
Deep dive

Project

01

B2B Mobile App

Project 1- B2B Mobile App

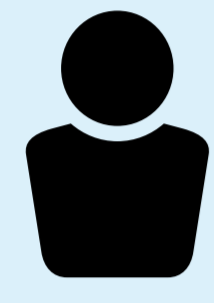
Challenge

New IOS & Android app for B2B Customers	Highly competitive market where service matters	Need to Self Serve & Grow	Monitor
	Evolve with Customer Needs	Providing access Anywhere Anytime	Omnichannel



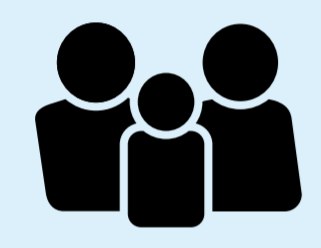
Project 1- B2B Mobile App

Teamwork



Users

Small/Medium Enterprise Users
Lines (Phones in an Account) ranging from 5 to 500 Lines



Team

Product Manager, Project Manager, 3 Designers, 1 User Researcher, System Architect, Lead Developer, 8 Android Engineers, 8 IOS Engineers , 5 QA Members



Time

8 months

My Role

UX LEAD - UX/UI EXECUTION • USER TESTING & VALIDATION

I led the design for ios & android Mobile app and collaborated with two other designers on the Manage Accounts, Manage Data, View Orders, Make Payments and View Transaction History.

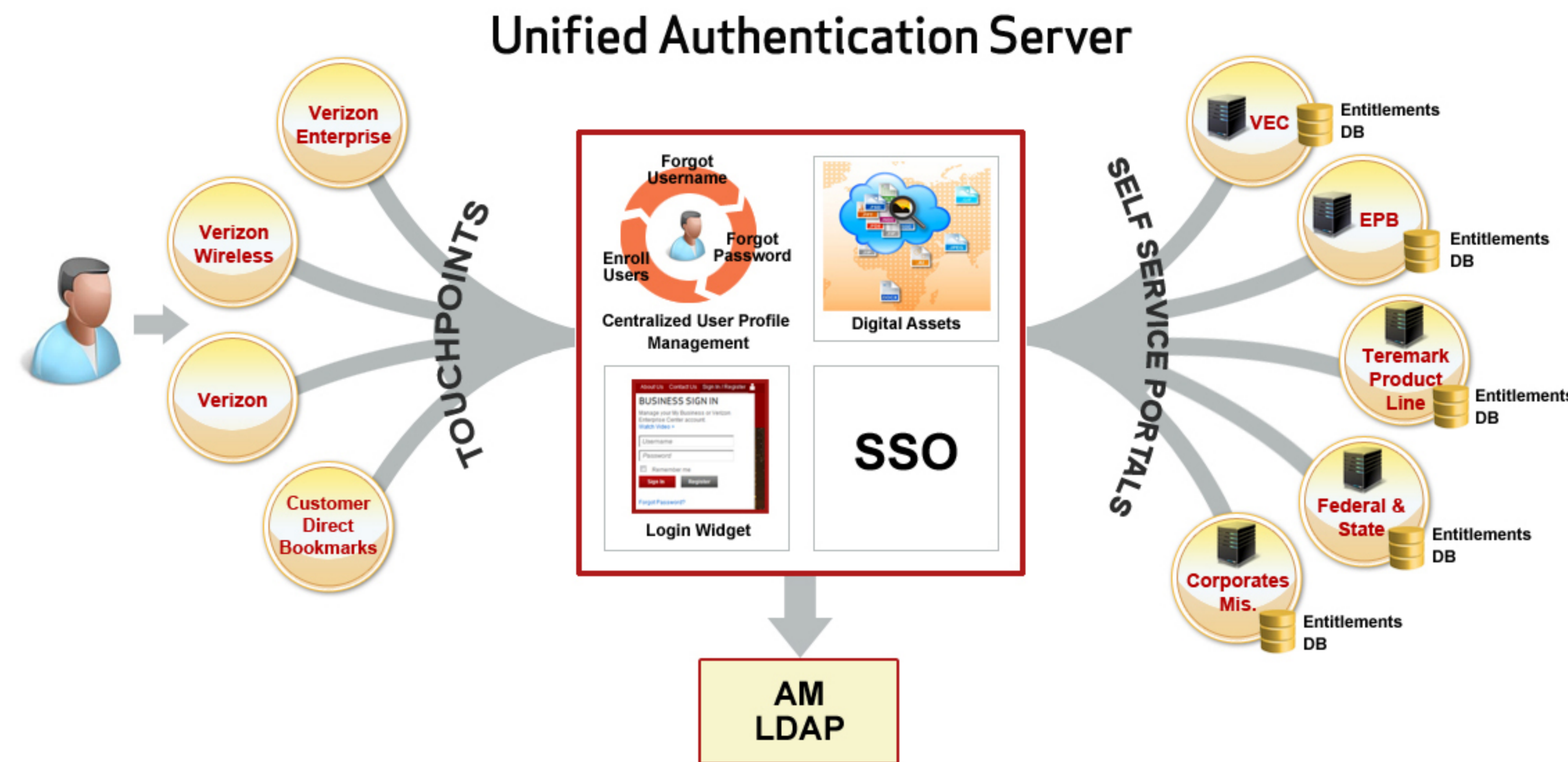


Project 1- B2B Mobile App

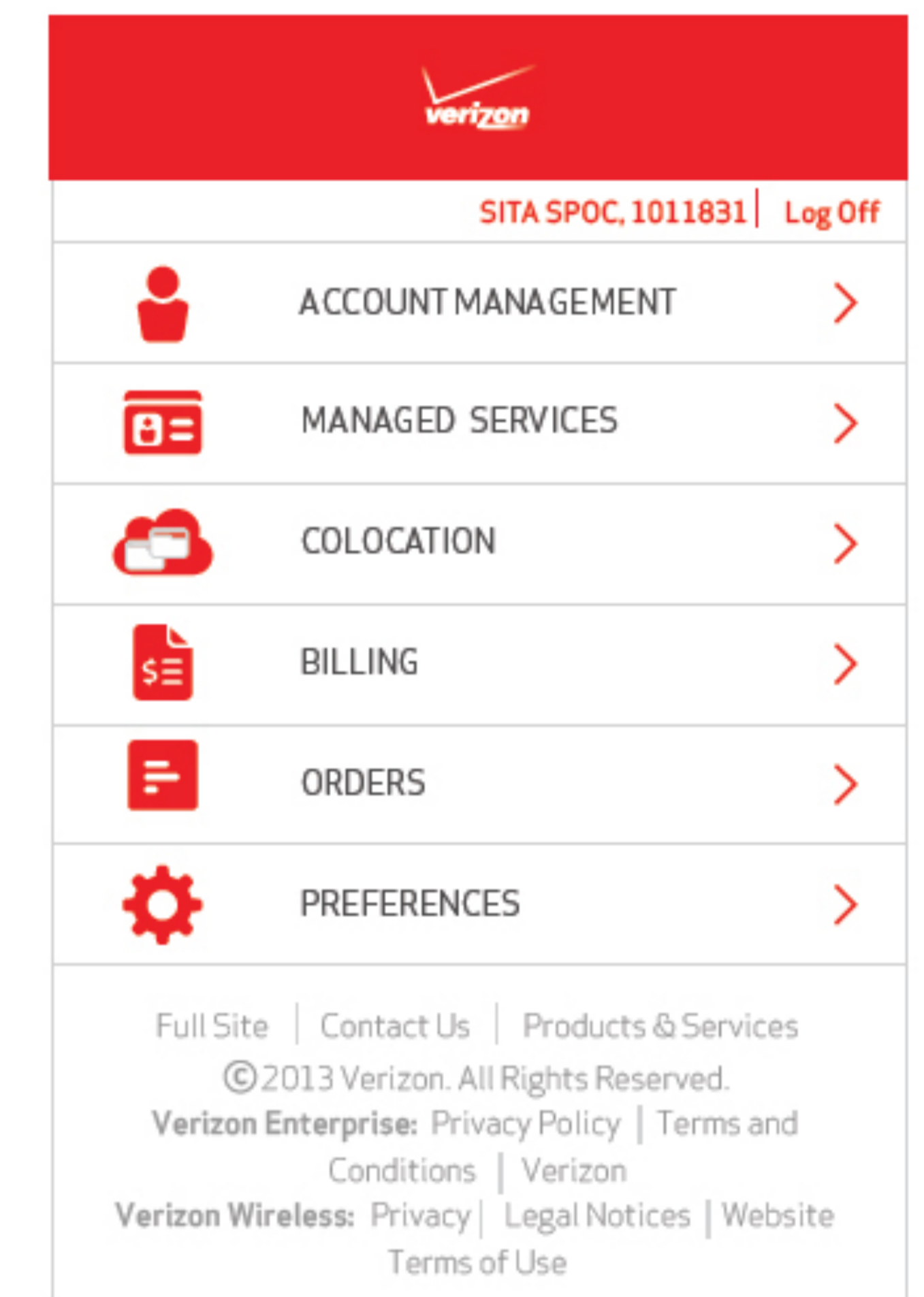
Inherited



= **1**
Unified Experience



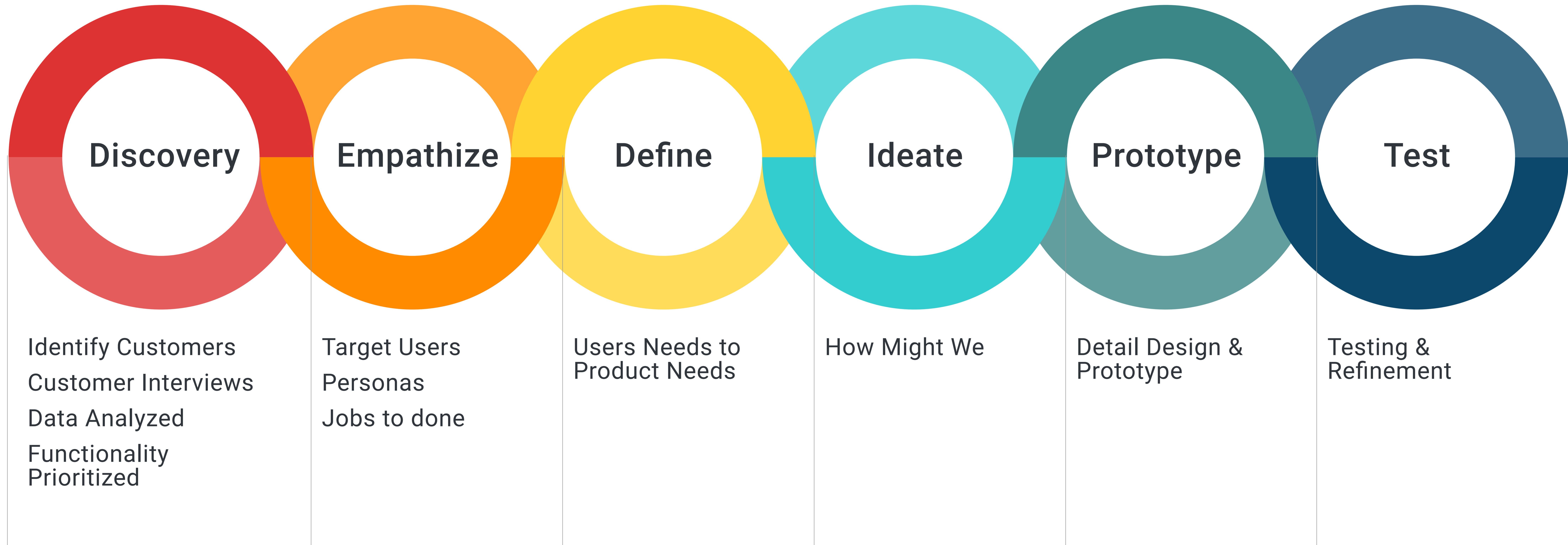
Hybrid App



Content Crispness
Delay
Lag in Interaction

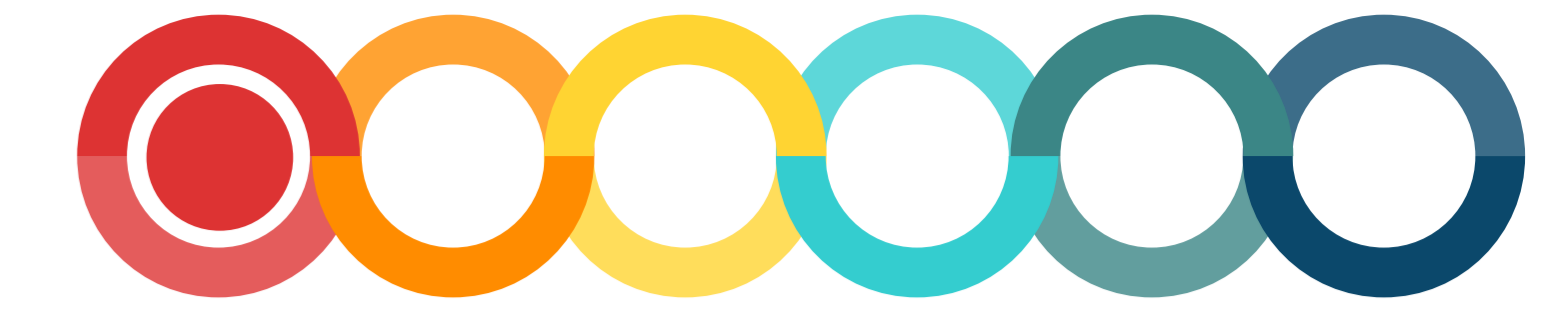
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Process



Project 1- B2B Mobile App

Discovery

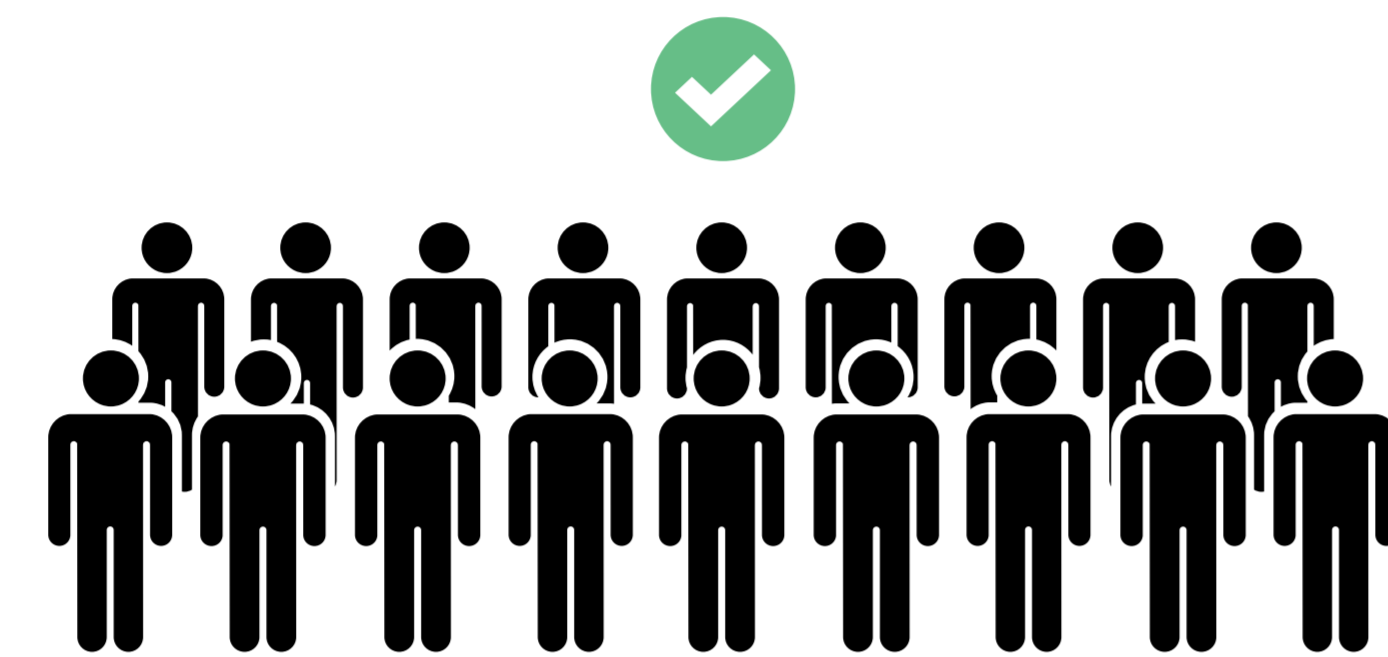


Team - Product Managers, Researchers, Data Analyst

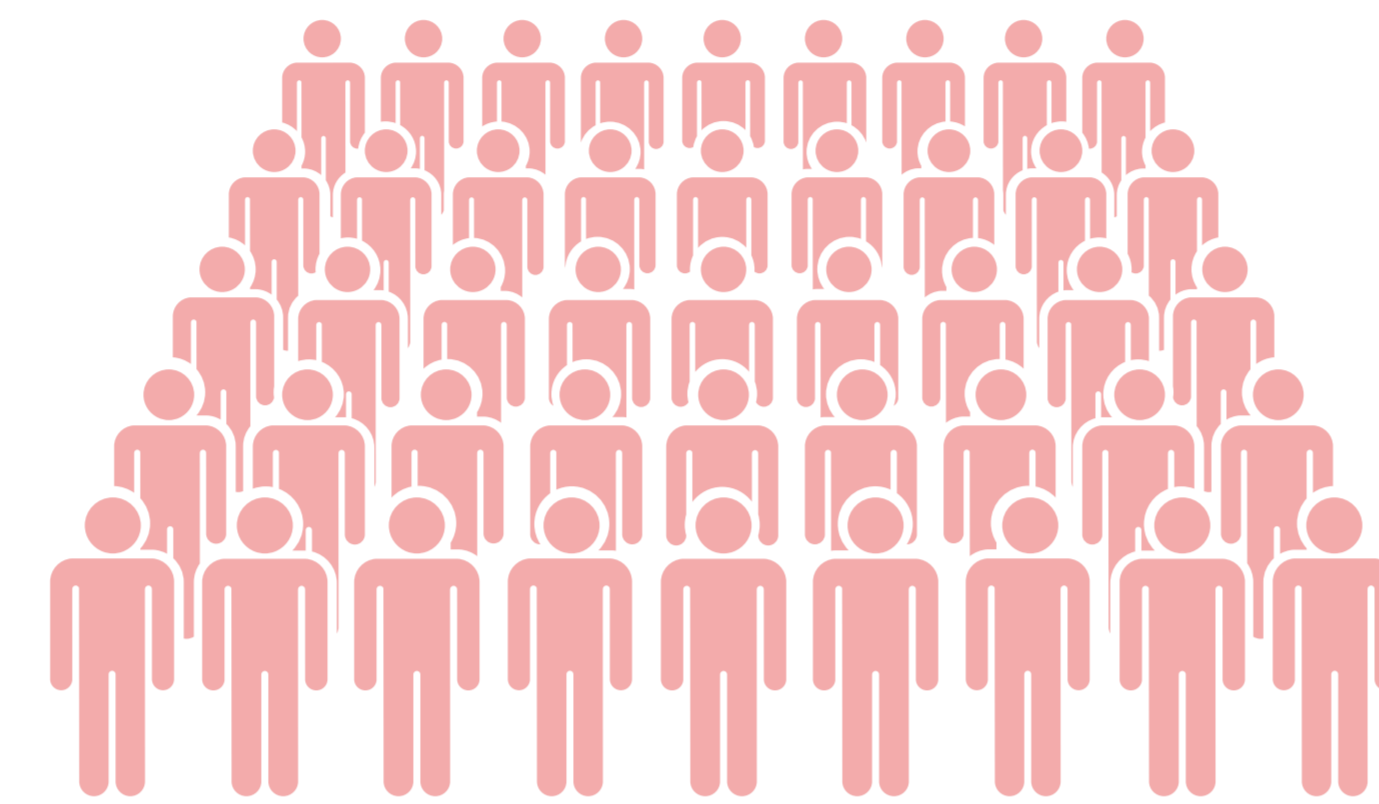
1. Identify Customers



Small Business
5 - 99 Lines



Medium Business
100 - 500 Lines



Large Business
500+ Lines

The first discovery process included identifying the target customers sizes and the key functionalities that needed to be enabled for mvp.

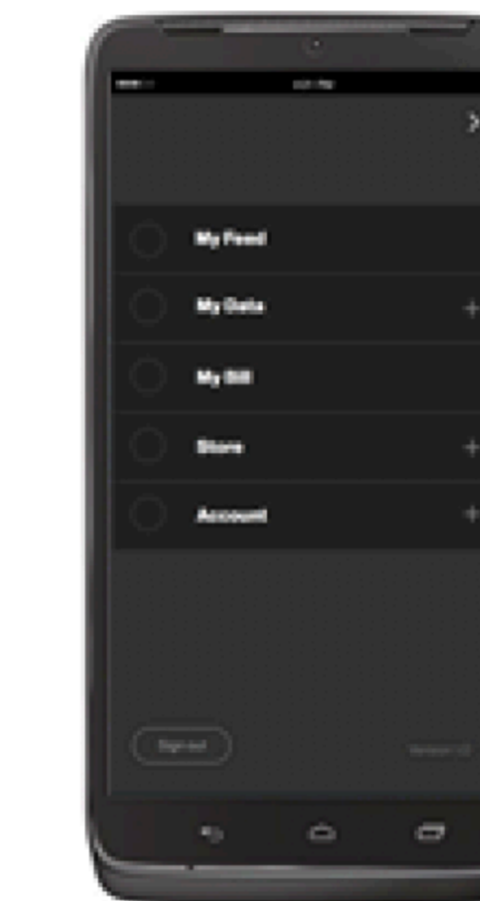
2. Data Analyzed

Feature Name	Count	Feature Category	Features
Data Roaming USA & Canada B2B \$0.0	8304		
Roam Alternate \$0.0-TravelPass#8480; \$0.000000-INTL TRAVEL VOICE & DATA PAYGO \$0.000000	5672		
Roam Alternate \$0.0-TravelPass#8480; with Mexico and Canada Included \$0.000000-INTL TRAVEL VOICE & DATA PAYGO \$0.000000	5586		
USA Only No Data Outside US \$0.0	4515		
International Travel Services - Pay as you go \$0.0	3649	International Travel - Daily options	TravelPass™
TravelPass#8480; with Mexico and Canada Included \$0.000000	3386		
Mobile Broadband Connect with Mobile Hotspot Unlimited (4G) \$10.0	3310		
Decline Equipment Protection \$0.0	3245	International Travel - Rest of the World	
INTL TRAVEL VOICE & DATA PAYGO \$0.000000	1219		International Travel Services - Pay as you go
Roam Alternate \$0.0-International Travel 250 Talk, Text and Data \$66.300000	1212		International Travel Data 100MB
NW BUS Data 4G Mobile Hotspot \$0.0	1029		International Travel 250 Talk, Text and Data
Roam Alternate \$0.0-International Travel 250 Talk, Text and Data \$85.000000	912		International Travel Data 250MB
Roam Alternate \$0.0-International Travel 100 Talk, Text and Data \$40.000000	895		International Travel 100 Talk, Text and Data
TravelPass#8480; \$0.000000	866	International Travel - Canada Mexico	
International Travel 250 Talk, Text and Data \$85.000000	833		Canada & Mexico Data 100MB
4G Smartphone GlobalEmail Flat Rate \$35.0	752		Canada & Mexico 100 Talk, Text & Data
International Services Enabled \$0.0-International Travel Services - Pay as you go \$0.0	696		Canada & Mexico 500 Talk, Text & 1GB Data
Block Mobile Hotspot For Nationwide Business Data \$0.0			

Feature Prioritization
Usage study showed the widely used features which were prioritized for the app

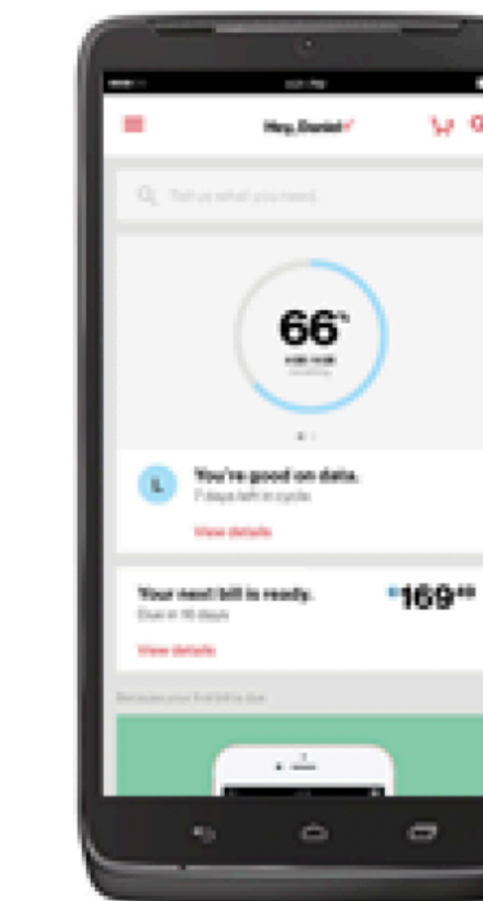
3. Functionalities Prioritized

NAVIGATION



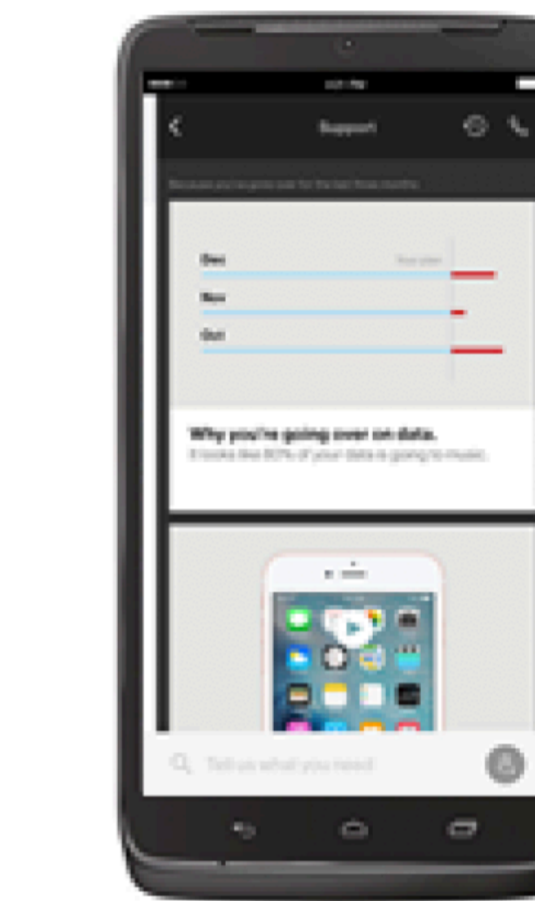
Reduce Abandonment Rate
Show me the quickest way to get to what I need
Teach me the best way to use the app
I shouldn't have to ask for help

