

PORTFOLIO25

My award-winning work reflects my dedication to transforming complex challenges into delightful, intuitive experiences. Every project is a chance to blend creativity and strategy, making tech more human and accessible.

* Discovery - Digital Channels

Web Design Case Study

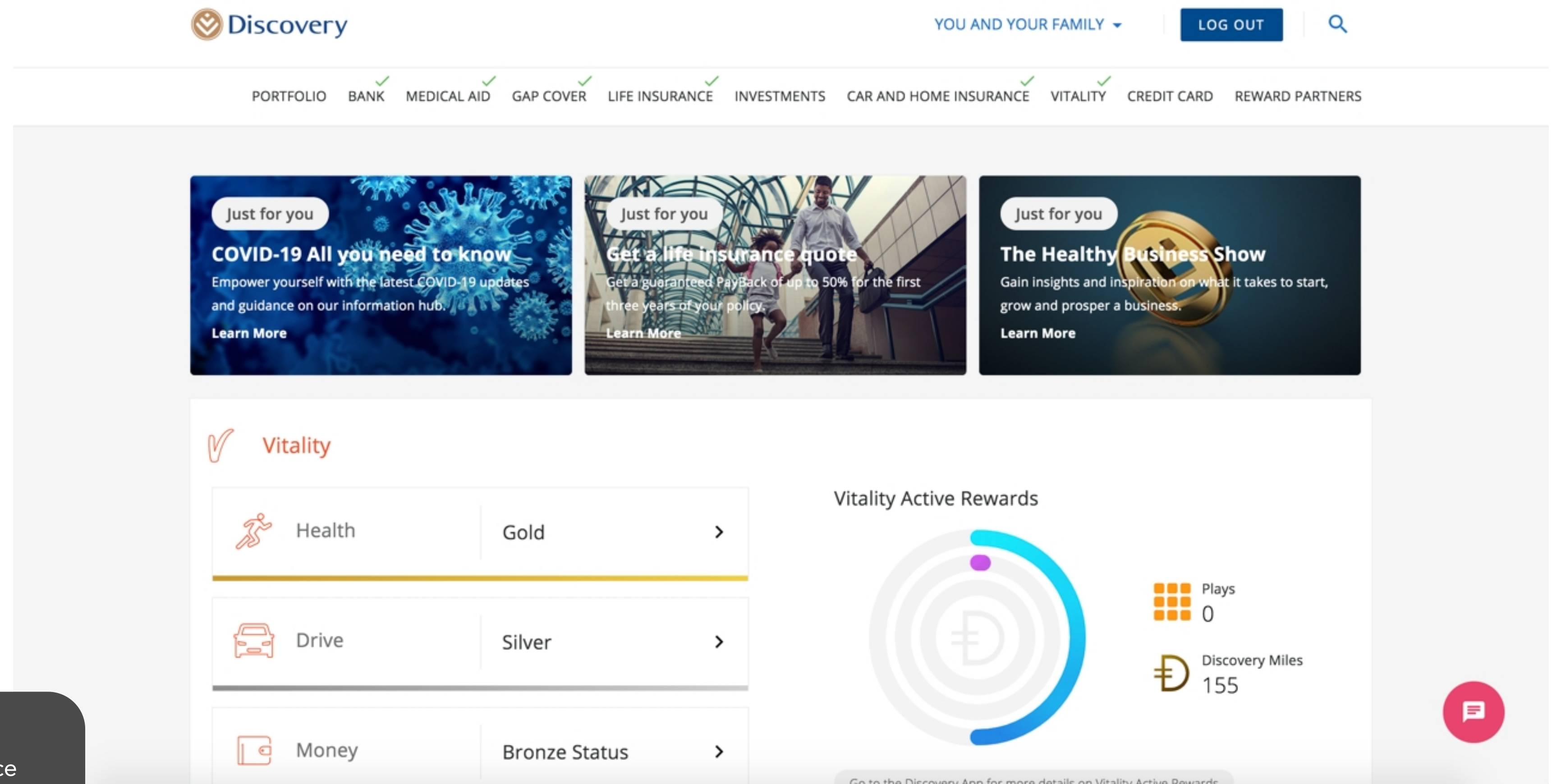
Task:

We'd like to create a web interface that allows for ease of use when navigating. This will enable the customer to get to where they need to be sooner with less frustration. This in turn gives them time to carry on with things that are important to them, like spending time with their family.

Requirements:

1. Describe the process you followed to design your digital interface.
2. Design (low fidelity) the landing screen, as well as one (or two) specific journeys of your choice on the website, as well as describe how the overall user interface will work.

Format: Design using the software of your choice eg. Sketch, Figma, XD, paper and pen or white board. Present your ideas in a format that you're comfortable with eg. Mural, PDF, Figma, Zeplin, a zoom call showing a whiteboard.



* Discovery - Digital Channels

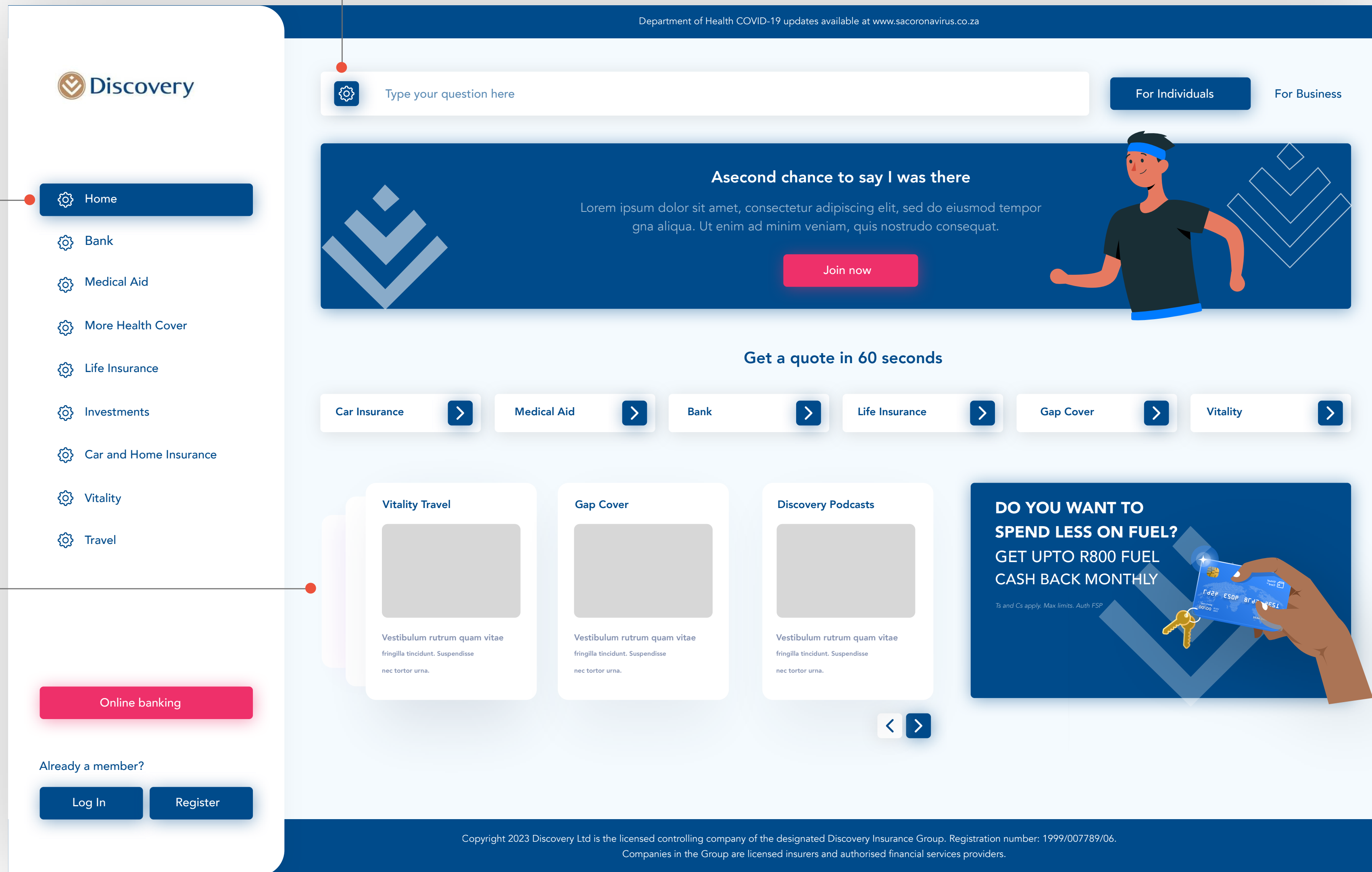
Wireframes - Landing page pre login

I used the side bar menu instead of having the tabs at the top of the page. Just want to give our users what they are already used to.

Im also highlighting the tabs the are active to help our users see what page they are current on. The side menu will have active and hover states.

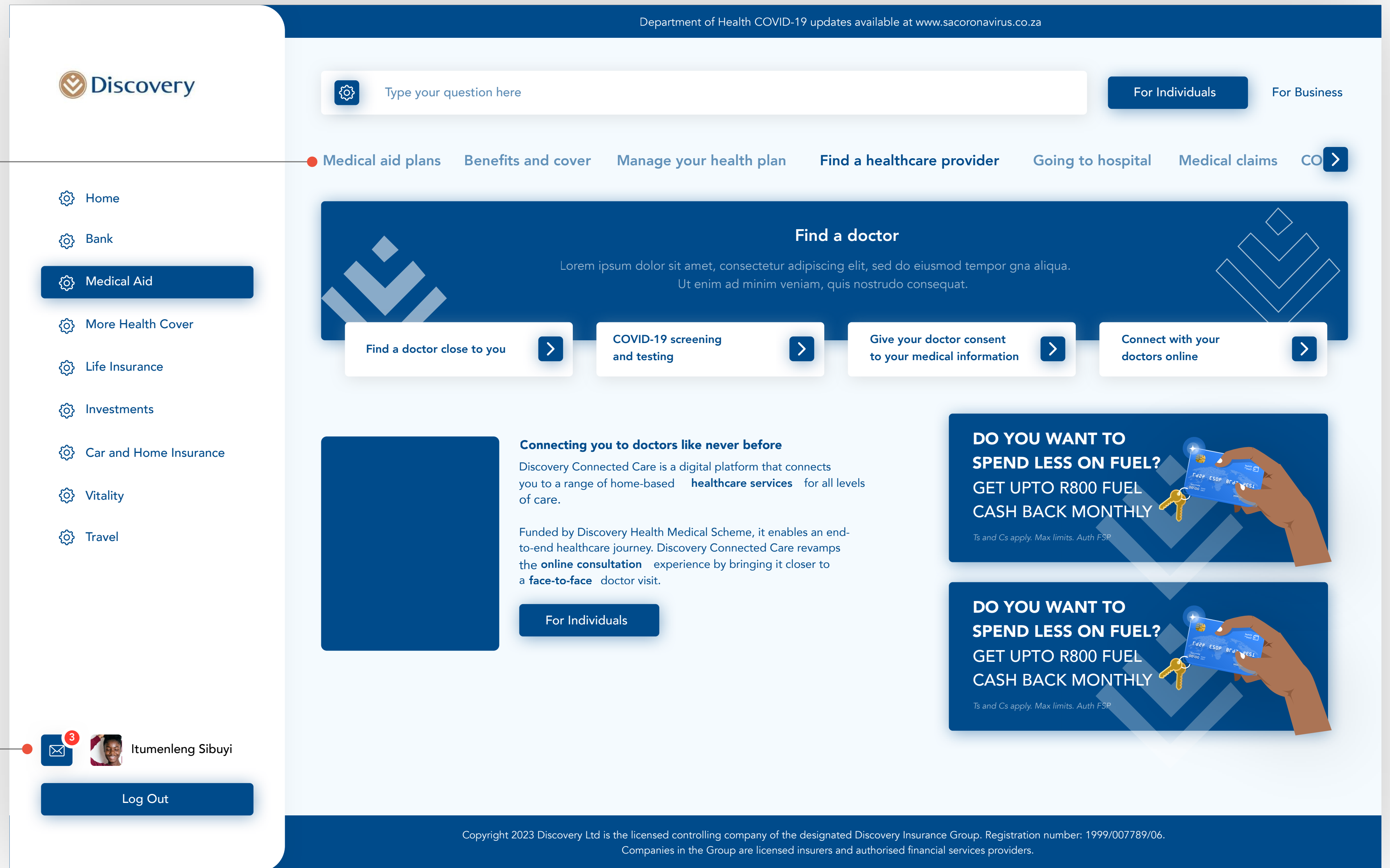
Instead of having our user scroll all the way to the bottom of the page to see all the cards, Ive made the cards scroll from left to right. This will also help if we have more cards to display and not be limited to space.

The search tab was hidden in corner of the page. Instead its first on the page. This is so our users won't have to browse the page for what they are looking for. Some users prefer to search for what they are looking for then start the journey from there.



All these links were under a dropdown.
To make the navigation easier, I used the tab
method for these which will have active,
inactive and hover states.

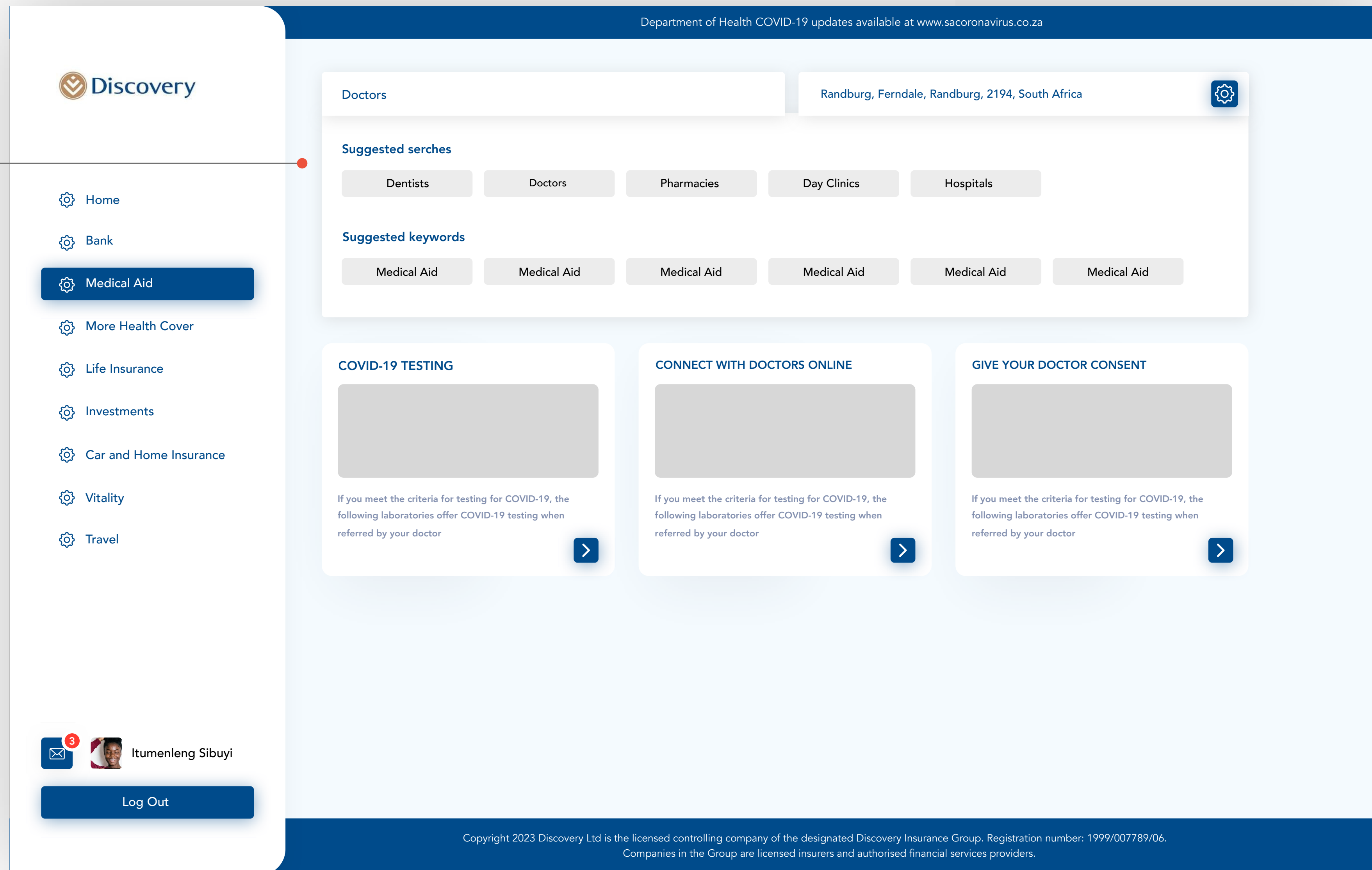
When the user has logged in, they will have their
messages and profile settings like this in the
botton left corner. Also keeping to what the user
Is already used to.

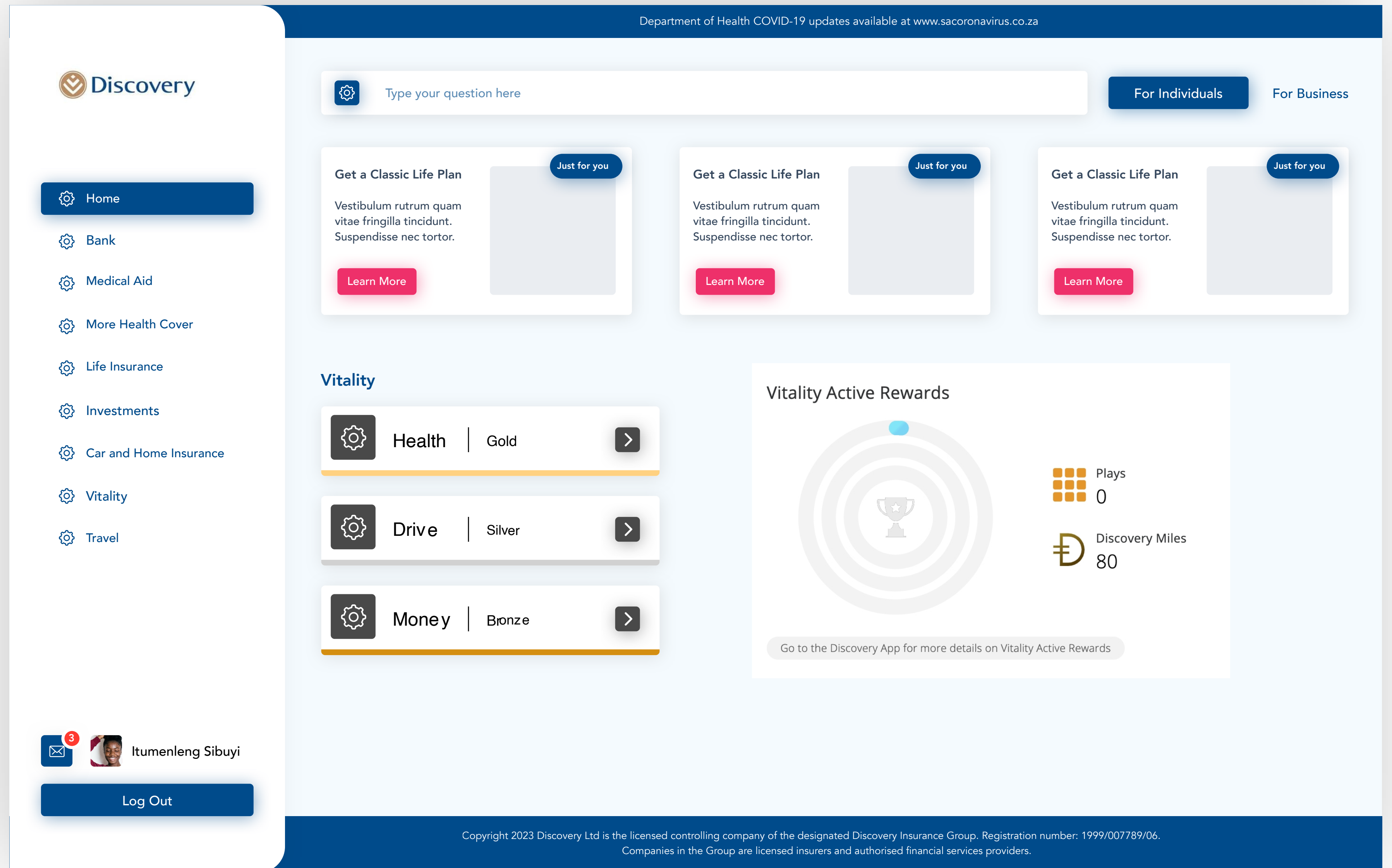


* Discovery - Digital Channels

Wireframes - Find a doctor close to me

Now the user will not have to type anything out. They can make use of the suggestions provided In this tab.





