

interaction design: atm

concept interaction flows for ATM interface

ATM Interface Redesign: "All At Once"

Problem:

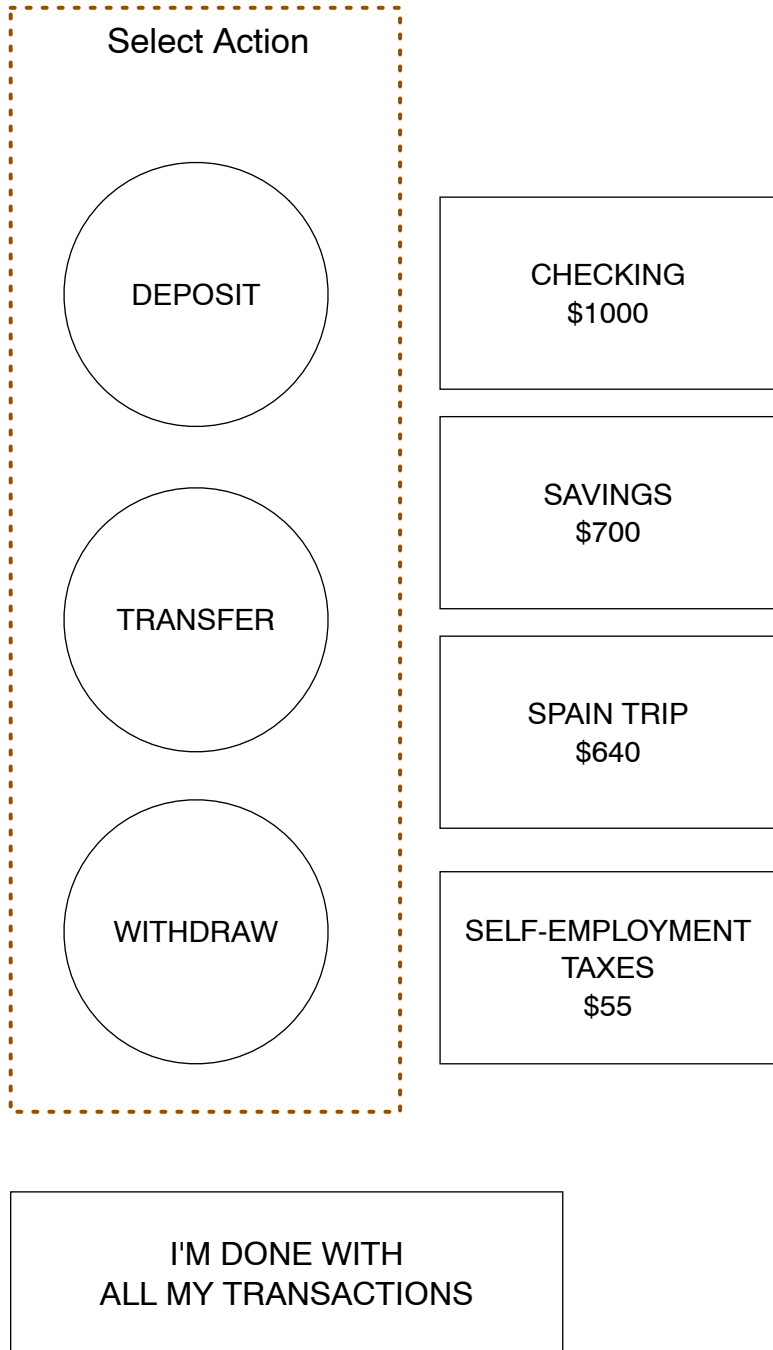
Most ATM displays suffer from a frustrating "binary decision tree" design to the user flow . Users are forced through an unnecessary number of incremental "this or that" steps that divide the user experience across multiple "pages". As a result, all of a user's account details and user options can never be seen simultaneously, which decreases speed of transactions.

Strategic Solution:

Allow the user to see the all of her information and options "at once". Being able to view all account balances and user options simultaneously will increase the speed and quality of the transaction experience.

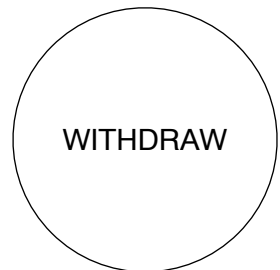
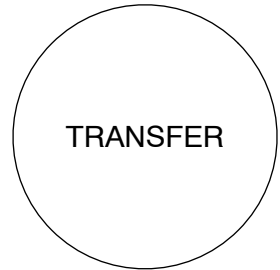
Design Goal:

Develop one "dashboard" display page that allows the user to perform all ATM transaction activities.