FEED



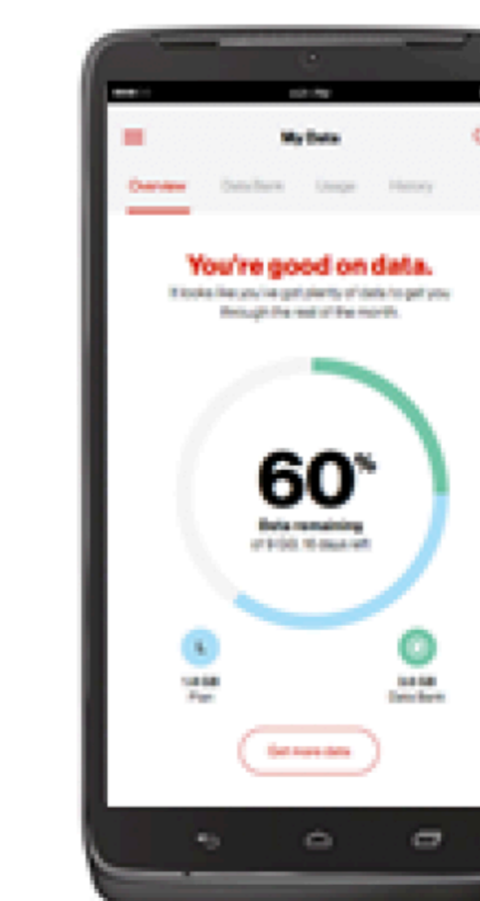
Drive Customer Engagement
I want a single place to get all my information
Tell me what I need to know about my account today
I don't want to miss important updates

SUPPORT



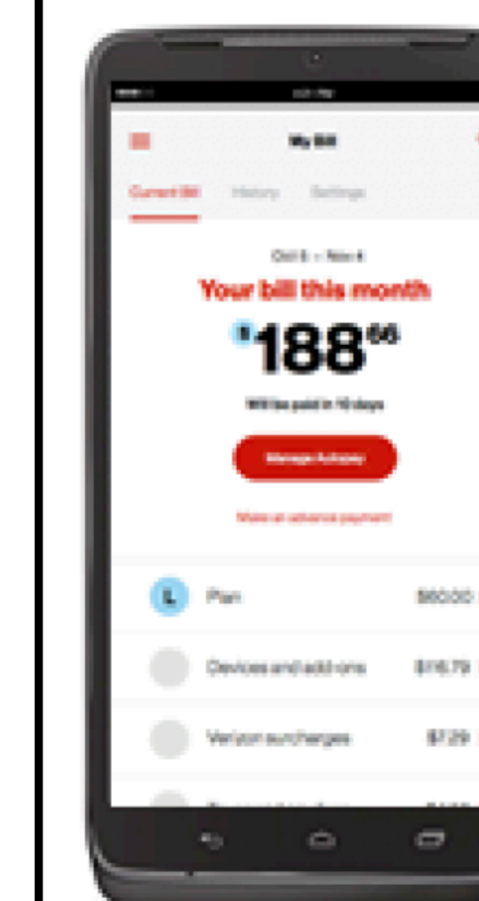
Reduce Assisted Service Transactions
Help should be available whenever I need it
I shouldn't have to explain my problem
Let me reach human support if I need it

DATA



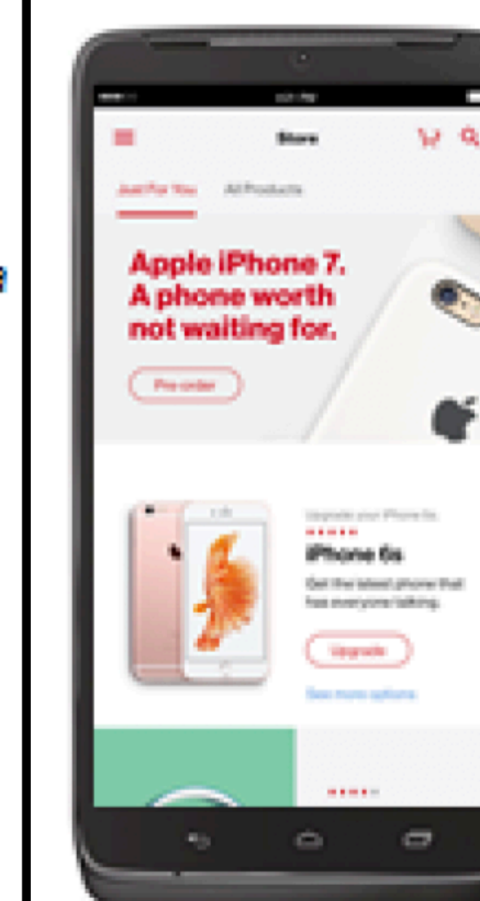
Stimulate Data Consumption
Help me understand and track my data usage
I want to make sure I always have enough data
I want to be able to gift or get data from others

BILL



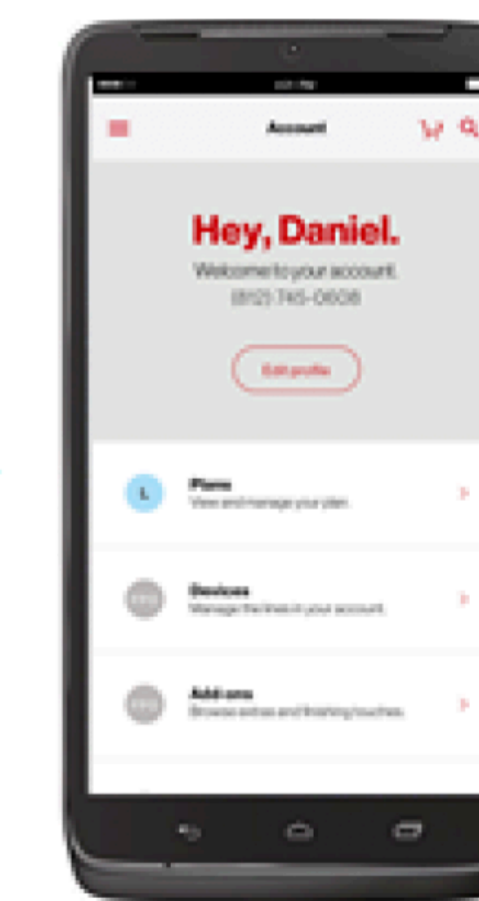
Reduce Calls to Care
I'd like my bill explained in a simple and clear way
I want to track changes in my spending pattern
I don't want to worry about paying my bill every month

STORE



Increase Digital Sales
Show me products that are perfect for me
Help me upgrade my device quickly
Help me find the exact product I need

ACCOUNT



Know Every Customer
Show me my profile and history with Verizon
I need to manage all my lines/devices
Help me make changes to my profile quickly



Customer Visits, Voice of customer, Opinion lab and from call centers

Project 1- B2B Mobile App

Empathize - Personas & Jobs to be done

Diane Barrow - Customer Account Manager at Construction Firm (Small Business)

Manages less than 30 phone lines



Goals & Ambition:

I want to increase my credibility at a higher level across several different management areas – that means a step up now and then to learn the tricks of the trade and enhance my experience.

I'm ambitious, but I want to feel that I'm helping other people as well as doing well for myself and my family.

Motivation & drivers:

I enjoy my lifestyle. I want to retire quite early while I'm fit and able to live it to the full.

Now that my children are older and more independent, I can take on more responsibility and continue on my career track.

I want to be committed to a company but maintain a work-life balance.

Little things that make the difference:

- Faster seamless payment
- Notification on overage.
- Error free payment
- Friendly Support

Frustrations & Painpoints:

The company is undergoing restructuring, cost reduction and efficiency audits so she is looking at streamlining costs by getting informed on verizon plan that best suits the company needs & is cost effective.

An accurate and complete Bill breakdown with no surprises.

Lack of a user-friendly payment process.

Cumbersome save and remove payment methods.

Unique Needs/ Jobs to be done:

I've spent a lot of time doing Admin functions. If your systems are poor, I'll spot it quickly and probably strike you from my list.

Being able to pay by mobile certainly adds flexibility to pay outside work hours with ease.

A history of payment records will help me to document costs well.

I will like to print and file the bill record.

Attitude to technology:

"I love what the technology can do for me, but it's a tool, not a way of life. I want it to work for me, not rule me."

About me:

Age 42. Married with two daughters. Keen on sports and volunteering in the community.

Working as Customer Accounts Manager at a Small business Setup. I wear multiple hats. Apart from ensuring all customers are satisfied with the level of service, I also manage the internal administrative requirements for 50 employees.

"If the digital experience isn't great, I'm concerned that the company could be a bit out-dated. Really, these days, it should be excellent, right?"

Deborah - Account Executive at Pharma Company (Medium Business)

Manages less than 150+ phone lines



Goals & Ambition:

My goal is to influence business objectives and people strategies to support organizational health and performance.

I am adept at change management, building high performing cultures and teams through innovative and strategic solutions.

Motivation & drivers:

I think women in the workplace have a huge amount to offer and I want to prove that in my career.

I want to show that we need people who bring their whole selves to what they do, because their work will be richer for it!

Little things that make the difference:

- Transparency in Bill breakdown
- Ease in account monitoring
- Able to see Data Usage
- Best cost effective plans

Frustrations & Painpoints:

We need to make changes on the go and sometimes its difficult to login in the desktop application when one is travel.

Some features need to be updated at an account level rather than individual line level. Account level functionalities are missing.

Payment status is only updated after 48hrs and the status is not displayed on the desktop.

Unique Needs/ Jobs to be done:

I'd like a dashboard that lets me monitor the status of everything.

My number one goal is to get a really good understanding of the bill breakdown.

Top 5 users in each of the billing breakdown.

Attitude to technology:

"I don't mind what the system is as long as it's integrated really well - I don't want to have to go look in 6 places."

About me:

Age 46. I am overseeing multiple accounts with lines between 150 - 300 in my current role situated at New Jersey.

I am an Account Executive well versed in influencing, designing, and executing strategies. I influence business objectives and people strategies to support organizational performance.

"I expect and want to be able to run my work and home life from my cell – it's frustrating when I can't!"



Team – Product Manager, UX Designers

Project 1- B2B Mobile App

Define - Product Needs

Customer needs translated to product needs:

"It better not be hard to pay."

Translated: The product is easy to use.

"I'd like my bill explained in a simple and clear way."

Translated: The product shows easy to understand and accurate breakdown of the bill.

"I want to track changes in my spending pattern."

Translated: The product shows the history of billing.

"I don't want to be late on my payments."

Translated: The product clearly indicates payment due date.

"I shouldn't have to enter payment information for every payment."

Translated: The product stores payment modes information securely.

"I don't want to worry about paying my bill every month."

Translated: The product helps to set up autopay.

"I hate it when the app keeps signing me out of my account while paying my bill and I need to re enter the information."

Translated: The product is able to identify trusted network & device.



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Design - Inherited

Enterprise Desktop Billing Application

#screen 1
Billing Navigation, Module on Homepage

#screen 2
Billing Landing

#screen 3
One Time Payment

#screen 4
Schedule Recurring Payment

#screen 5
Setup Recurring Payment

#screen 6
Add Bank Account

#screen 7
Recurring Payment Confirmation

Annotations:
- "Make A One Time Payment" (red arrow pointing to a button in #screen 1)
- "Not showing which are the accounts already on autopay" (text box pointing to a table in #screen 4)
- "The bank account has been successfully added." (pink message box in #screen 6)

Account Number	Bill Date	Due Date	Current Charges
771202081-00001	01/23/2017	02/18/2017	\$108.78
822490573-00001	01/23/2017	02/18/2017	\$173.04

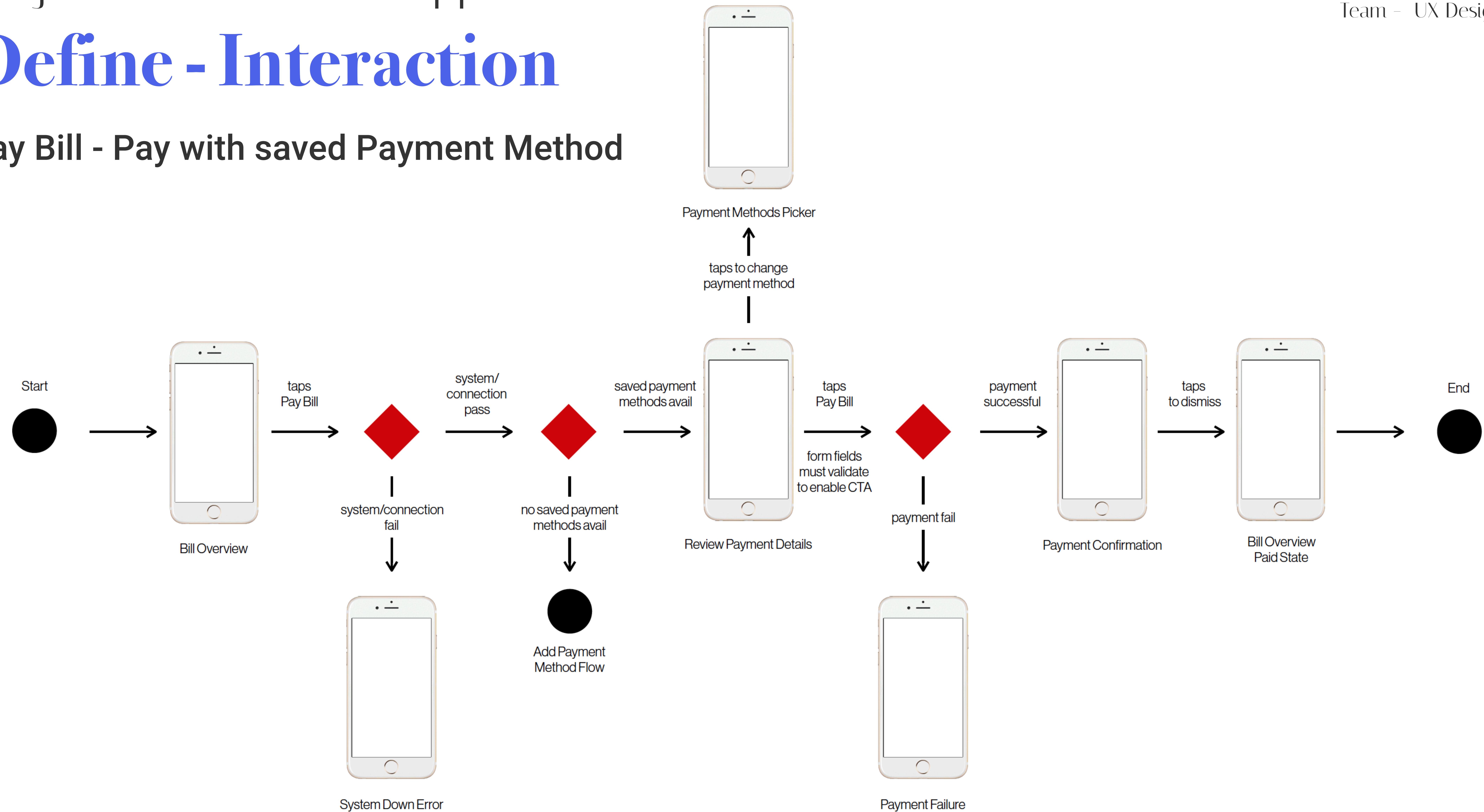
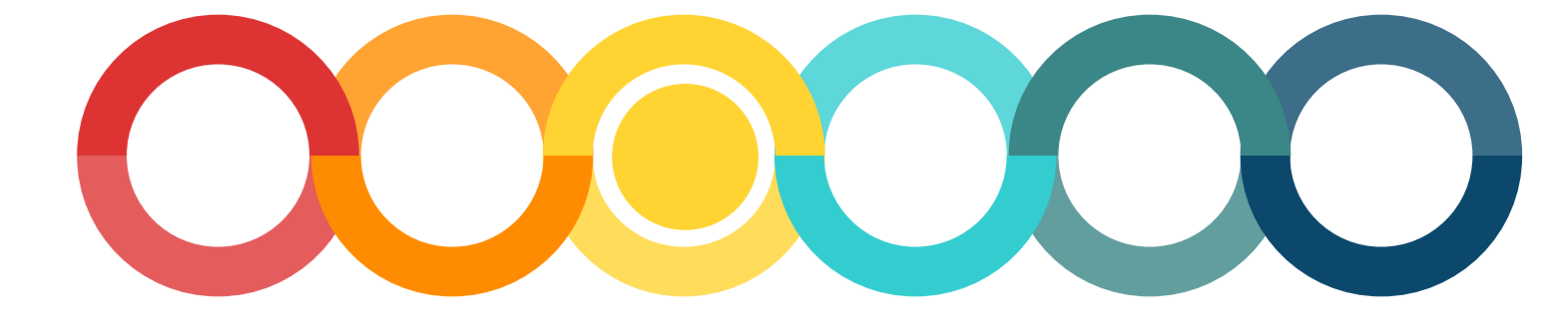
Select	Account Type	Billing Account	Payment Method	Bill Cycle Date	Payment Date	Zip Code
<input type="checkbox"/>	* Wireless	471322617-00001	test	22nd day	12th day	98008-6401

Account Type	Billing Account	Bill Cycle Date	Payment Date	Zip Code
* Wireless	542108960-00001	23rd day	12th day	92618

Account Type	Billing Account	Bill Cycle Date	Payment Date	Zip Code
* Wireless	542108960-00001	23rd day	12th day	92618

Define - Interaction

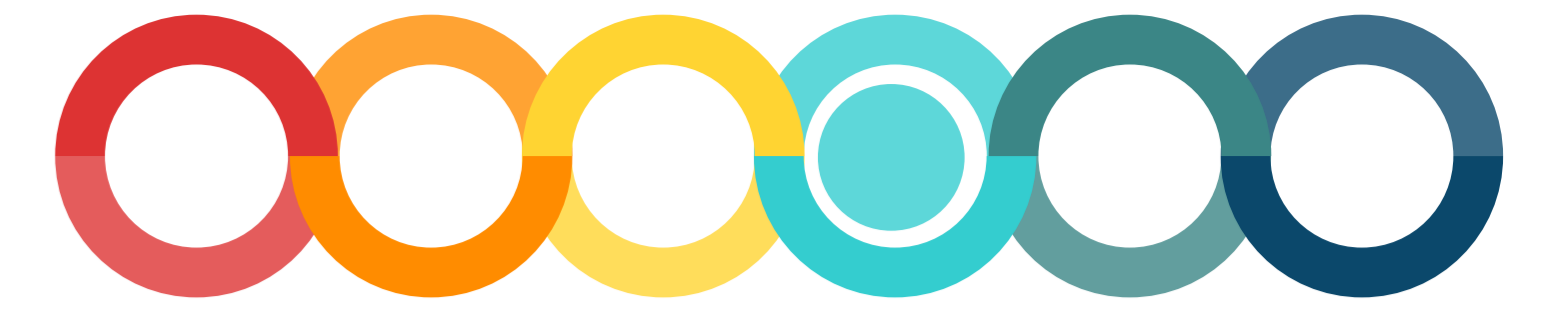
Pay Bill - Pay with saved Payment Method



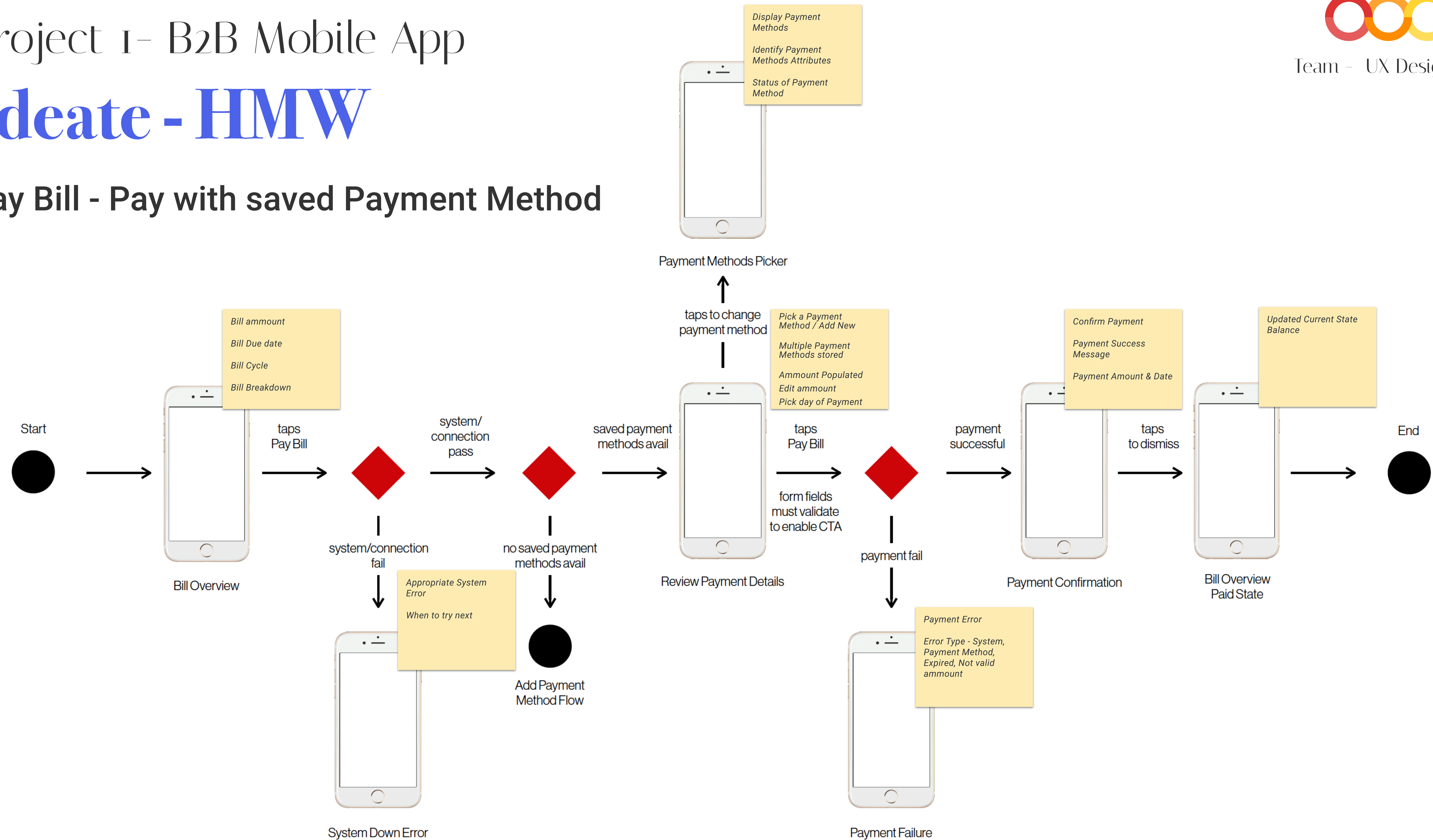
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Ideate - HMW