Department of Health COVID-19 updates available at [www.sacoronavirus.co.za](#)

Doctors

Randburg, Ferndale, Randburg, 2194, South Africa

Filter your results:

Cover

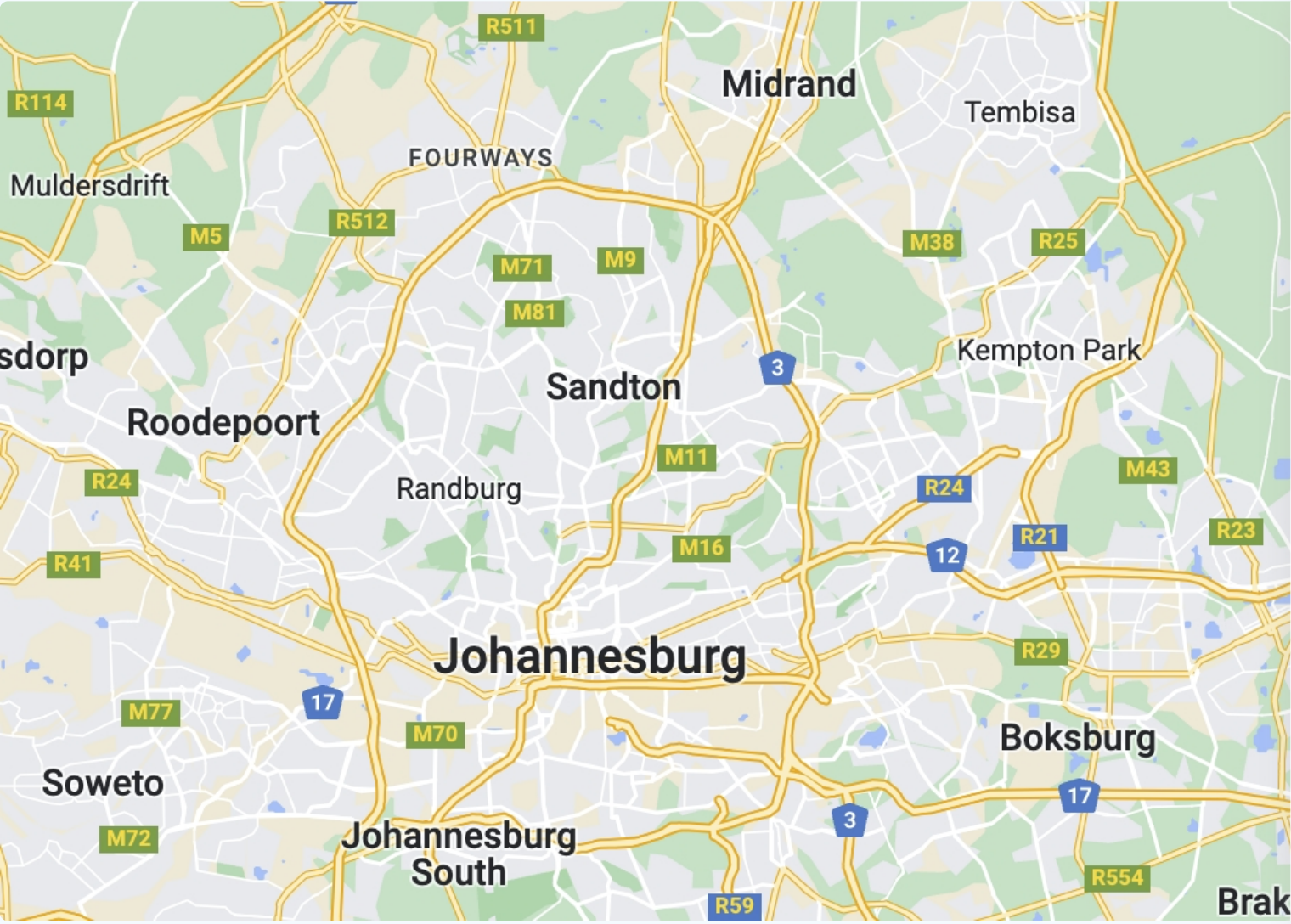
Care Programs

Specialisation

Gender

Languages Spoken

Additional Services



Dr K Pillay

General Medical Practitioner

1.2 km

FERNDALE, RANDBURG . 011 568 4507

Complete Health Institute

Full network cover for

Consultation

Consultation

Consultation

Dr K Pillay

General Medical Practitioner

1.2 km

FERNDALE, RANDBURG . 011 568 4507

Complete Health Institute

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Consultation

Dr K Pillay

General Medical Practitioner

1.2 km

FERNDALE, RANDBURG . 011 568 4507


Complete Health Institute

Full network cover for


Consultation

Consultation

Consultation



3



Itumenleng Sibuyi

Log Out

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MTN MoMo - Group website

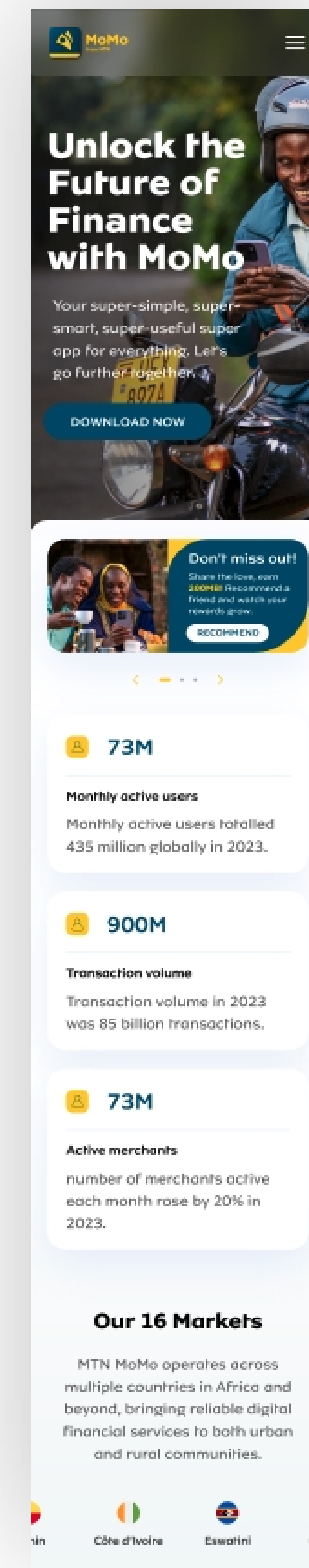
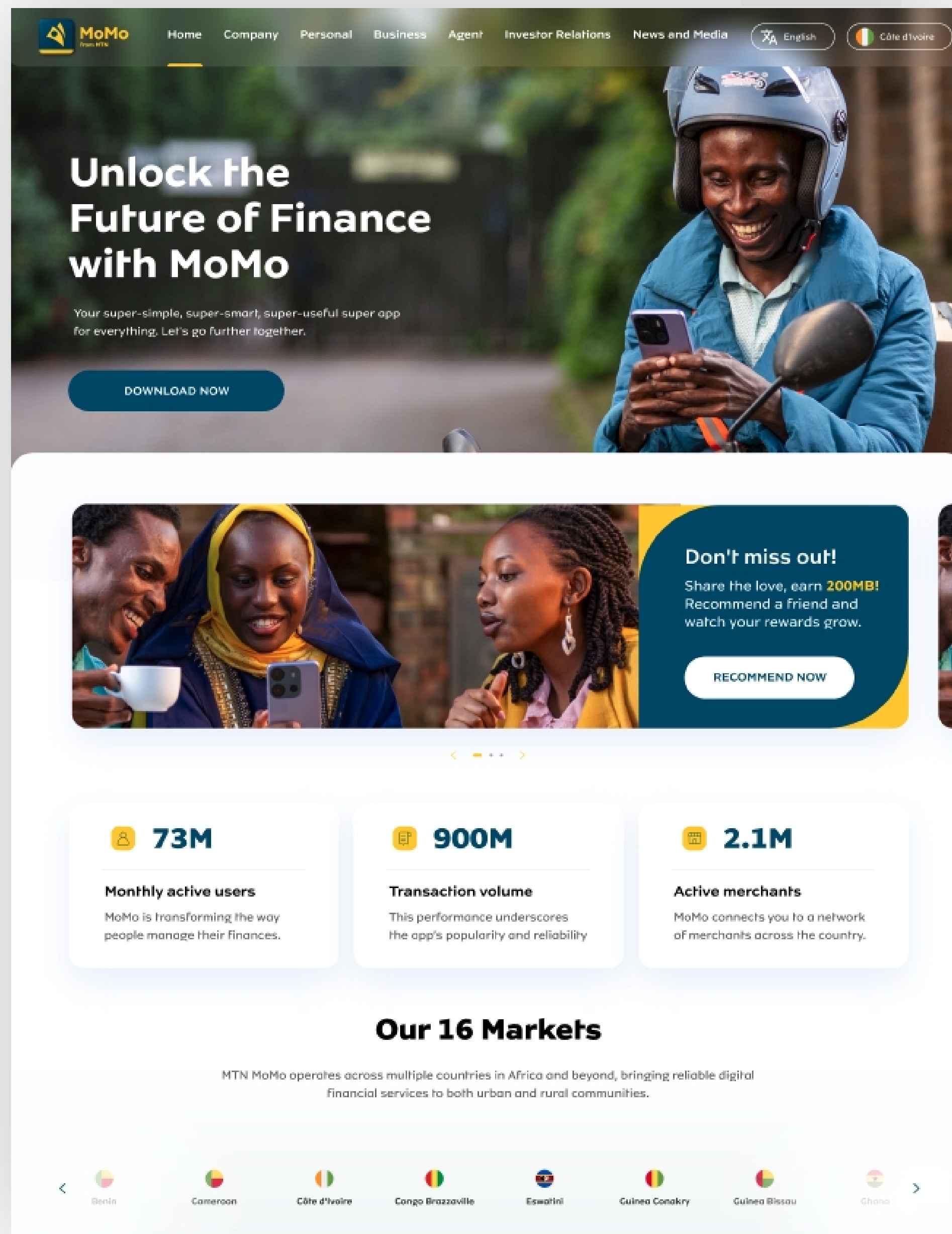
UI/UX Design - Landing pages

Problem Statement:

The MTN MoMo Group website, while intended to be a central hub for information and support, faces challenges in effectively delivering clear, accessible, and engaging content to its diverse African user base. Issues related to information accessibility, user trust, agent support, mobile optimisation, brand consistency, and adequate educational resources hinder the website's ability to fully empower users and drive the adoption of MoMo services.

My Role and Responsibilities:

My heart was in connecting people. On the MTN MoMo Group website, I wasn't just building a digital space, I was building a bridge. I wanted to create a place where anyone, regardless of their background or digital experience, could feel safe and empowered to take control of their financial lives. I spent time listening – really listening – to the stories of our users, trying to understand their hopes and fears, their struggles and their triumphs. Then, I poured that understanding into every pixel and every word, crafting a website that felt like a helping hand, a trusted guide. I wanted to ease their worries about security, to make them feel like they could trust us. I wanted to give our agents the tools they needed to be heroes in their communities. And ultimately, I wanted to create a place where every visitor felt seen, heard, and supported, a place that truly made a difference in their lives.





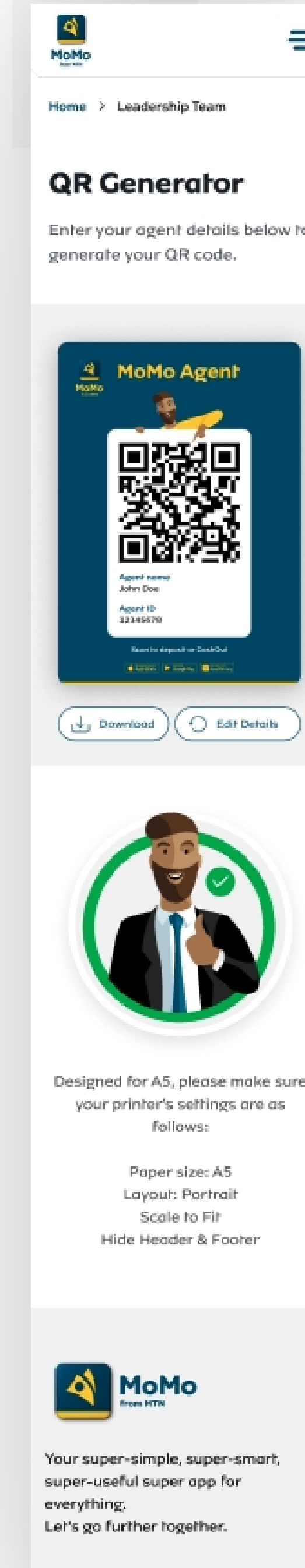
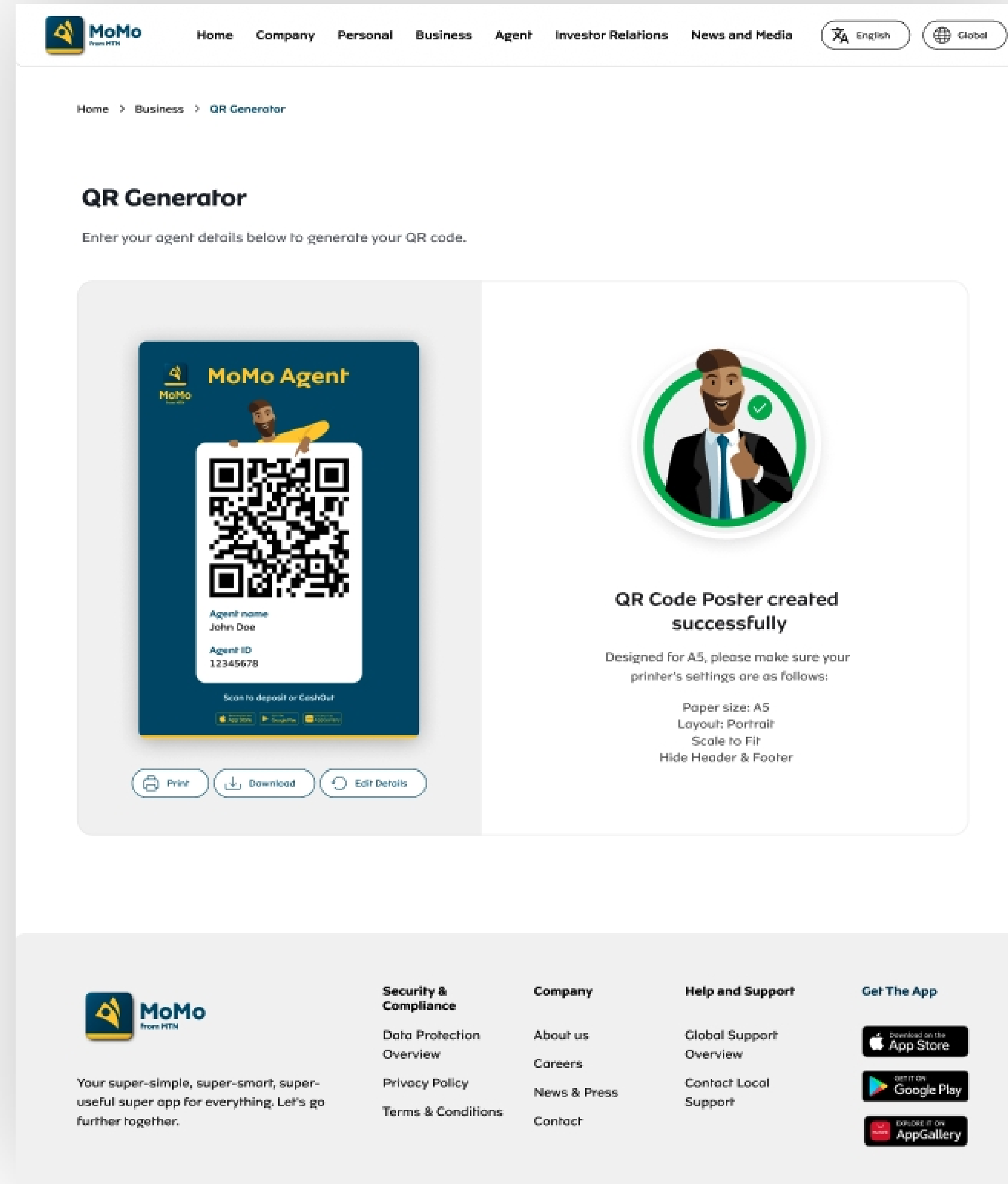
MTN MoMo - Group website

UI/UX Design - QR Generator Tool


My goal was to create a simple, efficient, and user-friendly experience that would empower our agents and streamline their operations. Here's how I approached the design:

The core function of this page is to generate a QR code. Therefore, I focused on minimising clutter and streamlining the user flow.

The input fields are clear and concise: 'Agent name' and 'Agent ID.' This directness is crucial in a fast-paced environment where agents need to quickly generate and utilize QR codes.



By focusing on these design principles, I created a 'QR Generator' tool that is not only functional but also user-friendly and impactful for MoMo agents. This project demonstrates my ability to design solutions that address specific user needs within the context of the African fintech landscape.



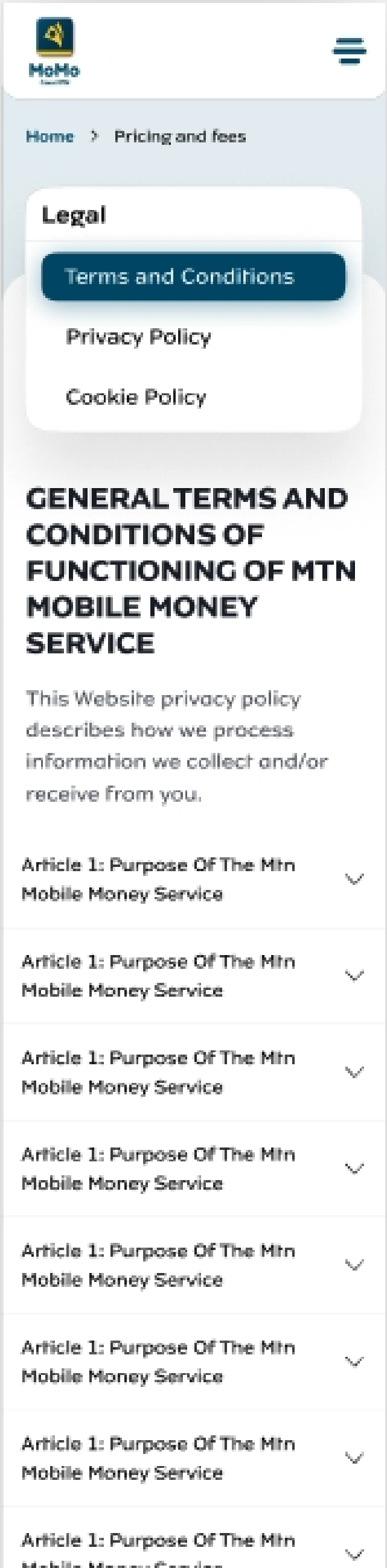
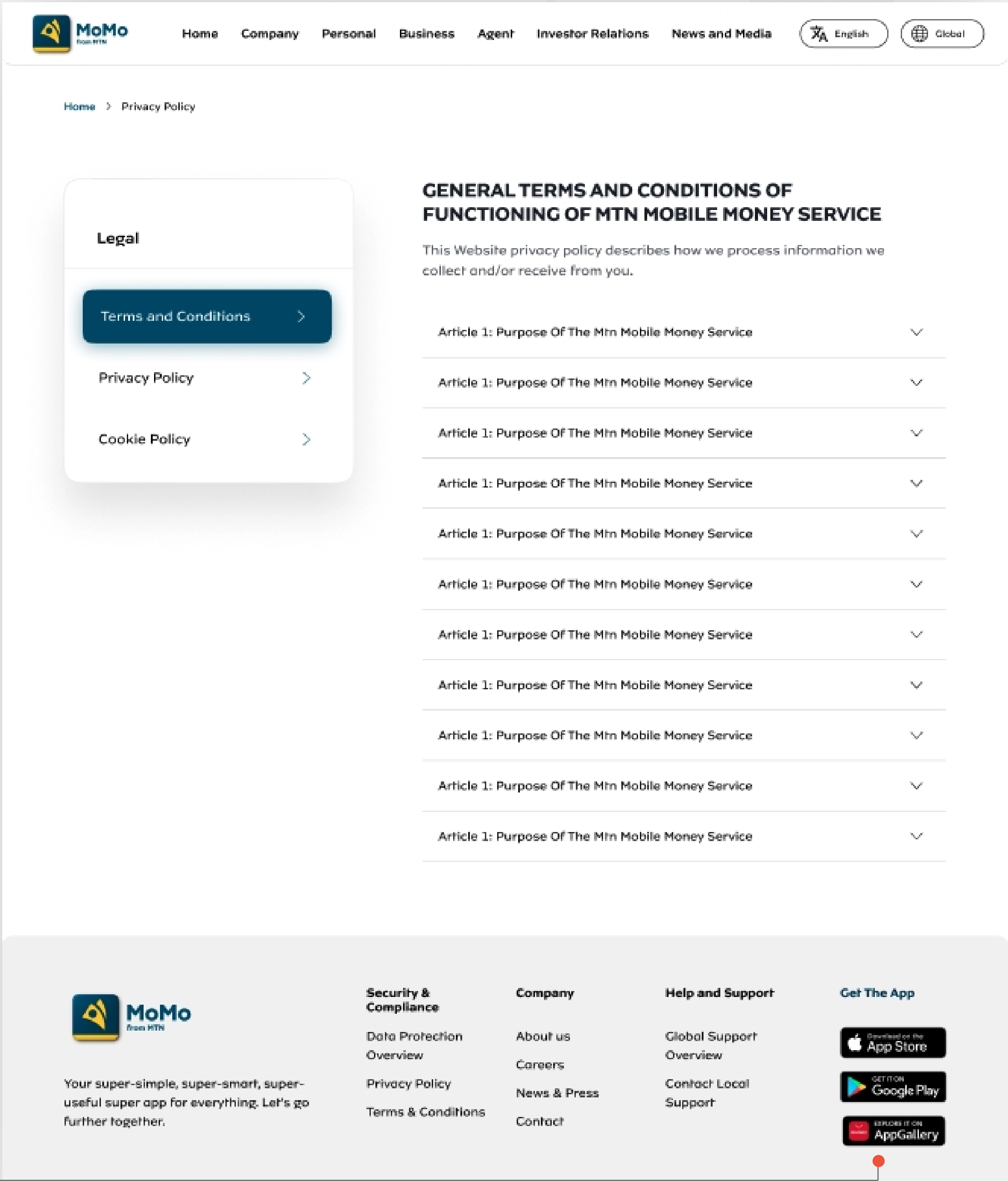
MTN MoMo - Group website

