

Design solution plan for Amplifi's mobile App

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Abstract

Assist Amplifi in exploring and improving the interactive process and presentation of the app on mobile and desktop.

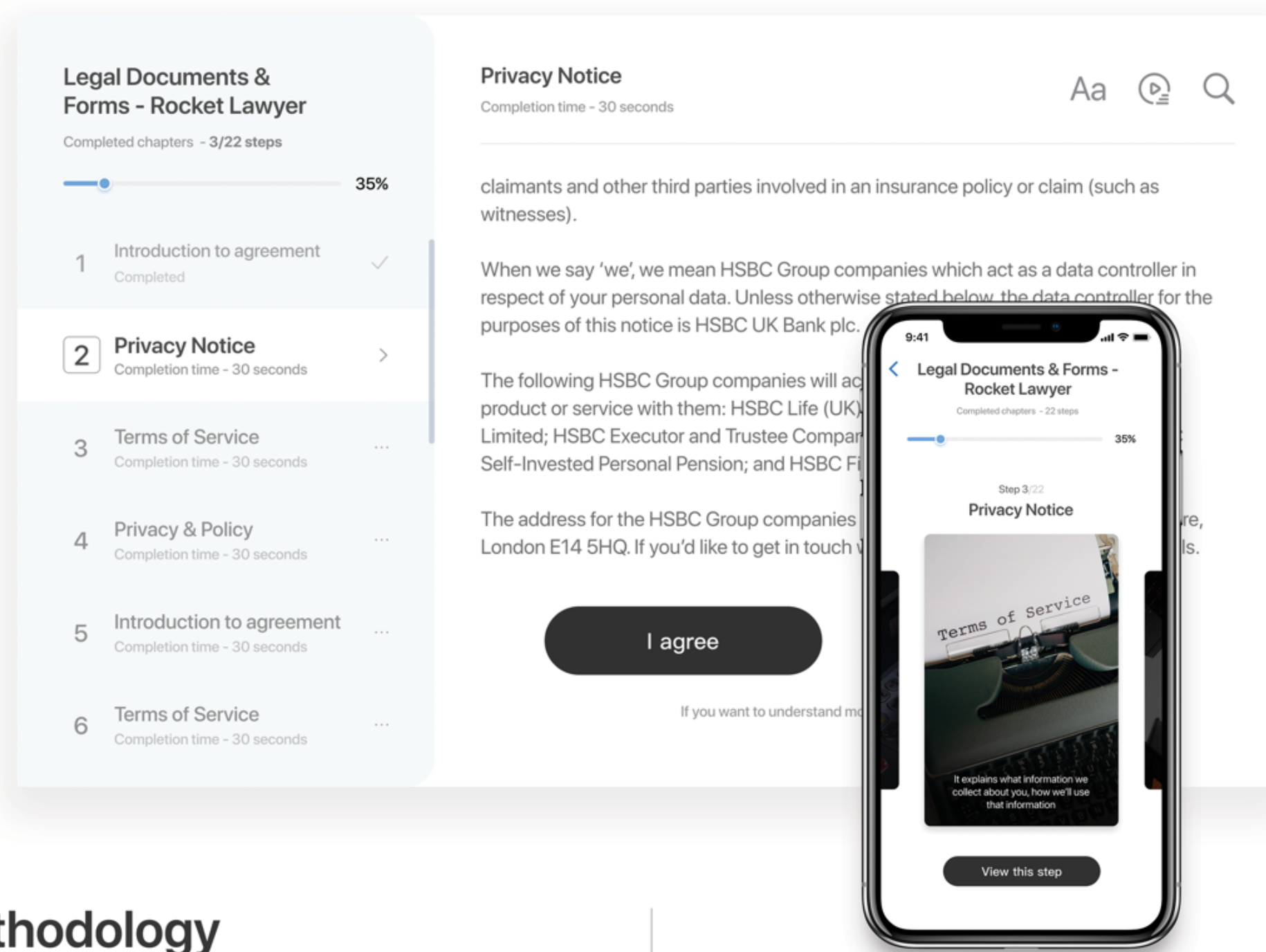
Design Diagram

The main function of the APP is to help the user understand and sign the agreement when they are doing their banking business. The main functions are divided into two main parts, the first is the collection of information from the user, and the second part is the display of the content of the terms and conditions and the signing process.

Introduction & Background

Amplifi is a company that helps bank clients to better understand and read the legal documents they have to sign, as well as helping banks to improve their legal documents for users to read.

The focus of my work is to explore and improve the user interaction and UI presentation when using the app. The second point is to explore the differences in presentation and interaction between mobile and computer. Improve on existing app interactions.



Research Methodology

Several research methods and research methods were used in the design process. These include competitor analysis, user research, feasibility testing, user interviews and process testing.

The user research identified the audience and the feasibility test was to compare the user's operating habits when using the same function on a mobile phone and a computer.

The user interviews and process testing allowed some users to test the interaction process and compare the improvements in the prototype with the users' suggestions after using it.

Research Results

The tests revealed that some users prefer to read documents on a large screen, as well as areas where the original flow and logic could be improved and enhanced, such as the difficulty of settling down to read and find the main points in large amounts of text. There are also some improvements to the presentation of the UI.

Conclusions & Future Work

The main output was a high fidelity page based on Amplifi's existing app page, improving the whole process from entering the function, entering personal information to reading and signing the agreement. In terms of the UI, the new pages have been designed to maintain a consistent visual style with the existing pages. Future work will focus on exploring better ways to motivate users to read documents and to find better ways to present them.