and	Timed a whole app using each item and observed if the interface was responsive. Whether users experience lag and program crashes during use The data we get can be used to produce feedback on normal use.	Check after finished Around one day	The webpage is smooth and clear, which can attract users to learn more about <i>Loyalty</i> +

		regular bank clients			
3	Freedom in controlling	Depending on the popularity of each item, the user can change the operation or the system can show the relevant items to the user through a database. Also, customers can find the item wanted in the shortest time The first user(s): Anyone who has a bank business can be the first user.	Whether the program has setting items that users are accustomed to using, and whether the items recommended by the interface are popular with the public The data we get can be used to produce feedback on normal use.	Check it during the whole process Around one day	Finishing the transfer points, rewards, or other items with a shorter time than other similar apps.
4	Aesthetic and minimalist design	Beautify the usage page to make it feel premium yet simple and comfortable. Also, adding ads or high-profit strategies to attract people to use this app is beneficial. The first user(s): professional art analysts and	The overall layout of the interface and whether the content meets people's normal aesthetic standards The data we get can be used to produce feedback on normal use.	Check it during the whole process	Simple enough, but also display the items most needed by users, which can be summarized from the feedback.

		regular bank clients			
5	Error prevention	This test is used to avoid an error in the app. This system should also send an email of information that is needed to prevent viruses from invading. This test needs program designers to check programming code.	correction errors generated in twenty arbitrary uses The data we get can be used to produce feedback on normal use.	Check it during the whole process	The percentage of errors generated by the statistical system. When it is less than 0.01%, it is qualified.
6	System bug identification, diagnosis, and recovery	Use a program that can find an error in the whole system. When a problem occurs, there should be a reminder system for the users to recover the app. This test needs program designers to check programming code.	Percentage of program errors generated in twenty arbitrary uses The data we get can be used to produce feedback on normal use.	Check it during the whole process	The time required for the test team to fix a bug. Make it less than 1 hour.

7	Information completeness	Make sure the information that is uploaded in the app is covered with all kinds of FAQs. Programming code This test needs program designers to check items the program should have are fully included.	Percentage of content in the App versus actual content The data we get can be used to produce feedback on normal use.	Check after finished	There are no complaints like "the information in the app is hard or unable to find" in the feedback.
8	Information accuracy	Make sure if the information provided and all kinds of prototype data have a high degree of accuracy with the actual prototype. The professional inspector needs to compare the app with the daily real-time information without errors.	Evaluate the percentage of content in the App versus actual content The data we get can be used to produce feedback on normal use.	Check it during the whole process	Make every service and preferential policy consistent with the news and social media messages.

9	Client feedback	Distribute Loyalty Plus products to first users for free, let these customers use, generate and collect feedback The first user(s): Anyone who has a bank business can be the first user.	According to the experience feelings, satisfaction level and user comments, Record through questionnaire We can collect the results of the questionnaire and make a bar graph	Check after finished Around two days	When collecting feedback, if there are over 90 percent of clients said that they are satisfied with all of those items above, this can be stopped.
10	Iteration	Review the problem statement and design process to find where the problem occurs and solve it/them	Just need to record the improvement from the last one	Start any time until satisfied most of the suggestions from client	if there are over 90 percent of clients said that they are satisfied with all of those items above, this can be stopped.

After our first batch of users, those who have long-term deposits in the bank, had a preliminary understanding of Loyalty Plus, we distributed free samples for them to use and collected user feedback. They met no trouble when using the transfer points page, personal account page, and

reward page, while the system used to have a bug, which made the home page contents invisible from time to time. We decided to redo these parts and pursue higher quality. Also, users have a lot of opinions on the number of system bugs and rewards. Our team fixed those insufficiencies finally and several trial runs to ensure the elimination of such problems.

Customer Feedback

Based on the customer feedback provided by Zafin on our pitch function, overall they really like our idea. They thought the teams take on the exchanging of loyalty points quite interesting, as well as the idea to have a centralized system of rewards that the user would have. All parties agreed that they wanted an app that "simulated trading apps," in which a chart with statistics and headlines would be presented alongside the loyalty point they were interacting with. A "beautiful UI," one that made using the app "fun" and "simple to use," was one of the most critical aspects discovered when gathering feedback. Another factor was that customers preferred having the resources available to them in real time rather than having to exit the app to look for a points app.

Conclusion

For the final prototype, the team attempted to finish up most of the product's actual functions, however, we managed to break some of the parts and now need to fix them before design day. The non-functional elements of the prototype have been refined and look good and are ready for design day. The feedback obtained from zafin will also be considered when continuing to update the application to enhance the performance. The app's functionality needs to be fixed, otherwise the app is near completion.