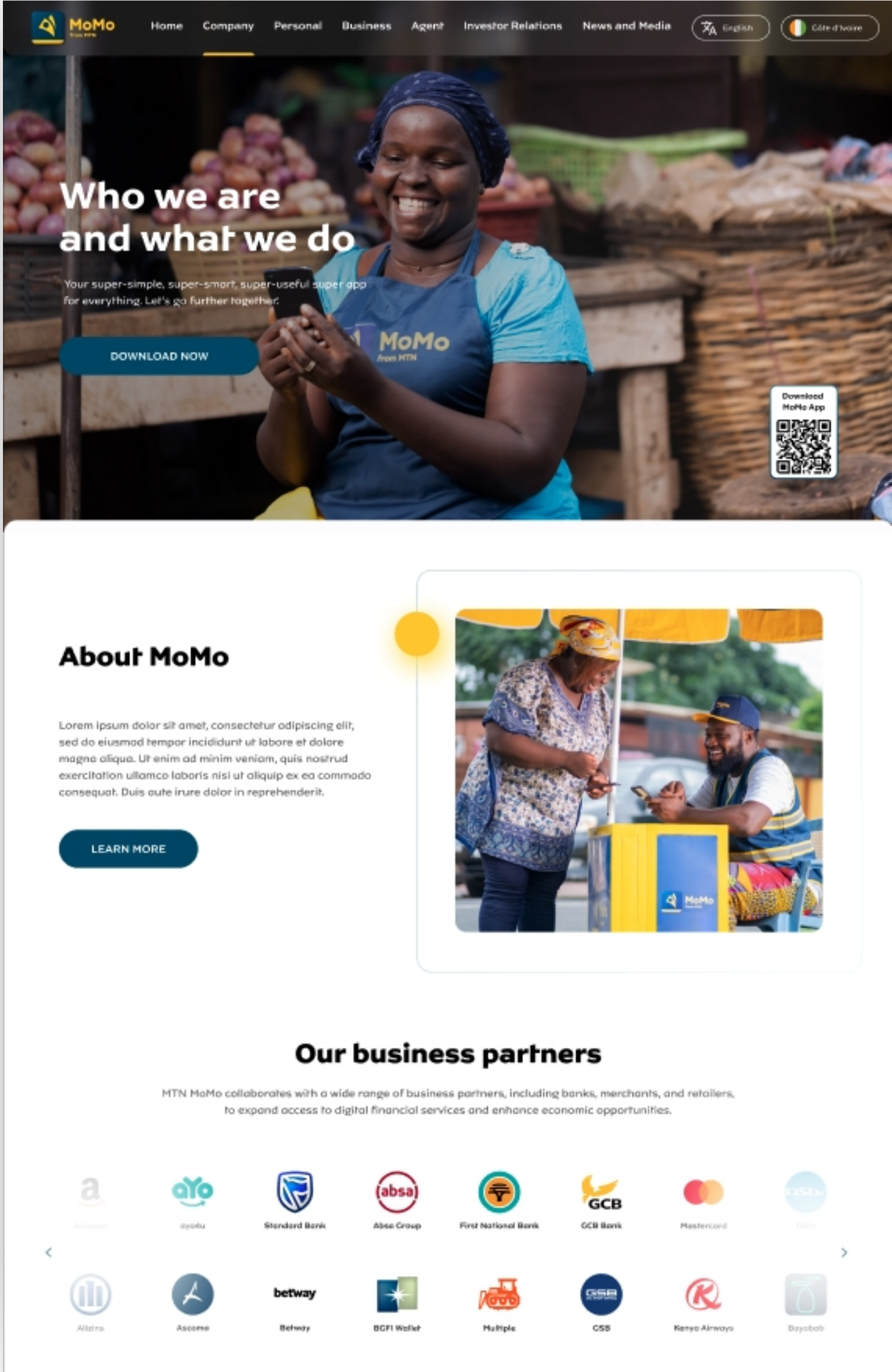
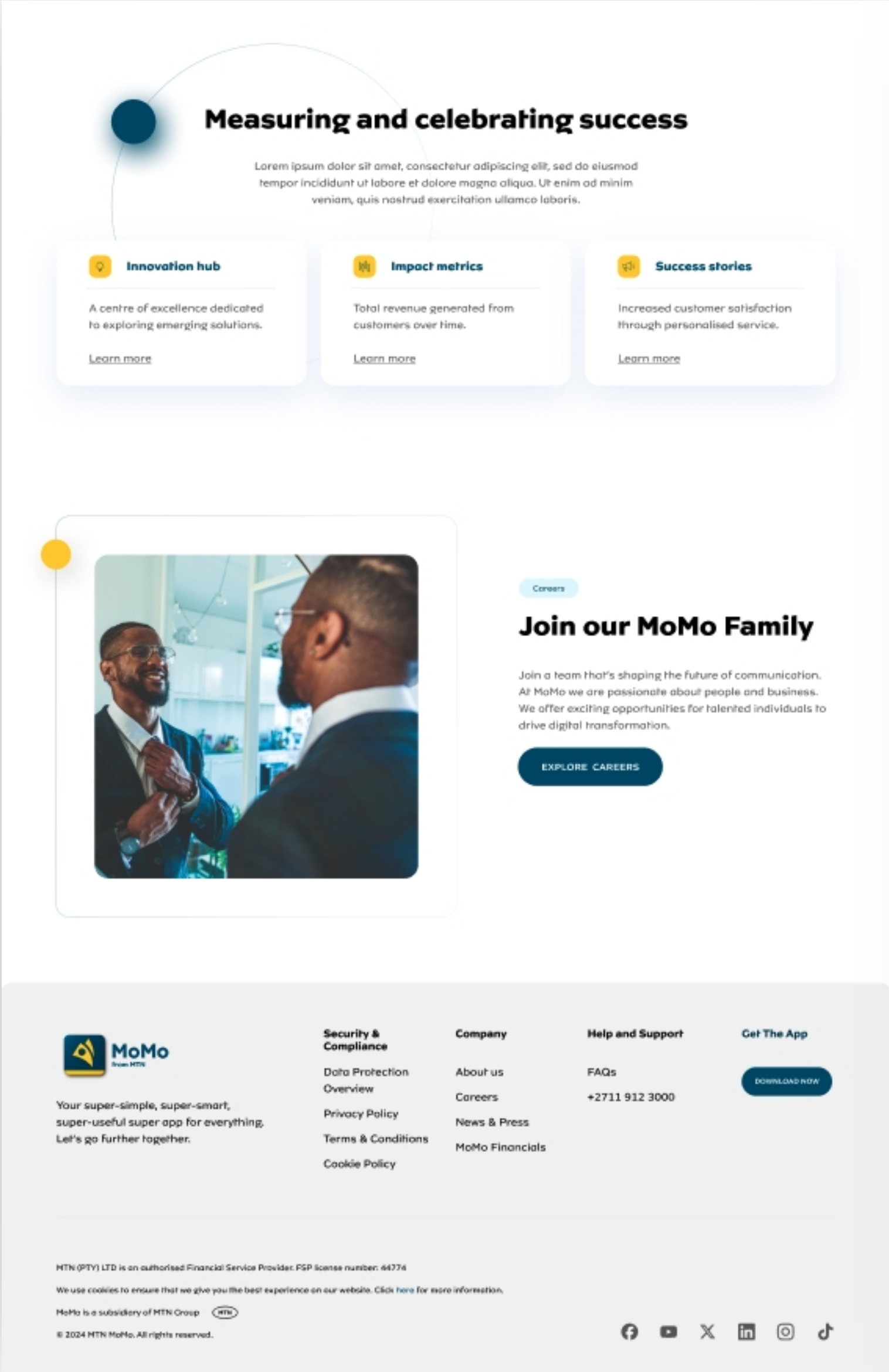
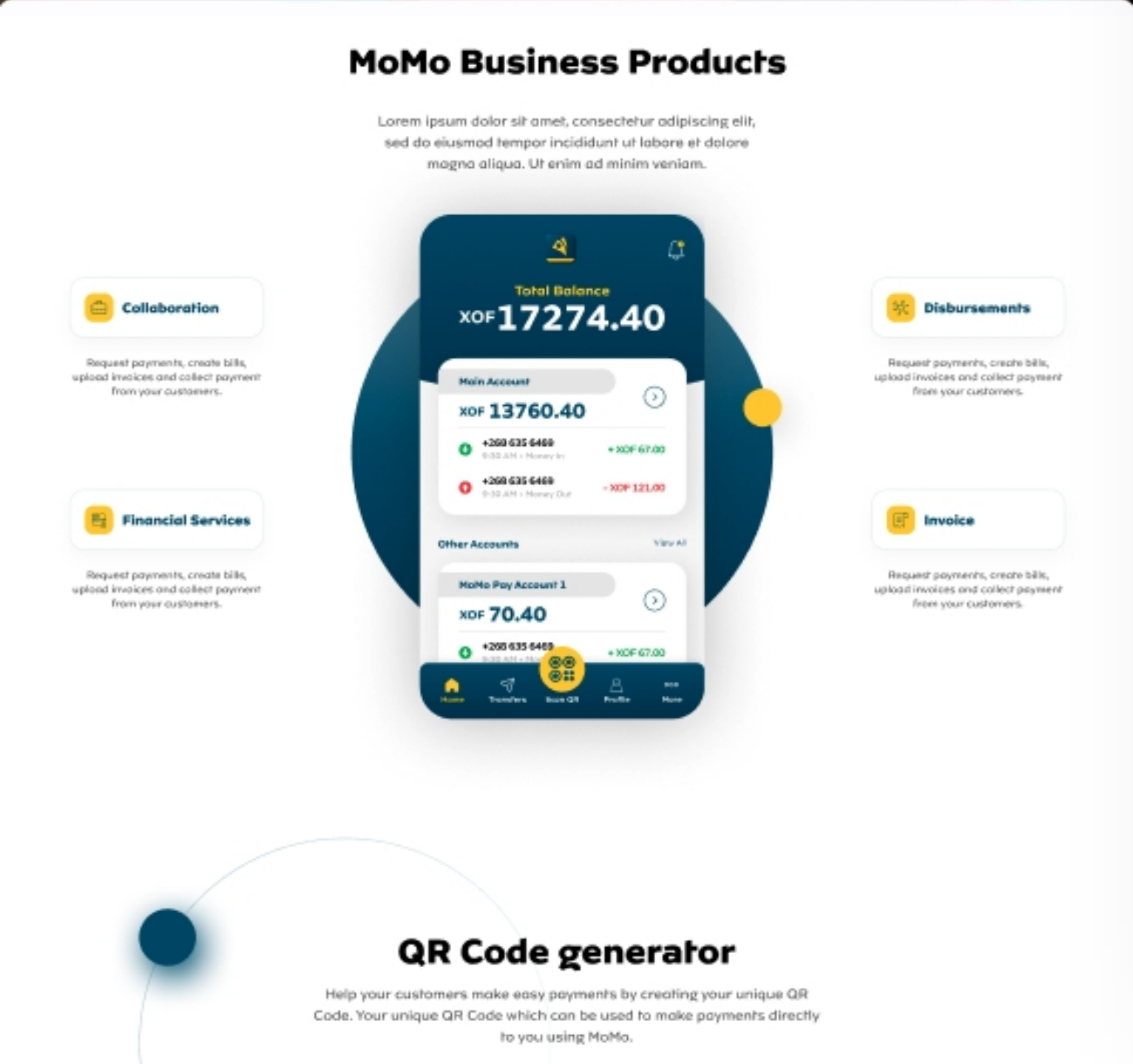
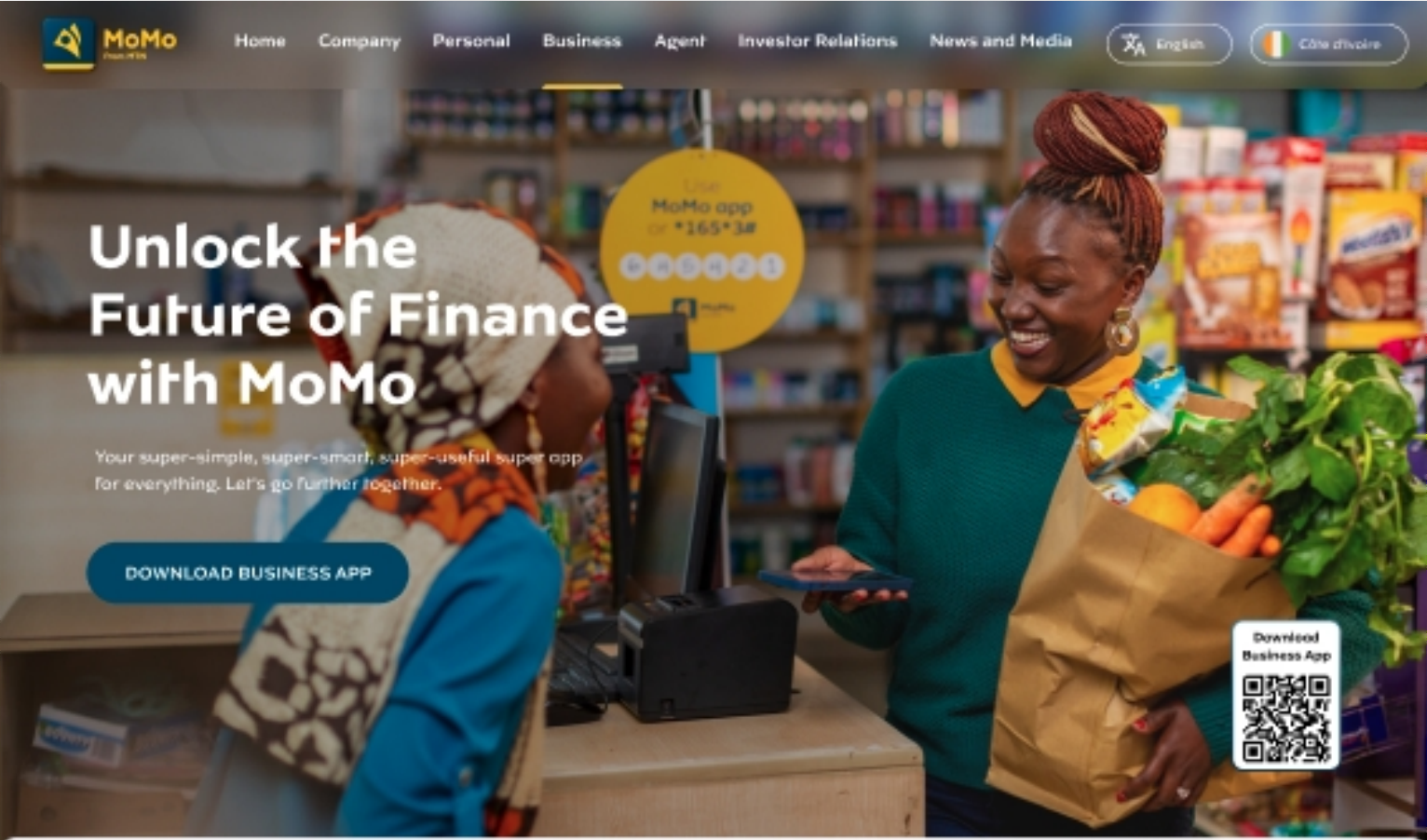
UI/UX Design - Terms & Conditions

Designing the MoMo Legal page, I focused on clarity, accessibility, and user experience. I used clear navigation and information architecture to ensure users could easily find the information they needed. Readability was paramount, so I chose a clean typeface and used accordions to manage the extensive content. By prominently displaying legal documents, I aimed to build trust and transparency.

This Legal page is designed to be informative, accessible, and user-friendly. By prioritizing clear navigation, readability, and transparency, we aim to empower our users and build trust in the MoMo platform.

The mobile-first approach ensured accessibility across devices, and strategic placement of elements like the ‘Get The App’ section encouraged user engagement.





* MTN MoMo - App

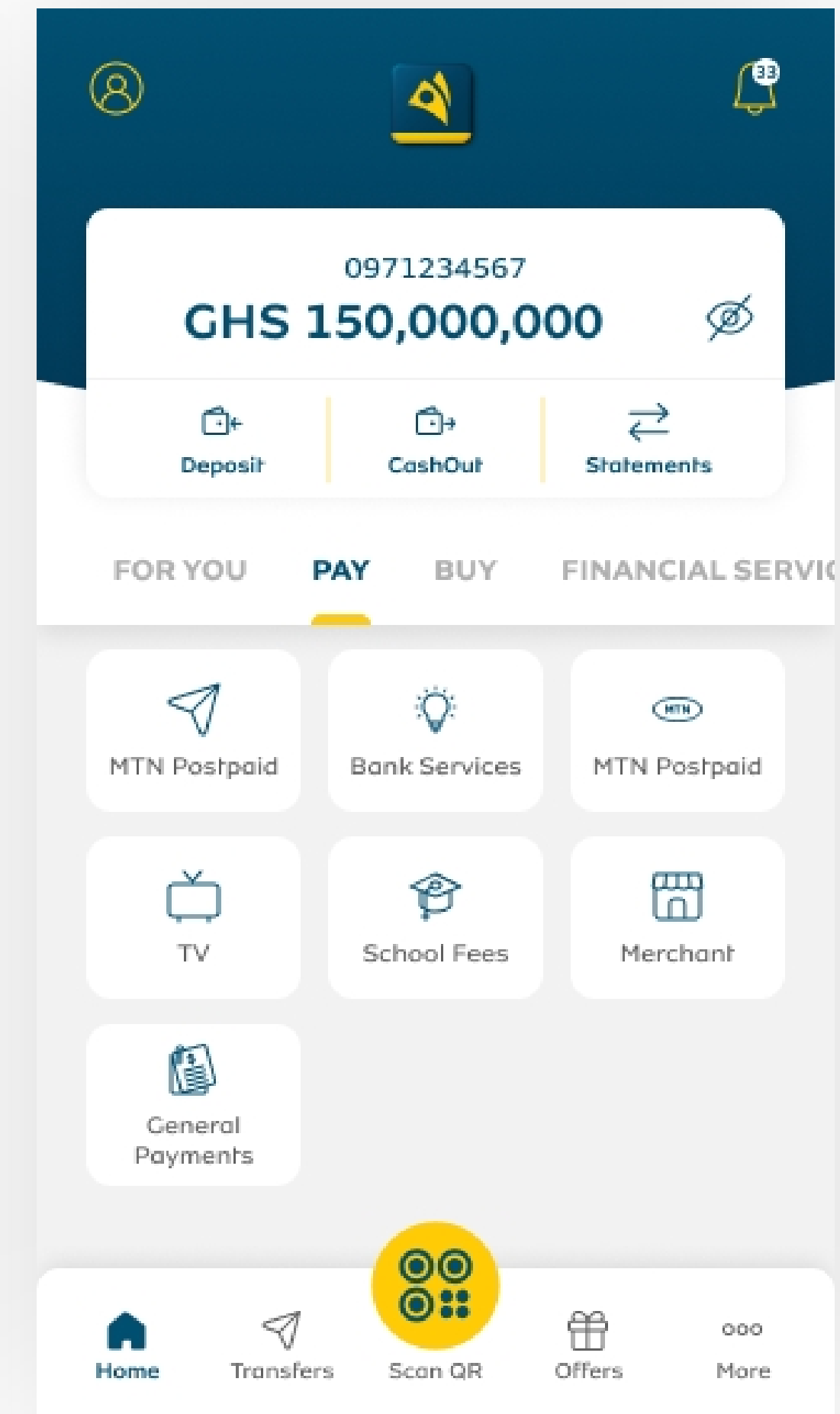
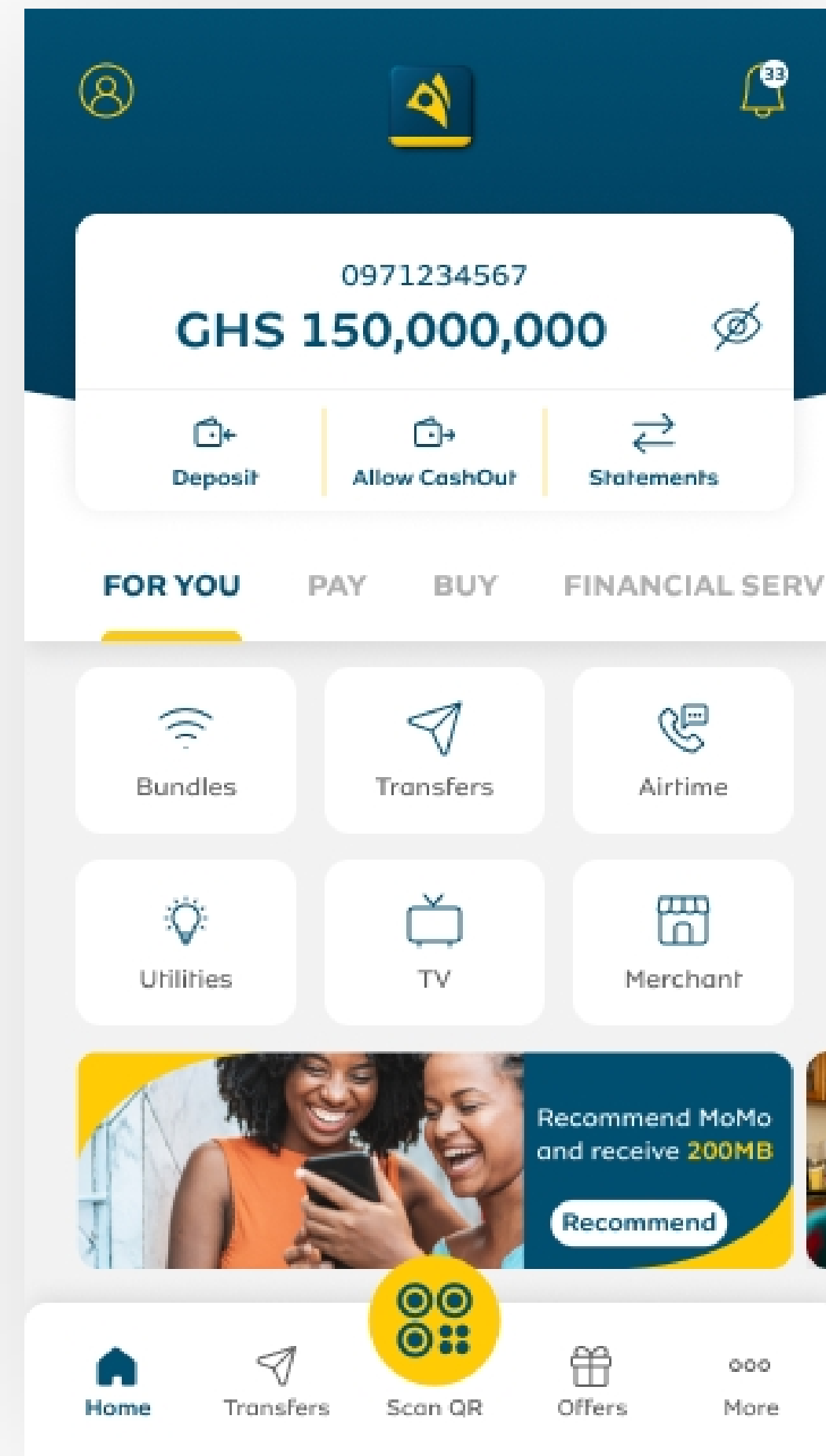
UI/UX Design - Main dashboard

Problem Statement:

Many potential users, particularly in rural areas, may lack the digital literacy to confidently use mobile financial services. Despite the significant progress of mobile money services like MTN MoMo in increasing financial inclusion in Africa, persistent challenges related to digital literacy, infrastructure limitations, security vulnerabilities, interoperability issues, and affordability continue to hinder the full potential of these platforms to empower individuals and drive economic development.