Pay Bill - Pay with saved Payment Method

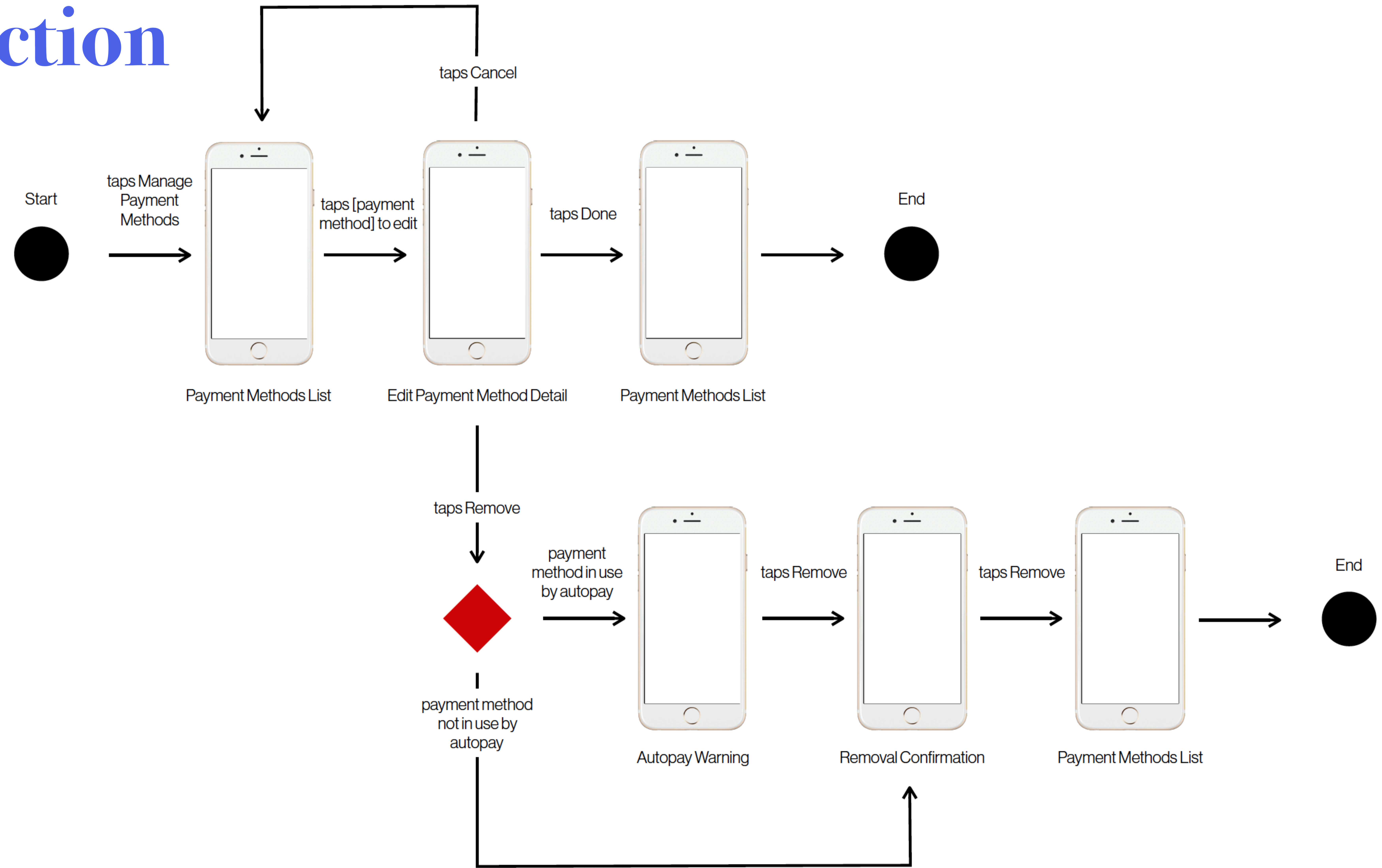
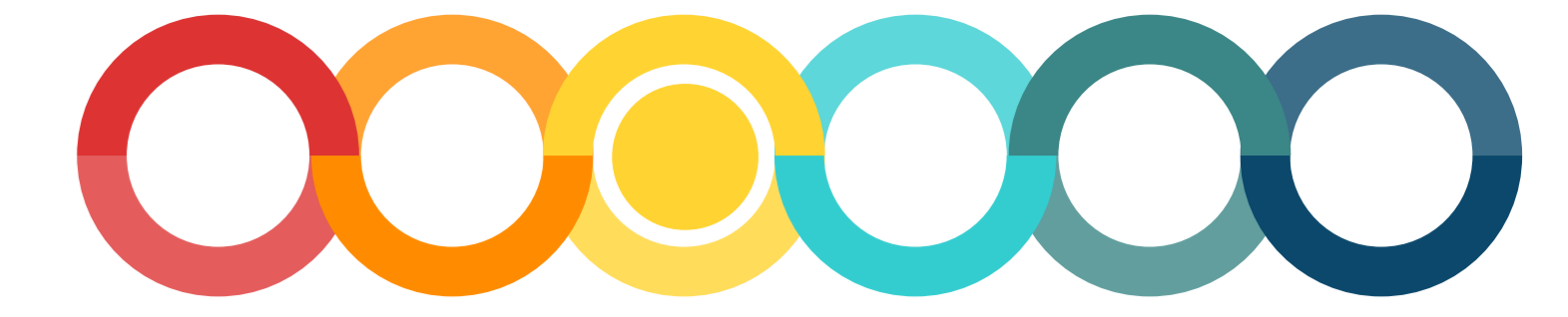


Team - UX Designers, Engineers



Define - Interaction

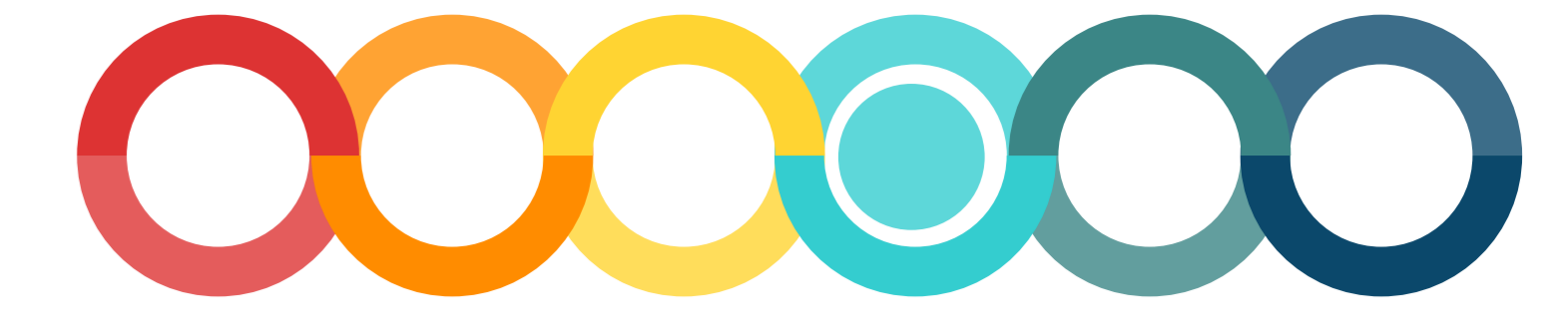
Manage Payment Method



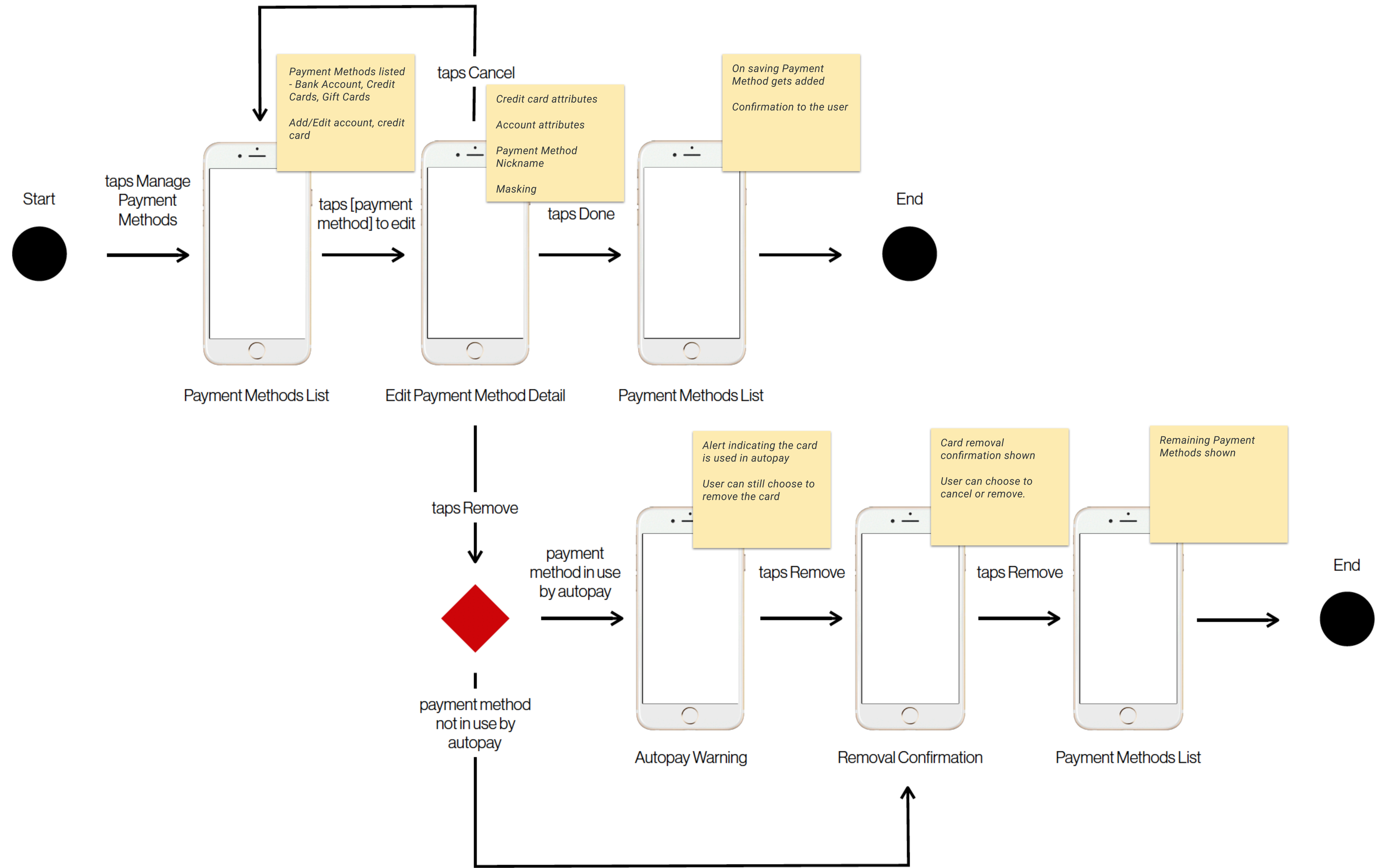
Project 1- B2B Mobile App

Ideate - HMW

Manage Payment Method

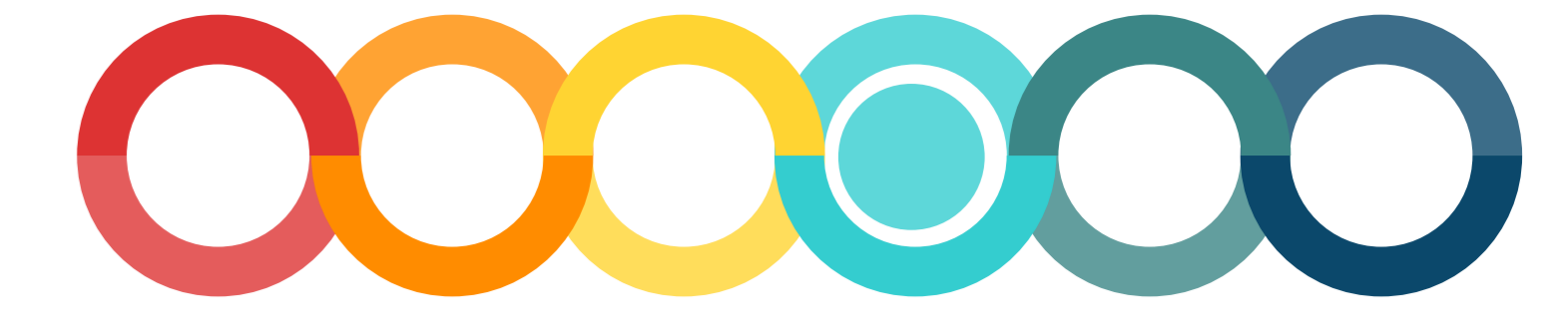


Team - UX Designers, Engineers



Project 1- B2B Mobile App

Design System



Team - UX Designers

Intro

Our three principles:

Visibility: Stand out in everything we do.

Personality: Share the information we have in a fun, warm and engaging way.

Simplicity: Use flexible, uncluttered visual and verbal language.

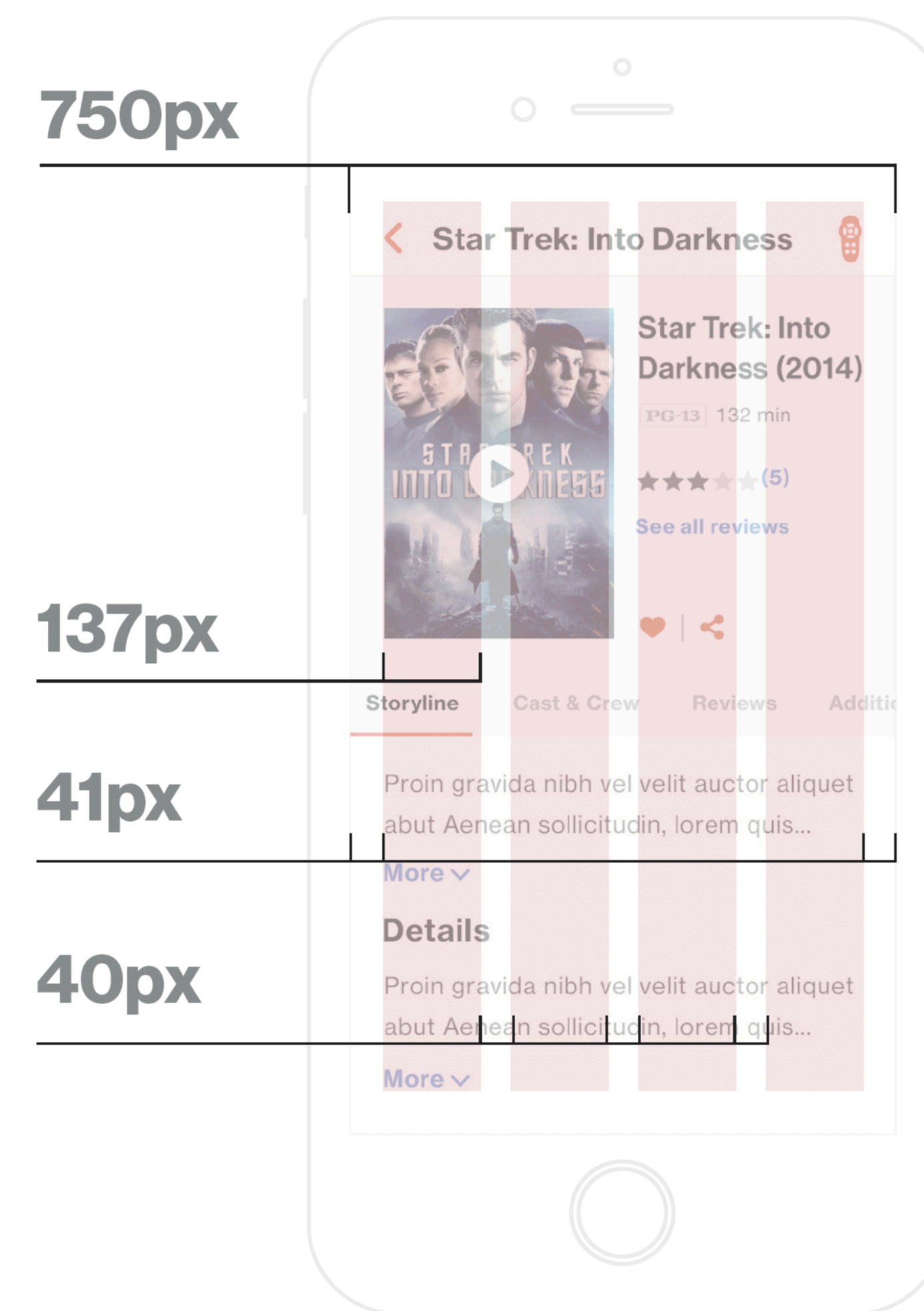
UI Elements

In this section:

- Navigation 41 - 49
- Input elements 50
- Dropdown elements 51
- Buttons & links 52 - 54
- Accordians 55
- Selections 56
- Tooltips 57
- Errors, warnings & confirmations 58 - 59
- Modal overlay 60
- Loading screen 61
- Loading animation 62
- Scrolling tabs 63
- Sort filters 64
- Expanding content 65
- Carousel styles 66

Mobile app grid iOS

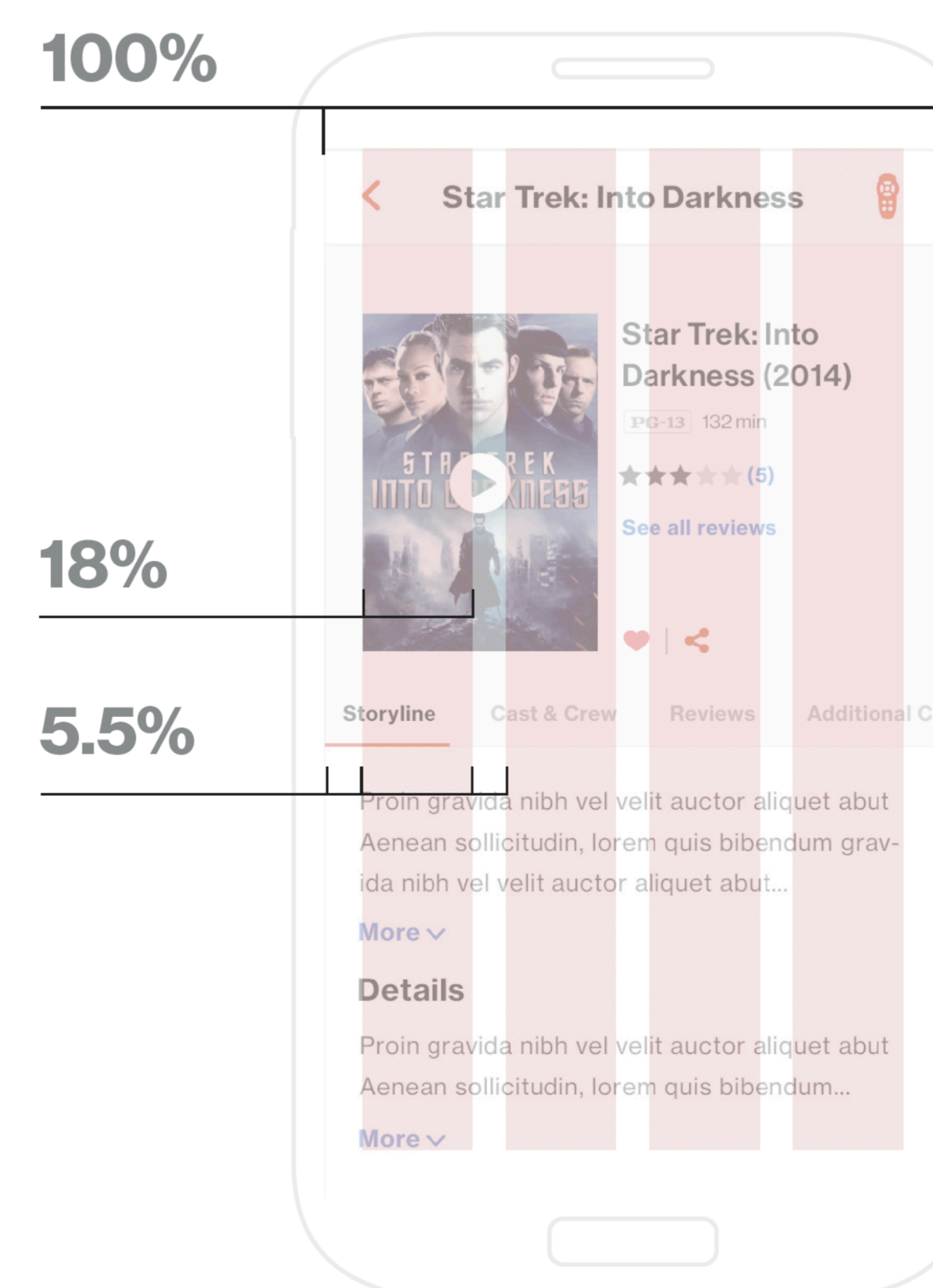
Our main page grid for mobile apps uses 4 columns.



Mobile app grid Android

Our main page grid for mobile apps uses 4 columns.

Android devices have various screen sizes, with widths ranging from 320dp up to 720dp. Displayed here are weights (percentages) to accommodate for the different sizes.



Color palette

Primary colors		Primary background colors		
Web accessible red #CD040B	Black #000000	White #FFFFFF	Primary BG gray #E4E5E3	BG gray #F6F6F6

Functional grays		UI colors		Pops of color			
Charcoal gray #333333	Functional gray #4B4B4B	Button hover red #A80309	Button pressed red #990308	Teal #82CEAC	Sky #ABE0F9	Gold #FBD362	Salmon #F9B295
Functional gray #959595	Functional gray #CCCCCC	Text link Active Blue #0066BB	Text link Hover Blue #00478E	Green #E9F8E9	Blue #E8F6FE	Yellow #FEFFE4	Orange #FEF0E8

In all digital media, our color palette must comply with WCAG 2.0 Level AA. The Verizon red and pops of color change slightly, and we add Charcoal and functional grays for ease of reading as well as to promote flexibility.

Pops of color allow us to inject moments of joy throughout our brand communications.

Typography

Mobile display banners

Disp. 75 Bold 24pt, 30 leading	Red #CD040B
H1	Red #CD040B
Disp. 75 Bold 24pt, 26 leading	Red #CD040B
H2	Red #CD040B
Disp. 75 Bold 18pt, 20 leading	Red #CD040B
Sub 1	Black #000000
Text 75 Bold 18pt, 20 leading	Black #000000
Sub 2	Black #000000
Text 75 Bold 16pt, 21 leading	Black #000000
Sub 3	Black #000000
Text 75 Bold 14pt, 18 leading	Black #000000
Body copy	Charcoal #333333
Text 55 Roman 14pt, 24 leading	Charcoal #333333
Long form body copy	Gray #4B4B4B
Text 55 Roman 16pt, 21 leading	Gray #4B4B4B
Legal	Gray #4B4B4B
Text 55 Roman 10pt, 12 leading	Gray #4B4B4B

Project 1- B2B Mobile App

Design System

Mobile accessibility initiative

To ensure that people with disabilities can access Verizon online, our digital media must comply with WCAG 2.0 Level AA.

How we do it:

Sufficient color contrast

The minimum contrast ratio for text is 4.5:1. The ratio relaxes slightly to 3:1 for text over 18pt or over 14pt and bold. To ensure sufficient contrast, please adhere to the color principles in this guide.

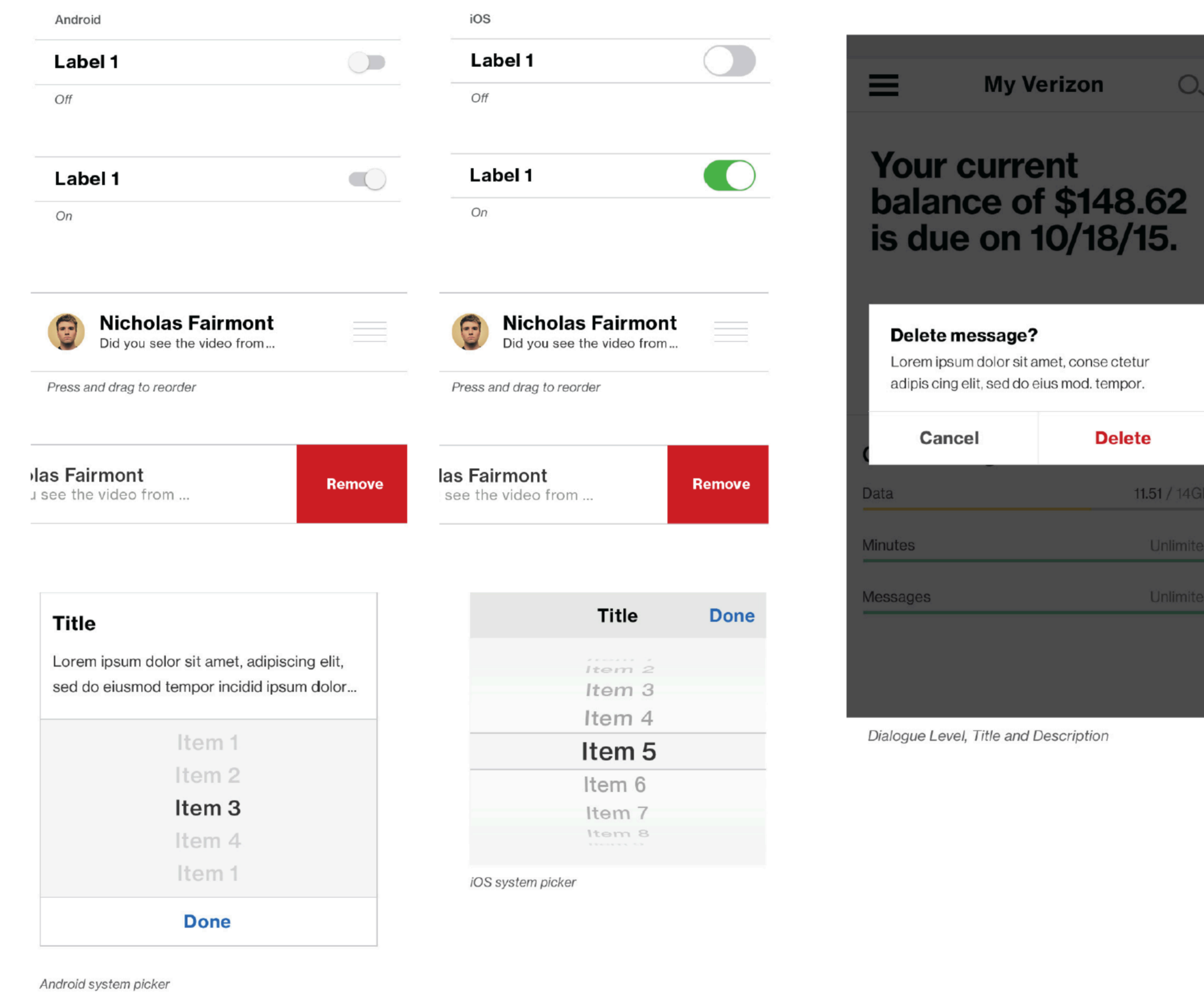
Clear, easy-to-read design

With screen readers in mind, we place elements in a logical order on the page and avoid nesting content more than two layers deep.

