TED

Task Analysis & User Flow

PlutoPay

TED, 46

The Technical Builder

Vancouver, Canada

Single dad, 2 children (16 and 13)

Software Developer

Eldest of 5, Family in the Philippines

Technology

INTERNET

MOBILE APPS

DESKTOP

EARLY ADOPTION

Objective

Send money to the Philippines

User Story

As a worried son and eldest of my siblings, I want to quickly and securely send money to my family in the Philippines fast via PlutoPay so that I'm able to financially contribute to the swift repair of the typhoon damages to our ancestral home.

Information Gathering

What is it that's prompted my persona to begin the task?

His mother called to make him aware of the damages their ancestral home sustained and how she needs his help to get the repairs done as soon as possible.

What will tell the persona that their task is finished?

When his family in the Philippines receives the money he sent them in the currency they need.

What information does the persona already know about the process?

He's used many similar apps before and has sent money to his family multiple times so this process is no different to him.

What additional information does the persona need to know to complete the task?

Lorem ipsum dolor sit amet

What tools will the persona need to complete the task?

Internet access is needed for any payment or remittance. Hi family's banking information for wiring to their bank, his family's home address for delivery or reputable and safe companies and locations where his family can pick up money.

Entry Point

Open app

Success Criteria

Money received by his family in the Philippines via the desired method chosen for reception.

Task Flow

1. Open app
2. Login manually with email and password or via Face ID or other biometric dictated by user's device
3. Navigate to and select the world icon
4. Enter amount desired to send in home currency
5. Select the appropriate currency or select country if unsure
6. Choose bank deposit, cash pick up or door-to-door service
7. Enter recipient and/or Select bank or location if needed
8. Select specific branch if needed
9. Confirm fees if needed
10. Money remittance complete

Launch App

Splashscreen

New User Creation

Existing User Login

New User Info

New Password

Password

Face/Touch ID

Log in

Automated Login Preference

Yes

No

Profile Set Up

Onboarding

HOME / DASHBOARD

Wallet

Scan to Pay

Transfer

Send/Pay

Request

Deposit

Remit/Wire (World)

Receipts

My Rewards

My Profile

Recent Activity

Settings

Contact Us

Select Account to Pay From

Enter Amount to Send in Home Currency

Select Country

Select Currency

Reception Method

Bank Deposit

Provide Recipient Name + Routing and Acct #

Wire Money

Cash Pick Up

Select Bank or Company

Branch Location

Alert Recipient

Recipient Set Up Pick Up

Door-to-Door Delivery

Provide Recipient Name and Address

Set Up Delivery

Family received money sent