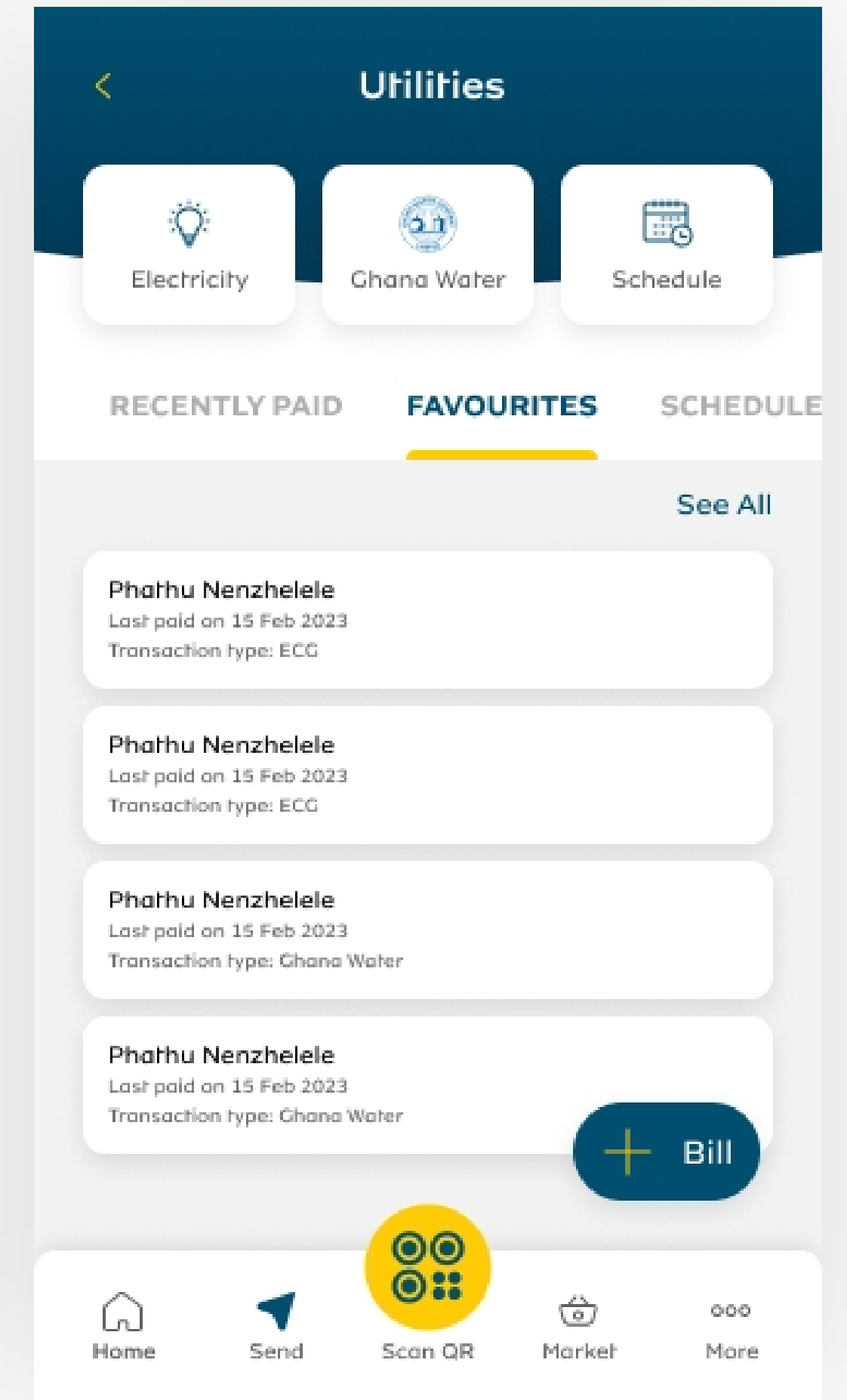
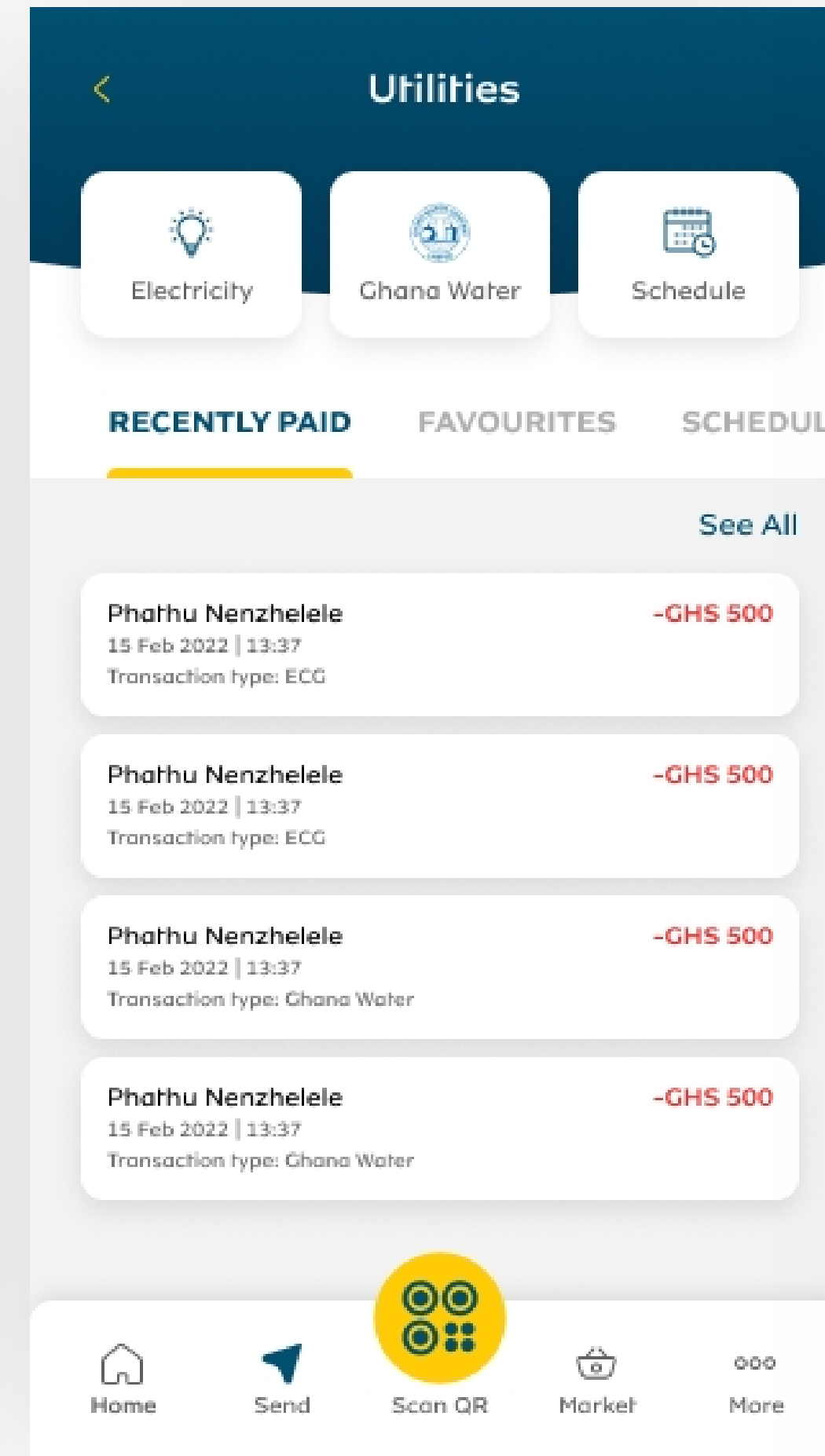
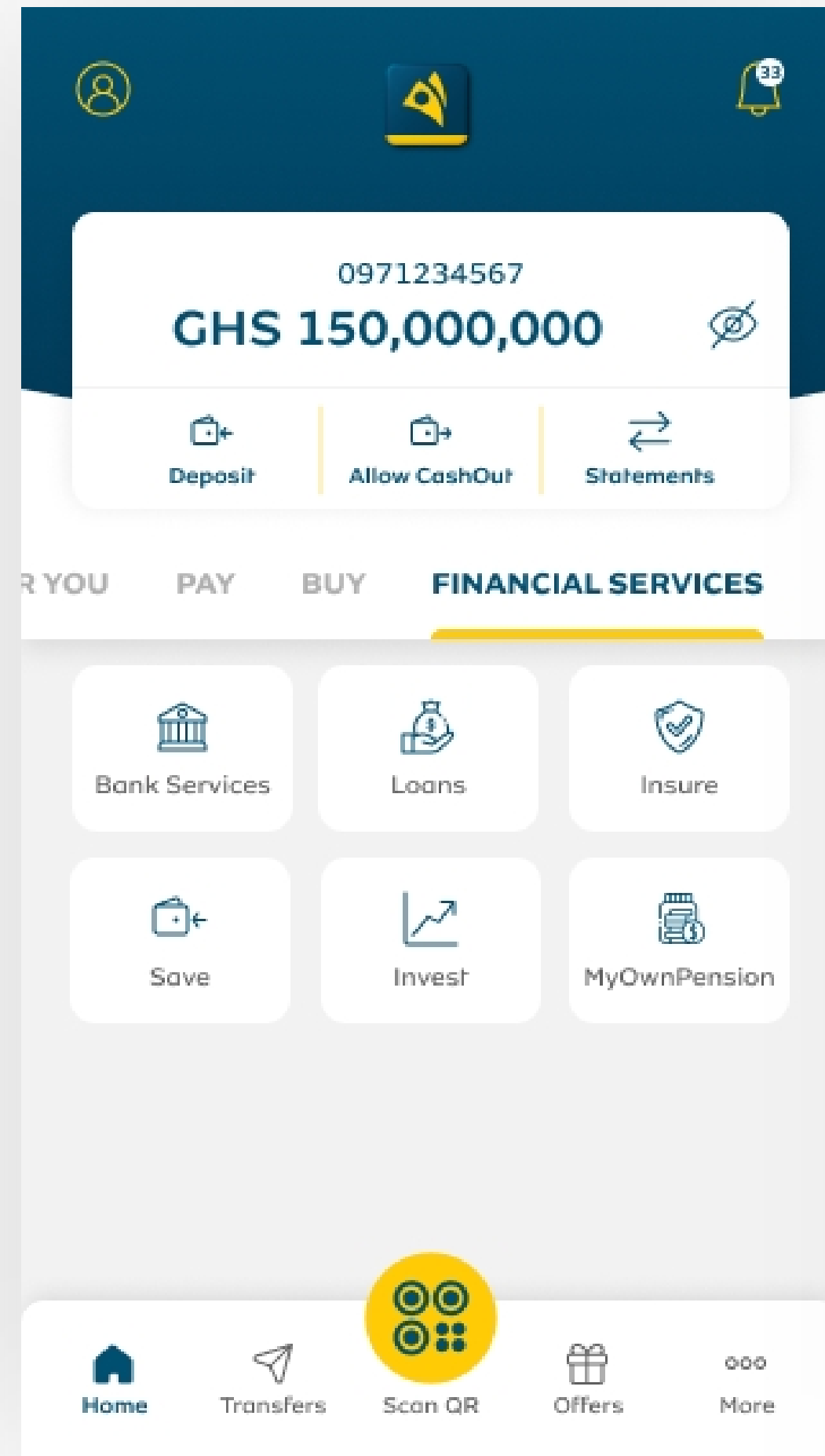
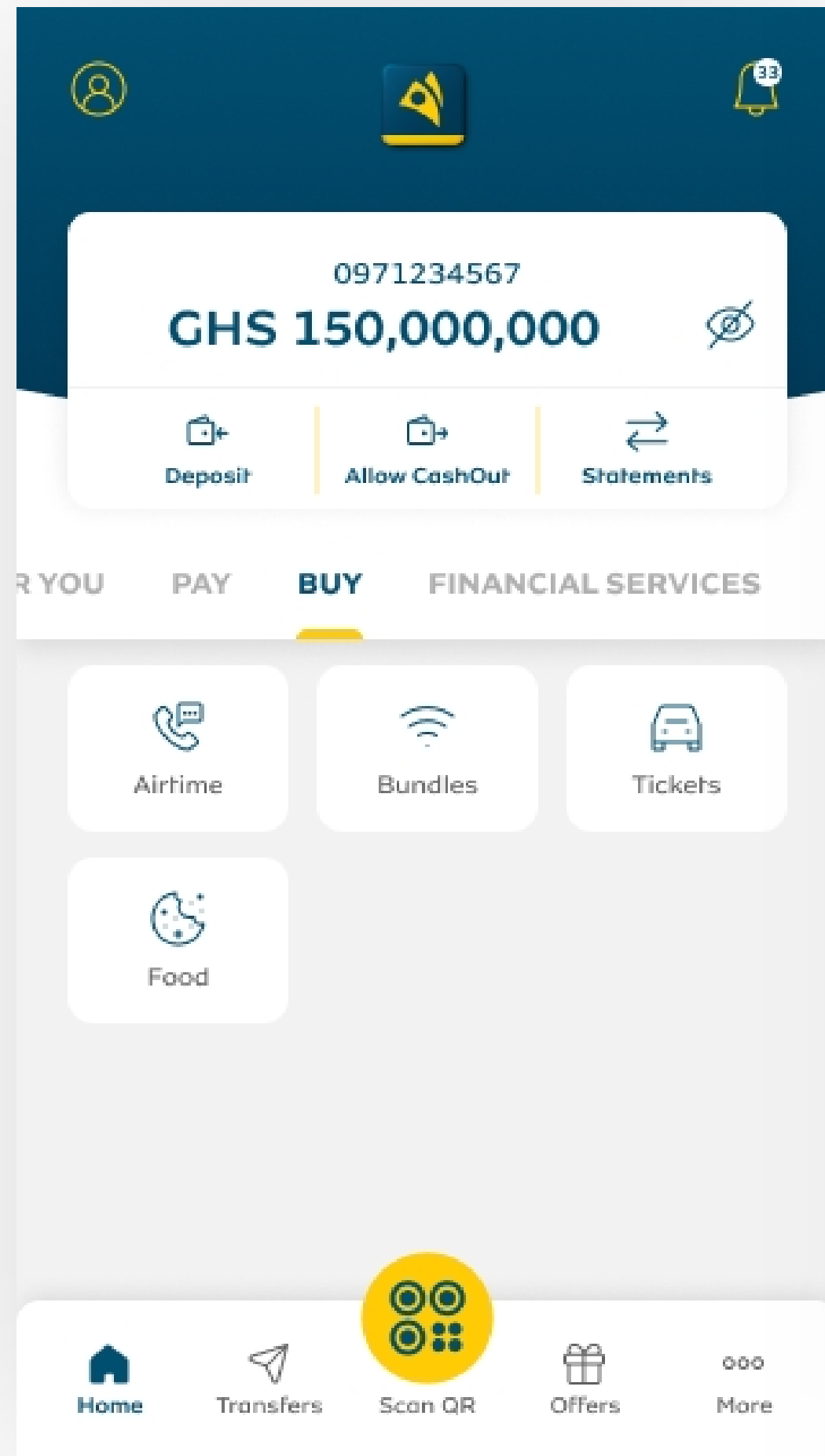
My Role and Responsibilities:

As a MoMo senior product designer, my core responsibilities encompass a comprehensive user-centered approach, including meticulous user research and analysis to understand diverse user needs, crafting intuitive interaction designs optimised for varied mobile conditions and digital literacy levels, and developing culturally relevant visual designs with accessibility in mind. I also prioritise accessibility and localisation, fostering strong collaboration and communication with stakeholders, proactively design for security and fraud prevention, engage in continuous iterative design and testing, and consider the user experience of the agent network, all aimed at delivering a seamless and empowering mobile financial experience for users across Africa.



* MTN MoMo - App

UI/UX Design - Main dashboard





MTN MoMo - App

UI/UX Design - Main dashboard

The primary goal is clear: pay outstanding invoices. We've stripped away any unnecessary clutter and focused on presenting the essential information – the amount, meter number, and due date – in a clean, easy-to-digest format.

Progressive Disclosure: By focusing on the essential information on this screen, we avoid overwhelming the user with too many details at once. Additional details (like invoice breakdowns or payment history) could be made available on subsequent screens if necessary.

MTN 100% 9:41

< Outstanding Invoices >

☐ Select all invoices

☐ **950 XAF**
Meter number: 2525 5634
Due date: 25 Feb 2025

☐ **950 XAF**
Meter number: 2525 5634
Due date: 25 Jan 2025

☐ **950 XAF**
Meter number: 2525 5634
Due date: 25 Dec 2024

☐ **950 XAF**
Meter number: 2525 5634
Due date: 25 Nov 2024

Total **0 XAF**

PAY

MTN 100% 9:41

< Outstanding Invoices >

☒ Select all invoices

☒ **950 XAF**
Meter number: 2525 5634
Due date: 25 Feb 2025

☒ **950 XAF**
Meter number: 2525 5634
Due date: 25 Jan 2025

☒ **950 XAF**
Meter number: 2525 5634
Due date: 25 Dec 2024

☒ **950 XAF**
Meter number: 2525 5634
Due date: 25 Nov 2024

Total **5,700 XAF**

PAY

MTN 100% 9:41

< Confirm >

Bill name Phathu Nenzhele

Meter number 2525 5634

Provider name ENEO Cameroon

Bill type Postpaid bill

Amount 5,700 XAF

Fees 50 XAF

Total 5,750 XAF

Amount * 5,750 XAF

Available balance: 50,000 XAF

PAY

EDIT

Transaction successful

Your payment of 5,750 XAF for Postpaid Electricity was successful.

Share receipt

DONE



Knock Knock - Shopping App

Case Study

Problem Statement:

The client wants to develop a shopping and delivery app that will allow customers to order groceries and other products online and have them delivered to their doorstep. The goal is to increase convenience for customers and grow the business' online sales. Client needed me to ideate, design and build a brand and digital platform from the ground up that would serve this community the foreseeable future.

User Personas:

1. Busy working parents who don't have time to go grocery shopping but want to ensure their family has fresh and healthy food.
2. Elderly people who have mobility issues and find it difficult to go grocery shopping regularly.
3. Young professionals who prefer to shop online and have their groceries delivered to their doorstep.
4. Busy students who don't have time to visit the grocery store but need to buy essentials.

Features:

1. Registration and profile creation for customers.
2. A user-friendly interface that allows customers to browse and select products from the store's inventory.
3. A search function that allows customers to easily find specific products.
4. Multiple payment options including credit/debit cards, net banking, and cash on delivery.
5. A tracking system that allows customers to track the status of their order in real-time.
6. A feedback system that allows customers to rate the quality of the products and the delivery service.
7. A loyalty program that rewards customers for their purchases and encourages repeat business.

Process Flow:

1. Customers register and create their profile on the app.
2. Customers browse and select products from the store's inventory.
3. Customers add products to their cart and proceed to checkout.
4. Customers select a delivery time and payment option.
5. Customers receive a confirmation of their order, along with an estimated delivery time.
6. The client prepares the order and assigns a delivery person to pick up and deliver the order.
7. Customers can track the status of their order in real-time.
8. The delivery person delivers the order to the customer's doorstep.
9. Customers rate the quality of the products and the delivery service, and provide feedback if necessary.

Benefits:

1. Increased convenience for customers, who can order groceries from the comfort of their own homes.
2. Increased online sales for the store, which can attract new customers and encourage repeat business.
3. Improved customer satisfaction and loyalty, through the use of a user-friendly interface and a loyalty program.
4. Enhanced tracking and delivery capabilities, which can improve the overall delivery experience for customers.

* Knock Knock - Shopping App

Components - Branding and CI

Before designing the Knock Knock website and mobile app, I led the development of a comprehensive brand guide. This involved conducting thorough research, collaborating with stakeholders, and defining the brand’s core values, voice, and visual identity.

This brand guide served as the foundation for all design decisions, ensuring a cohesive and impactful user experience across all platforms. By infusing the brand’s personality into the product design, I created a user-centered experience that resonated with the target audience and strengthened brand loyalty.



App icon

The Knock Knock business card should be kept simple with rounded edges. Sizes art 90mm (w) x 50mm (h)



Safe Space

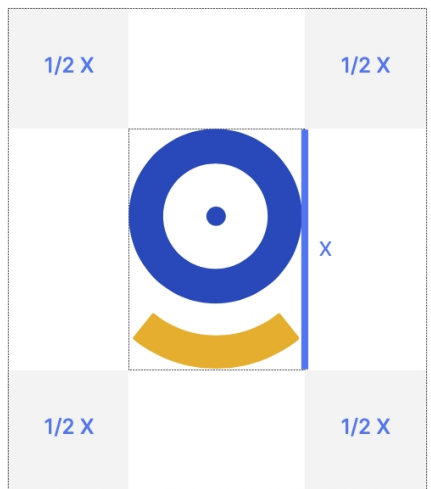
The Knock Knock logo should always be clearly visible. Keep the logo separated from other visual elements by a distance equal to half of the size of the original logo being used. This distance is considered the minimum uninterrupted space surrounding the logo and should be adhered to in all situations.