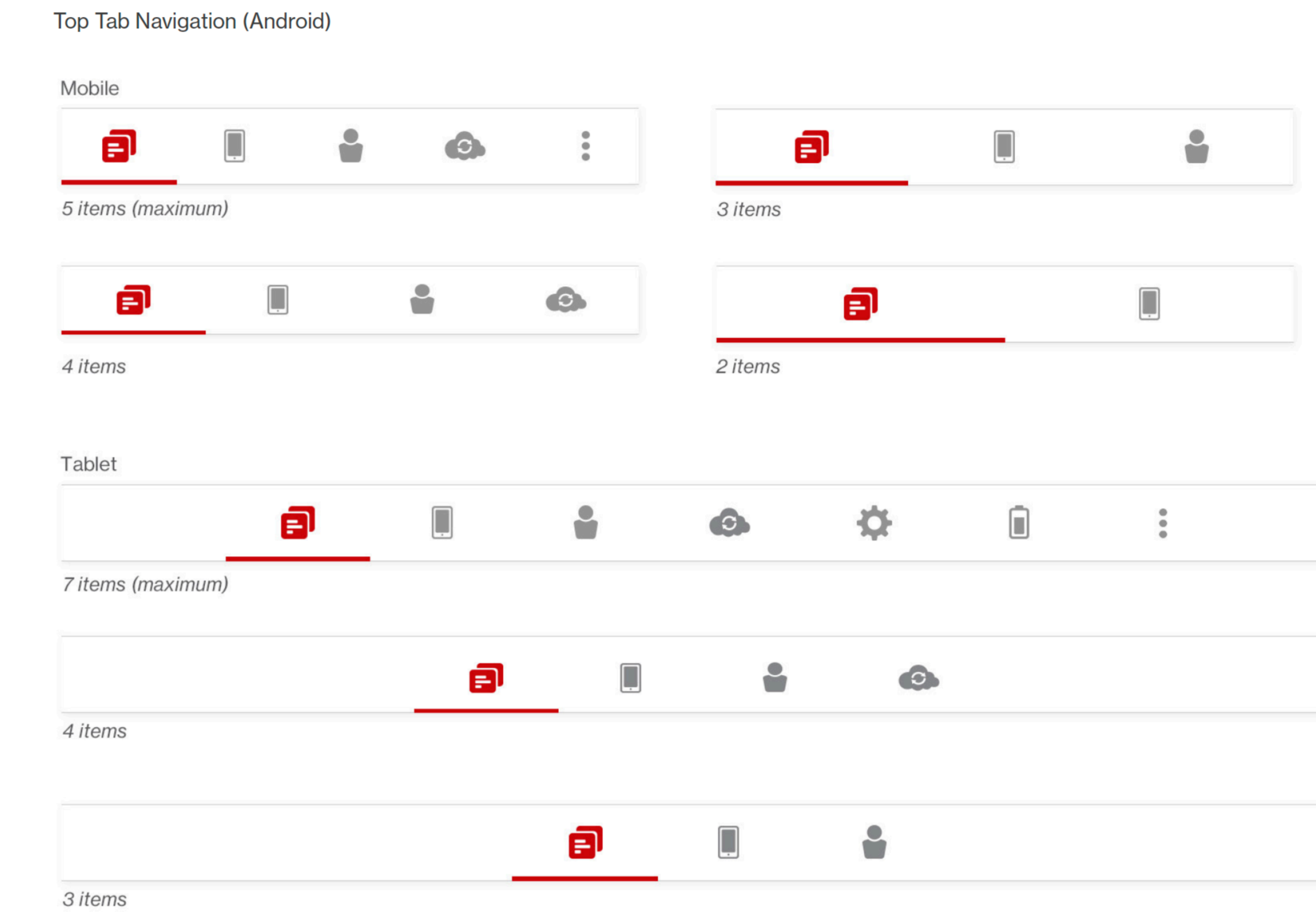
Interactions that function for everyone

We think about customers with limited motor skills and build inclusive content that allows them to tap and click through key experiences simply and easily.

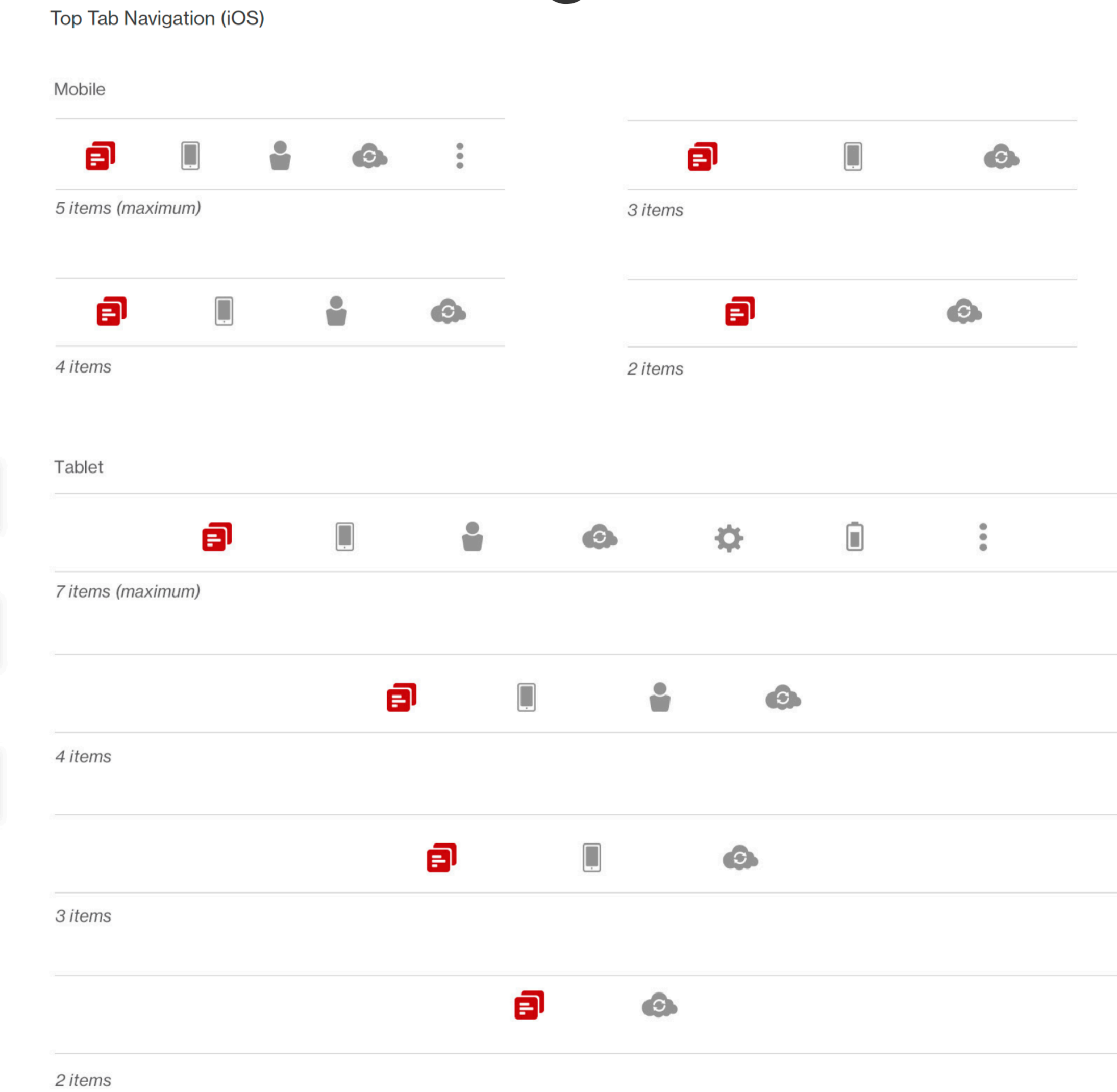
Native behaviors & controls



Android Tab navigation



iOS Tab navigation

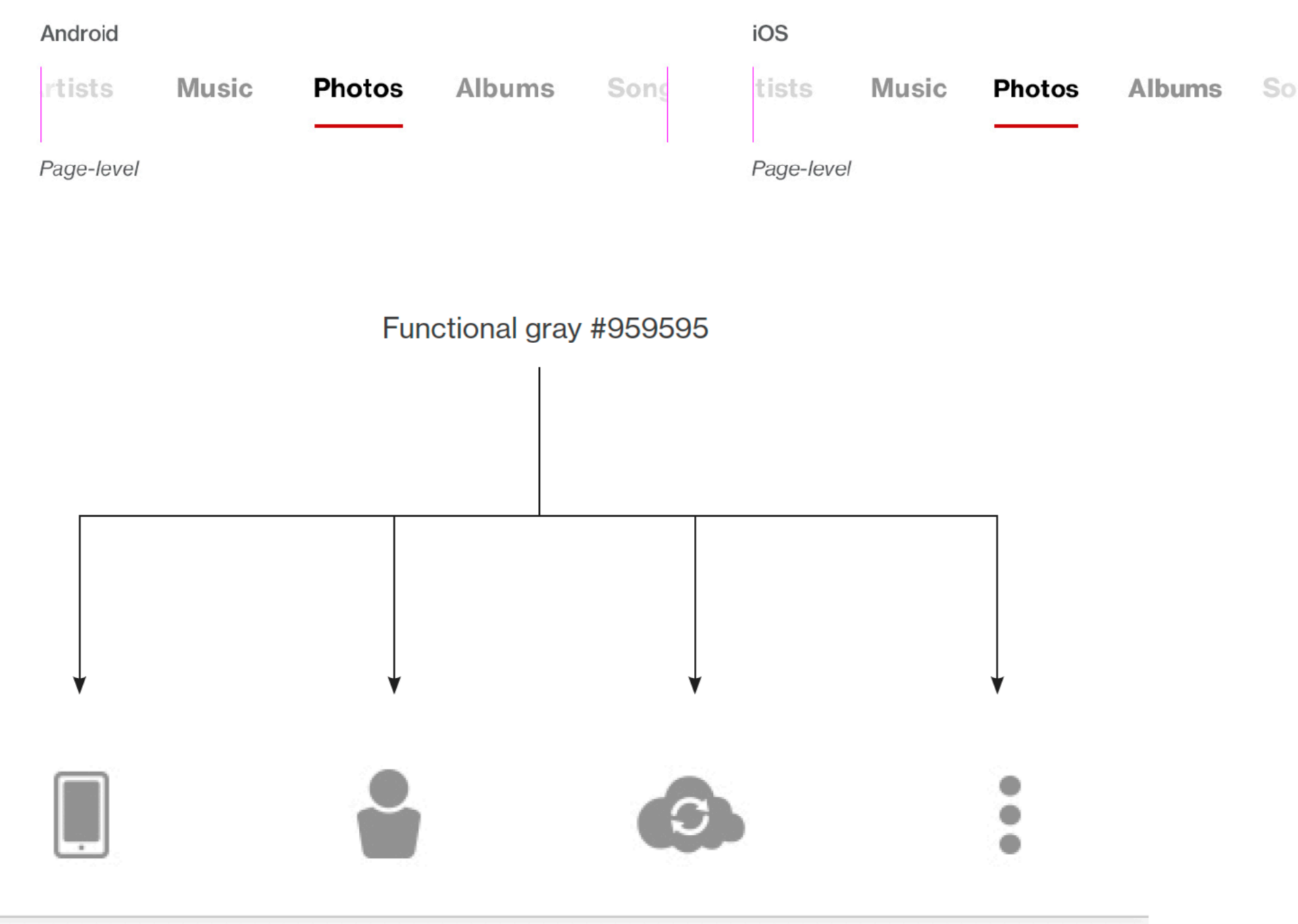


Iconography

We have 2 colors for our icons, to be used based on desired layout outcome.



Scrolling tabs



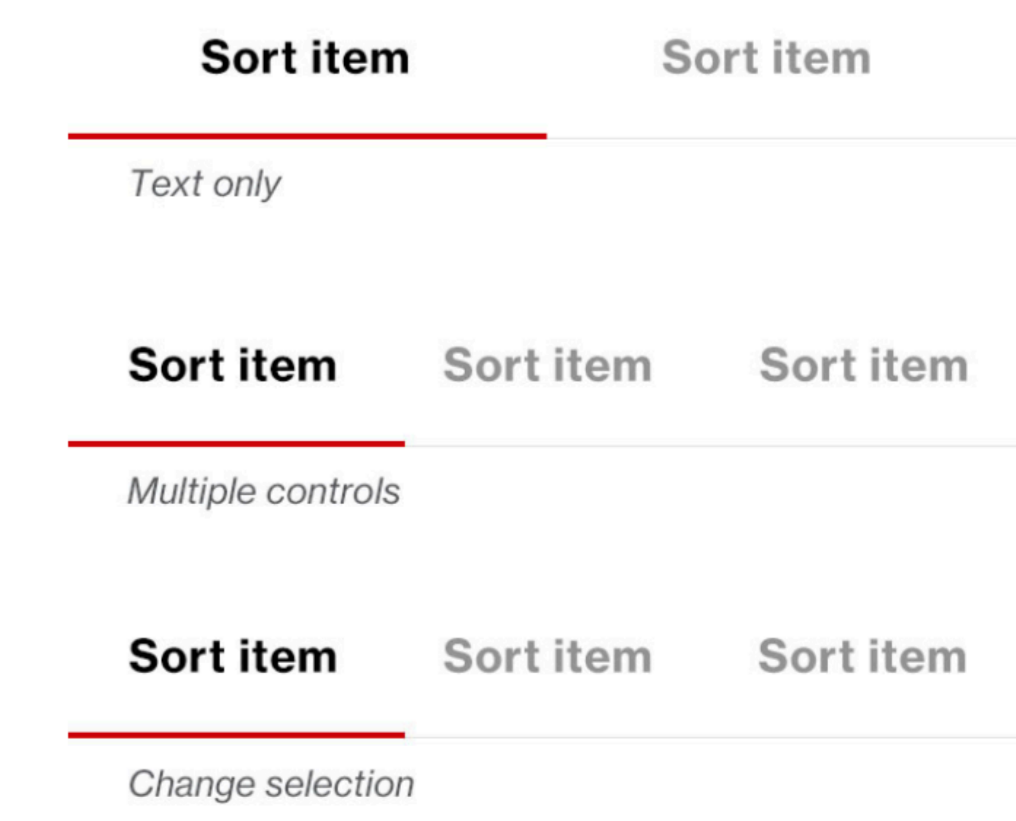
Errors, warnings & confirmations

In some cases we will have banners that will show at the top or bottom of the mobile screen

Color codes:

- #D5EAD3: Account created (Confirmations / success alert style)
- #BEB8F1: Lorem ipsum dolor sit amet. (Warnings / informational alert style)
- #FBE8A6: You're low on data. (Warnings / minor alert)
- #FACCD0: Please fill out all the fields indicated with an asterisk. (Error / critical warning alert)

Native behaviors & controls exceptions



Project 1- B2B Mobile App

Design Explorations - Before & After

UI Design explorations with limited functionality hybrid app to get the Product Manager onboard with design efforts

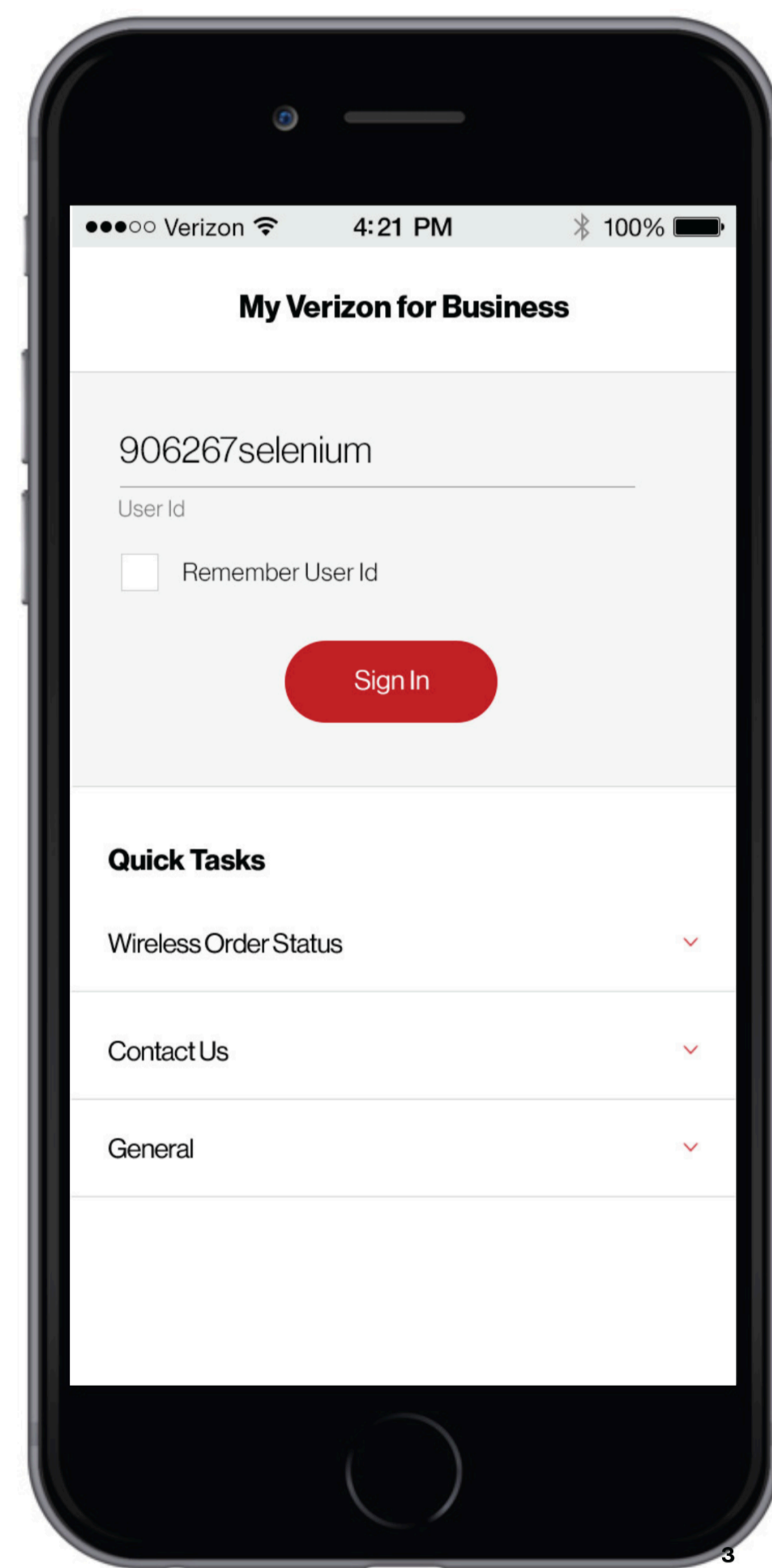
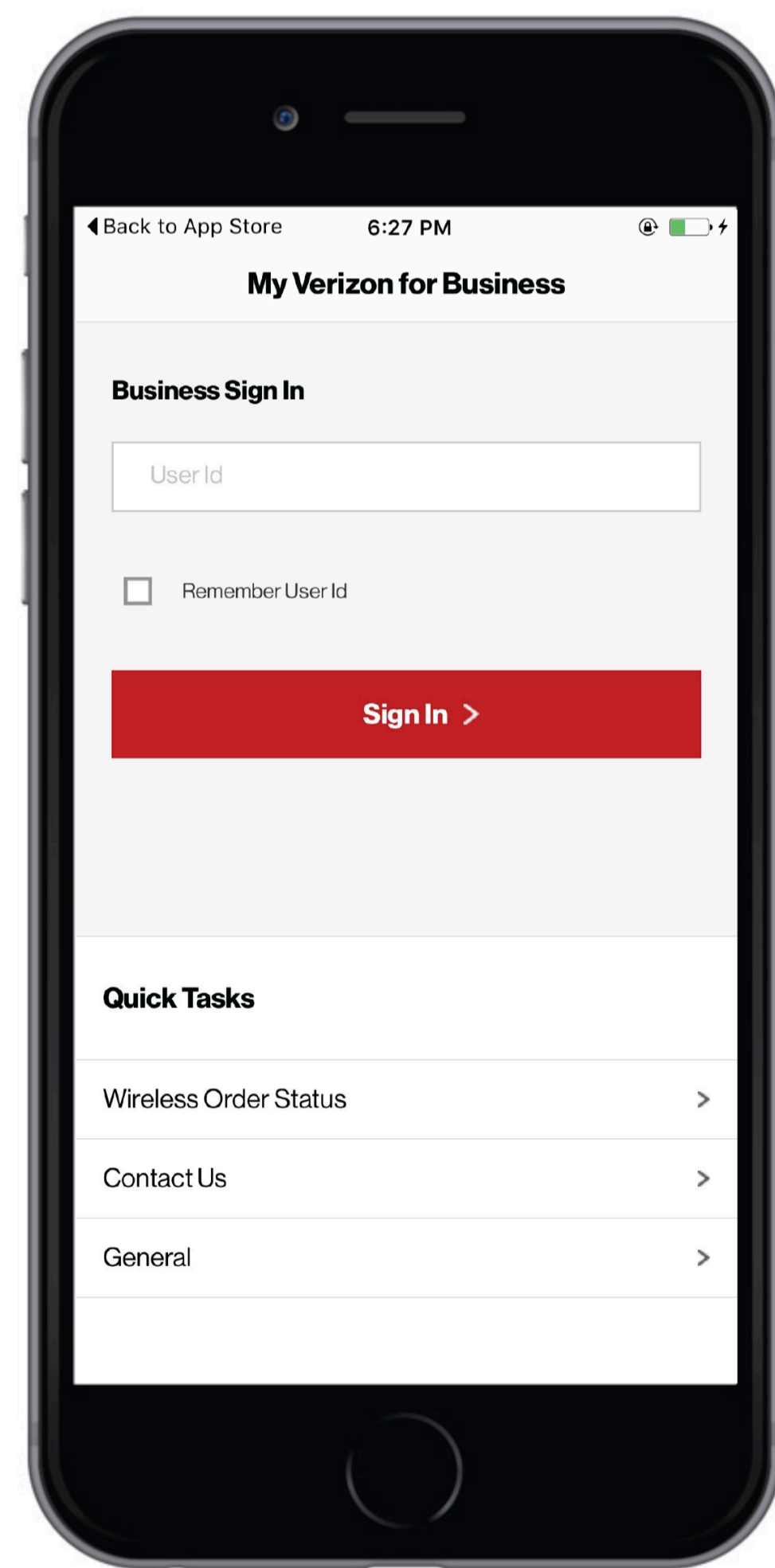
UI Elements variations:
Form fields
Buttons
Accordion
Checkbox

Navigation Drawer:
Navigation categories more pronounced, crisp, visual association with icon.
Feedback & Signout different treatment.

Visual hierarchy added to the content. Font play with size & boldness.
Icons for clear demarkation of sub sections. Snapshot of subsections added.
Accordion mapped as per affordance

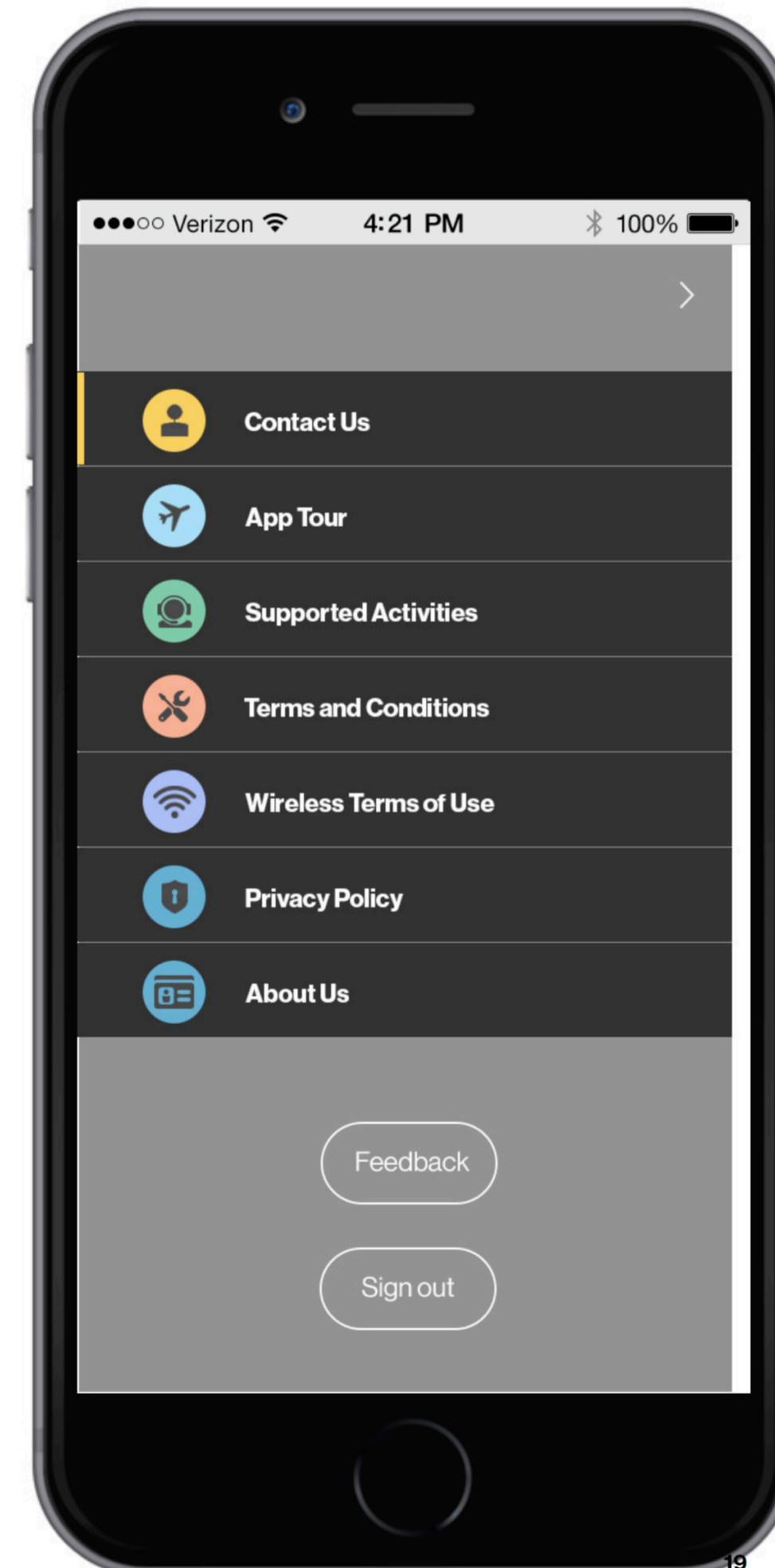
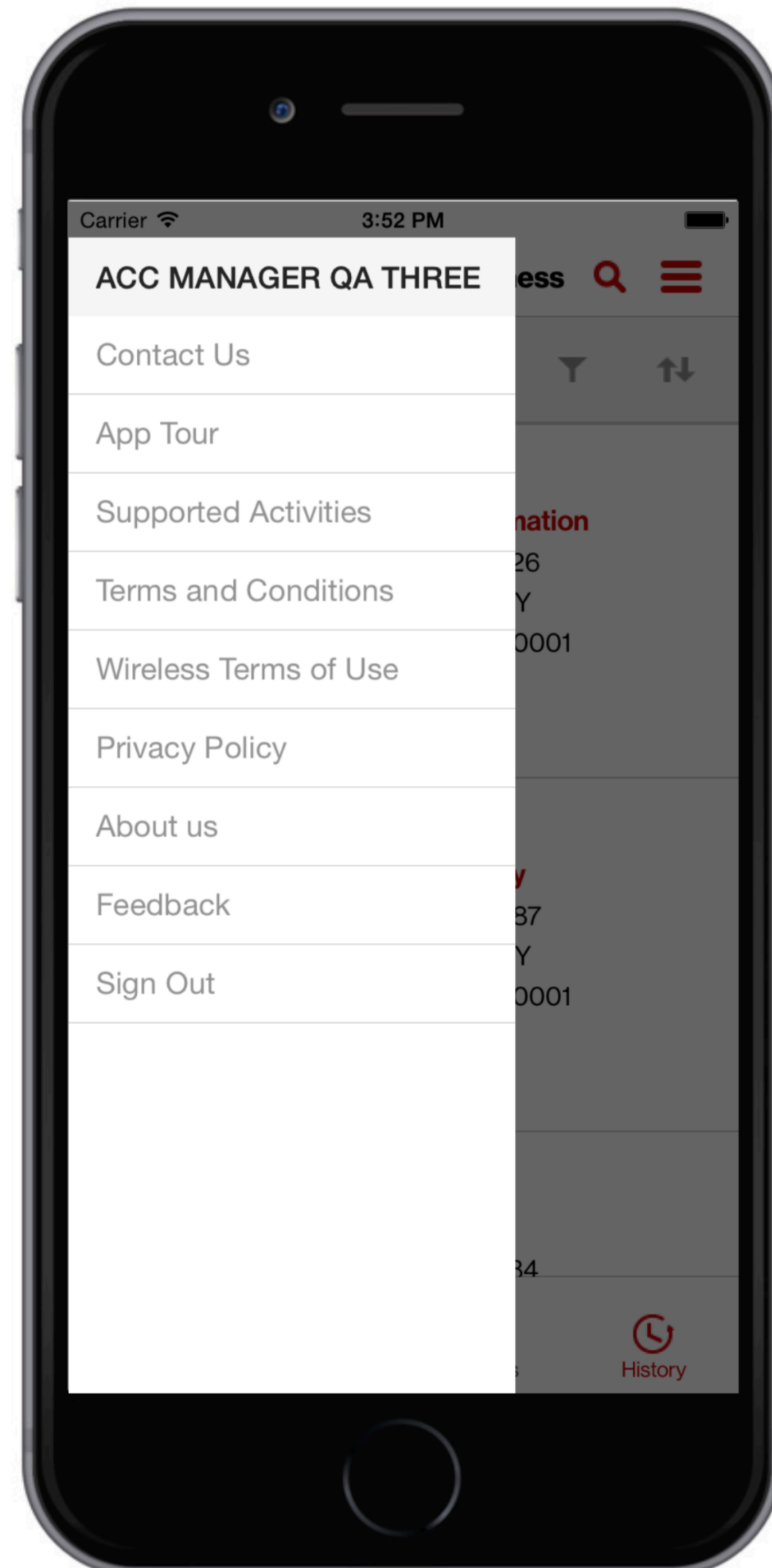
Form elements & font revised
Primary & Secondary Action