2. User selects "Deposit".

Select Action



Choose Account

CHECKING
\$1000

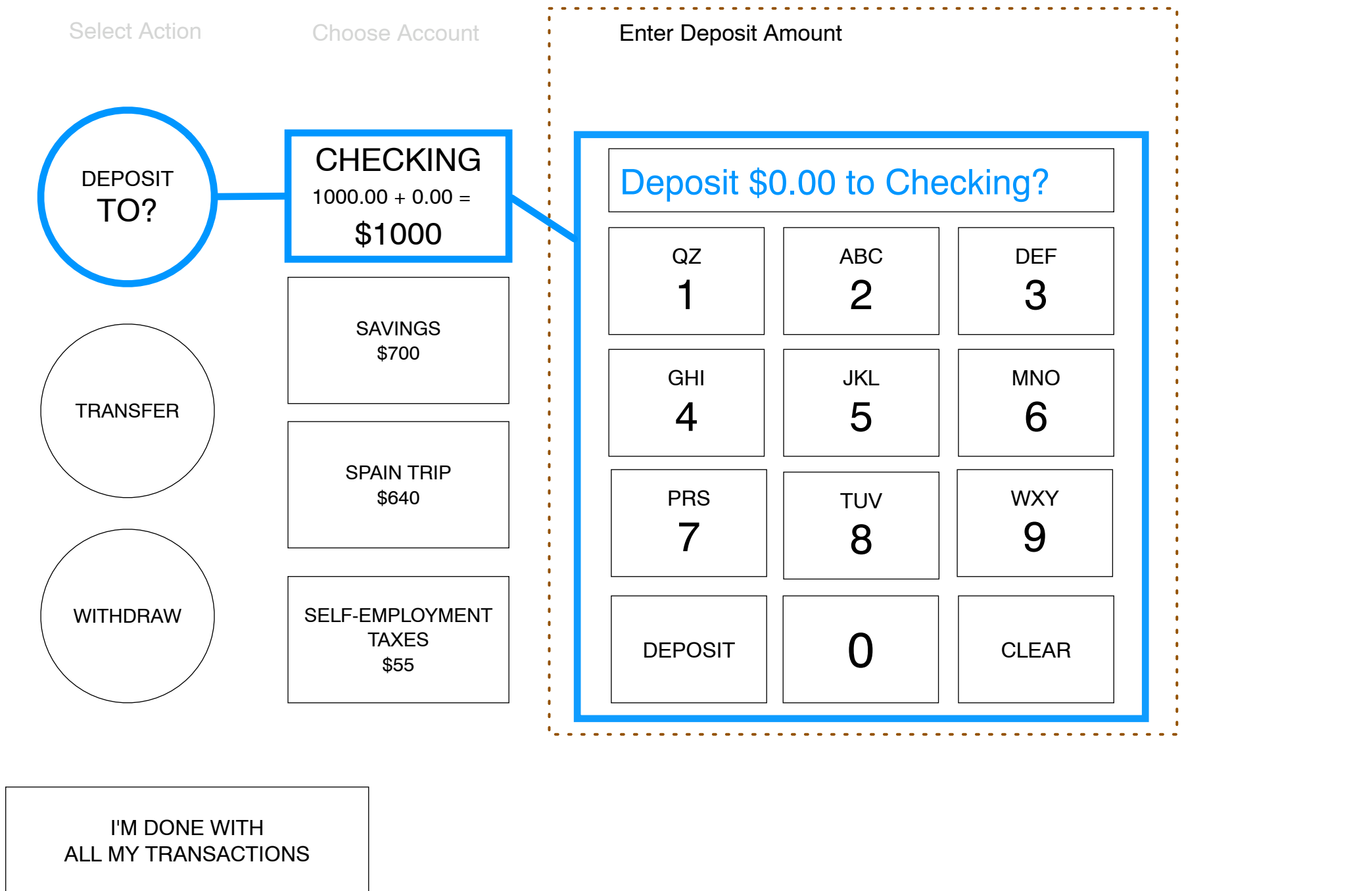
SAVINGS
\$700

SPAIN TRIP
\$640

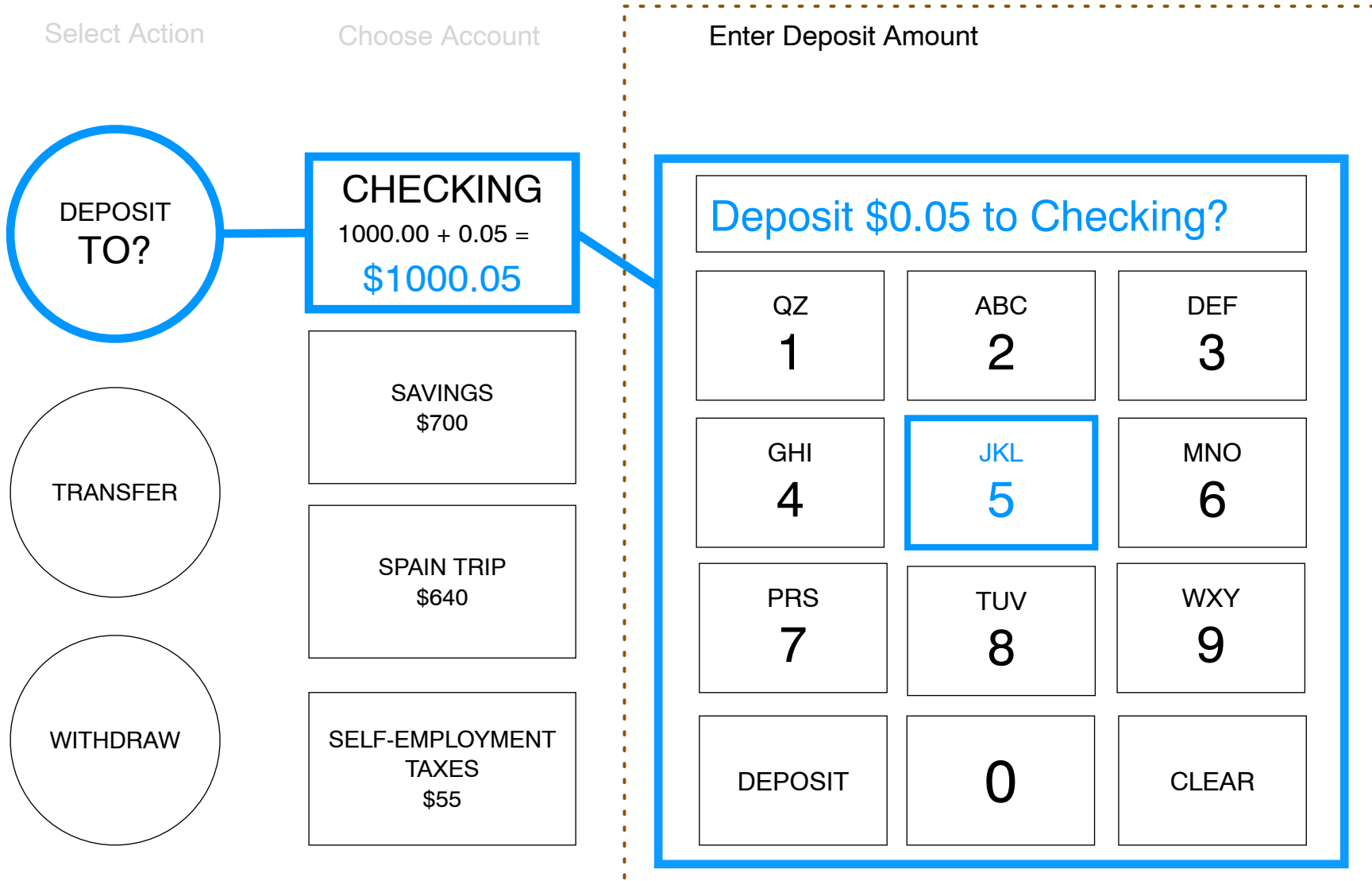