Symbol

The Knock Knock logo symbol should always be clearly visible. Keep the symbol separated from other visual elements by a distance equal to half of the size of the original logo being used. This distance is considered the minimum uninterrupted space surrounding the logo and should be adhered to in all situations.

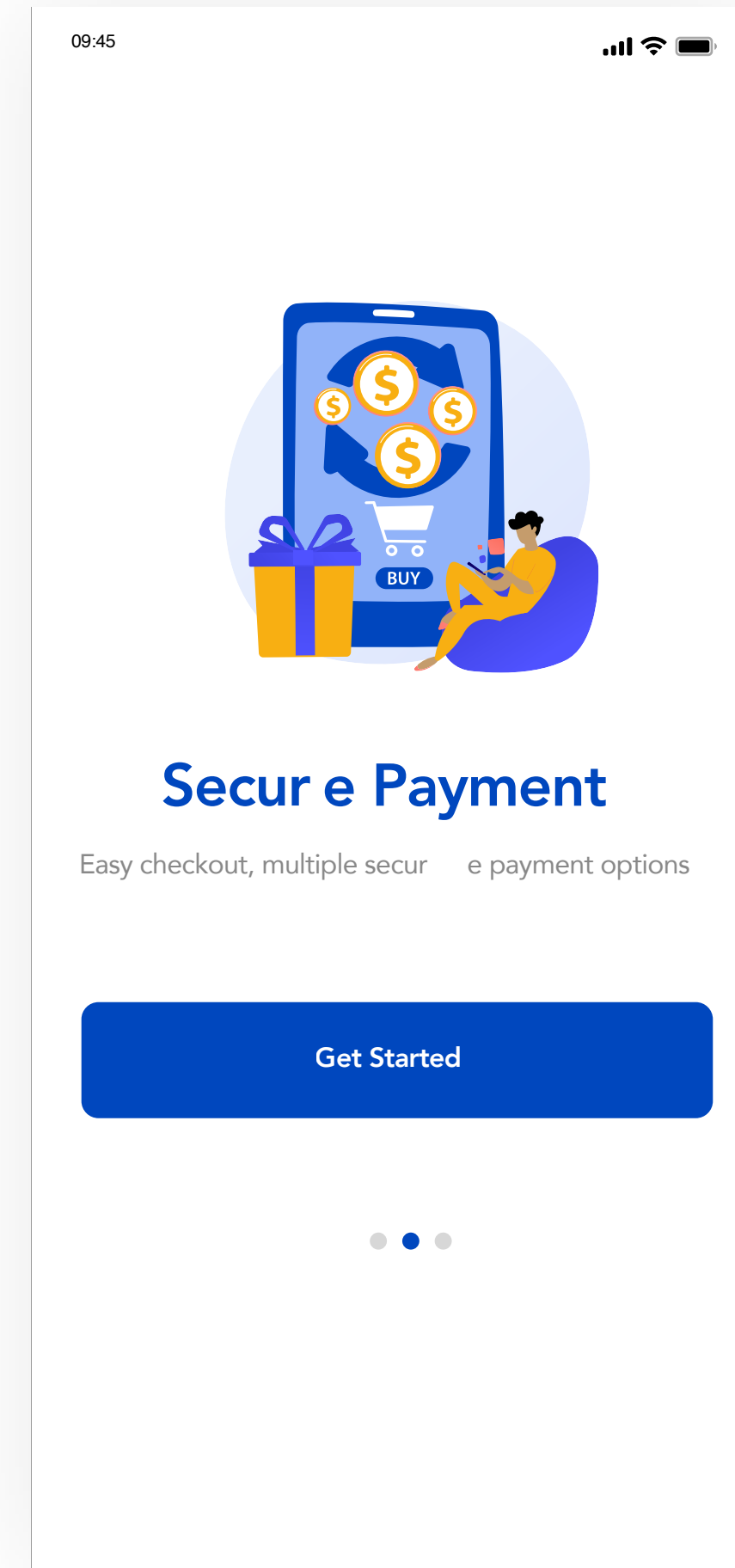
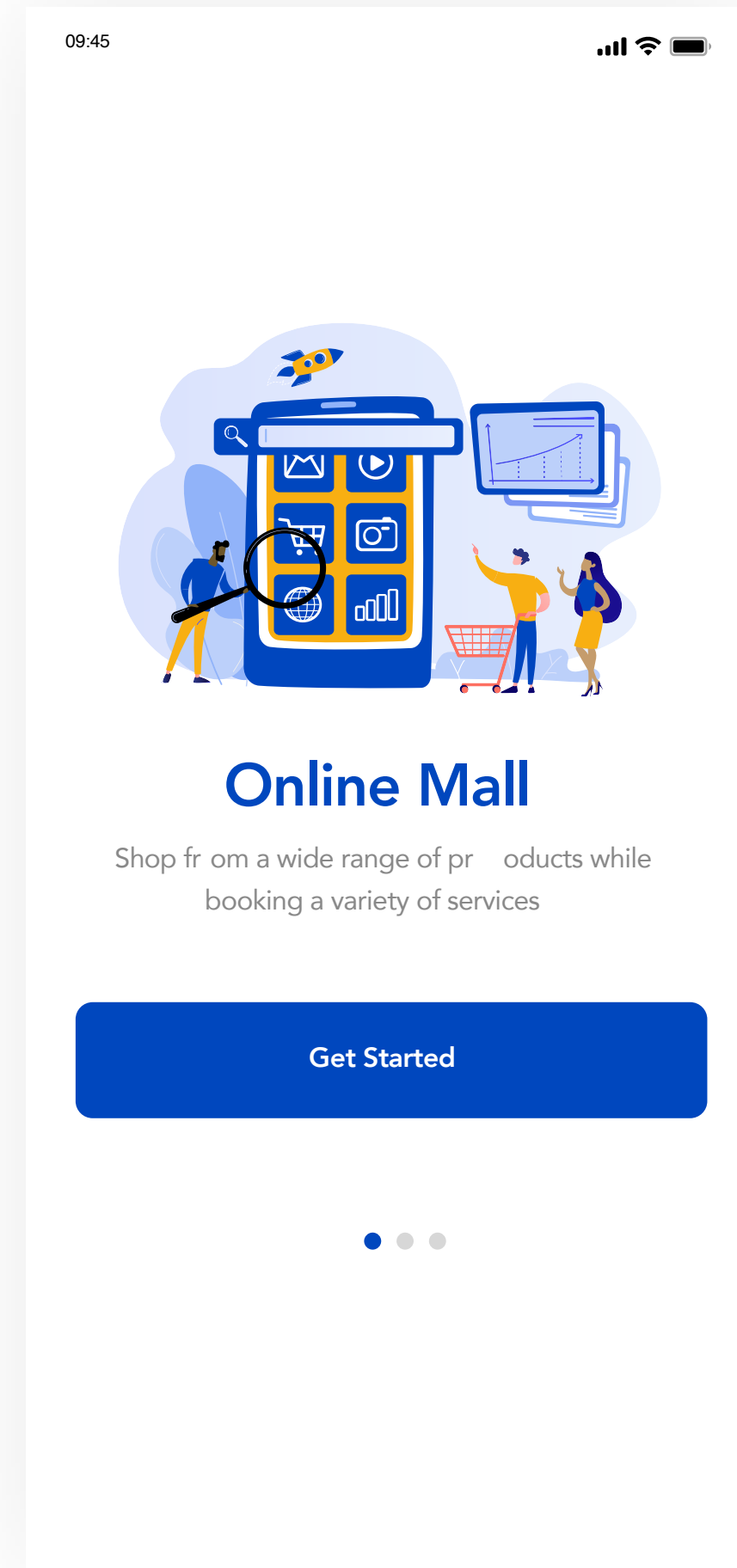
The Knock Knock logo symbol should only be used for Knock Knock social posts and online advertising brand collateral.





Knock Knock - Shopping App

Slash Screens






All though the splash screens are visually appealing for the users, these can be used to highlight key features of the app and generate an exiting feeling before any interaction




Knock Knock - Shopping App

Sign up


09:45   

←



Sign up




Email/Phone Number

Password 

[FORGOT PASSWORD](#)

Sign Up


Already have an account? [Login](#)

09:45   

←




Enter Mobile

We will be sending you an OTP (One Time Pin) on your mobile number. Tap the button below after correctly typing your phone number

 +27 823 77 8987

Submit


Didn't receive your code? [Resend in 00:57](#)

09:45   

←




Enter Mobile

We will be sending you an OTP (One Time Pin) on your mobile number. Tap the button below after correctly typing your phone number

 +27 823 77 8987

Submit

Didn't receive your code? [Resend in 00:57](#)

09:45   

←

OTP Verification

Enter the OTP sent to +27 823 77 8987

Enter OTP

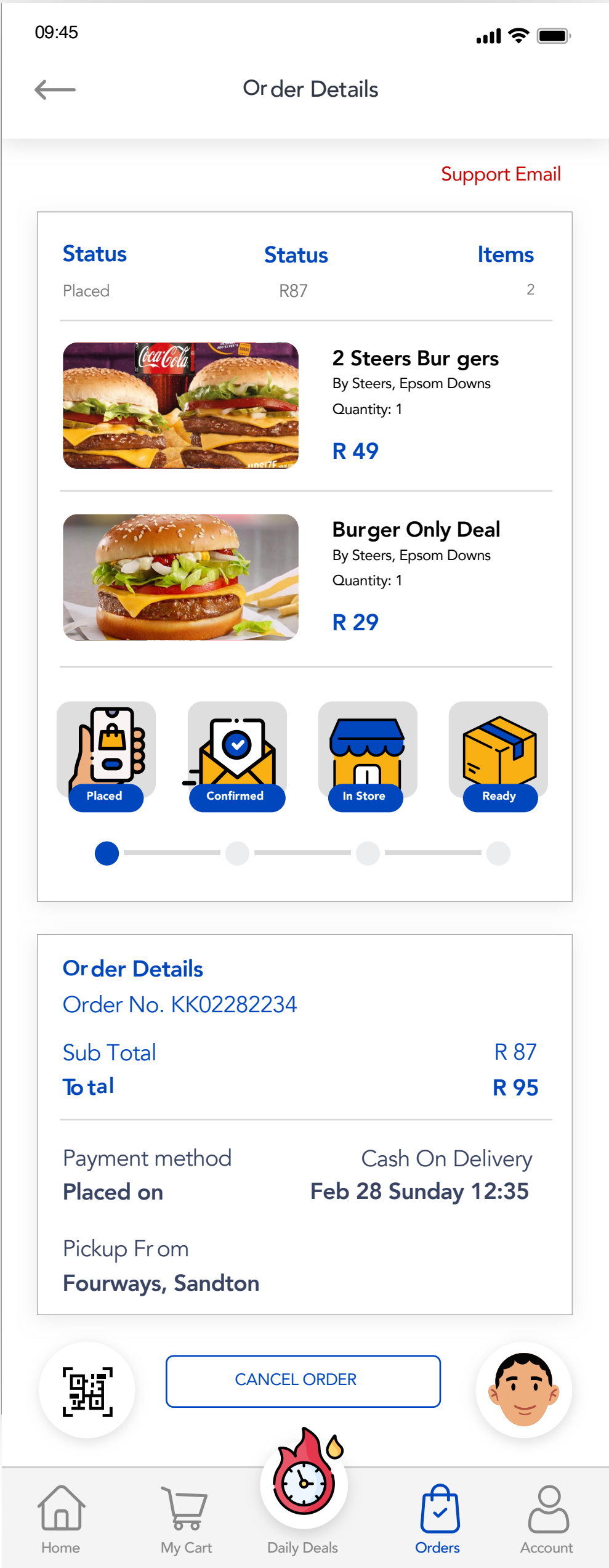
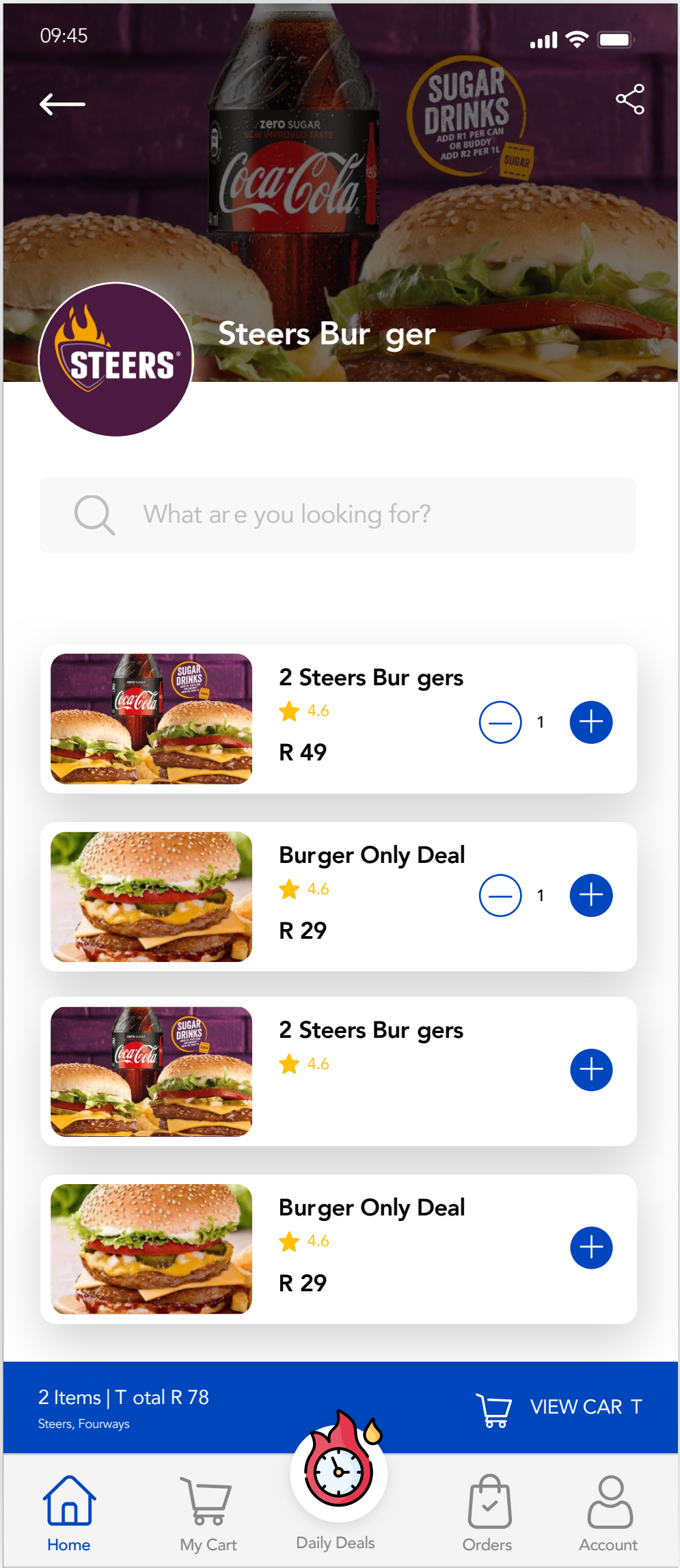
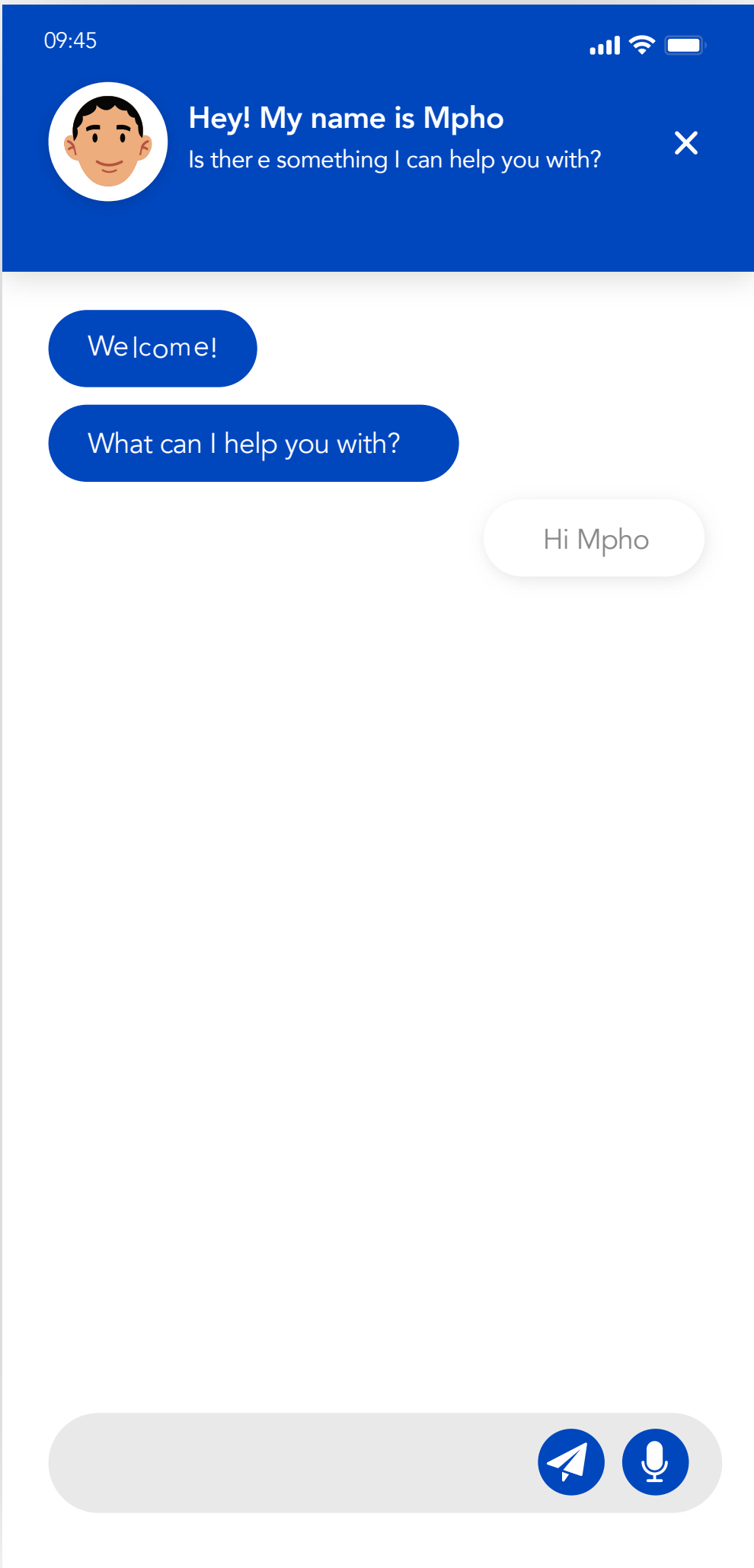
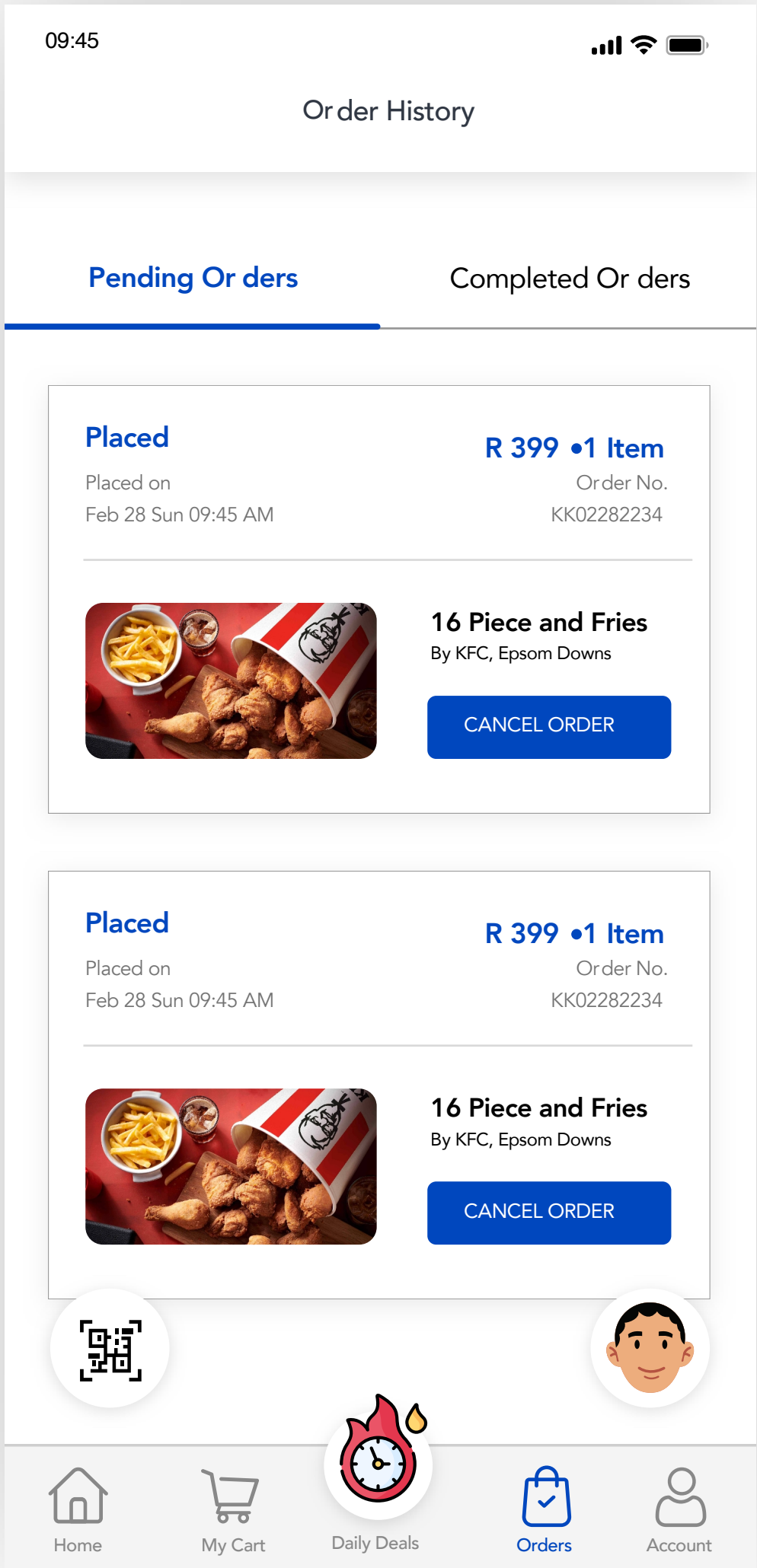
Submit

Didn't receive your code? [Resend in 00:57](#)



Knock Knock - Shopping App

Sign up



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Keyword or product code

RINGS EARRINGS NECKLACES + PENDANTS BRACELETS MENS JEWELLERY WATCHES ON SALE SHOP INSTAGRAM

Eternity Ring

2.2 ct. tw. ★★★★★

Rollover to zoom



SKU: T2056-PC (T2057/PC)

Carat: 2.2 ct. tw.