Making collecting feedback mechanism more delightful
Enabling submit on input



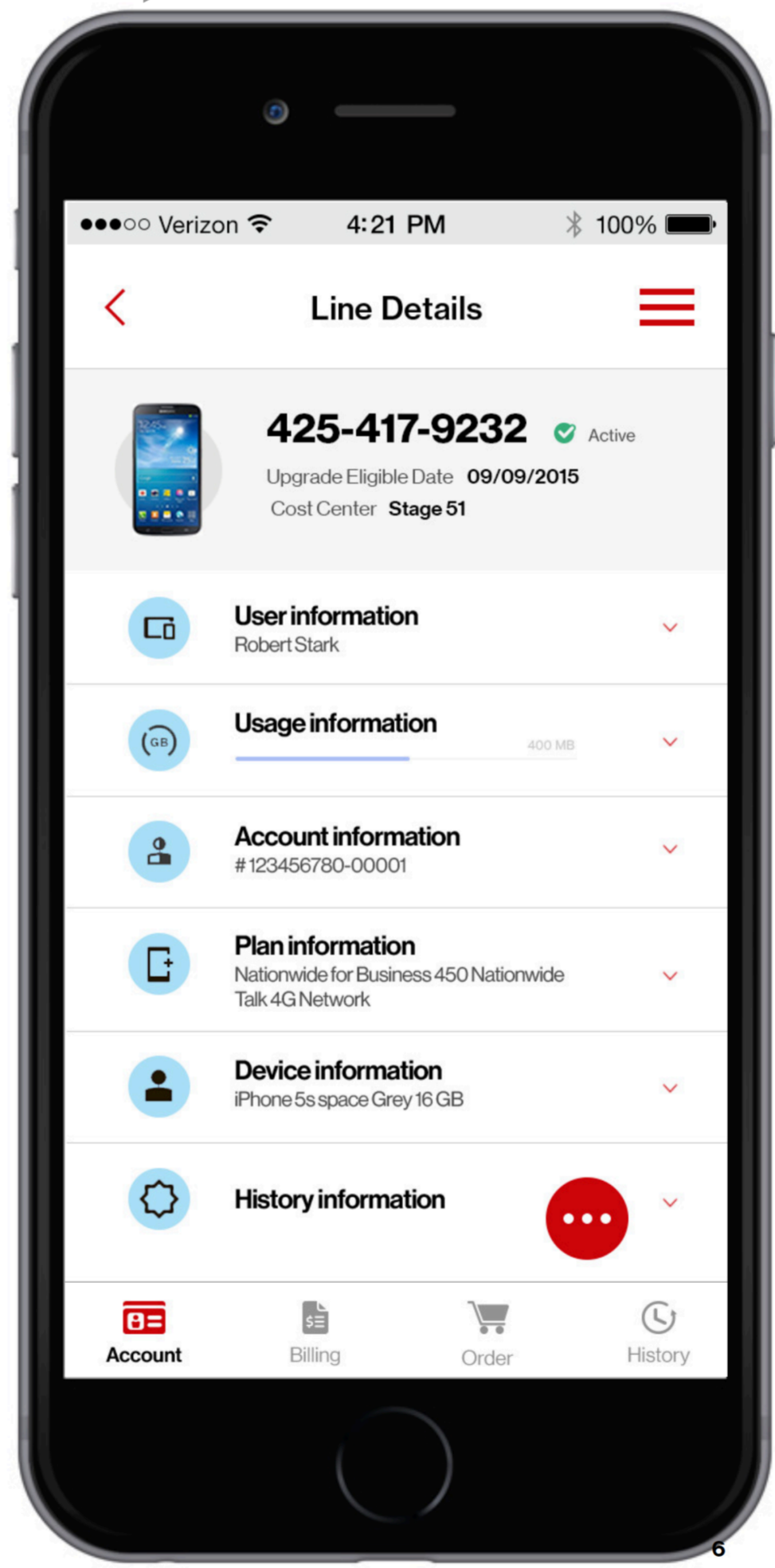
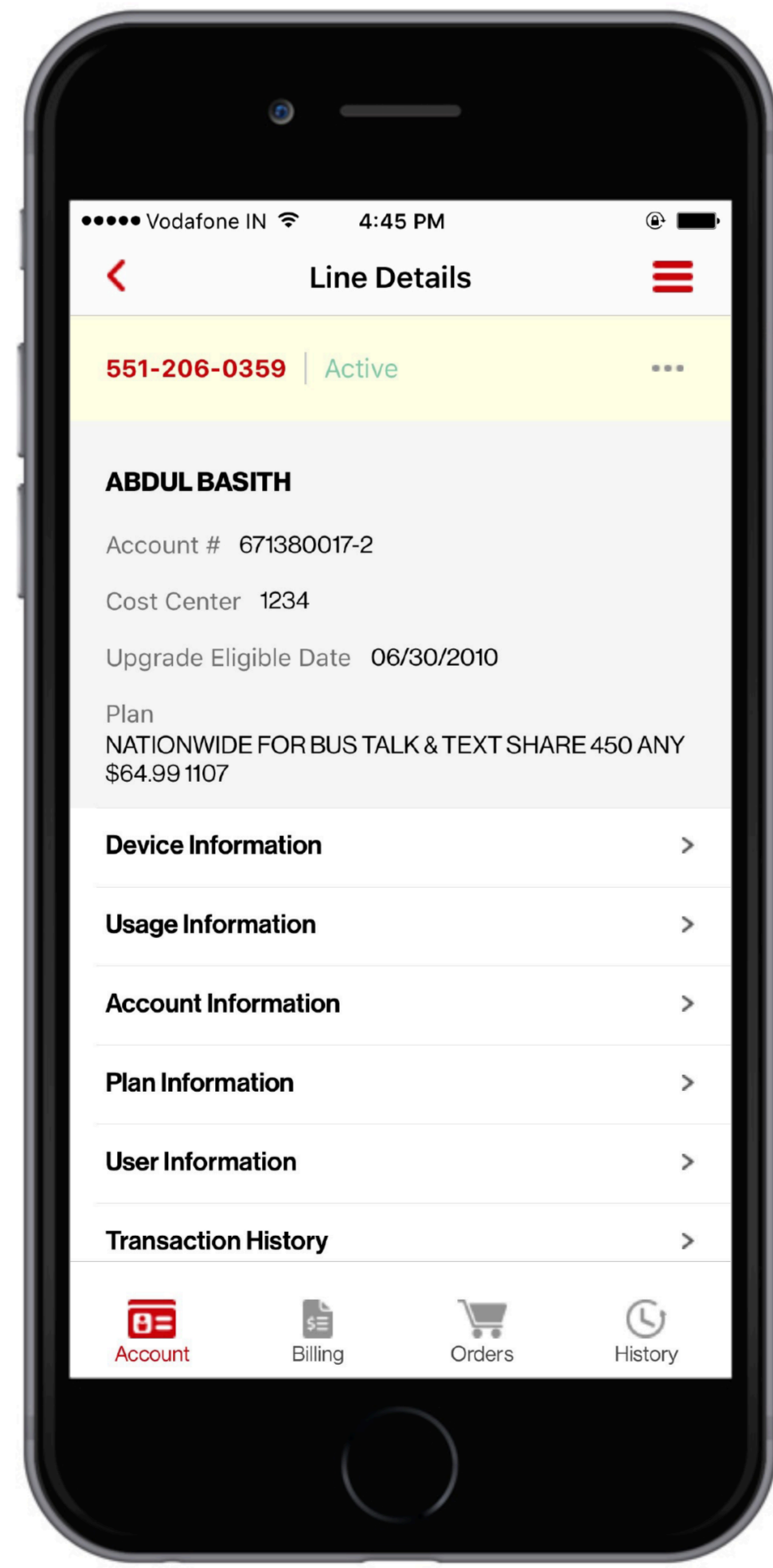
#Before

#After



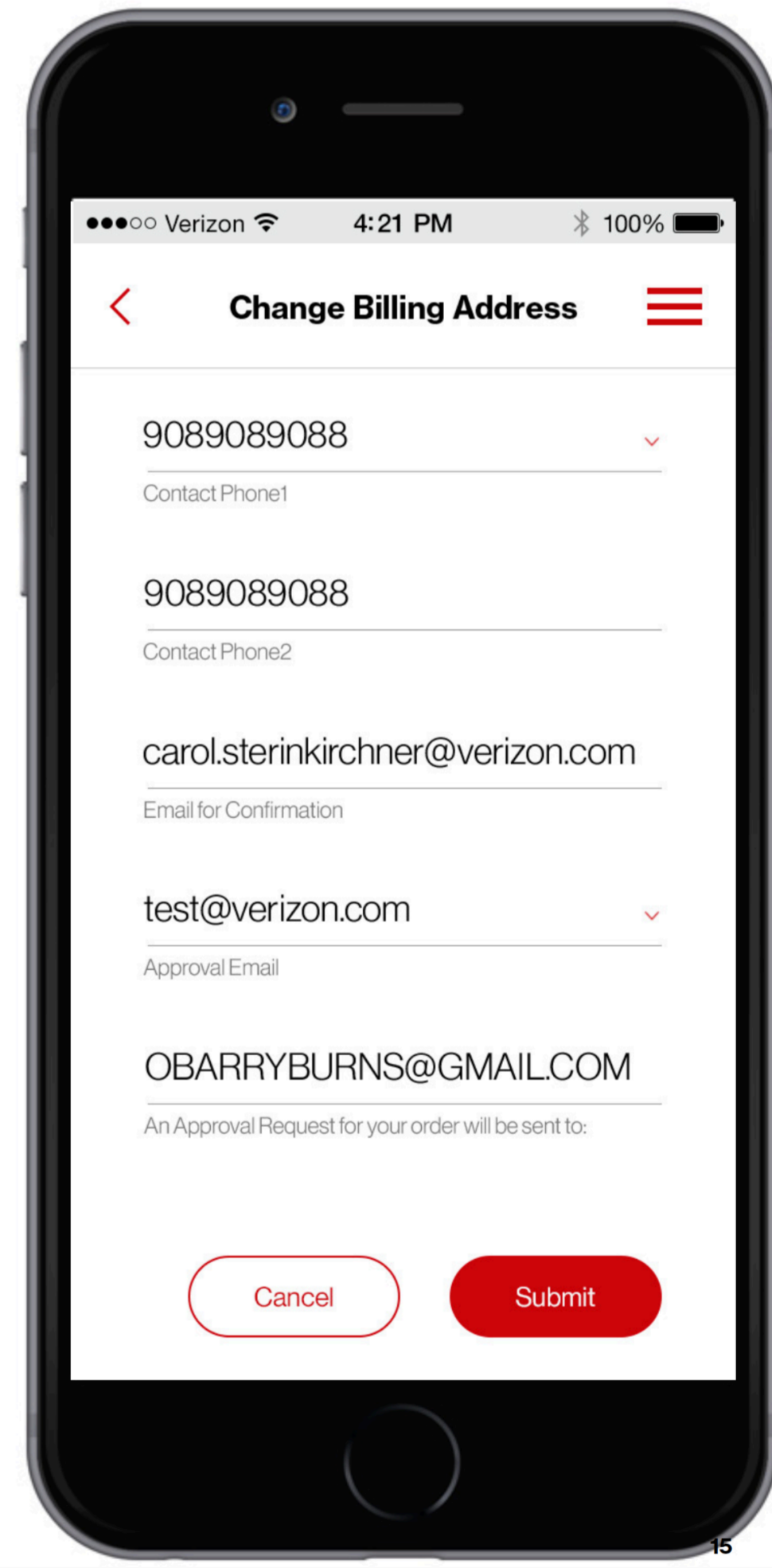
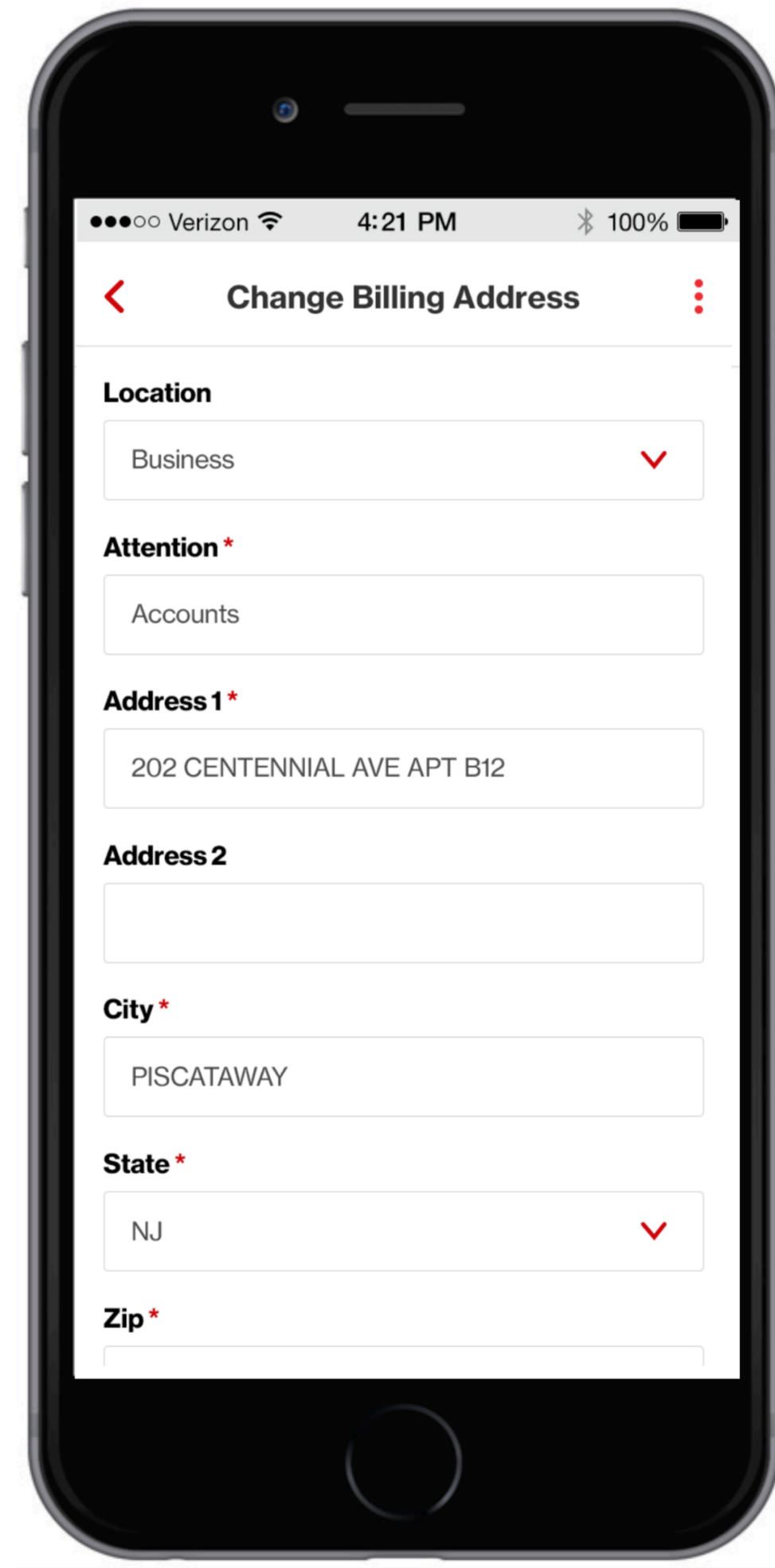
#Before

#After



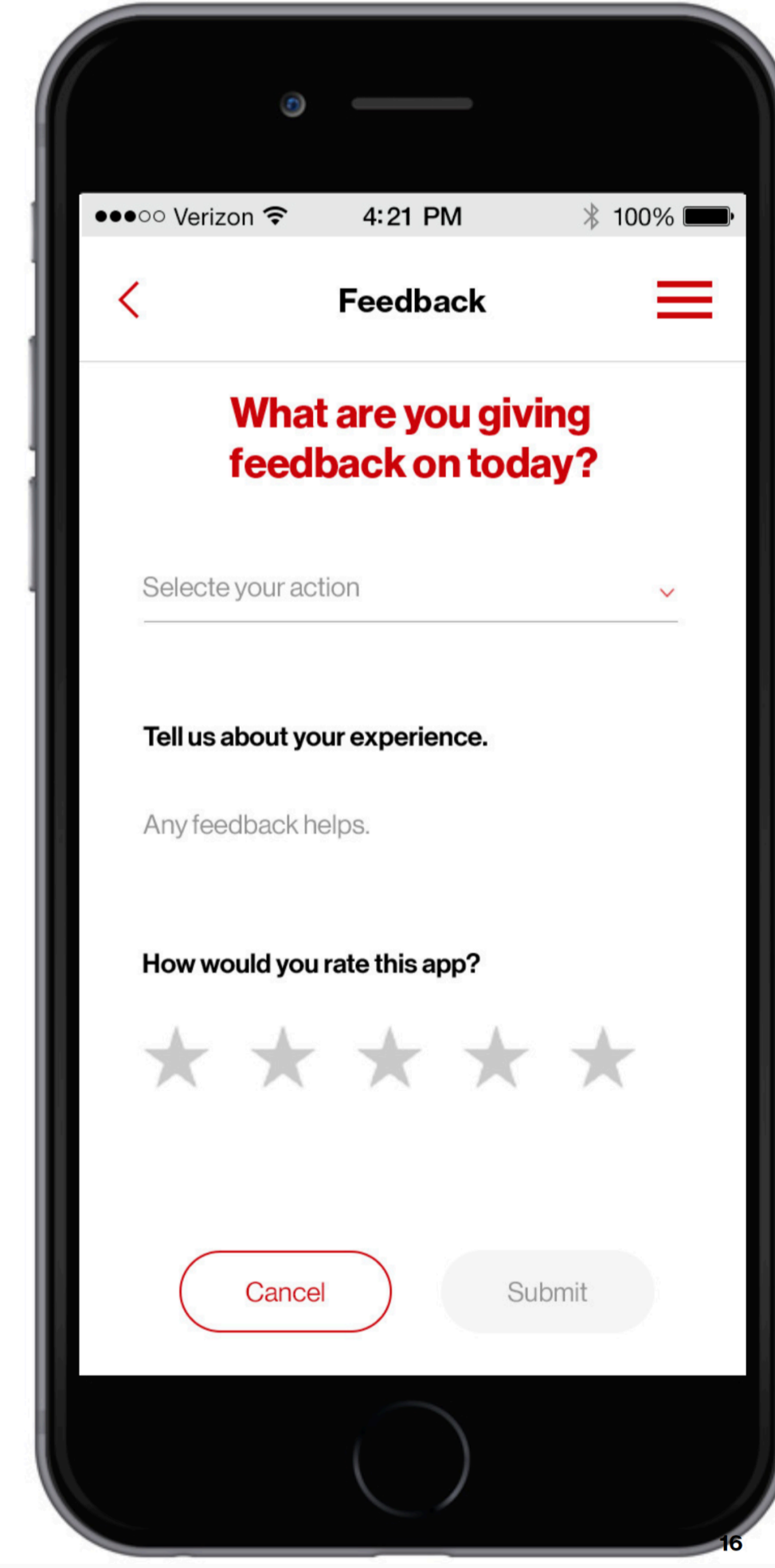
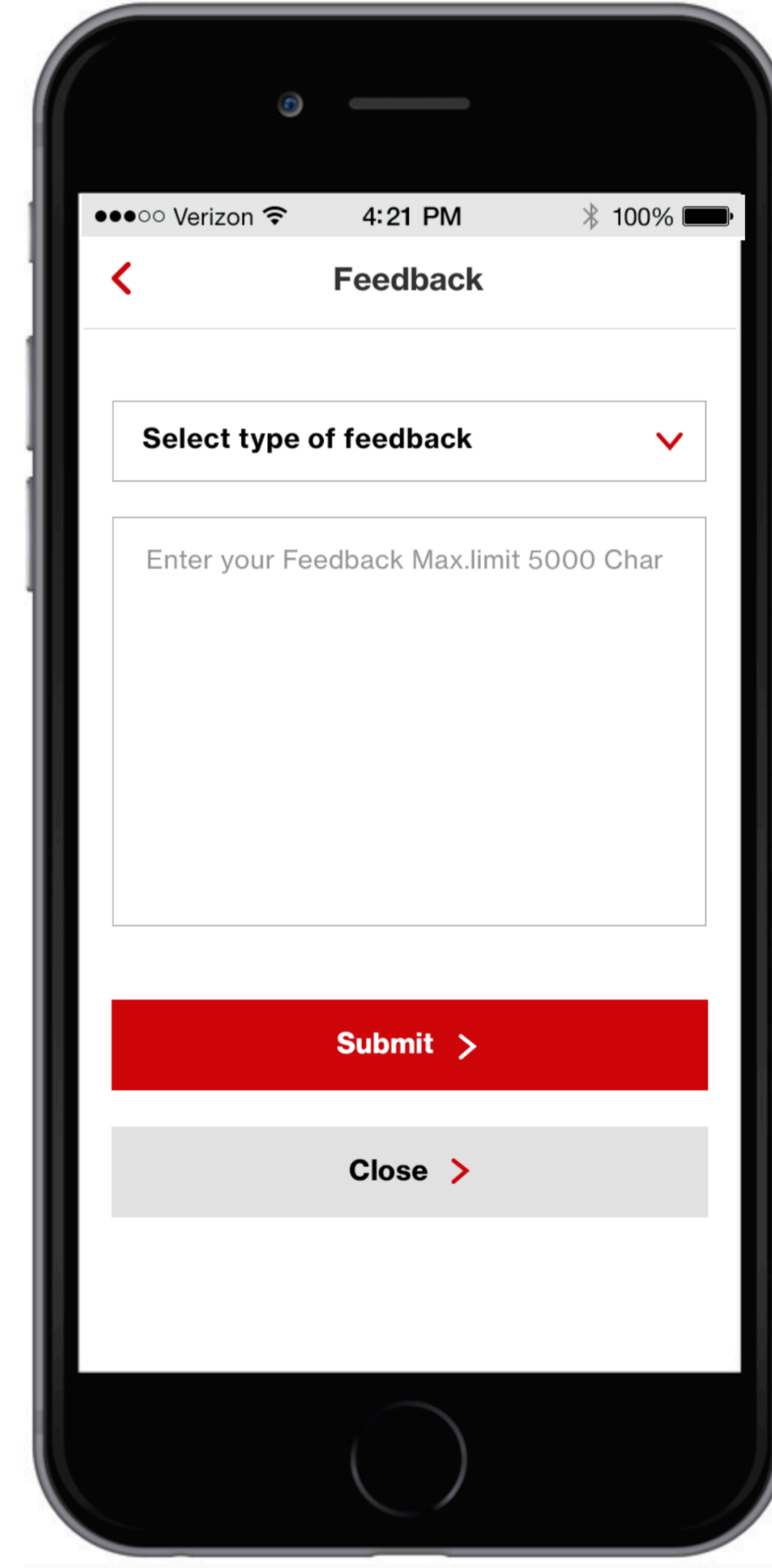
#Before