SELF-EMPLOYMENT
TAXES
\$55

I'M DONE WITH
ALL MY TRANSACTIONS

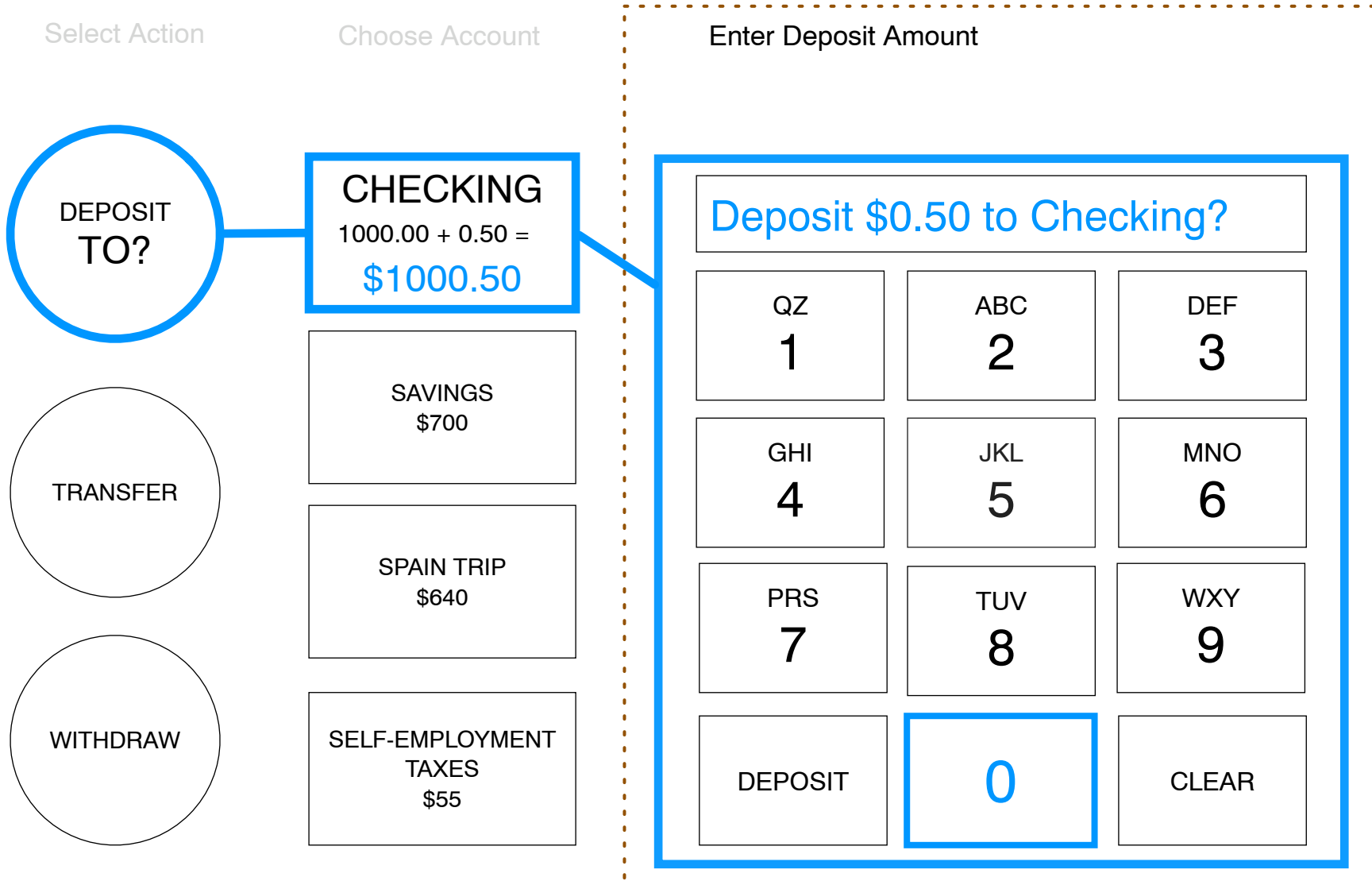
3. User chooses to deposit to her checking account.