Metal type: Platinum Clad


Price: £159

EASY-PAY* 3 x £53.00

Ring Size No idea? Request a ring sizer [here](#)

Buy nowAdd to wishlist





ALSO AVAILABLE IN



DESCRIPTIONREVIEWS

This Eternity Ring packs a glistening punch! With 22 Tru-Diamonds™ gems all the way around the band, it's sure to turn more than a just few heads.

ALSO IN THIS RANGE...



£100£100£100£100

Ring SizeRing SizeRing SizeRing Size

Buy nowBuy nowBuy nowBuy now

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1. 90-Day Money Back Trial
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3. Lifetime Replacement Warranty

1. Option Available On Order Confirmation Page.
2. The First Installment Will Be Charged To Your Card When The Jewellery Is Dispatched. This Will Include Packaging And Posting.
3. Two Further Installments Will Be Taken At Monthly Intervals.


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Email AddressSubmit


Customer Rating: Excellent - 9.1

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★★★★★
"Really pleased with my ring. Exactly as it looked in brochure and very sparkly. Can't wait to wear it and show it off!" – JD




★★★★★
"Use you too many times! Wonderful jewellery at a good price. My wife is a very happy woman! Thank you" – KM




★★★★★
"I've been a customer of TruDiamonds they are very beautiful gemstones which are always wonderfully set. I have quite a few pieces which always get comments and I know I'll be back for more" – CS


Best sellers




Tru-Ruby Trilogy Ring
£100
Ring SizeBuy now



Tru-Ruby Trilogy Ring
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Ring SizeBuy now



Tru-Ruby Trilogy Ring
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Keyword or product code

RINGS EARRINGS NECKLACES + PENDANTS BRACELETS MENS JEWELLERY WATCHES ON SALE SHOP INSTAGRAM



Must have rose-gold collection
[Shop collection](#)

Filter by: Clear filter Sort By

Price: £300

£0 £1000

Metal
☐ 18ct Gold Clad (188)
☐ Platinum Clad (197)

Stone Type
☐ Tru-Diamonds
☐ Tru-Onyx
☐ Tru-Pearl
☐ Tru-Pink
☐ Tru-Sapphire

Stone Cut
☐ Baguette
☐ Cushion
☐ Emerald
☐ Heart
☐ Oval
☐ Pear
☐ Princess
☐ Round
☐ Square

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

My Desire Ring £100
Ring SizeBuy now

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

My Desire Ring £100
Ring SizeBuy now

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

Tru-Ruby Trilogy Ring £100
Ring SizeBuy now

My Desire Ring £100
Ring SizeBuy now

Clear filter

1 2 3 4 5 6 7

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Tru-Diamonds unique triple guarantee

We accept:
VISA MASTERCARD AMERICAN EXPRESS PAYPAL
100% SECURED BY:
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90-Day money back trial
Enjoy your Tru-Diamonds jewellery for 90 days. Show it off, and if you're not delighted, we'll refund your purchase price.

Lifetime quality guarantee
Tru-Diamonds last a lifetime. We'll replace your stone without question in the event of damage or discolouration.

Lifetime replacement warranty
In the unlikely event that your gemstone comes loose from its mounting and is lost, we'll give you a replacement stone. No need to buy expensive insurance.

Our stunning collection of Tru Diamonds Rings includes a wide range of styles and stone sizes that appeal to every woman's taste. From big, bold celebrity favourites through classic diamond engagement rings to fashionable cocktail pieces and stunningly sophisticated, designer diamond rings that would normally cost a fortune.

On your hand, every one of these exquisite rings, set with genuine, pure-white, flawless Tru Diamonds, looks so authentic that even a professional jeweller will assume it's an expensive diamond ring.

The Tru Diamonds Collection includes the world's most popular diamond ring designs – solitaires, trilogy's and eternity rings – as well as many other classic, stylish and fashionable pieces that cater for every taste. With new items added to the collection regularly, the enjoyment of a stunning and expensive diamond ring is no longer about the price. It simply comes down to choice! Choose the ring you'd like to show off and step out prepared to accept the compliments and admiring glances that usually come only with wearing of an ultra-expensive diamond ring.

Tru Diamonds jewellery is not mass produced. Each piece is carefully made and individually hand-finished. Our rings are produced in limited quantities and are not available in retail shops so you are very unlikely to come across someone else wearing the same ring as yours.

Whether you are looking for the perfect gift, a gorgeous ring to complement an outfit for an event, or a very personal piece that's undeniably unique such as an engagement or anniversary ring, the Tru Diamonds collection has something just for you.

Newsletter sign up: Email Address SUBMIT

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Our Guarantee
Tru-Diamonds Boutique
Customer Testimonials
Contact Us
Blog
As Seen In Media

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Terms And Conditions
Delivery and Returns
Cookie Policy
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Email: [service@trudiamonds.co.uk](#)
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Brook Street Boutique: Our Tru Diamonds™ Boutique on 18 Brook Street London is closed due to redevelopment of the site.

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New website with a new and improved user experience and interface


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0.4 ct. t.w. Heart on a String Bracelet
WAS ~~£189~~ **£48***
EASY PAY * 3 x £16
SAVE £141 [SHOP NOW](#)

0.7 ct. t.w. Eternal Bouquet Pendant
WAS ~~£149~~ **£48***
EASY PAY * 3 x £16
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*At £48 when bought with another item



2 ct. Protea Ring
WAS ~~£149~~ **£69**
EASY PAY * 3 x £23
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25% OFF

Quote Offer Code **TDIWD8FB**



Background:

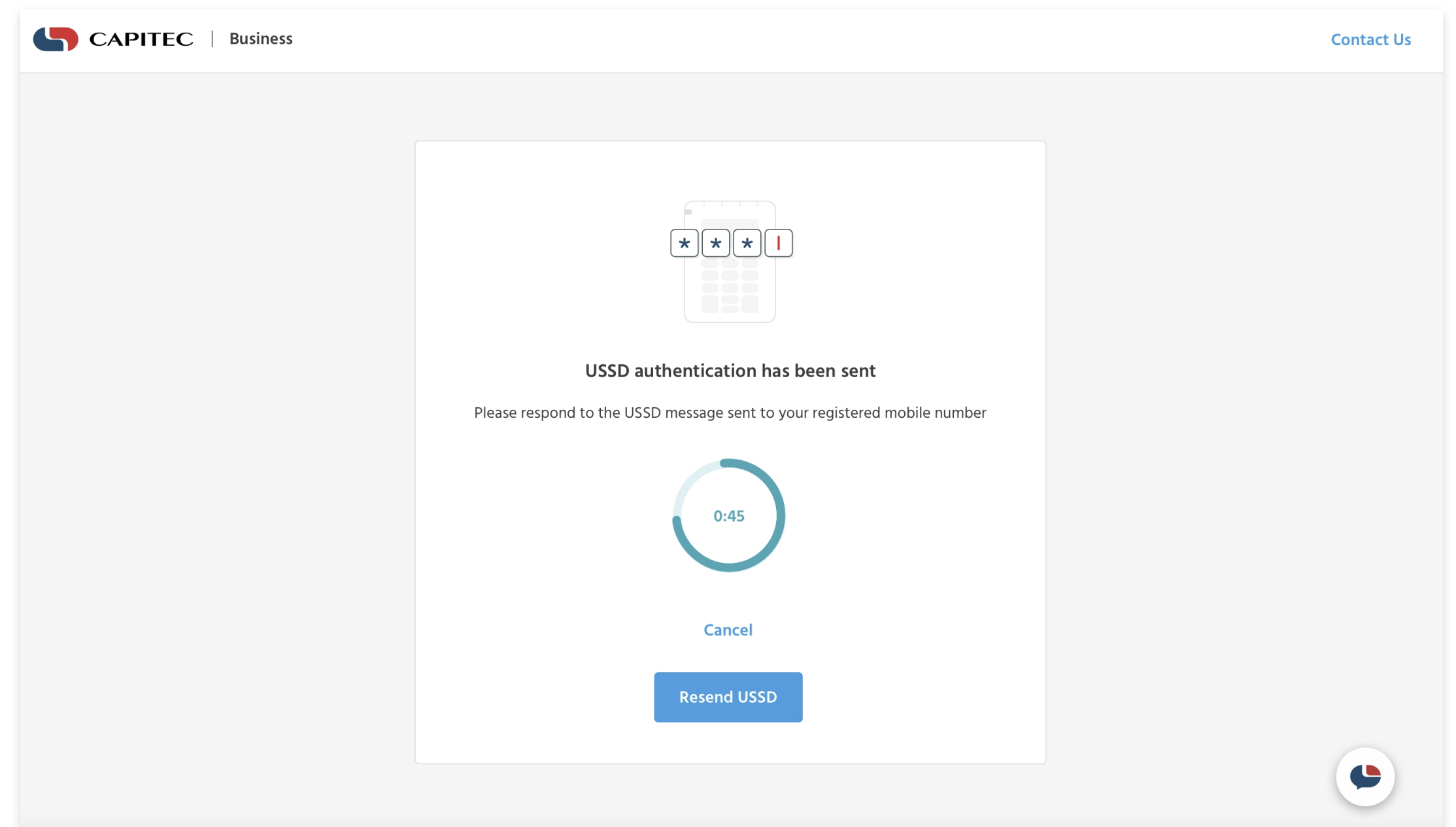
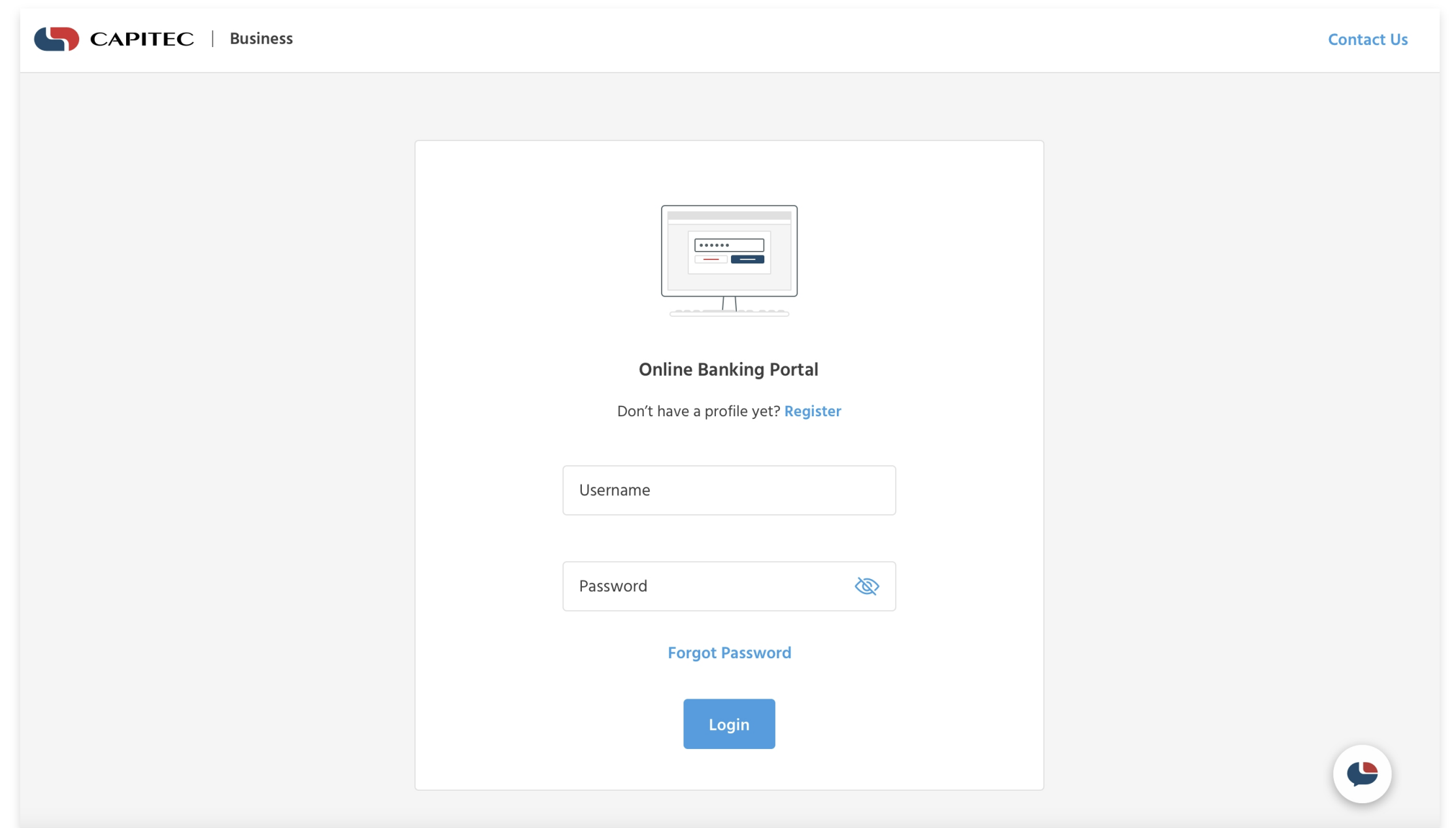
Our client is a leading financial institution that provides banking services to small and medium-sized businesses. They are looking to develop a mobile banking app that will allow their business customers to manage their finances on-the-go. The app should provide a secure and convenient way for users to access their accounts, pay bills, transfer funds, and view transaction history.

Goals:

1. Develop a mobile app that meets the needs of small and medium-sized businesses.
2. Improve customer satisfaction by providing a convenient and secure way for users to manage their finances.
3. Increase customer retention and loyalty by offering a best-in-class banking experience.
4. Enhance revenue opportunities by cross-selling additional products and services.

Approach:

1. Conduct user research to understand the needs and pain points of small and medium-sized businesses.
2. Develop user personas and use cases to guide app development.
3. Design a user-friendly interface that is easy to navigate and provides quick access to key features.
4. Implement state-of-the-art security measures to protect user data and prevent fraud.
5. Integrate with third-party services such as accounting software and payment gateways to provide a seamless experience.
6. Test the app with a group of beta users to gather feedback and make necessary improvements.
7. Launch the app and continuously monitor user engagement and feedback to make ongoing improvements.



Capitec

Business banking dashboard

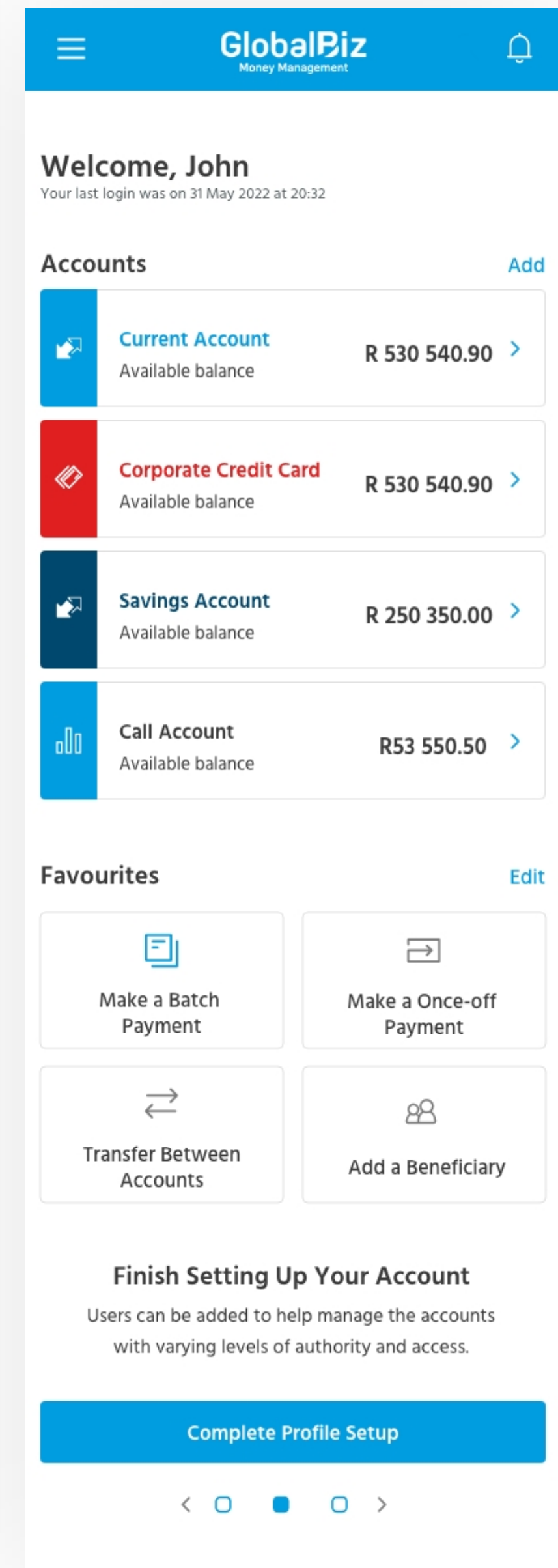
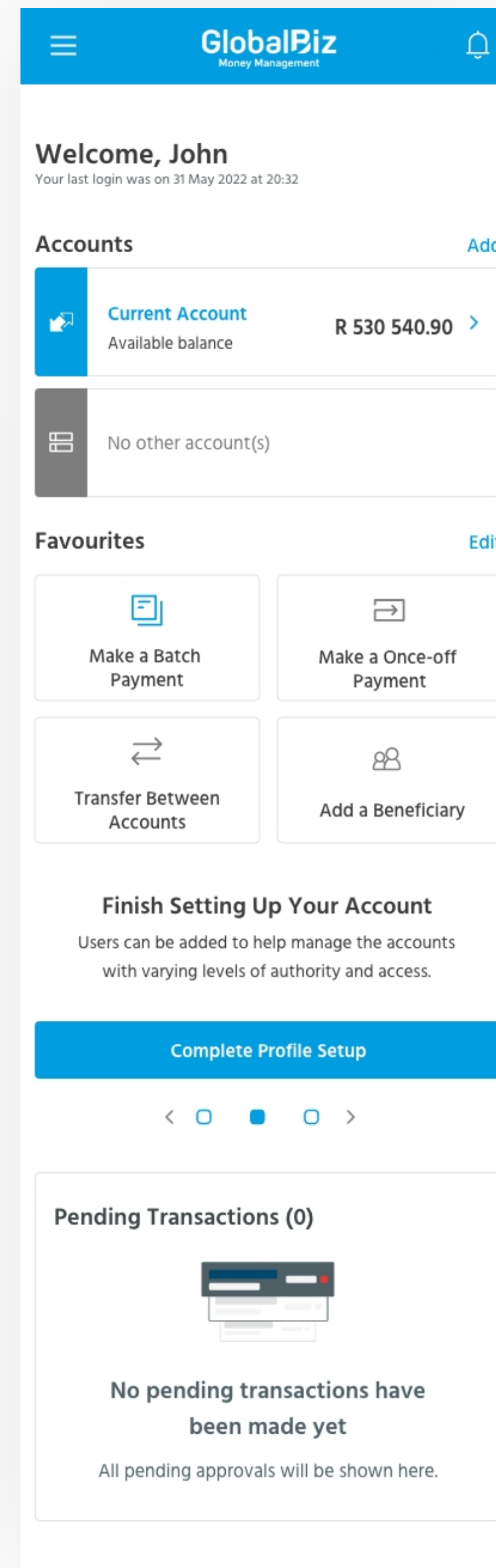
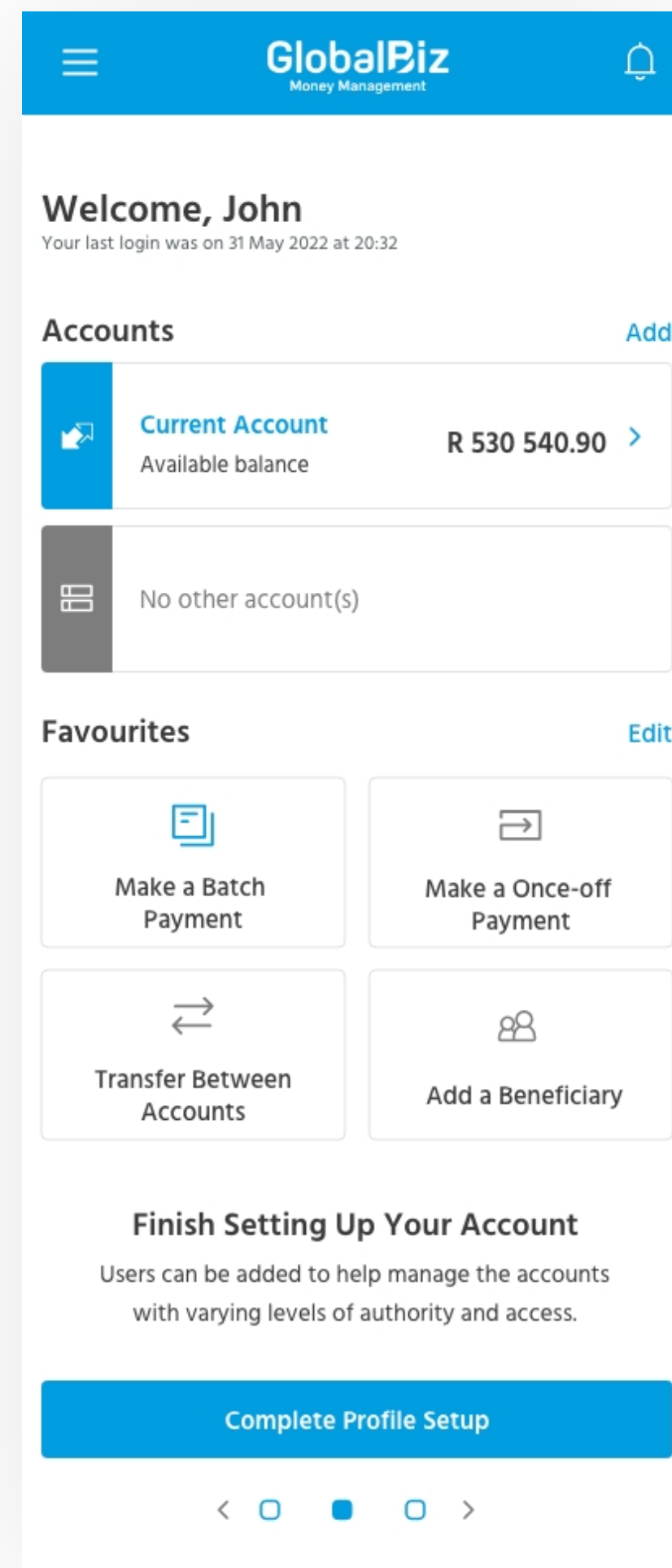
When designing the GlobalBiz Money Management dashboard, my primary focus was to create a clear, efficient, and user-friendly experience for business users. Here's a breakdown of my key design decisions


I wanted to create a GlobalBiz Money Management dashboard that was both informative and easy to use.