#After



#Before

#After

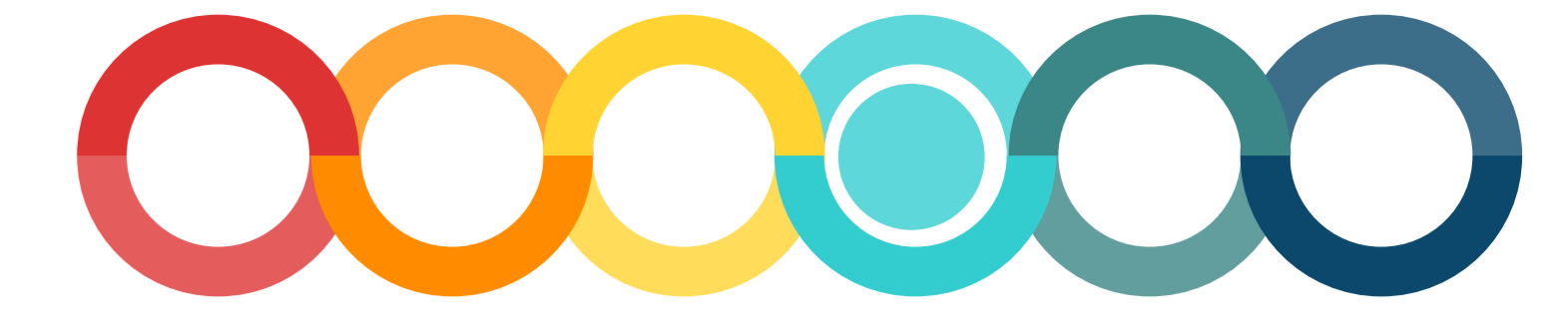


#Before

#After

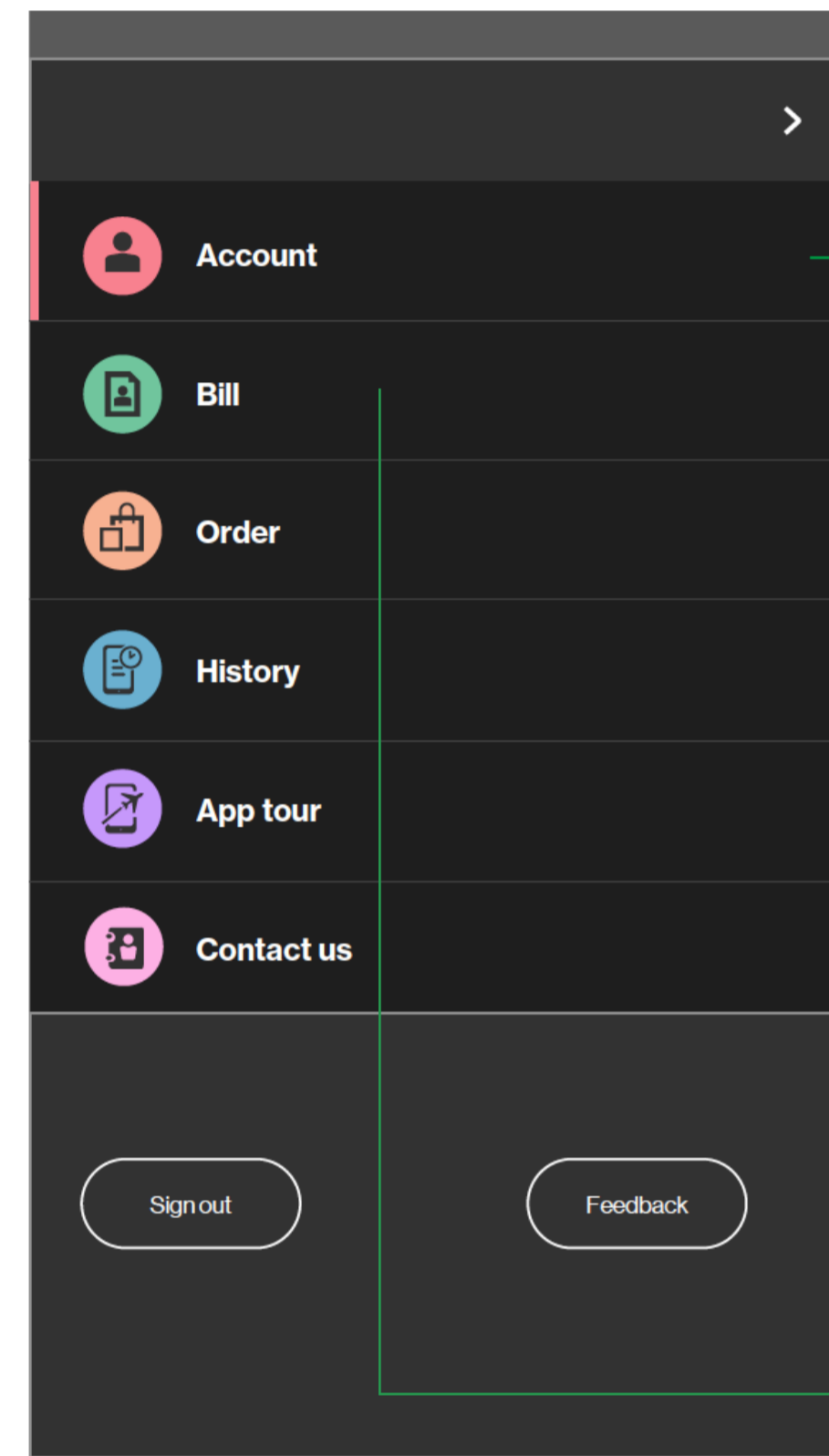
Project 1- B2B Mobile App

Final Design - Bill Overview

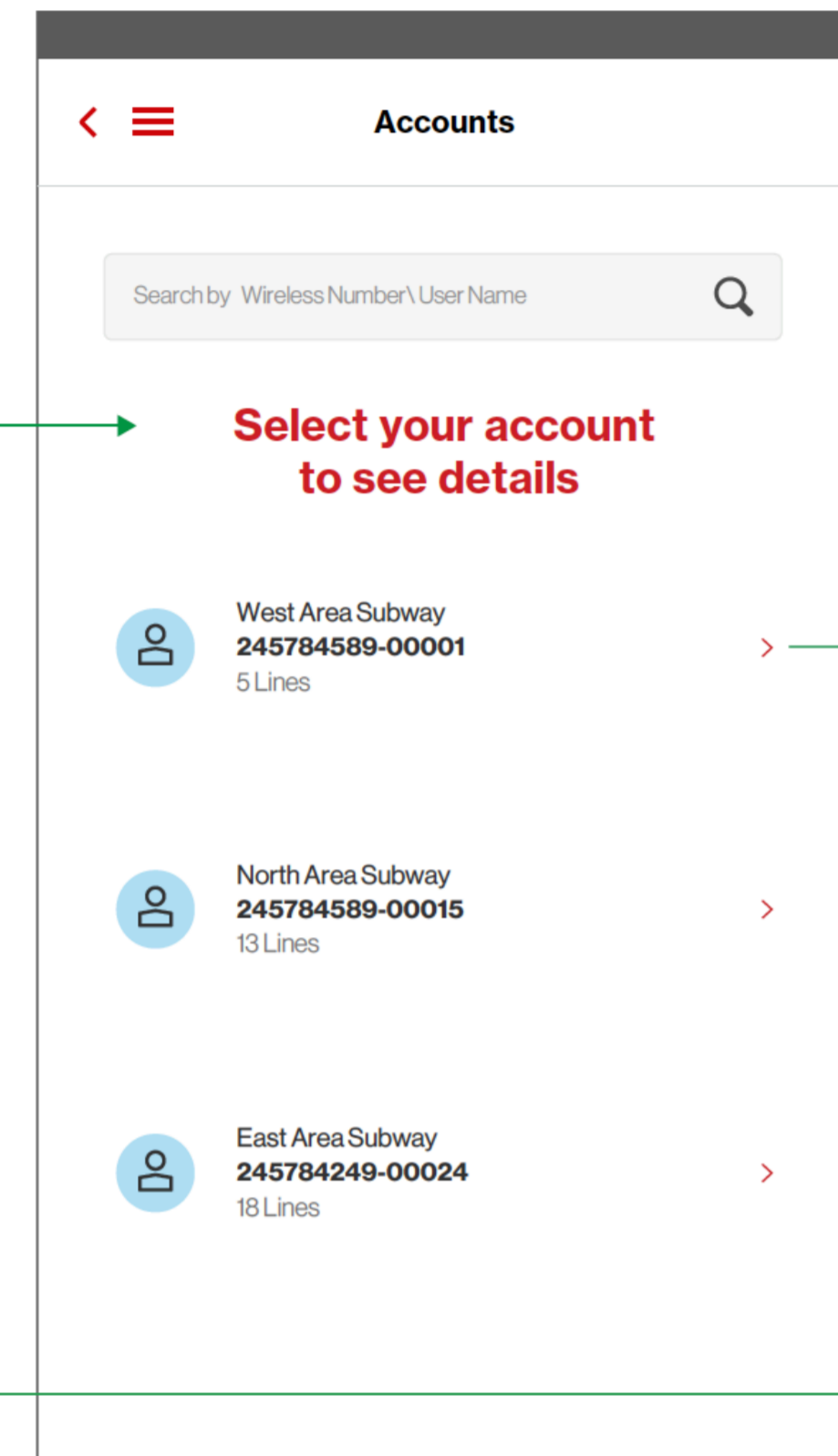


Team - UX Designers, Product Manager, Engineers

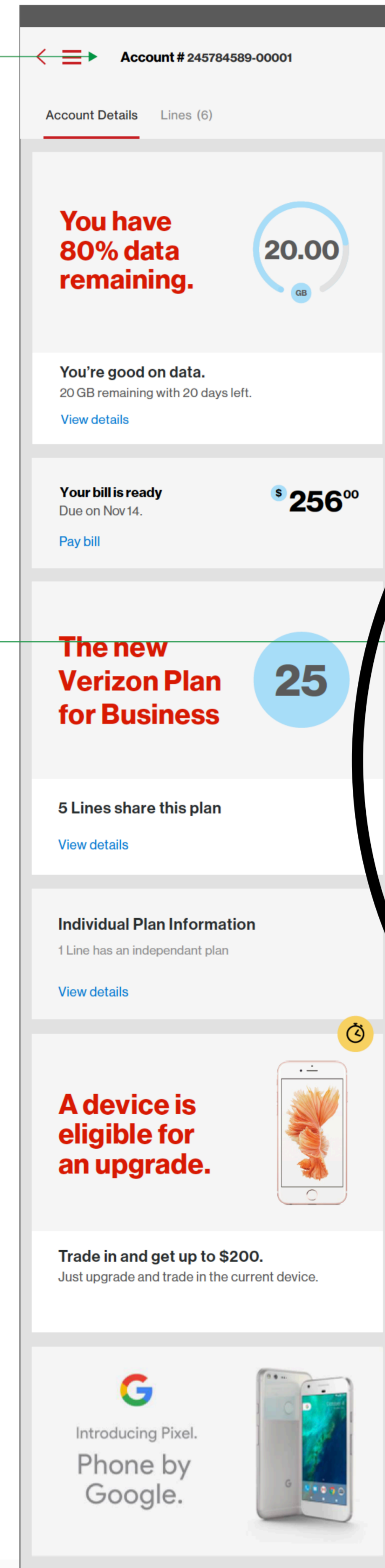
1. Navigation Drawer



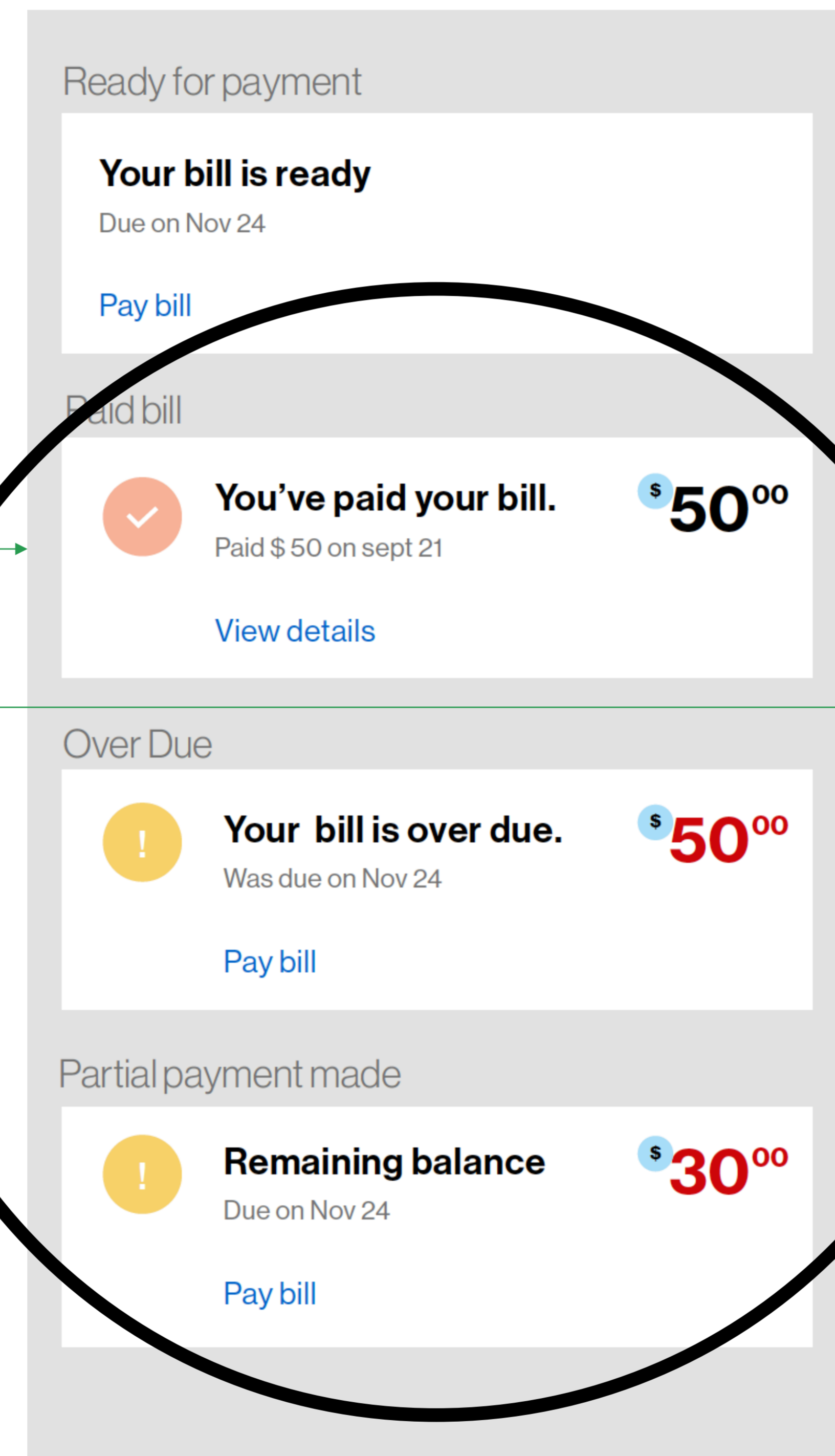
2. Accounts



3. Account Overview



Bill States



4. Bill

Settings

Tapping this takes the user to the Billing Settings screen.

History

Tapping this takes the user to the Billing History screen.

Current Bill

Tapping this takes the user to the Current Bill overview screen (this screen). This is the default screen a user will see when navigating to My Bill.

Plan Charge Details

Tapping this takes the user to the Plan Charge Detail screen.

Devices & Features Charge Details

Tapping this takes the user to the Device & Feature Charges Detail screen.

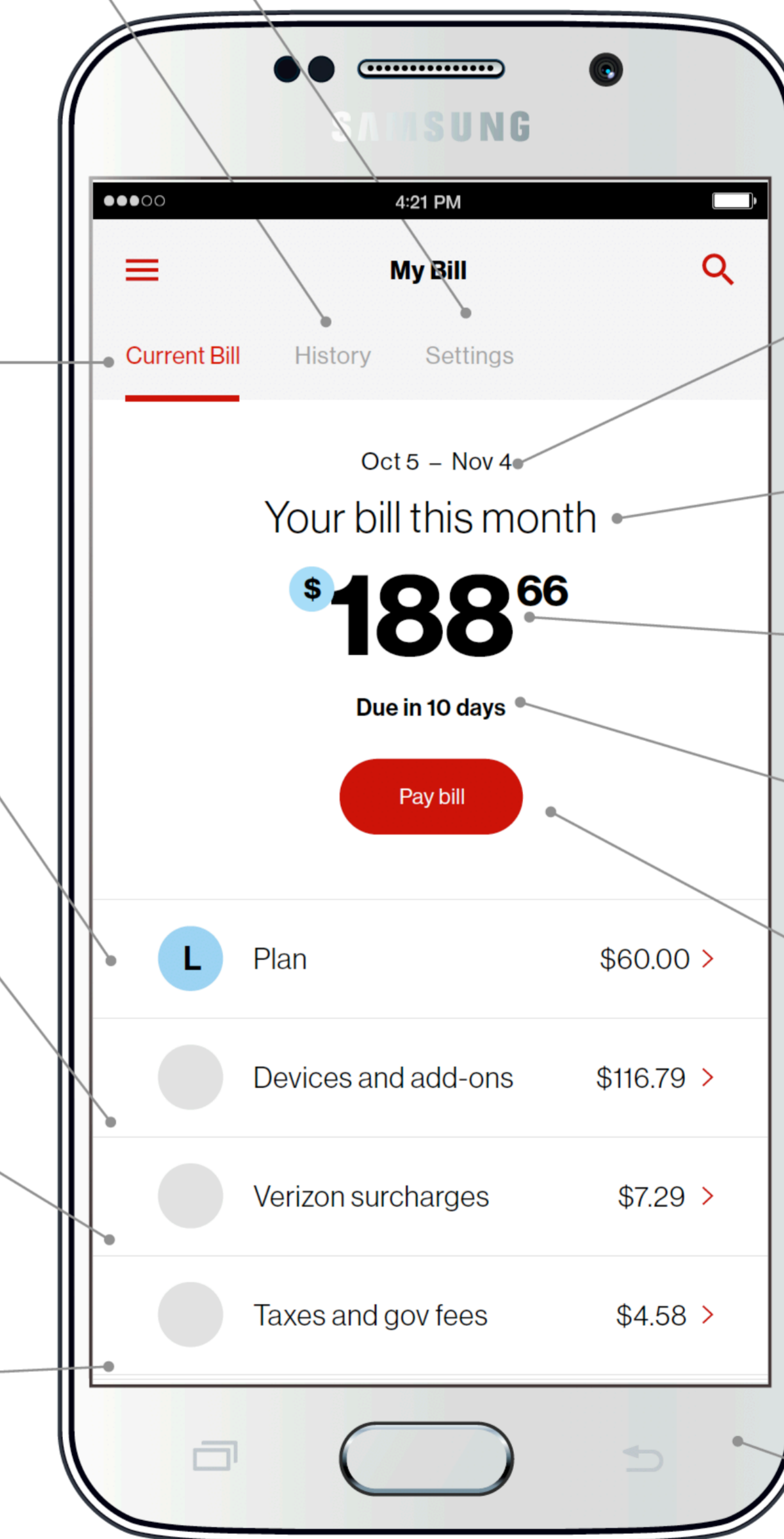
Verizon Surcharges Details

Tapping this takes the user to the Verizon Surcharges Detail screen.

Taxes & Governmental Fees Details

Tapping this takes the user to the Taxes & Governmental Fees Detail screen.

Bill Overview – Bill Due



Billing Cycle

Displays the billing cycle of the current bill.

Dynamic Headline

Dynamic based on bill standing.

Current Balance

Cumulative balance (including late fees, balance forward, etc.)

Bill Standing

Dynamic text based on current bill standing.

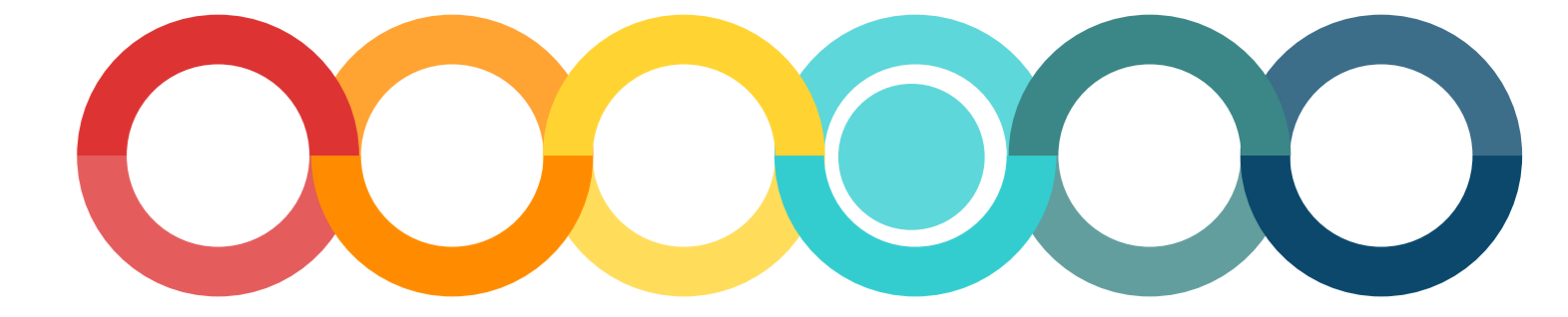
Primary CTA – Pay Bill

Dynamic based on primary action available to user. Tapping this takes the user to the appropriate screen/flow.

Personalization

Current Balance dependent on plan and this month's account activities
 Bill details dependent on plan and this month's account activities
 Billing Cycle based on account cycle
 Bill Standing based on account cycle

Final Design - Payment Methods on File



Team - UX Designers, Product Manager, Engineers

5. Pay Bill

4. Pay Bill - Card Expired

Card Number Indicator
The last 4 digits (or 5 for Amex) are displayed on the card after 4 bullets.

Use this Card Indicator
User can see text indication that card is selected to be used. This is also used as the space for card status (ie Expired).

Add Payment Link
User can choose to add a new payment method if they do not have the max amount of methods allowed.

Cancel
Tapping this will take the user back to the previous bill overview screen.

Personalization
Bill details dependent on plan and this month's account activities
Payment Method dependent on cards saved to account

Current Balance & Due Date
Dynamic copy reminds the user's of their account balance and due date.

Payment Amount
Tapping this allows the user to edit the payment amount. By default, the payment amount reflects the user's current balance.

Payment Date
Tapping this allows the user to edit the date the payment is to be made. By default, the payment date reflects the current date as "Today." If payment method is ACH user can choose future date, otherwise field defaults to current date only and arrow is disabled. If date is current date, show "Today", otherwise, show date.

Payment Method
User can scroll through a list of their saved payment methods. The users most recently added payment method should default to the beginning of the list.

Pay Bill
Tapping this will process the user's current payment or schedule the user's future payment. If scheduling future payment, CTA label should change to "Schedule."

Autopay Status
Use this card. Autopay is enabled.

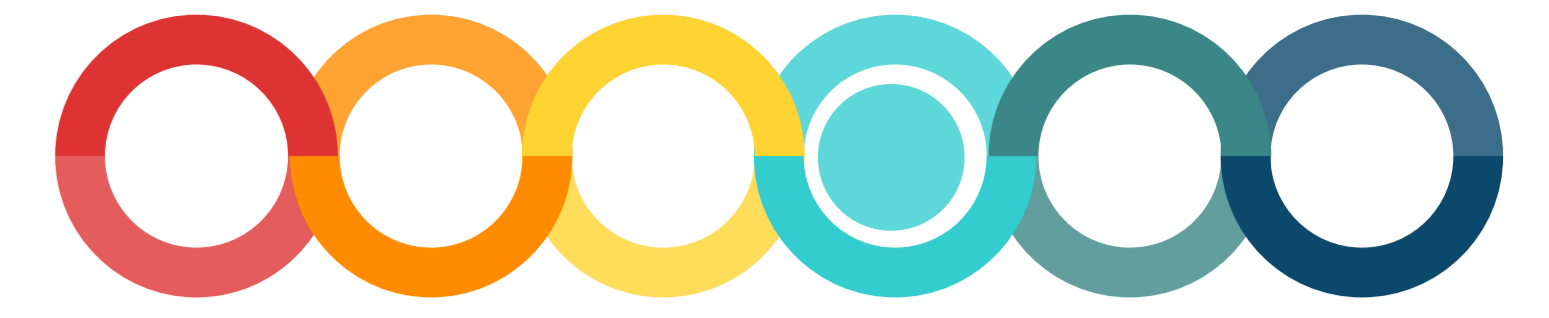
Expired, Autopay on Hold Status
Expired—Autopay is on hold.