4. User enters "5" on the keypad.

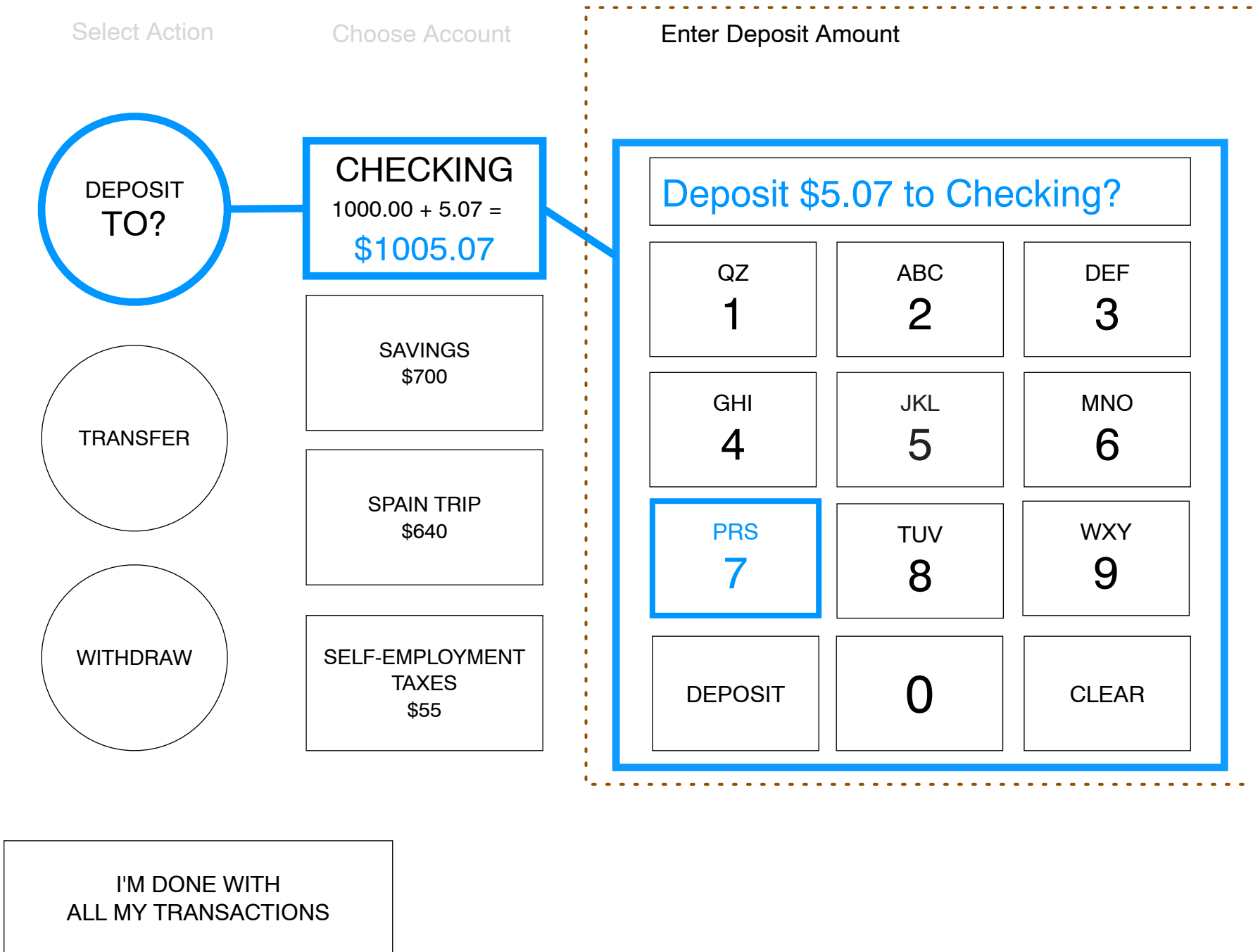


I'M DONE WITH ALL MY TRANSACTIONS

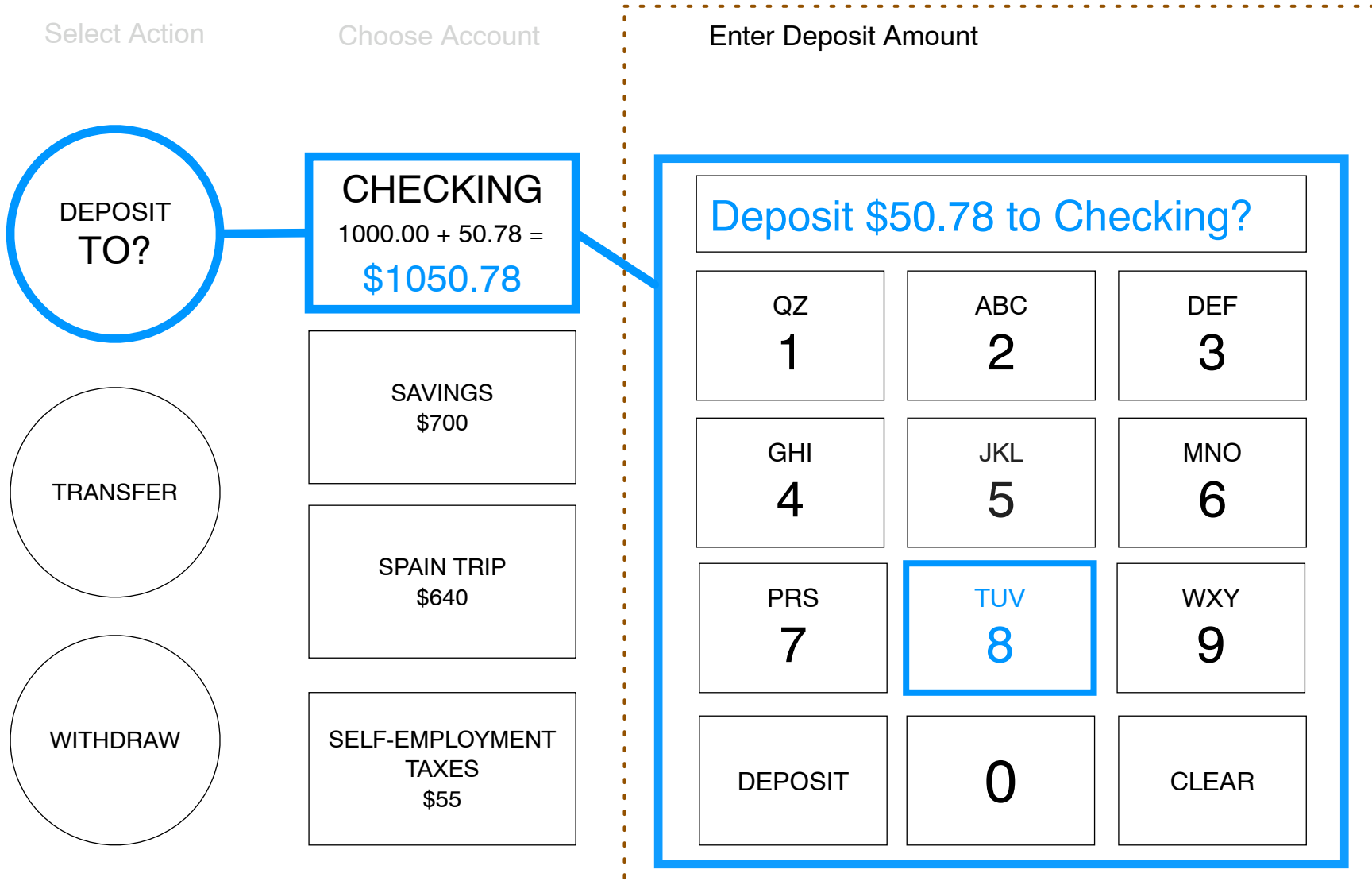


I'M DONE WITH ALL MY TRANSACTIONS

6. User enters "7" on the keypad.



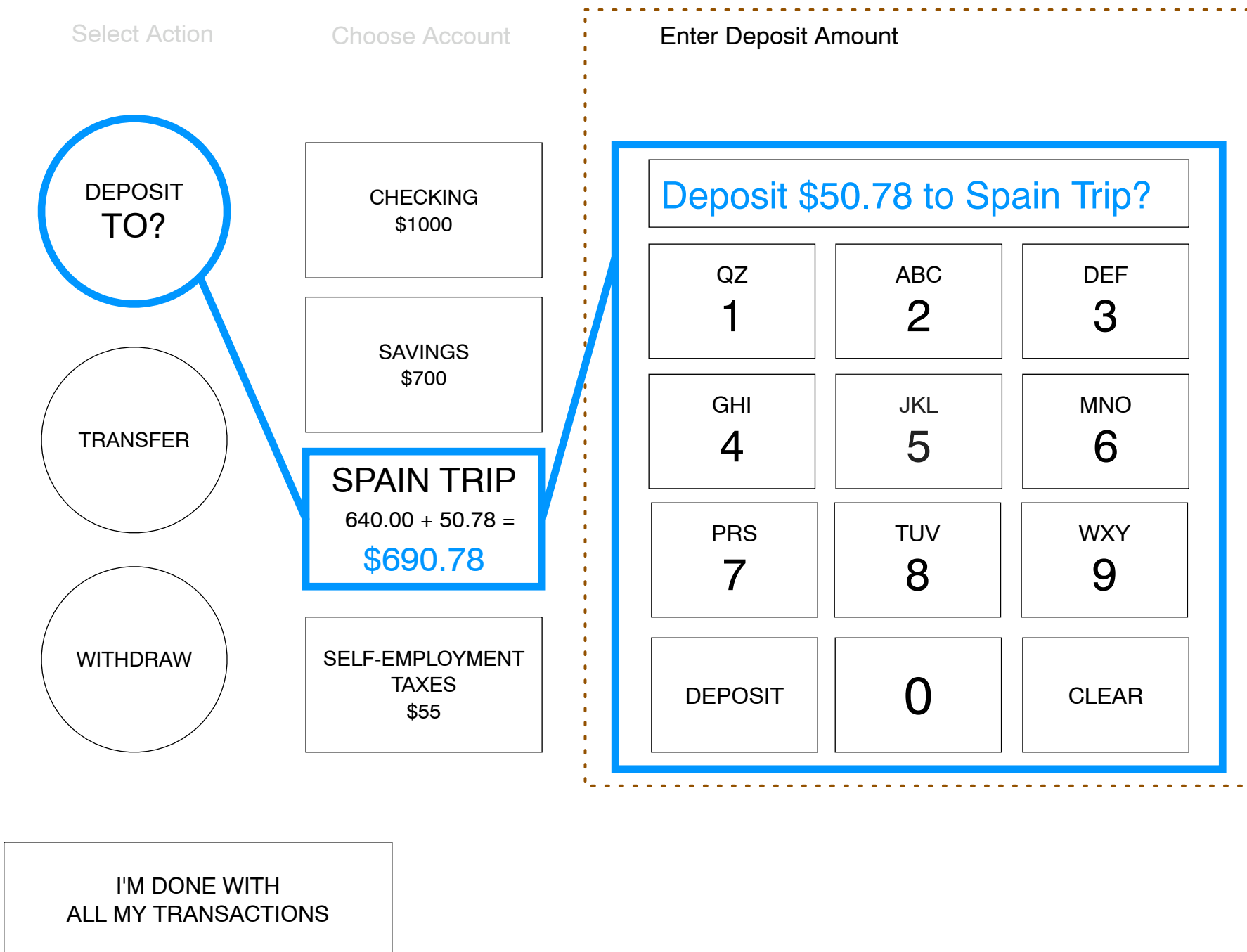
7. User enters "8" on the keypad.