I started by putting the most important information front and center: a personalised welcome message, the last login time, and a clear overview of account balances. To make navigation a breeze, I used a clean design with distinct sections for accounts and favorite actions. Knowing that business users are always on the move, I made sure the design was responsive and worked flawlessly on any device.

Large, tappable buttons made it simple to use on touchscreens. To help new users get started, I included a prominent section for completing account setup. And to build trust, I chose a professional colour scheme and included the banks logo and the last login time for added security.

Overall, I aimed to create a dashboard that was not only functional but also instilled confidence and made managing finances a smooth experience.



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Order New Card

Debit Card(s)

Credit Card(s)

Virtual Card(s)

Track Order




Debit card
5284 **** * 1234

Card expiry date
13 Feb 2022

Available daily limit
R10 500.00

Active

View Details




Debit card
5284 **** * 1234

Card expiry date
13 Feb 2022

Available daily limit
R10 500.00

Active

View Details




Debit card
5284 **** * 1234

Card expiry date
13 Feb 2022

Available daily limit
R10 500.00

Active

View Details



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← Card Details



Debit card
5284 **** * 1234

Card name
Company Card 1

Edit

Cash withdrawal (max R10 000)
R10 000

Card machine purchases (max R10 000)
R10 000

Online/Scan to Pay/Phone (max R10 000)
R10 000

Available balance
R40 000

Card expiry date
13 Feb 2022

Active

Pause or Stop Card

Update Card Limits

Change Card PIN

Tap to Pay

View card details

International travel

Search Payments

Date

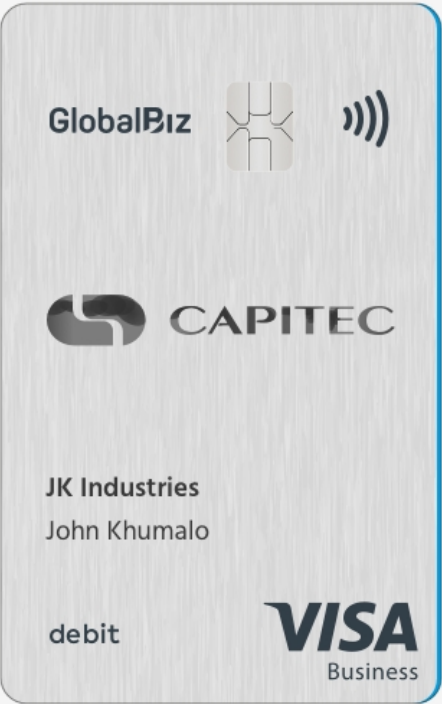
Payment type

Transaction History

Download history

Date & Time	Payment Type	Place	Amount (R)	Fees (R)	Balance (R)
-------------	--------------	-------	------------	----------	-------------

← Card Details



Active

Show Card Details

Pause or Stop Card

Update Card Limits

Change Card PIN

Tap to Pay

International travel

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Multiple or Group Payments

Step 1 of 3
Payment Options

Payment type

Multiple payments

Beneficiary group payment

Payment date

Payment date

15 Mar 2022

Cut-off Times:

Monday – Friday: 16:00

Saturday: 10:15

Payments made on a Sunday, public holiday or after the cut-off time will be processed the following business day.

Continue

Cancel

Home

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Explore

Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Amount

No beneficiaries added

Select beneficiaries to add

Continue

Back

Cancel

Home

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Explore

Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

S

Clear

Service Consultants

Supervisors

Suppliers

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Amount

No beneficiaries added

Select beneficiaries to add

Continue

Back

Cancel

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Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Amount

No beneficiaries added

Select beneficiaries to add

Continue

Back

Cancel

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Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Actions

Lara Madrigal

Remove

Edit

Jurrien Oldhof

Remove

Edit

Total: R0.00

Continue

Back

Cancel

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Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Actions

Lara Madrigal

Remove

Edit

Select account

Amount

Jurrien Oldhof

Remove

Edit

Select account

Amount

Total: R0.00

Continue

Back

Cancel

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Multiple or Group Payments

Step 2 of 3
Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

Pay all beneficiaries from same account

0/20 payments added

Beneficiary Name

Actions

Lara Madrigal

Remove

Edit

Choose an option

From account

Current account

1600 123 1234

Credit card

7643 654 4678

Jurrien Oldhof

Remove

Edit

Select account

Amount

Total: R0.00

Continue

Back

Cancel

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Create group payments - continued

Multiple or Group Payments

Step 2 of 3

Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

☐ Pay all beneficiaries from same account

i

0/20 payments added

Beneficiary Name	Actions
Lara Madrigal	Remove Edit
<div>From account</div> <div><div>Current account</div>1600 123 1234</div> <div>Available balance: R1 500.00</div>	
<div>Amount</div>	
Jurrien Oldhof	Remove Edit
<div>Select account</div>	
<div>Amount</div>	
Total: R0.00	
Continue	
Back	
Cancel	

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Multiple or Group Payments

Step 2 of 3

Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Clear

☐ Pay all beneficiaries from same account

i

0/20 payments added

Beneficiary Name	Actions
Lara Madrigal	Remove Edit
<div>From account</div> <div><div>Current account</div>1600 123 1234</div> <div>Available balance: R1 500.00</div>	
<div>Amount</div> <div>R 44 500.00</div>	
<div>Account limit available: R50 000.00</div>	
Jurrien Oldhof	Remove Edit
<div>Select account</div>	
<div>Amount</div>	
Total: R0.00	
Continue	
Back	
Cancel	

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Multiple or Group Payments

Step 2 of 3

Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Add

☐ Pay all beneficiaries from same account

i

0/20 payments added

Beneficiary Name	Actions
Lara Madrigal	Remove Edit
<div>From account</div> <div><div>Current account</div>1600 123 1234</div> <div>Available balance: R1 500.00</div>	
<div>Amount</div> <div>R 44 500.00</div>	
<div>Account limit available: R50 000.00</div>	
Jurrien Oldhof	Remove Edit
<div>Select account</div>	
<div>Amount</div>	
Total: R44 500.00	
Continue	
Back	
Cancel	

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Multiple or Group Payments

Step 2 of 3

Beneficiaries

Add beneficiary group

Select a beneficiary group and add payments to the beneficiaries you want to pay in that group.

Search beneficiary group

Supervisors

Add

☐ Pay all beneficiaries from same account

i

0/20 payments added

Beneficiary Name	Actions
Lara Madrigal	Remove Edit
<div>From account</div> <div><div>Current account</div>1600 123 1234</div> <div>Available balance: R1 500.00</div>	
<div>Amount</div> <div>R 44 500.00</div>	
<div>Account limit available: R50 000.00</div>	
Jurrien Oldhof	Remove Edit
<div>Select account</div>	
<div>Amount</div>	
Total: R44 500.00	
Continue	
Back	
Cancel	

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Multiple or Group Payments

Step 3 of 3

Confirm

Confirm

Payment date

11 Mar 2021

Beneficiaries

2

Beneficiary group

Supervisors

Beneficiary Name	Actions
Supervisors	Remove Edit
Jurrien Oldhof	Remove Edit
Total: R89 000.00	
Pay	
Back	
Cancel	

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Today

01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>

Yesterday

01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>
01 Jan 2020	Current account	R50 000.00	>

i

Pending authorisation

Payment queued for authorisation

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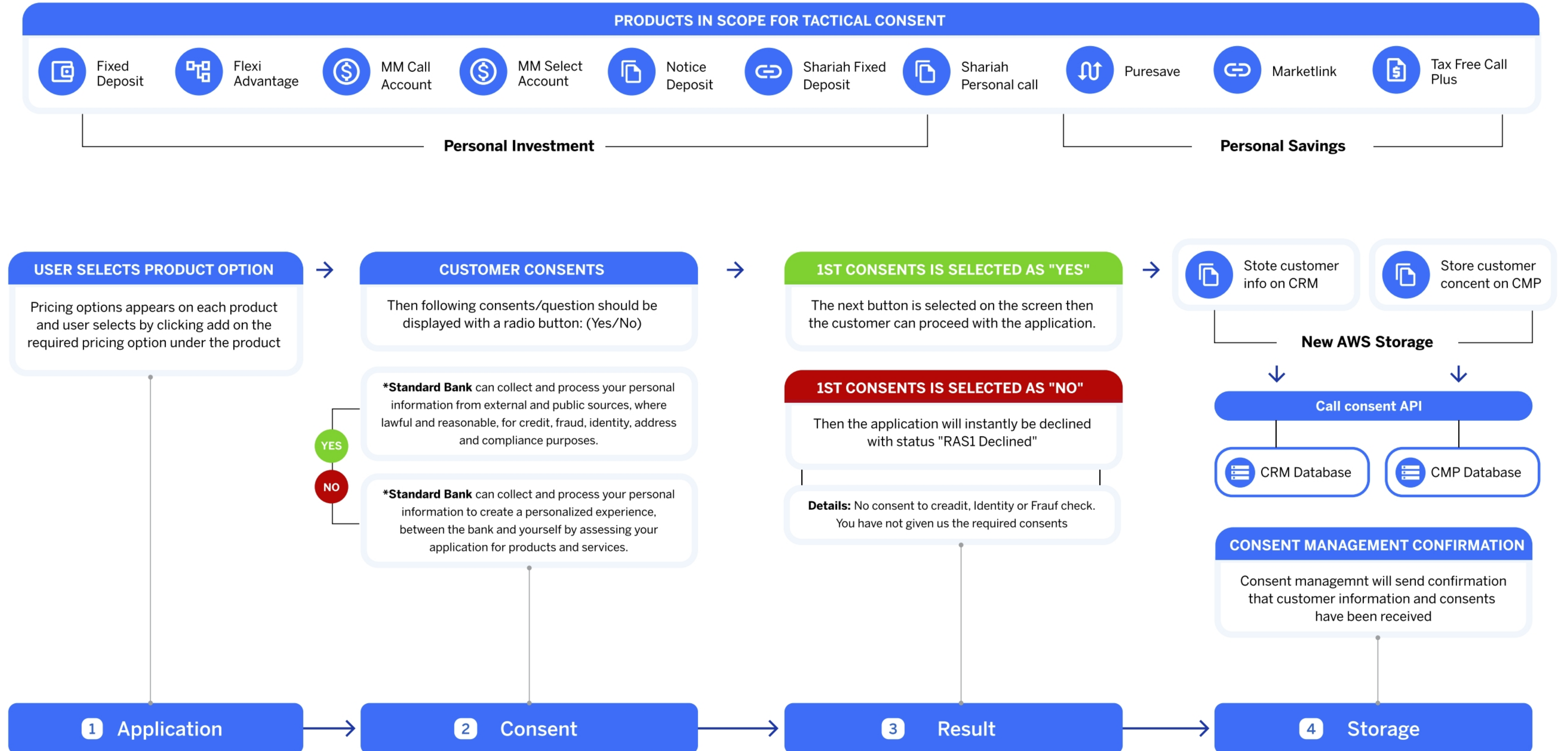
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Explore



STANDARD BANK SA

Consent Management customer journey map





PortfolioEscalations 1Dashboard dSign out

< Dashboard for report s


WARM r eport o verviewCustomer e xperience r atingOutcome statsDownload

From 20/6/22To 26/6/22


i

All percentag es indicate an incr ease or decr ease from the pr evious period of the selcted date


Northw est



Total Rating s Sent Out:
126 +2.5%




Total Rating s Received:
38 +2.5%



Total Rating s Ignor ed:
63 +2.5%

Customer R ating Stats

Individual Cus tomer R ating s



PortfolioEscalations 1Dashboard dSign out

< Dashboard for report s


WARM r eport o verviewCustomer e xperience r atingOutcome statsDownload

From 20/6/22To 26/6/22


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Northw est



Total Rating s Sent Out:
126 +2.5%



Total Rating s Received:
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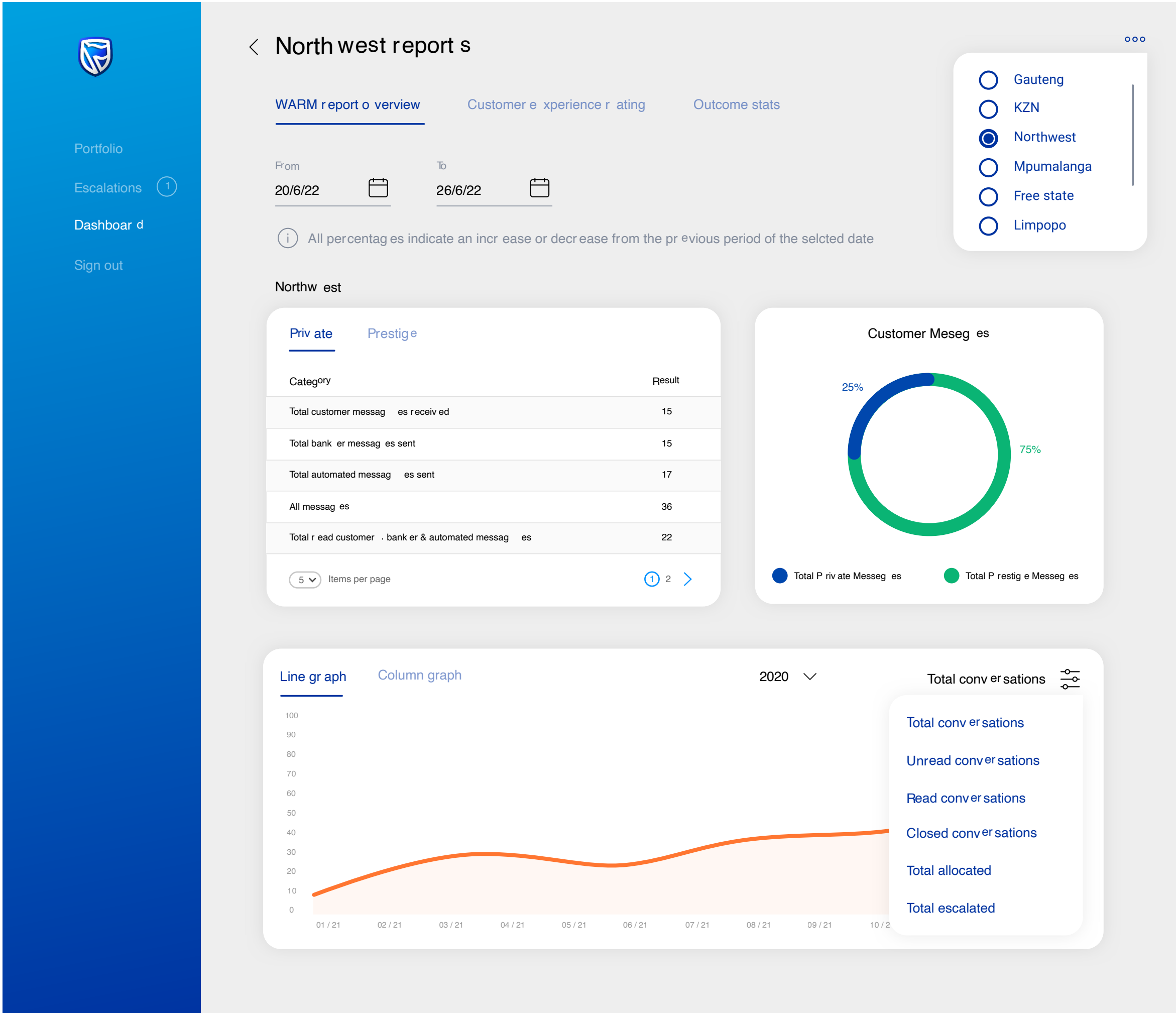
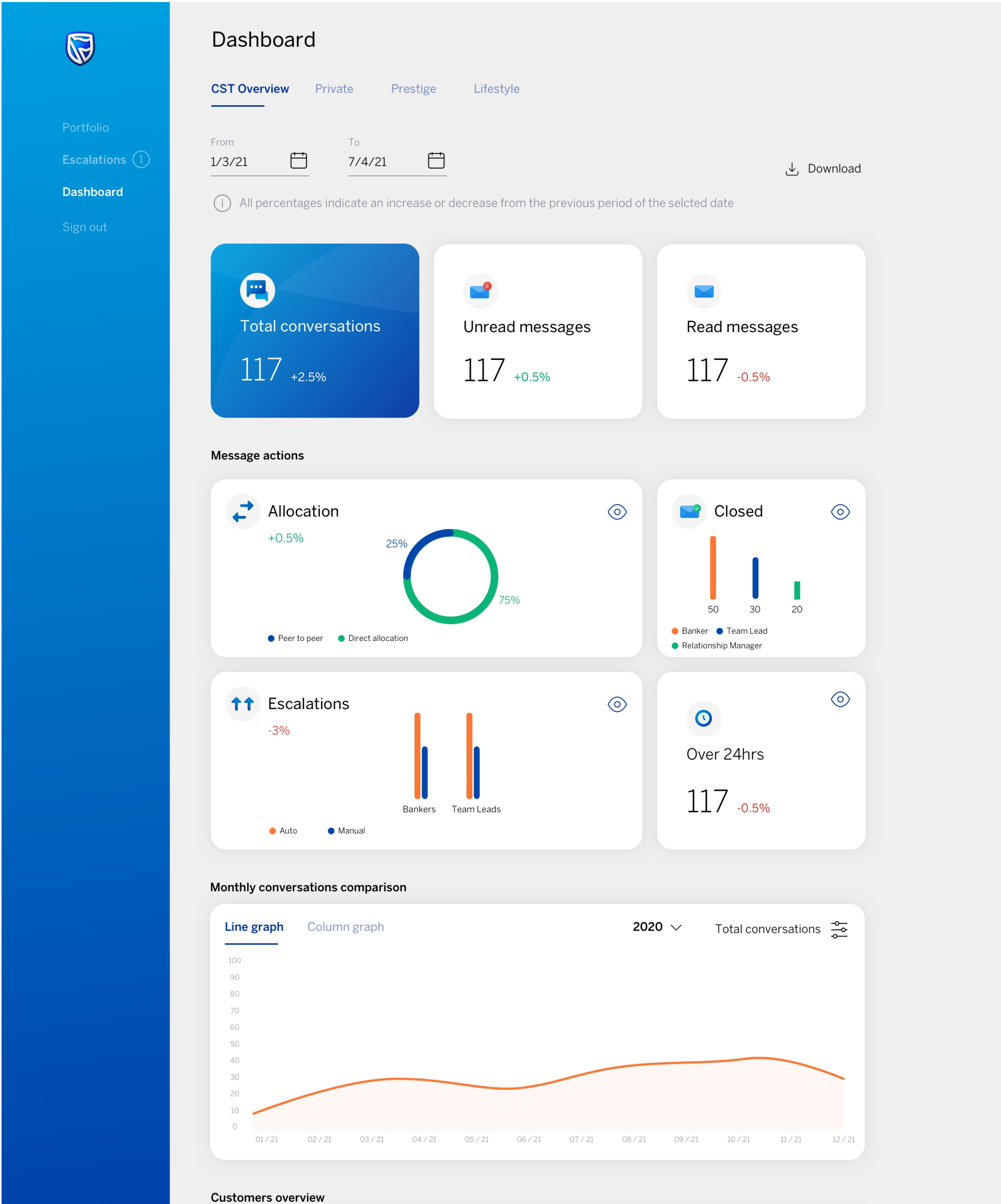
Total Rating s Ignor ed:
63 +2.5%

Customer R ating Stats

Review Step 1Review Step 2Review Step 3Review Step 4

Category	Result
Customers R eceiv ed First R eview Question	21
Customers R esponded to First R eview Question	21
Was your query r esolv ed? 1. Yes 2. No	Yes No
Customer r esponse count	36 36