Please validate your CVC.
Amex 21001

CVC

Project 1- B2B Mobile App

Final Design - Bill Payment Flow

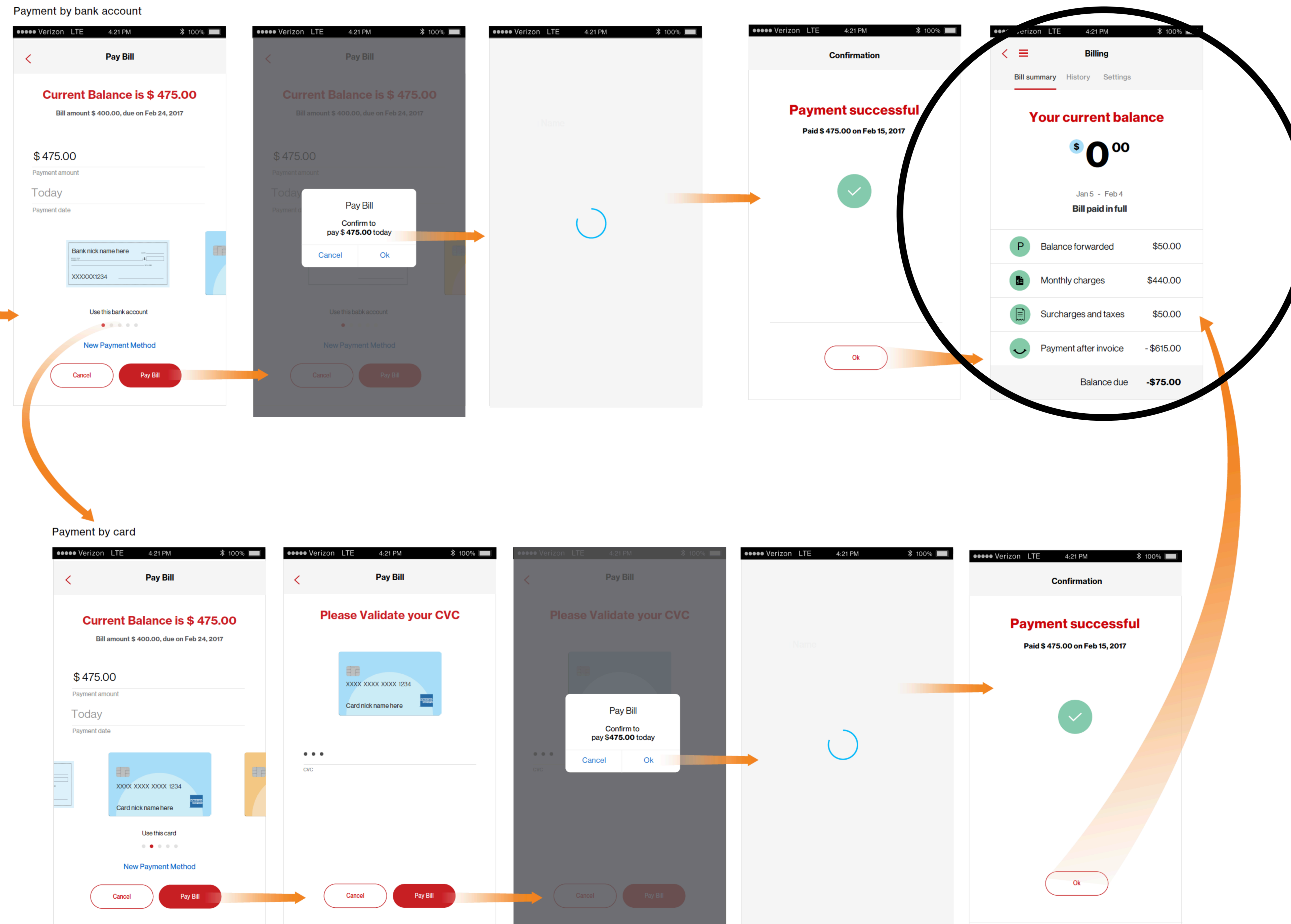


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1. single account pay bill flow

Bill landing summary

Balance forwarded	\$50.00
Monthly charges	\$440.00
Surcharges and taxes	\$50.00
Payment after invoice	-\$140.00
Balance due	\$400.00



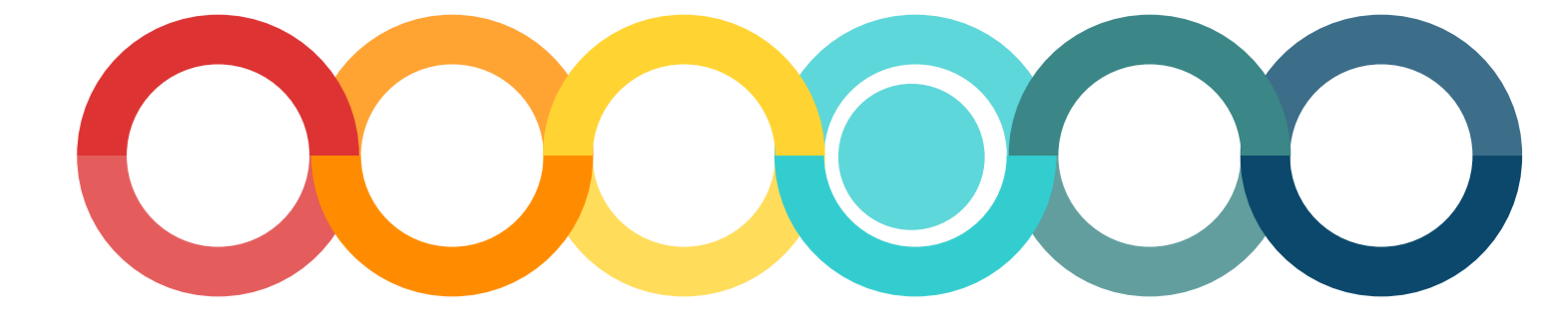
In case of payment failure or system error, page navigates to payment method page, with a respective banner on top

System error
Unable to pay \$475.00, Please try later.

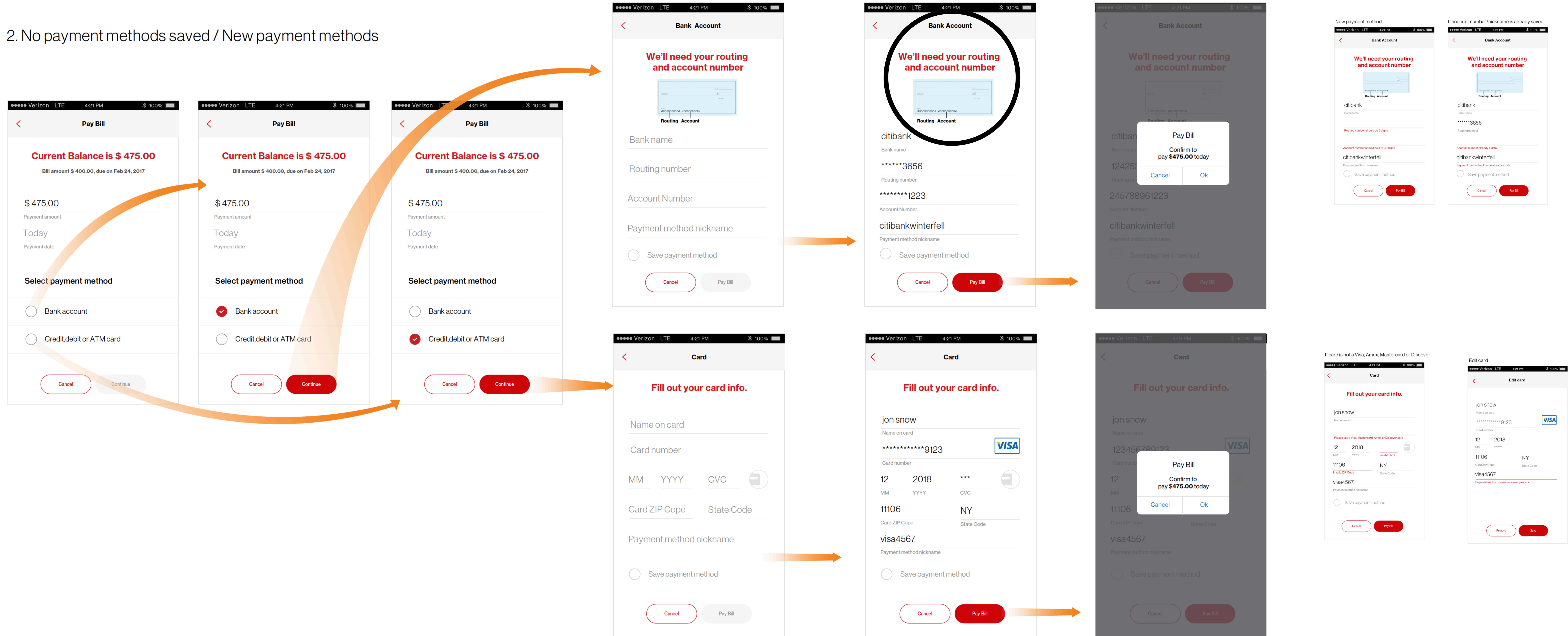
Payment failed
Unable to pay \$475.00, Please try a different payment method

Pay Bill: Shows current balance of \$475.00 and bill amount of \$400.00 due on Feb 24, 2017. Includes a 'Pay Bill' button.

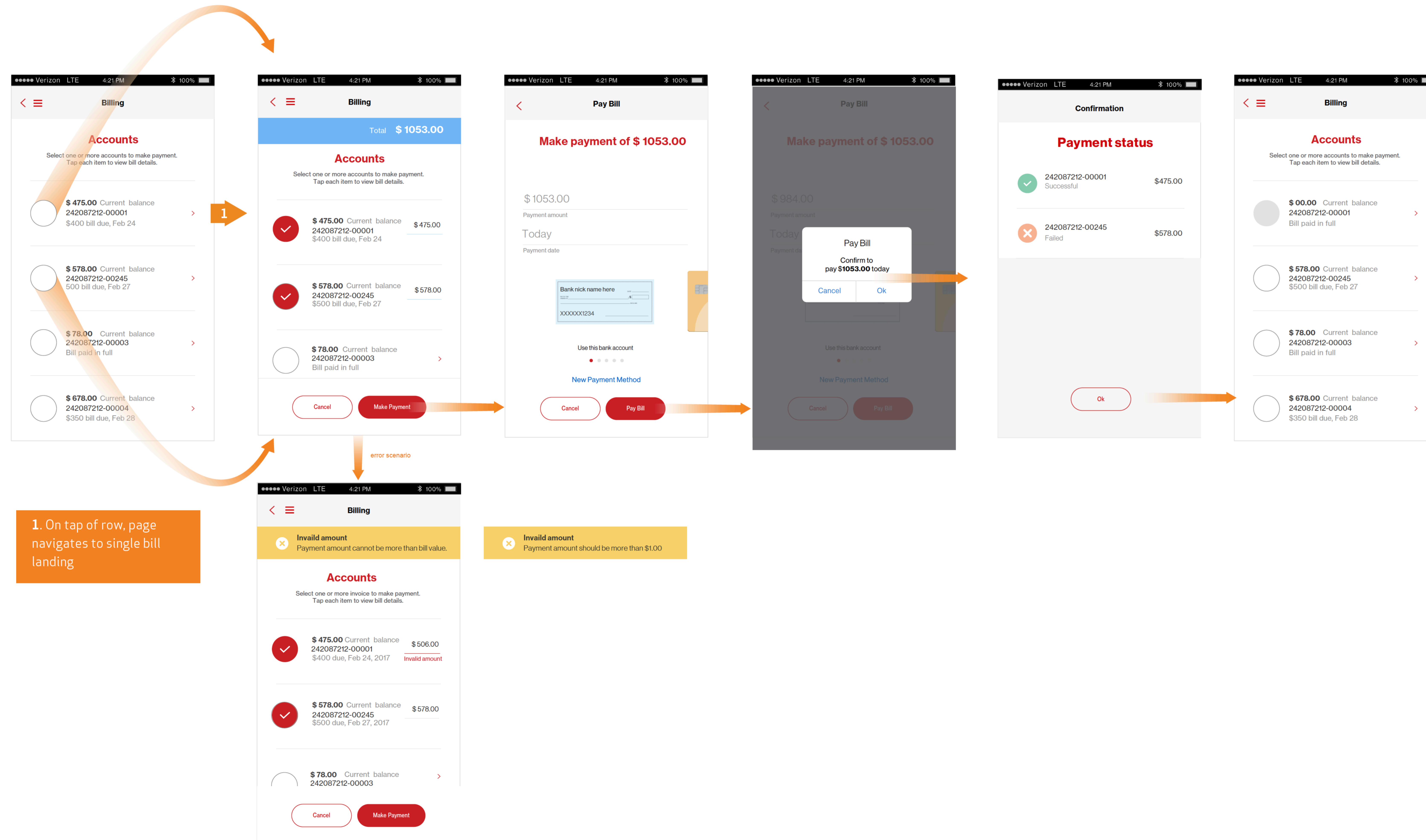
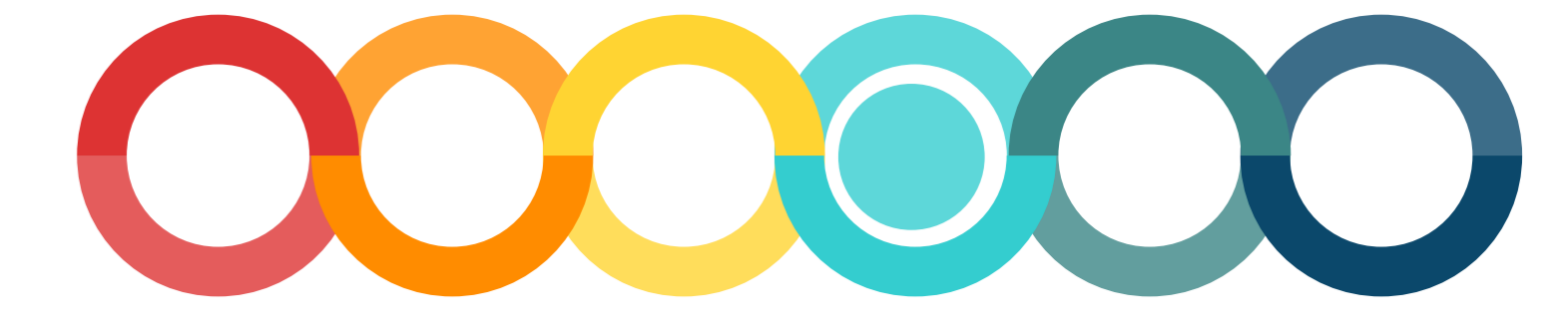
Final Design - Add New Payment Method



2. No payment methods saved / New payment methods

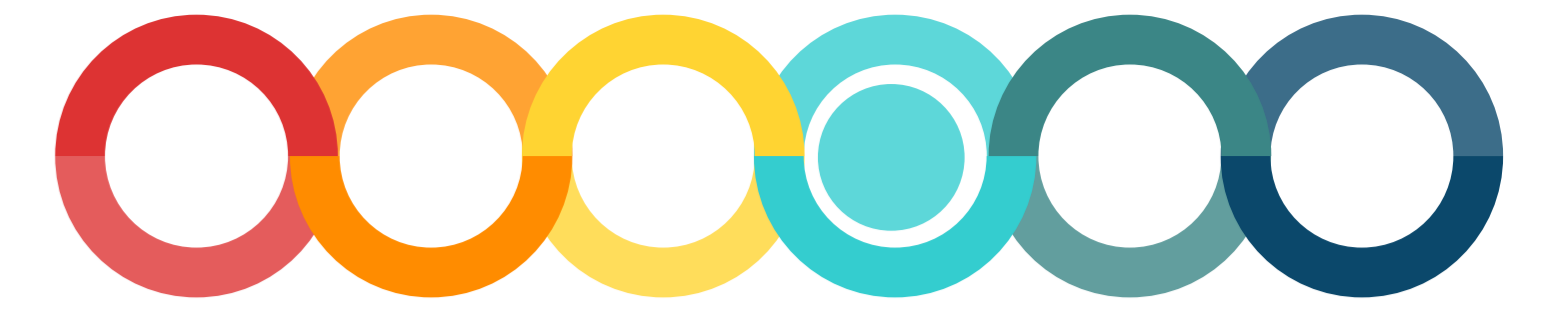


Final Design - Multi Account Bill Pay

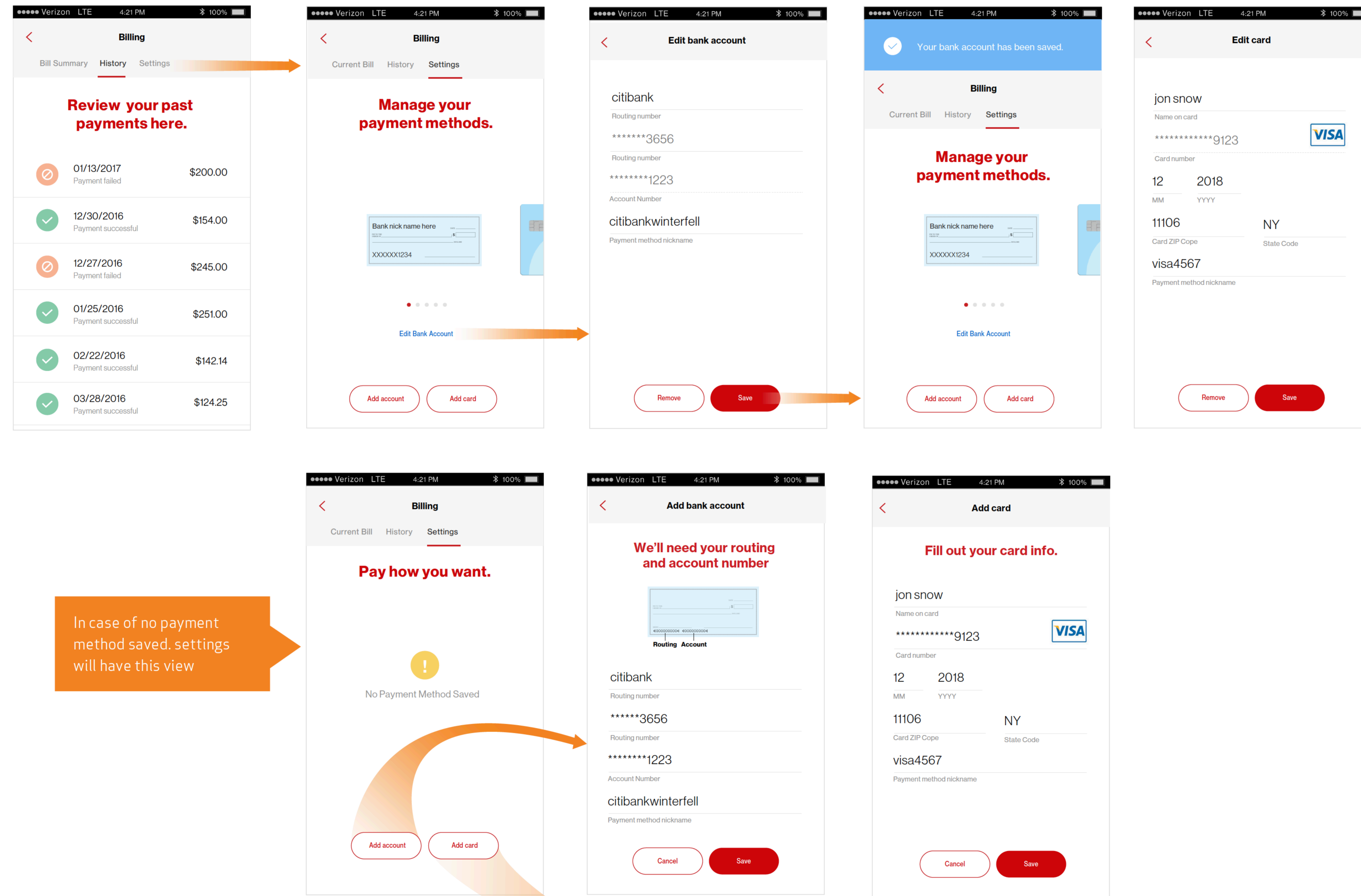


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Final Design - History & Settings



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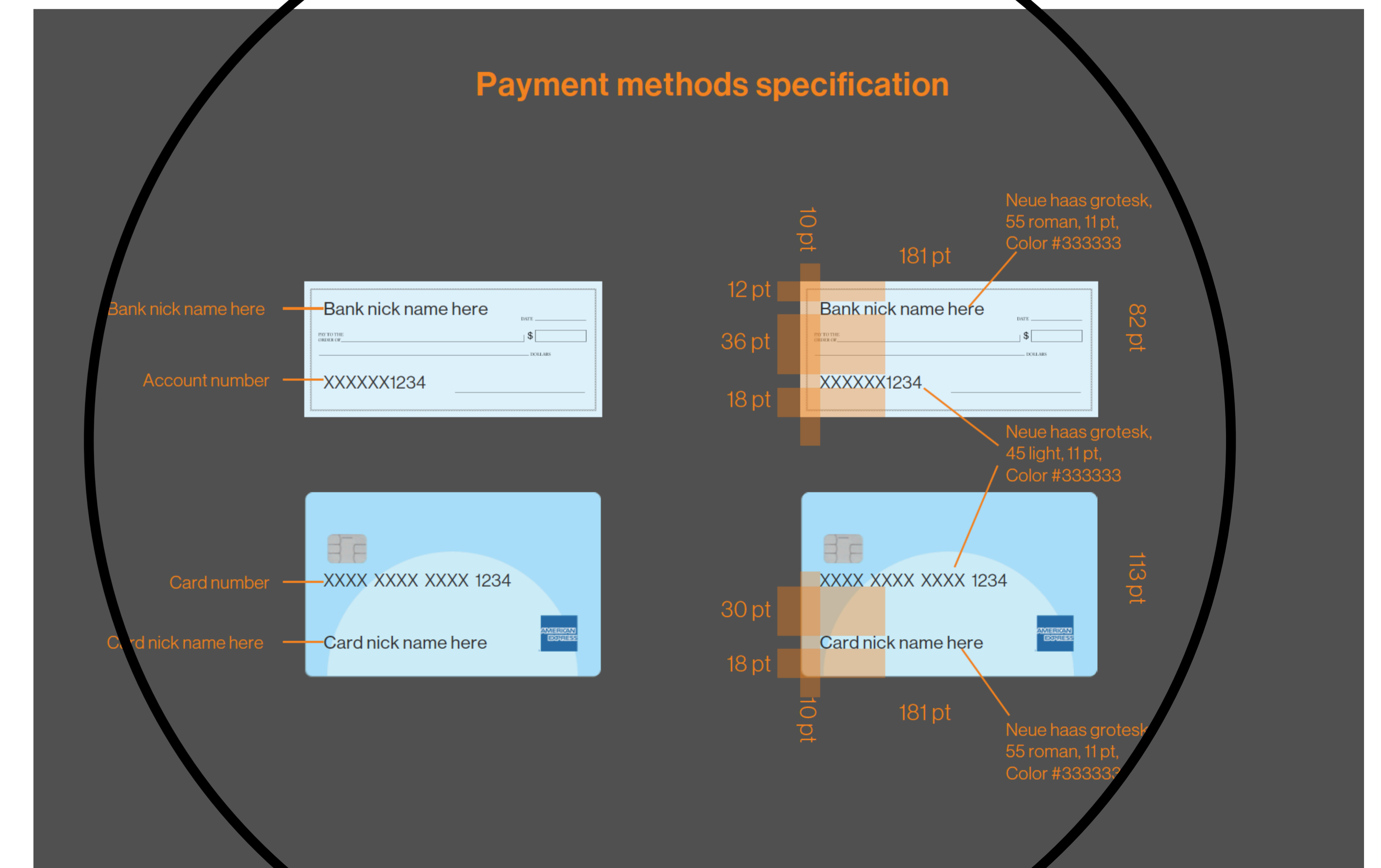


Error while saving your card.

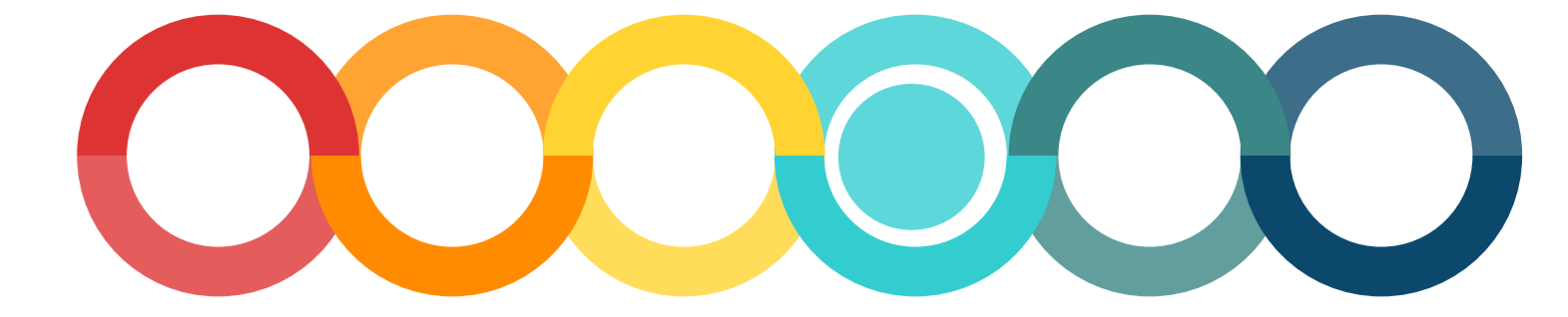
Your card has been saved.