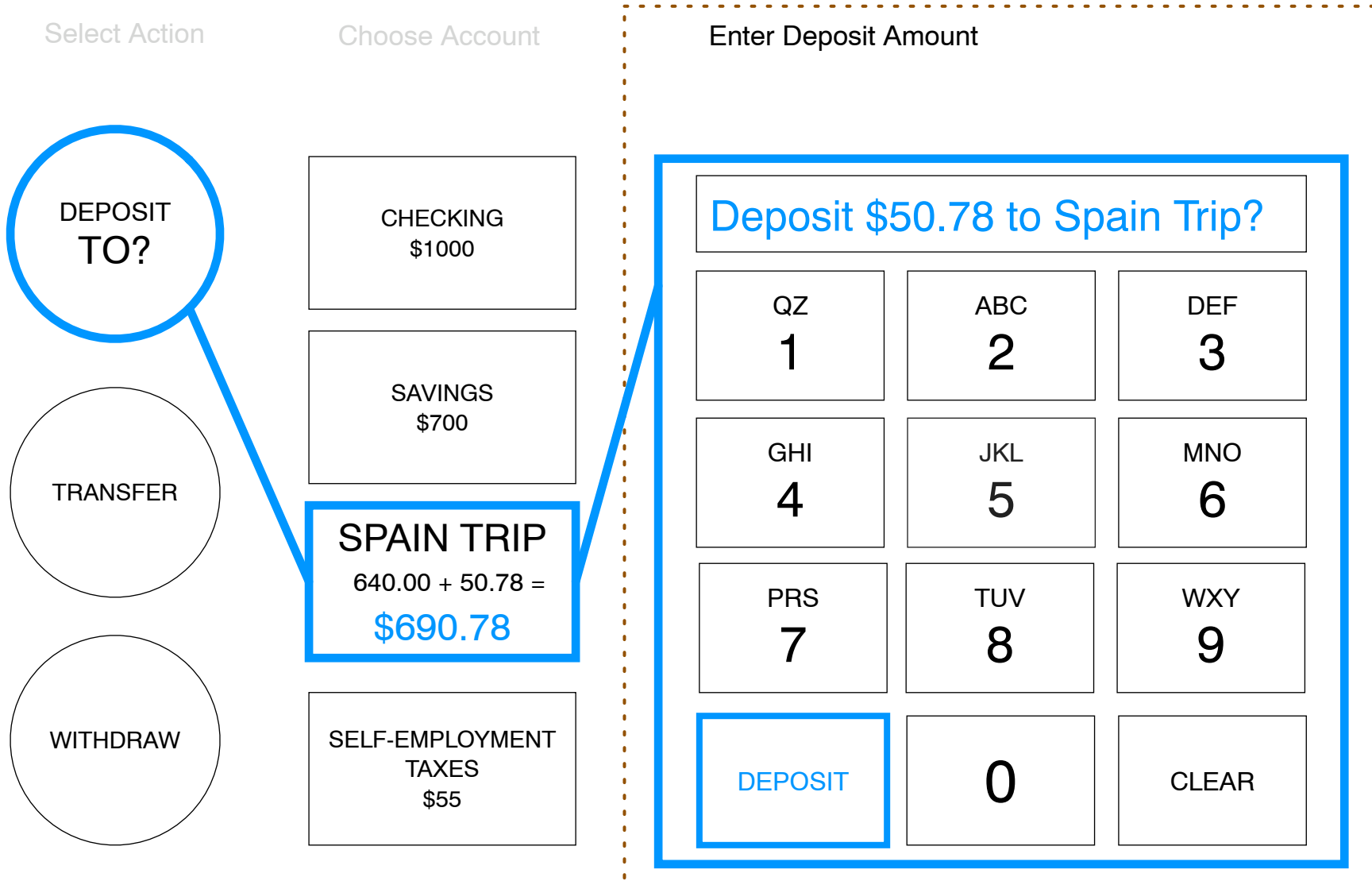


I'M DONE WITH ALL MY TRANSACTIONS



9. User is really indecisive, now she selects "Spain Trip" instead.





I'M DONE WITH ALL MY TRANSACTIONS

DEPOSIT

CHECKING
\$1000

TRANSFER

SAVINGS
\$700

WITHDRAW

SPAIN TRIP

640.00 + 50.78 =

\$690.78

SELF-EMPLOYMENT
TAXES
\$55

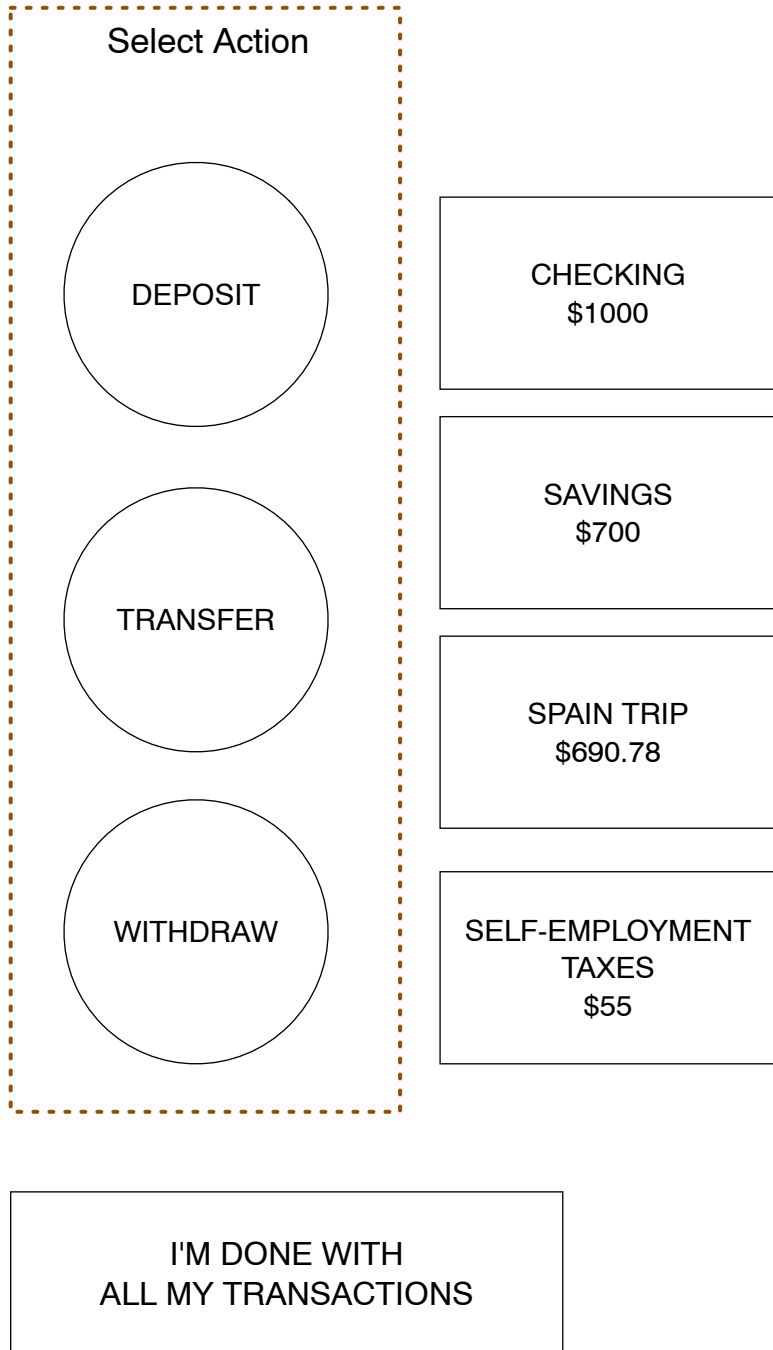
Insert your deposit for

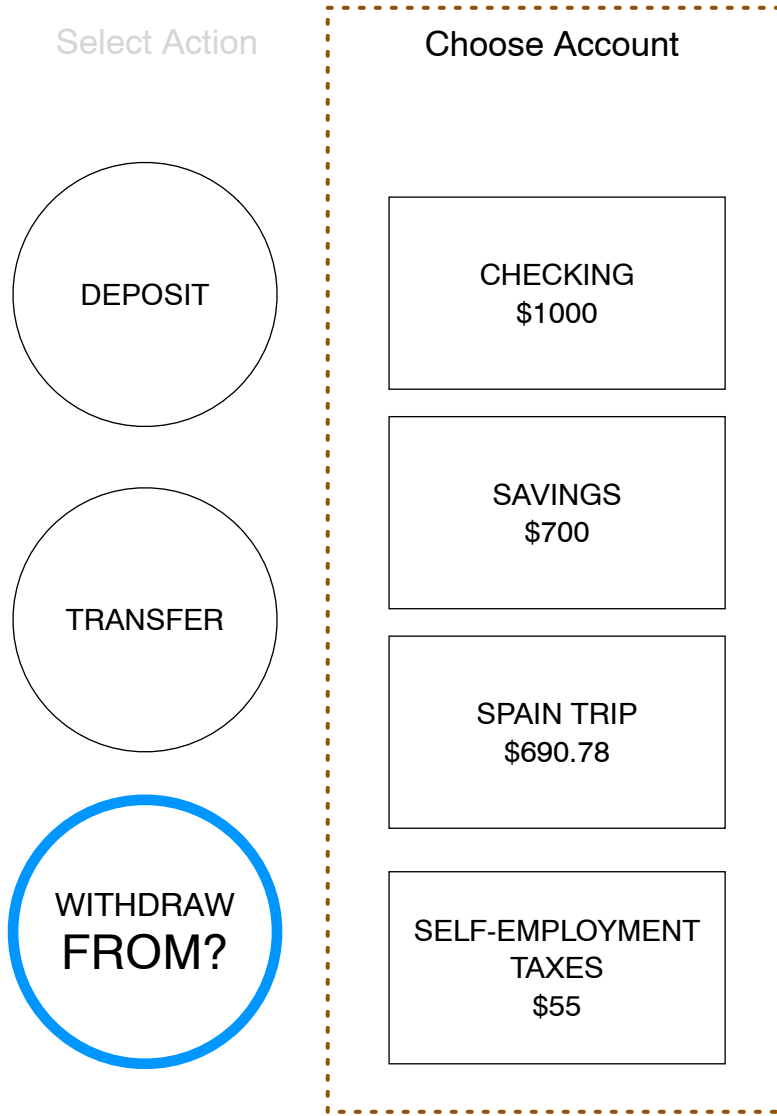
\$50.78

into the slot below

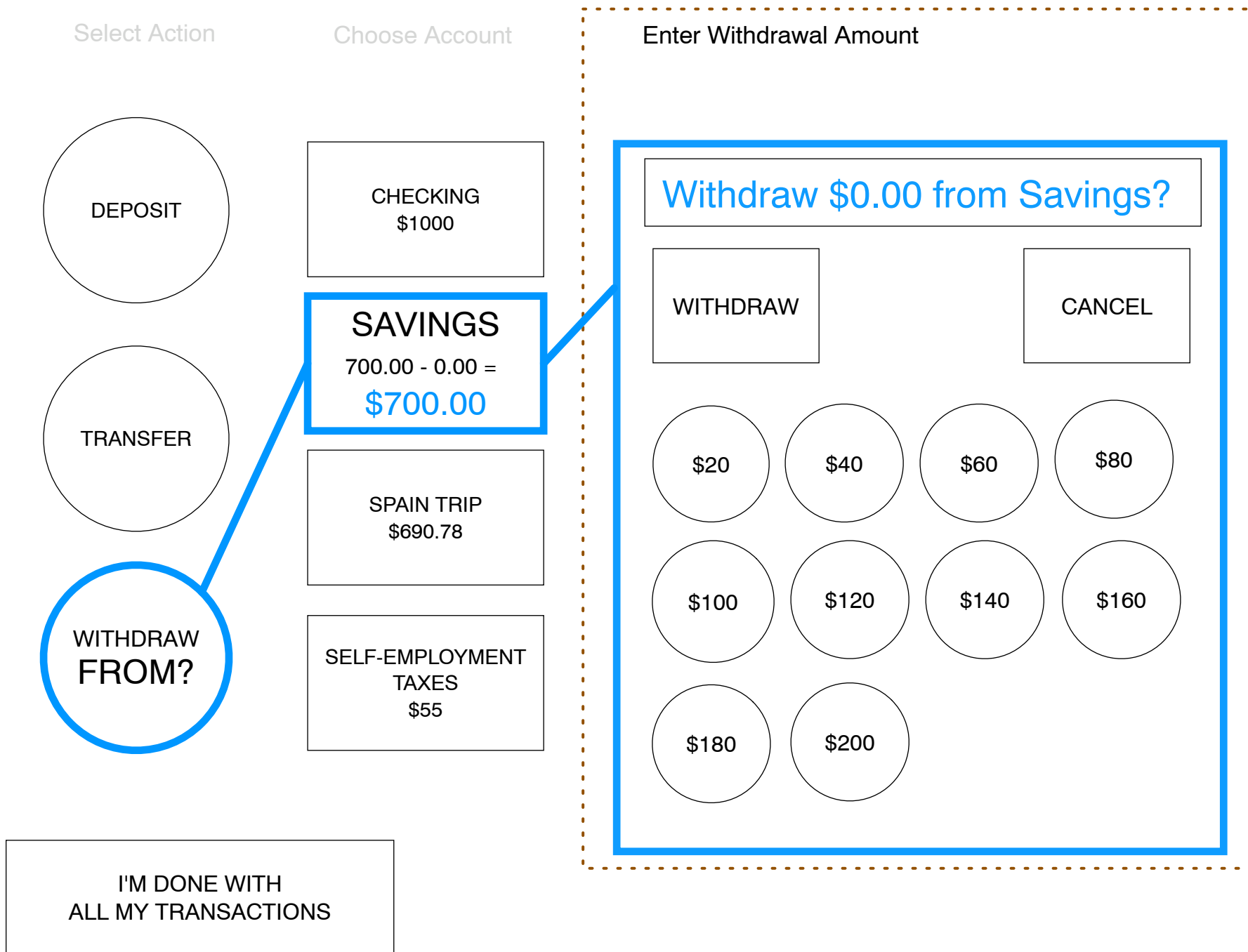