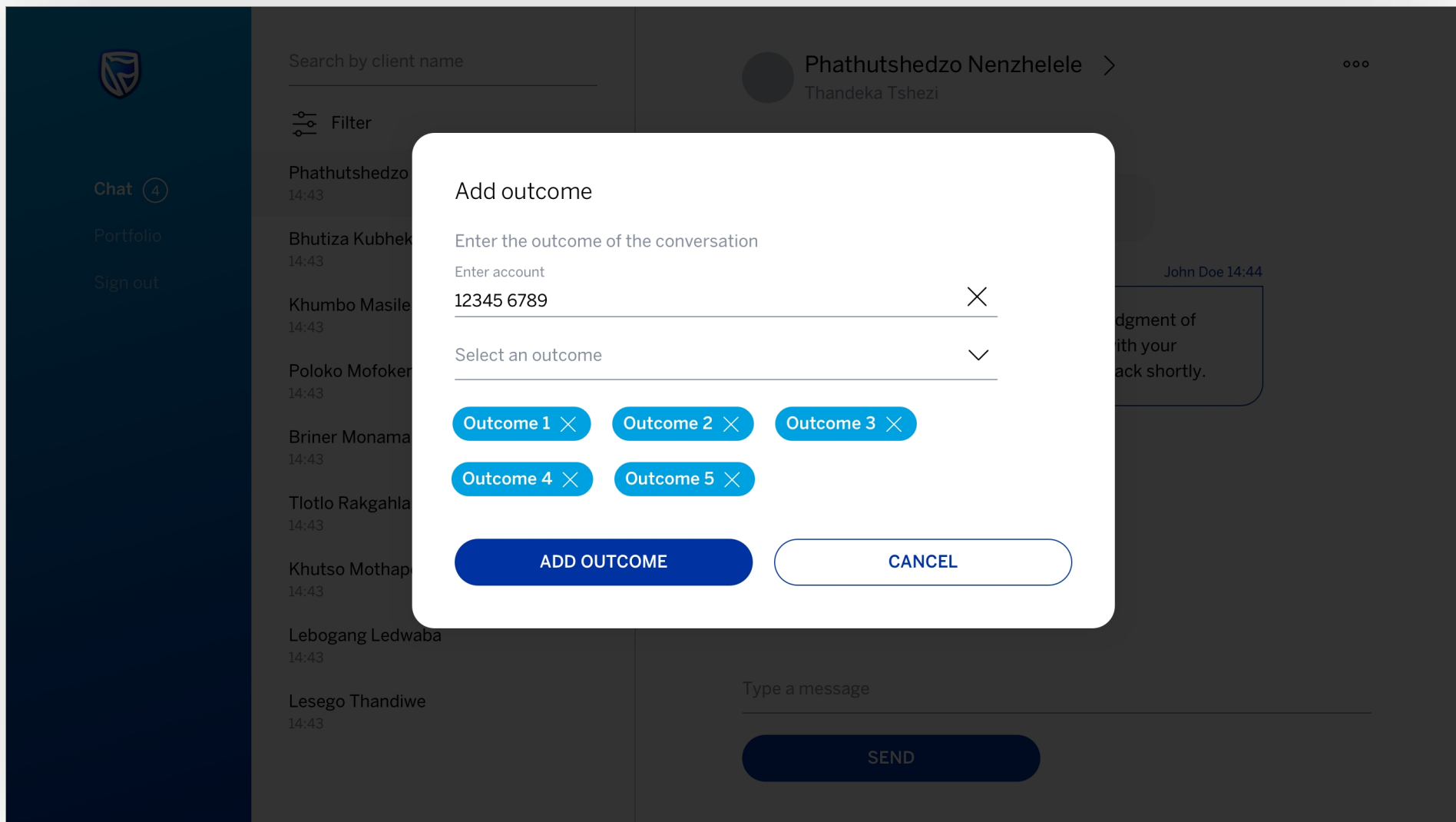
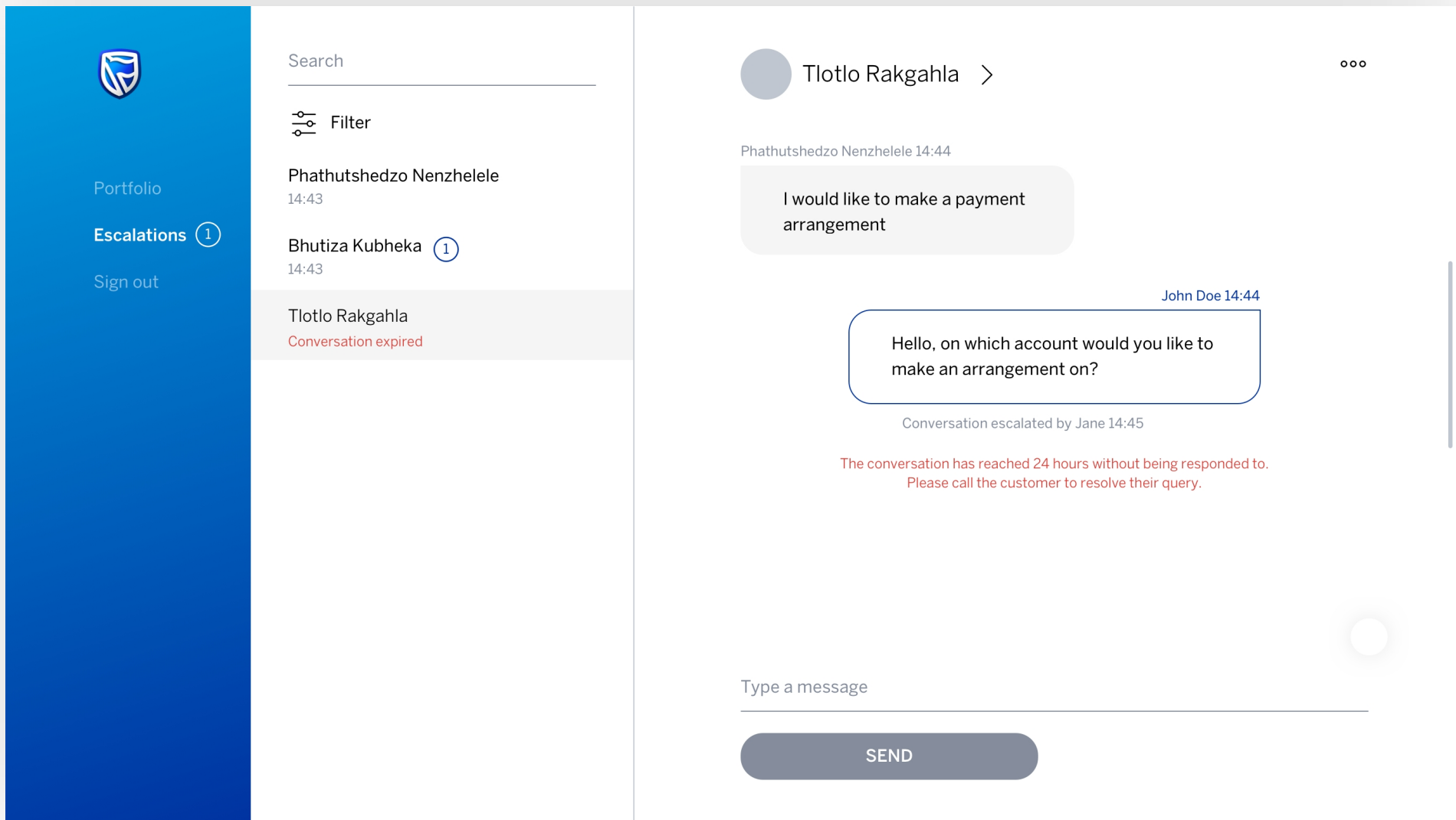
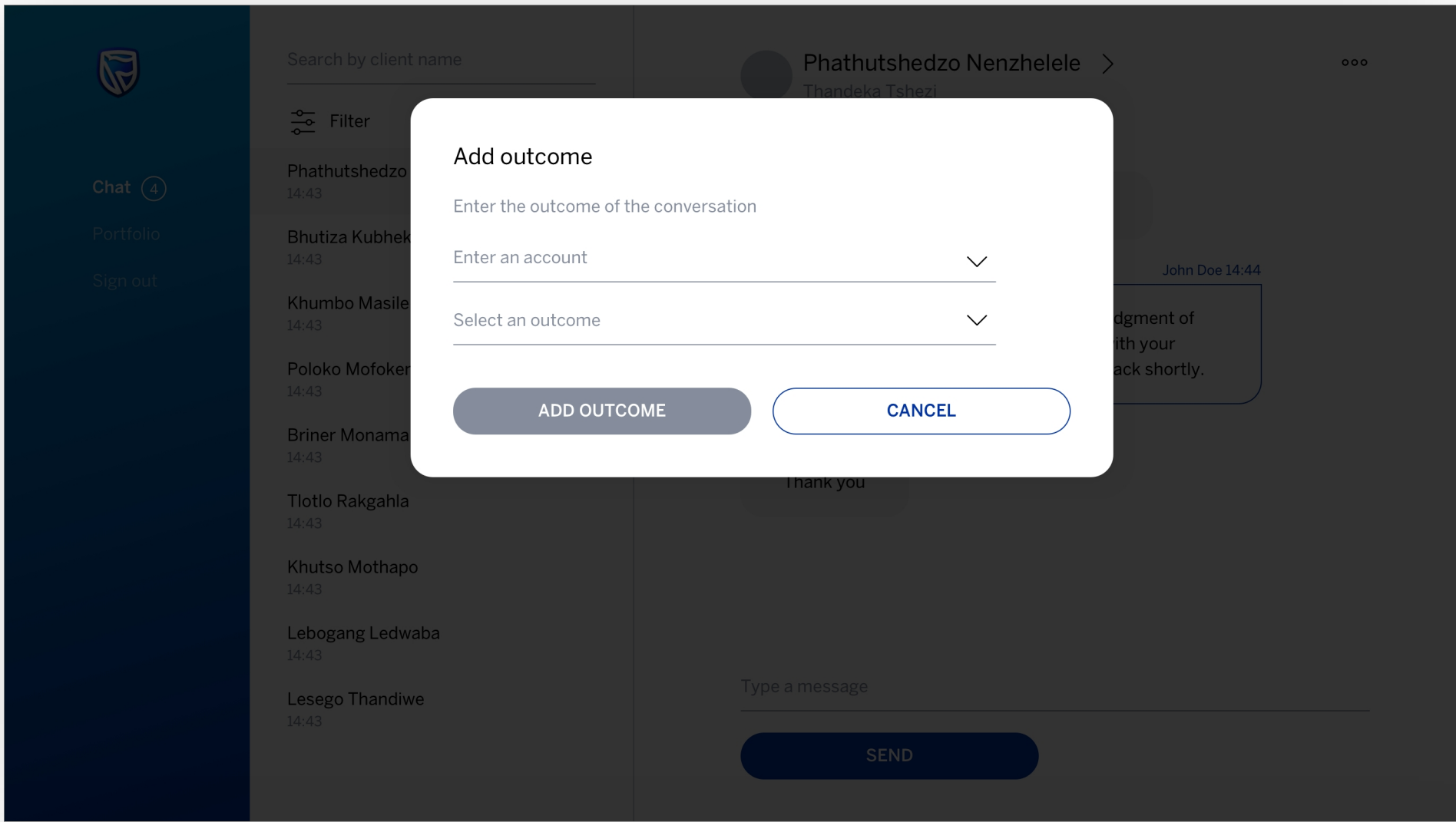
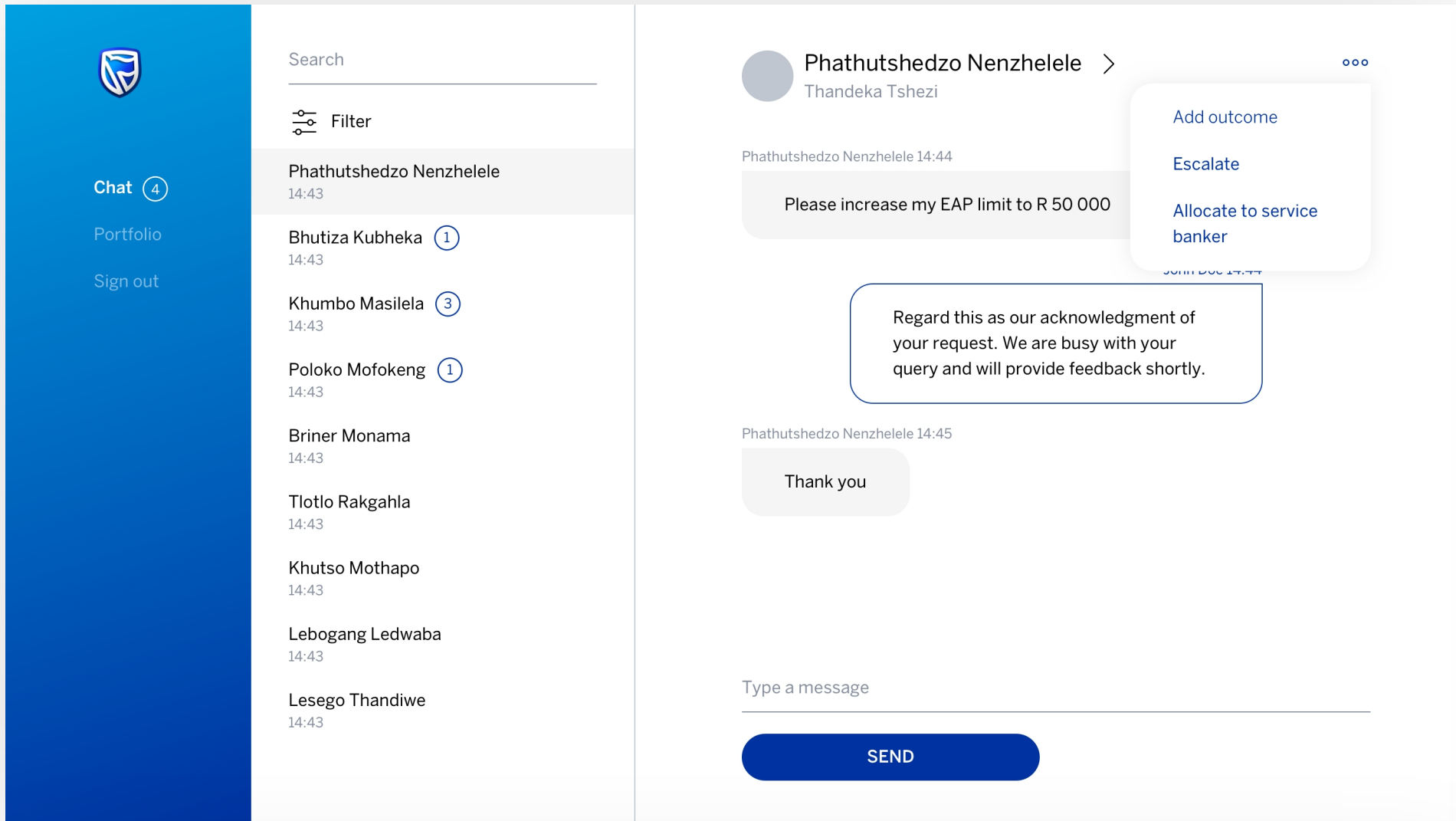
Individual Cus tomer R ating s





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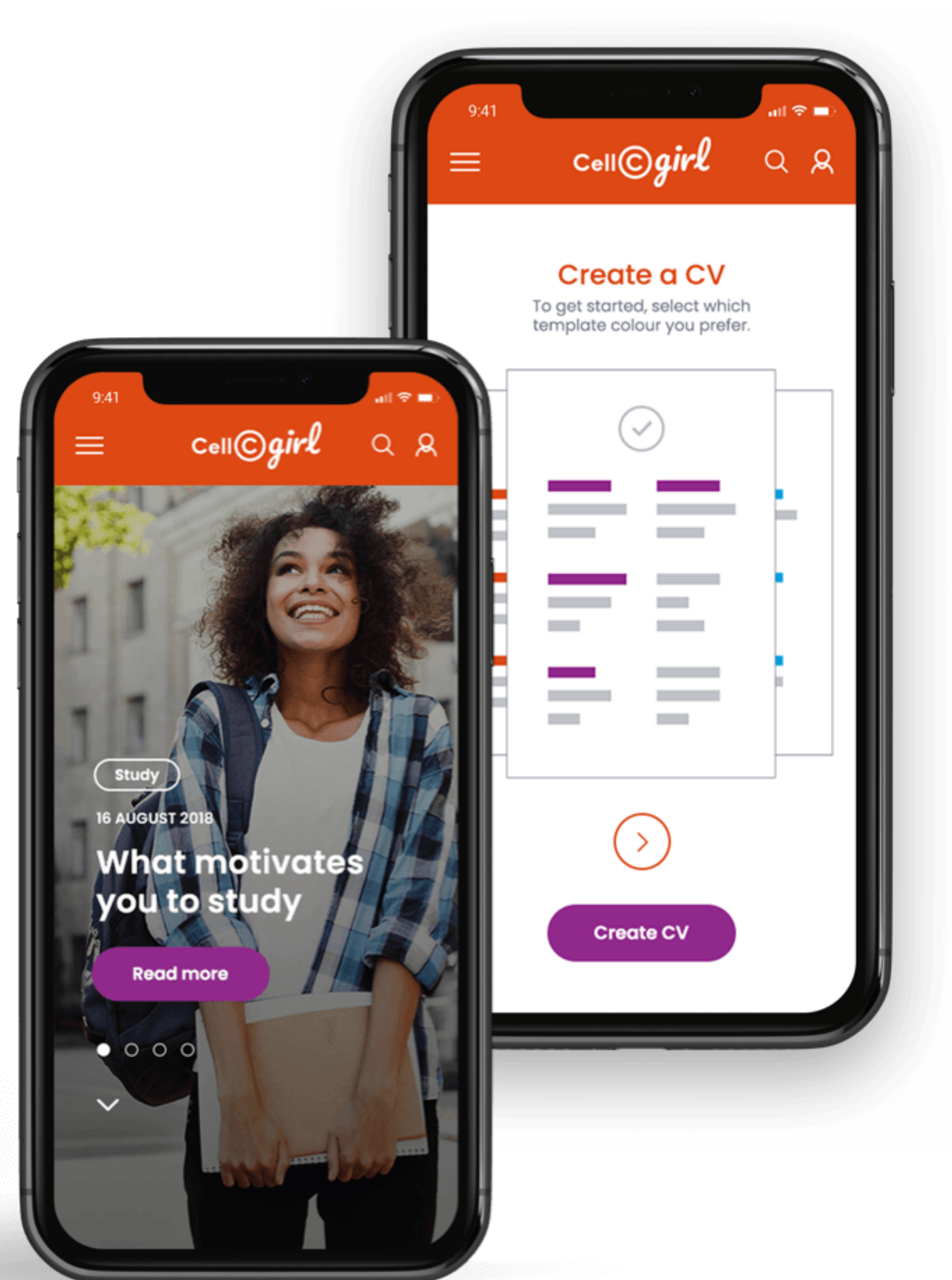
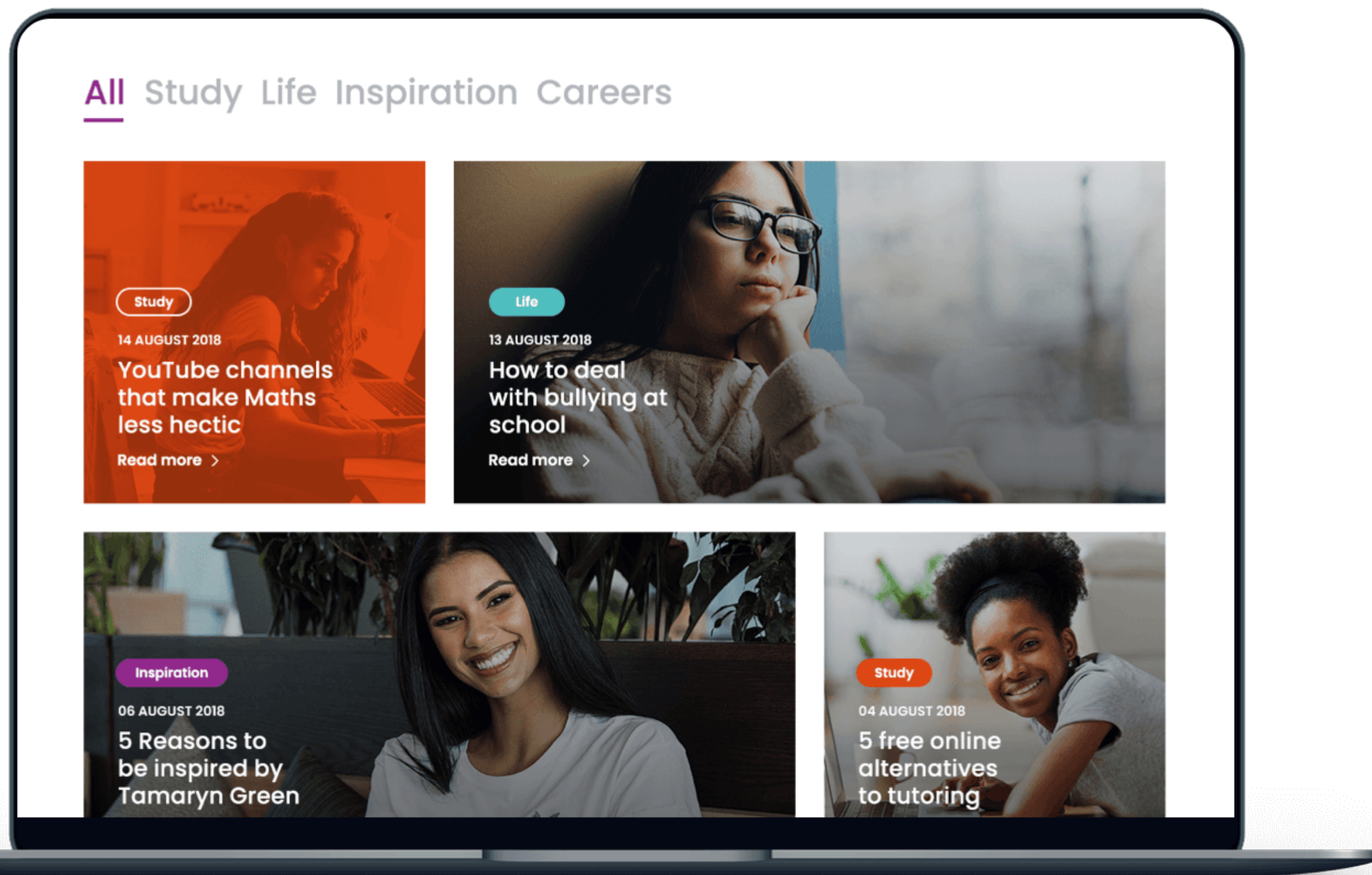
WhatsApp relationship management



* Renault South Africa

New line launch






 **Deneo Ngomane.**
Senior Product Designer

THANK YOU

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