Push Notifications

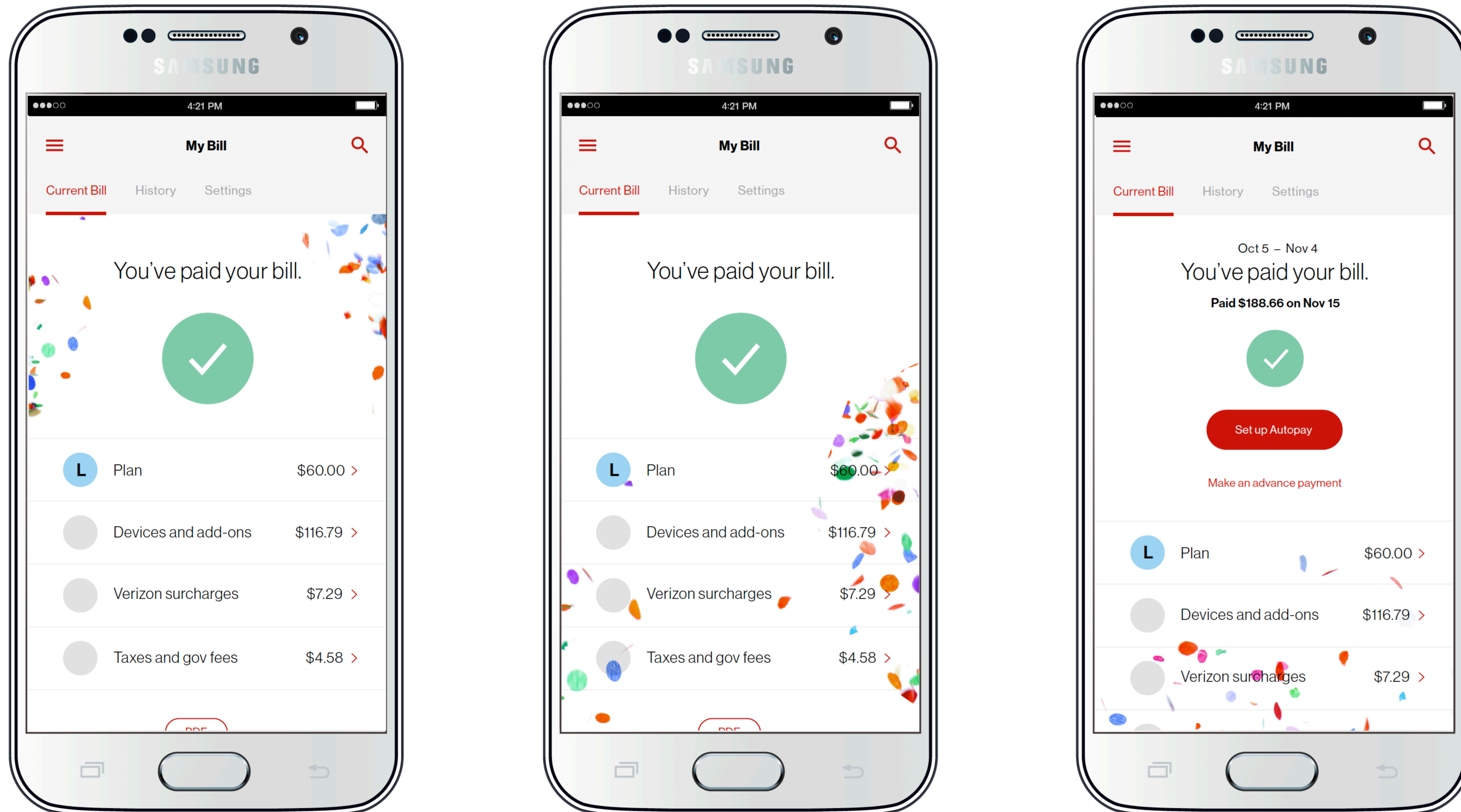
- Autopay
- Credit Card Expiry
- Overdue



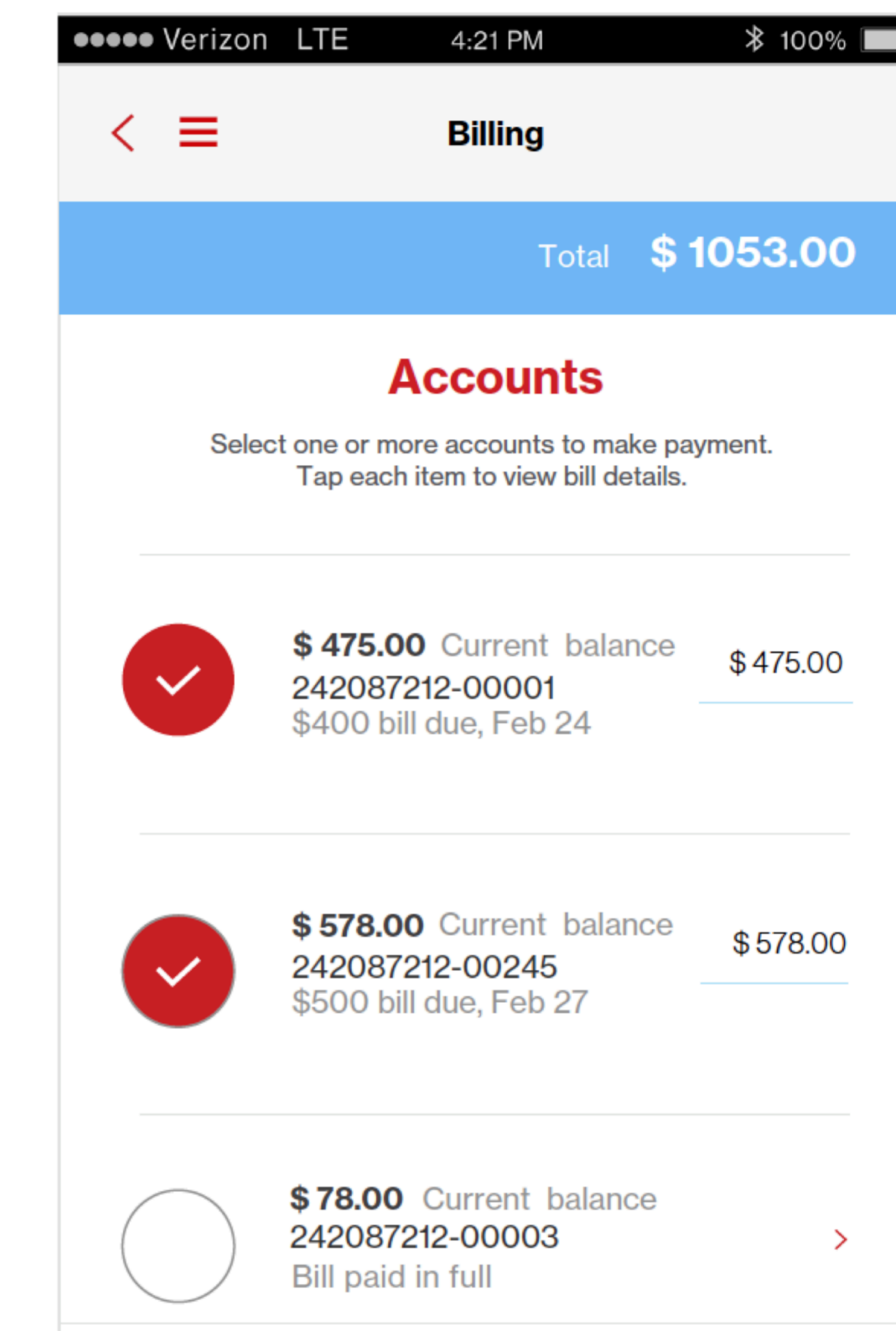
Final Design - Micro Interactions



Payment Confirmation Animation

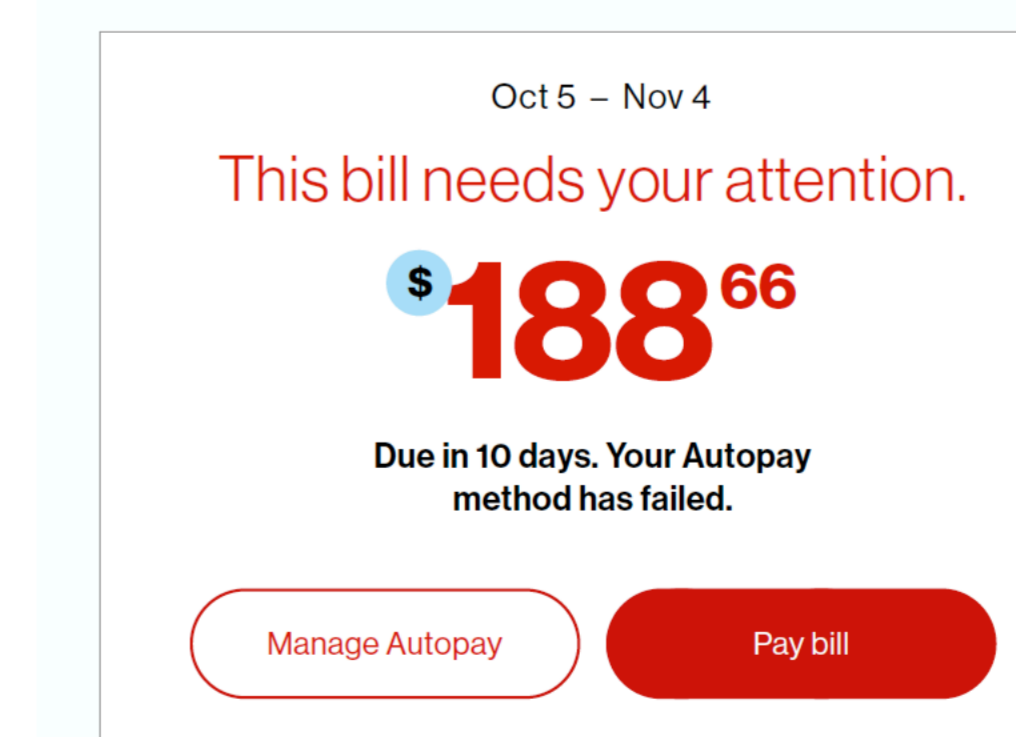


Payment Amount add up



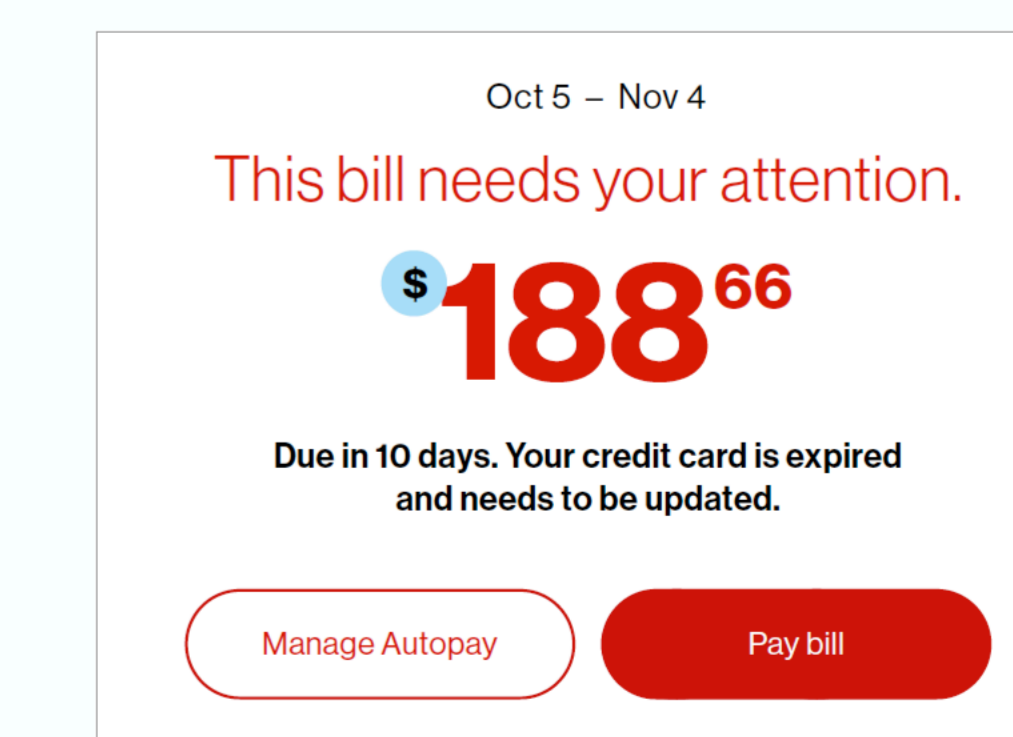
Autopay Errors

Autopay Method Failed



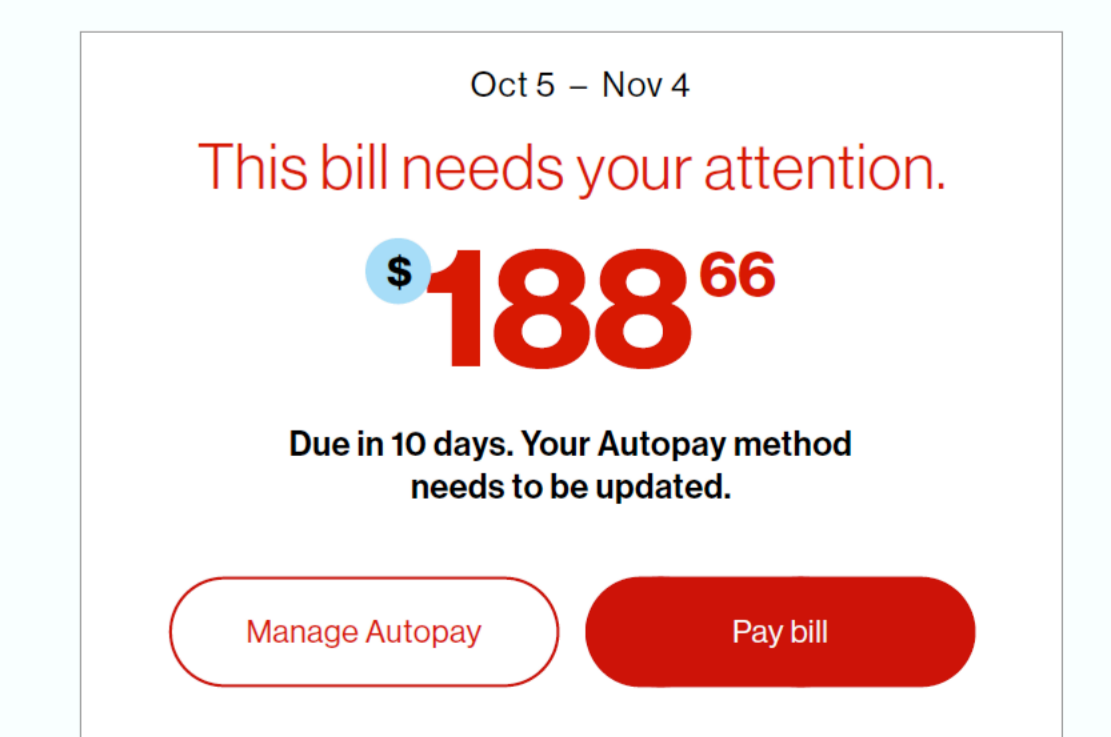
User is advised when an Autopay draft has failed.

Autopay Setup, Method will Fail



User is advised before Autopay tries to draft, if associated credit card has expired or is known to be invalid.

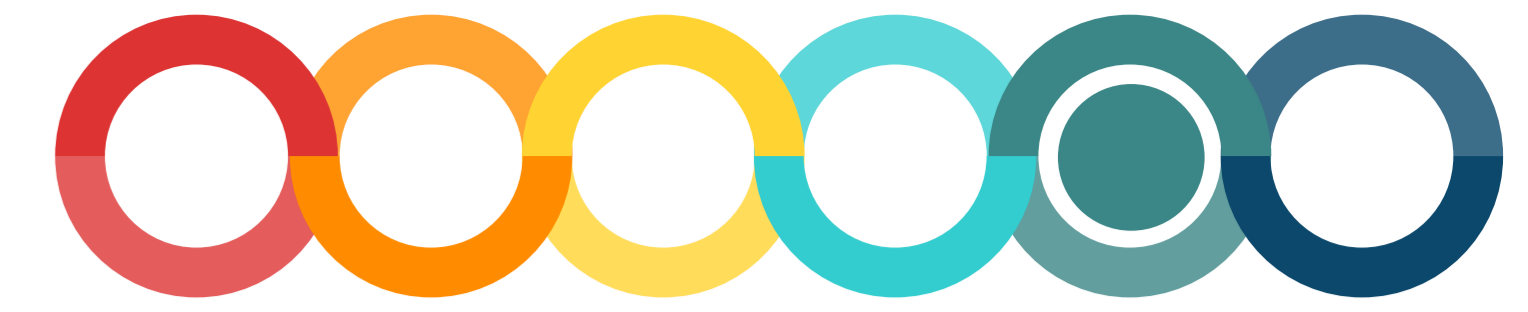
Autopay Setup, Method will Fail



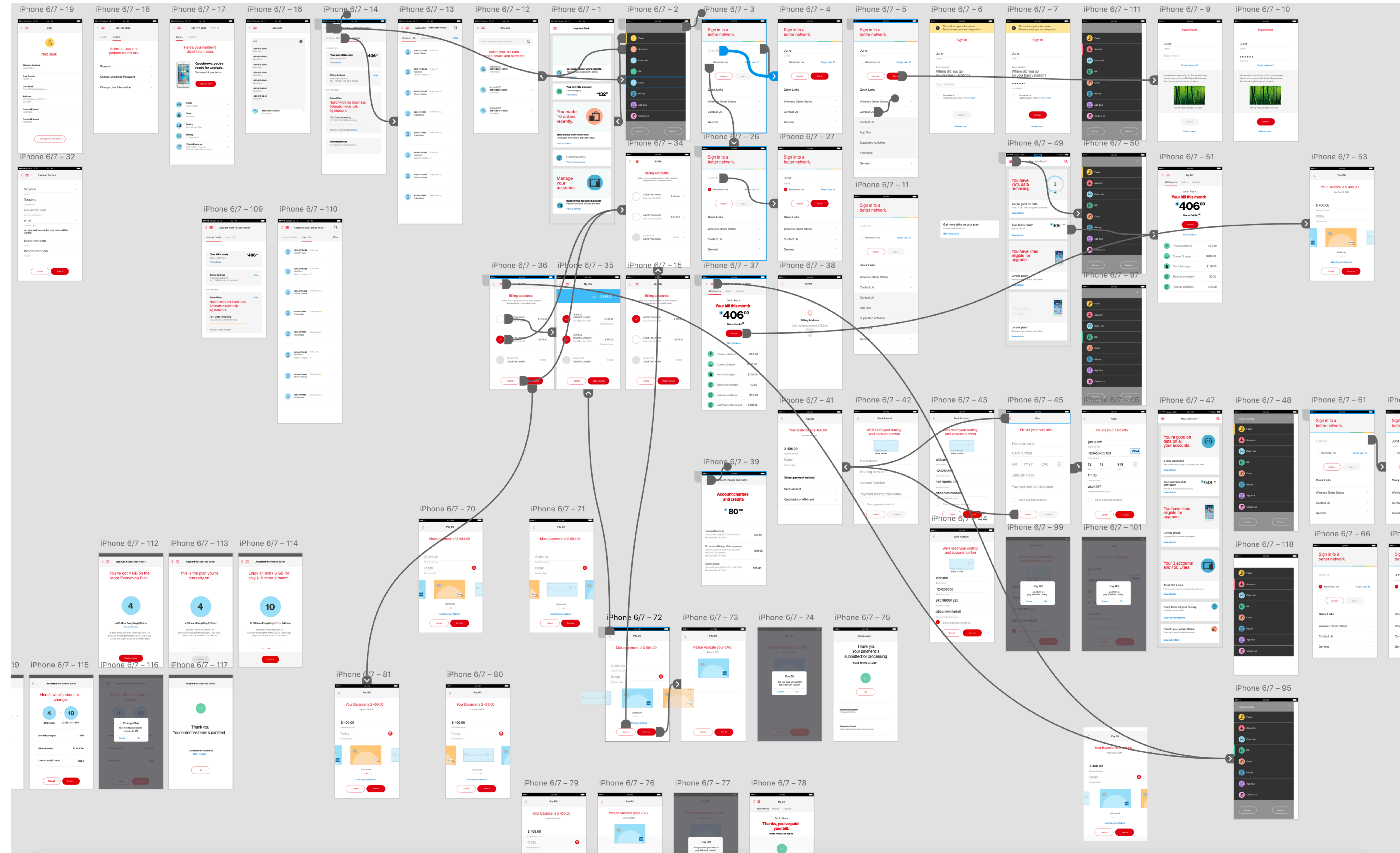
A more general version of credit card expired example.

Project 1- B2B Mobile App

Prototype



Team - UX Designers, Product Manager, Engineers



Project 1- B2B Mobile App

Agile - Product Management

Release Sprint Planning

Month	Release	Release Date	Sprint No	Start Date	End Date	No of Day	Holidays	User Stories / Item Description	Sub Task	Task Type	LOE	Start Date	End Date	Status	Unique Screens	Assignee	Comments	
			Sprint 1	1-Nov	11-Nov	10		IDM Happy path sign in - iOS		iOS				Completed	Sign-in Quick task-Expand view Security Question Security image	Akansha and Suneeth		
								IDM Happy path sign in - Android		Android				Completed	Sign-in Quick task-Expand view Security Question Security image	Bhavana	Bhavana 60 defects open (80% UX, 20% functionality)	
								Landing Page - Multi Account	BE API to load all the Current bills	BE		16	11/2/16	11/9/16	Completed			UX conditional error display and message pending 11/30 : Aftoe to revisit all the error messages and to update
								Select payment Method and Submit	BE API to display previously added payment methods	BE		12	11/4/16	11/4/16	Completed			
								Submit a payment (Credit/Debit card or Bank account)	BE API to submit a payment using credit/debit card or bank details	BE		10	11/10/16	11/11/16	Completed			
								Add/Edit Payment Method	BE API to add a new payment method or edit an existing payment method	BE		12	11/8/16	11/9/16	Completed			
								One Time Payment / Billing	Screens - ?	UX			11/14/16	11/15/16	completed			Final version completed
								Other Modules	Accounts	UX			11/14/16	11/24/16	completed			UX on OTP completed- 1 flow pending 11/30 - Manage payment methods screen is pending from UX by EOD today
								Orders		UX			11/15/16	11/24/16	completed			
								History		UX			11/16/16	11/24/16	completed			
								5 Transactions		UX			11/16/16	11/24/16	completed			
								Registration Simplification	Screens - ?	UX			11/15/16		completed			Completed (rearrange screens 11/28) , sent to security
								Call Forwarding		UX			11/23/16		To Start			Work in Progress, might extend to sprints. 11/30 : Sharath babu is working on new flow for Dec. May impact the current implementation
								IDM forgot password - iOS		iOS				Completed	Select- One time passcode OTP screen OTP - enter password OTP - lock screen OTP- All screen locked OTP-Alert screen Create password Create password With data Create password Inline error screen	Akansha and Suneeth	OTP Suneeth Create password - Akansha Error messages to be defined	
								IDM reset Security question - iOS		iOS				Completed	Secret Question	Suneeth	Suneeth Error messages to be defined	
								IDM Negative scenarios - iOS		iOS				Completed	Sign-in Full page error screen	Suneeth	Suneeth Error messages to be defined	

User Stories

S No	Section	Description	User Role	User Story	Comments
1	Landing page	View the Billing Summary		In order to handle the bill payments As a logged in customer I want to view the recent invoices of the accounts including balance per line item	If one account, then show billing details on landing page, including balance if multiple accounts, then show list of account numbers and balance Show payable accounts as in desktop, meanings accounts such as wireless, POSB, device payments
2	Account Selection	Select the accounts and do the payment		In order to pay the bills selectively by accounts As a logged in customer I want the ability to select the accounts and submit the payment	If user has access to more than one account, user can select more than one account to pay at same time
3	Payment Method	Select the payment methods from already saved payment methods and submit		In order to pay the bill easily after selecting the invoices As a logged in customer I want to select the payment mode from the saved payment methods	
4	Review Payment	Review the payment		In order to make sure the payment amount and the accounts As a logged in customer I want to review all the payments before I proceed with the payment	When user selects more than 1 account, the payment amount displayed will be total amount of all accounts.
5	Payment Confirmation	Confirmation with reference id after payment		In order to make sure the payment transaction went through properly As a logged in customer I want to have a confirmation page with reference id for any future references	
6	Add Payment Method	Add new payment methods (Bank Account and Credit Card)		In order to make the bill payment easy As a logged in customer I want the ability to add different payment methods (Bank Account and Credit Card)	Need Security approvals for adding credit card and bank details Add Gift Card - not in scope for Jan Scan credit card to add - not in scope
7	Edit Payment Method	Edit Payment Method		In order to manage payment methods As a logged in customer I want to edit the payment method that is already added	
8	View Payment History	Payment History		In order to track the bill payments As a logged in customer I want to see all the bill payments of last 12 months	Last 12 month payments History summary view will show line item of each payment completed. Each history line item will have ability to drill down to show a brief view of each charge for that monthly bill
9	View Invoice pdf	Invoice Pdf		In order to understand the bill before payment As a logged in customer I want to the ability to download/show the bill as a pdf	Ready pdf is not available/ Need to explore Not in scope
10	Email confirmation	Email Confirmation		I want to the email confirmation once the payment is made	email confirmation to user making the payment. Email will be the one associated with the user no ability to add email for Jan
11	View Payment Status	Payment Status		In order to track the bills paid As a logged in customer I want to see all the status of recent bill payments	Services to get the status real time
12	Display Auto Payment	If auto payment is setup then display it		In order to skip payment for accounts for which auto payment is setup or take a decision to proceed with the payment As a logged in customer I want to see if auto payment is set up against the billing accounts	If autopayment is setup thru desktop, then display on mobile. From mobile - recurring payment not in scope for Jan - only one time payment Not eligible to pay for more than amount due or when balance is zero
13	VEC Users Payment	Payment options for VEC users		If I login as a VEC user and system cannot pull my saved payments methods, I want the ability to add new payment methods and continue with one time payment	Save VEC wallet for Jan - will get confirmation from David
14	Review Payment	View billing information		In order to make sure the proper billing address while doing a payment As a logged in customer I want the ability to view the billing information before continuing with the payment	
	Payment access	user roles allowed to pay		for any user who has access to pay on desktop should have access to pay on mobile app. If no access, then no access on mobile	User roles with ability to pay are: spec, admin, analyst, maintain, maintain and pay, maintain limited, reporting, view only, view and pay

Project 1- B2B Mobile App

Learning & Challenges

App Features (UAT):

Additional good to have features:

Pay by Gift card

Split Payment

Date picker - Tapping the date will give the user a native date picker that contains only the valid dates according to bill due date.

Teamwork & Collaboration:

Locking MVP

Discussion with Product Manager & Project Manager on time value for adding features vs focusing on microinteractions

QA had tested the payment scenarios with max \$10.00. After launch a client was trying to make a payment of \$1000 but the app was processing only \$100.00 at a time. Appeared the code had the decimal placement error.

Followed Agile & Scrum Product development but still lot of information was captured in Excel files.

Big Picture:

Researching Small/Medium businesses unearthing whole lot of other scenarios which were unmet & unarticulated needs.

It led to visualization of another product called One Talk.

One Talk for small and medium-sized businesses assigns one number for compatible mobile devices, desk phones and PCs and rings them all during a call. Multiple business-grade features help you boost productivity and deliver loyalty-building customer service.

Project 1- B2B Mobile App

Impact

The design of the Verizon My Business iOS and Android had a positive impact on the enterprise experience for small & medium businesses. The App rating went up from 1.6 to 4.5.

App rating was high and positive feedbacks were received. There are also some negative experiences in terms of default settings, authentication process and latency between desktop & mobile.

Research data on Small/Medium businesses unearthed other scenarios which were unmet & unarticulated needs and laid the foundation for conceptualization of ONE TALK.



RRO disciple4life, 08/15/2018

Easy to use.

This Verizon Business app is straight forward and easy to use. I am able to pay each month with only the inconvenience of entering a password. Then I can see my bill and pay it within about 1 min. I like easy with a minimum of hoop jumping.



PegsAPMusic, 04/16/2018

Phone app better than online

This phone app works so much better than the online app which seems to never have our correct balance. With this app we can easily check our line usage and pay our bills



Welvent, 02/09/2018

Easy way to pay bill/get what you need

Super easy login + Face ID, great way to do basic stuff like paying bills, seeing usage, etc. haven't had any problems with it.

Project 1 At A Glance- B2B Mobile App