CANCEL
DEPOSIT

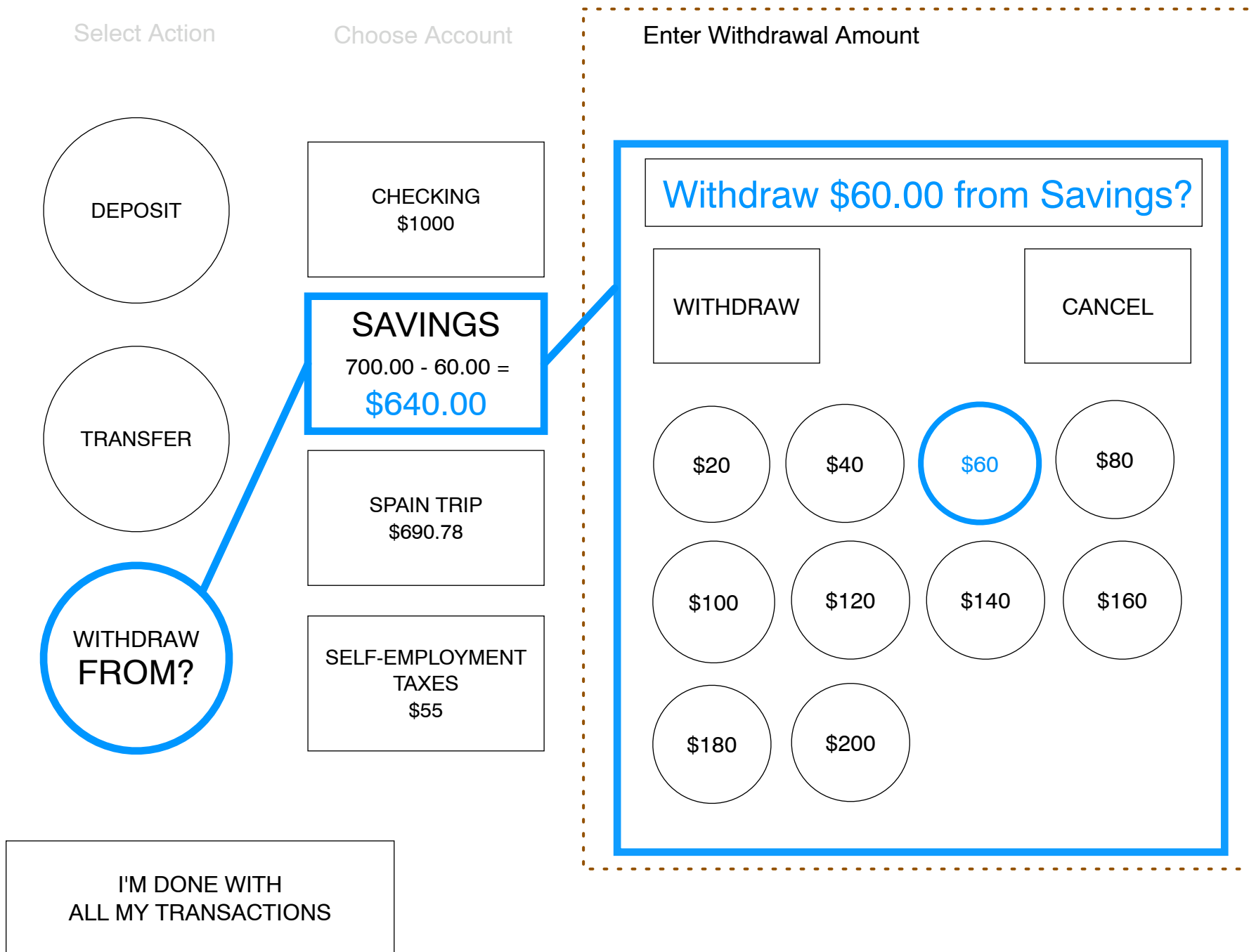
I'M DONE WITH
ALL MY TRANSACTIONS

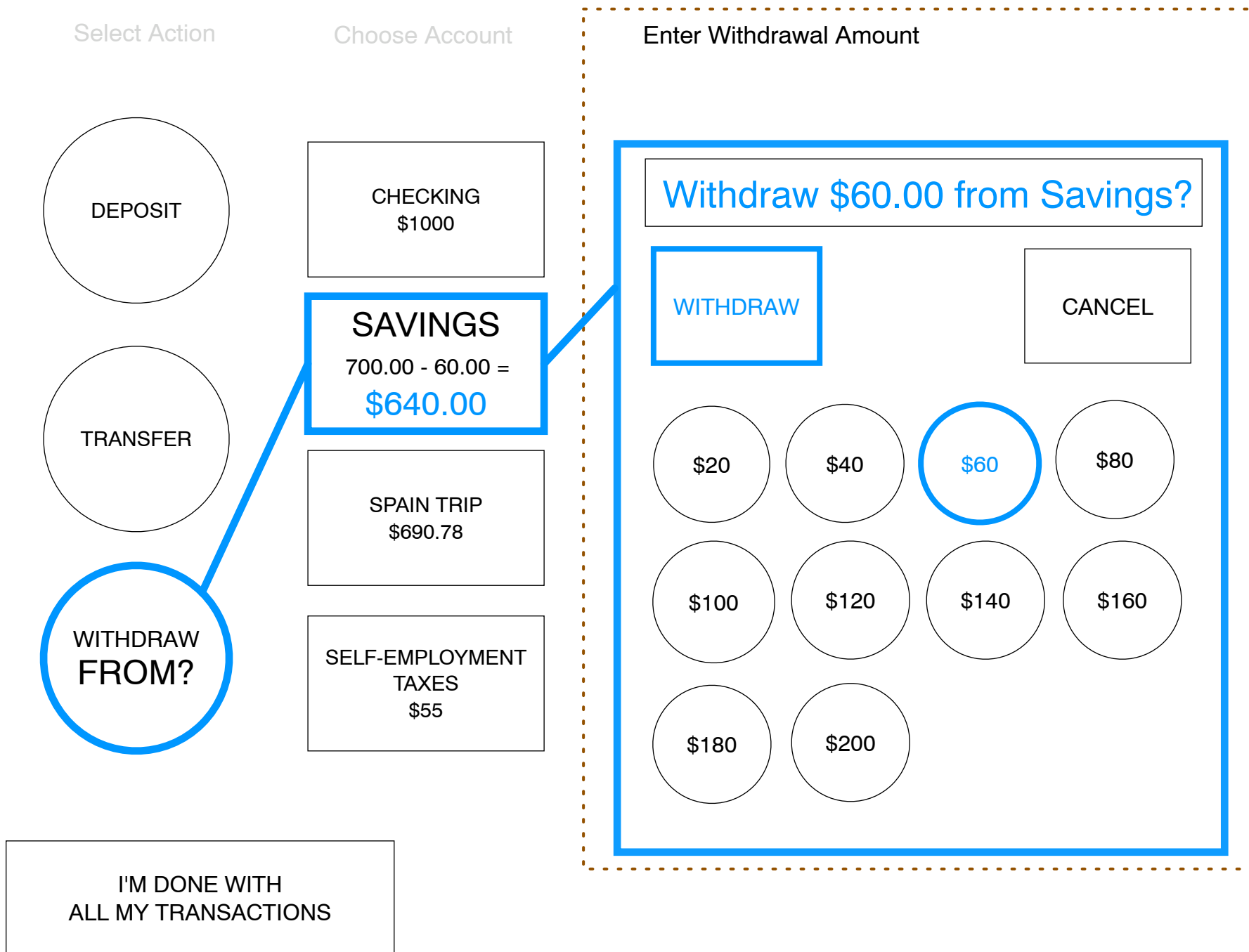




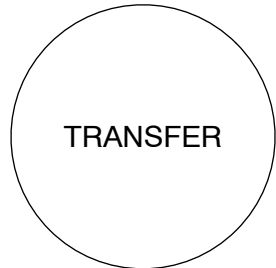
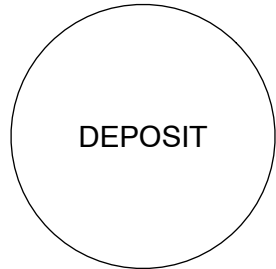
I'M DONE WITH
ALL MY TRANSACTIONS







Select Action



CHECKING
\$1000

SAVINGS
700.00 - 60.00 =
\$640.00

SPAIN TRIP
\$690.78

SELF-EMPLOYMENT
TAXES
\$55

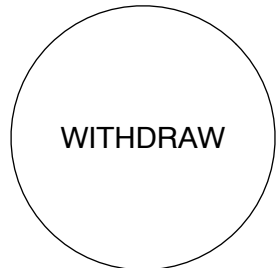
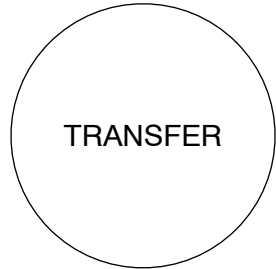
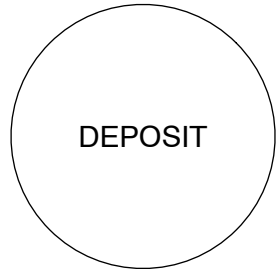
Do you want to withdraw
\$60.00
from Savings?

YES,
CONTINUE

NO,
CANCEL

I'M DONE WITH
ALL MY TRANSACTIONS

Select Action



CHECKING
\$1000

SAVINGS
700.00 - 60.00 =
\$640.00

SPAIN TRIP
\$690.78

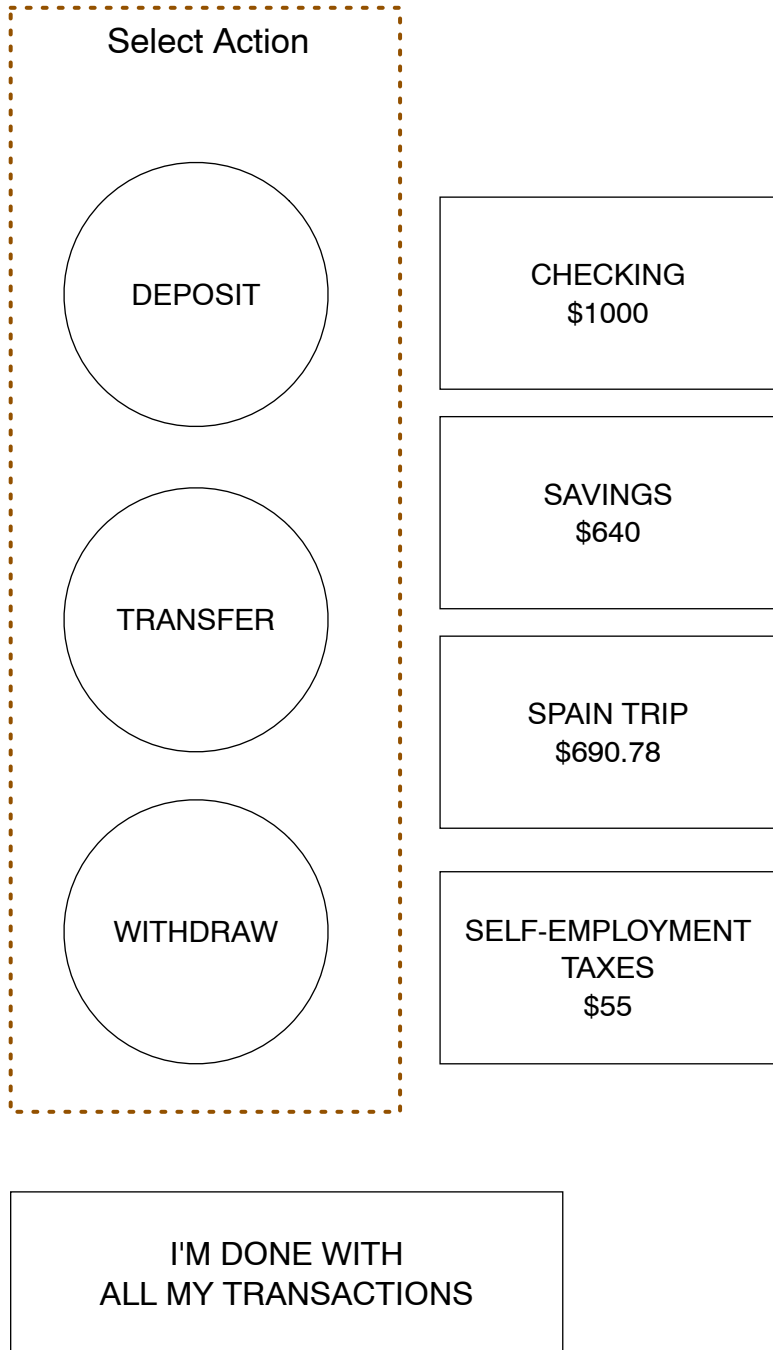
SELF-EMPLOYMENT
TAXES
\$55

Do you want to withdraw
\$60.00
from Savings?

YES,
CONTINUE

NO,
CANCEL

I'M DONE WITH
ALL MY TRANSACTIONS



DEPOSIT

CHECKING
\$1000

TRANSFER

SAVINGS
\$640

WITHDRAW

SPAIN TRIP
\$690.78

SELF-EMPLOYMENT
TAXES
\$55

I'M DONE WITH
ALL MY TRANSACTIONS

DEPOSIT

CHECKING
\$1000

TRANSFER

SAVINGS
\$640

WITHDRAW

SPAIN TRIP
\$690.78

SELF-EMPLOYMENT
TAXES
\$55

Are you finished
with all your transactions?

YES,
I'M DONE

NO,
I WANT TO
CONTINUE

I'M DONE WITH
ALL MY TRANSACTIONS

DEPOSIT

CHECKING
\$1000

TRANSFER

SAVINGS
\$640

WITHDRAW

SPAIN TRIP
\$690.78

SELF-EMPLOYMENT
TAXES
\$55

Are you finished
with all your transactions?

YES,
I'M DONE

NO,
I WANT TO
CONTINUE

I'M DONE WITH
ALL MY TRANSACTIONS