



# UX UI REFERENCE

v. 1.3

## **UI/UX GUIDELINES RECOMMENDATION Using Miscall as One Time Passwords**

**As per 18 April 2019 (Updated v1.3)**

We will describe & check list of the best configuration & UI/UX Best case for CITCALL Miscall OTP for One Time Password (OTP) that been used by our clients.

By using OTPs, you can increase the system security.

You can get the feel of our UI/UX at [citcall.com/demo](http://citcall.com/demo)

### **CONFIGURATION SERVER SIDE**

- You have to set interconnection timeout to 60 seconds.
- Your application server must support HTTP request.
- To send a message to the CITCALL servers, your application server must create an HTTP POST message.
- Your server's IP must be registered in CITCALL servers; you can whitelist your IP on CITCALL dashboard.
- To get the Delivery status, please register your *URL Callback* to Citcall's Account Manager

You can view CITCALL API Documentation at <http://docs.citcall.com> .

### **Using last 4 digit caller id as OTP.**

You can get OTP from respond parameter token, as example "622130123456" so you can pick last 4 digits (or 6 digits) from token parameter.

## FLOW OVERVIEW



### 1. Input phone number

For sign up, new user will need to input their phone number.

For the next verification, this step can be skipped.

### 2. Graphic introduction

Give graphic introduction before user receive misscall so user know that they're going to receive misscall as the OTP

(If user already get used to it, this step can be skipped)

### 3. Input verification code

Input verification code from misscall OTP

If user use android, auto-read feature can be applied

### 4. Busy line

When user retry for 2<sup>nd</sup> time, an information if there's no signal shall be given to user or the number is invalid

So user can find another spot with better signal

#### **IMPORTANT NOTE!**

Different from SMS, Misscall OTP can get success or fail status from telco (success rate is up to 95%)

#### **IMPLEMENTATION:**

For website, a 'fail' notification shall be given after pressing the 'retry button'

For application an auto-retry feature shall be given when auto-read feature detected fail status

## **CHECK LIST UI/UX MISSCALL OTP CITCALL**

### **INPUT MOBILE NUMBER**

- Use the word “misscall” not “phone call”
- Country code box
- System automatically remove the first ‘0’ and country code

### **MISSCALL WAITING**

- Use graphic introduction about “Misscall OTP” before input OTP
- A graphic information about miscall OTP and “understand” button / “Miscall Me Now”
- Call Citcall API to send OTP after user press “understand” button

### **VERIFICATION (Success)**

- Input box for code verification as guided
- Give prefix or first numbers of miscall OTP as challenge code
- Use words “You got miscall OTP, please complete number that did the miscall”

### **RETRY BUTTON**

- Set URL Callback
- Give a “Network is busy, please get a better signal” notification to user for 2<sup>nd</sup> retry
- Give a notification “Your number can not be reached, please check your signal”

# 1. INPUT NOMOR TELEPON



account registration for demo@citcall.com

Enter your mobile number

+62 812-345-678

Verify My Mobile

For more info contact [info@citcall.com](mailto:info@citcall.com)

The word "call" can be changed to "miscall"

Based on our research, the word "call" makes user think that they have to answer the phone. And for miscall, user is more intuitive that they doesn't have to answer it because it's only a miscall

This can use a drop down button for Country Code if there's a user in another country so it won't be wrong systematically  
(this is optional)

Verifikasi Akun

Akun kamu belum terverifikasi. Demi kenyamanan bersama, kami perlu memverifikasi nomor handphone kamu. Silakan pilih salah satu dari cara berikut:

Call SMS

... panggilan ke nomor handphone kamu. Tidak perlu diangkat, cukup catat 4 digit terakhir dari nomor pemanggil yang muncul

628194010777 CALL NOW

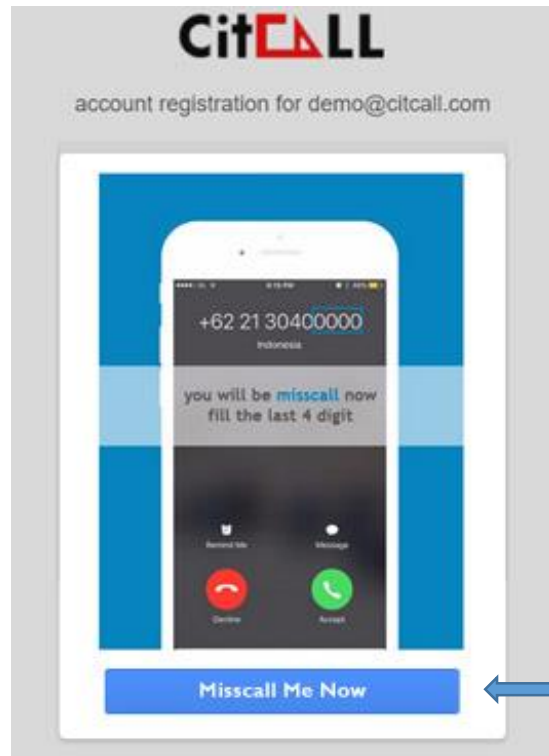
The words "CALL NOW" can be changed to "GET MISSCALL OTP NOW"

We suggest to systematically remove the first 0 or country code (ex 62 for Indonesia) to reduce user put the wrong phone number and double prefix

## 2. MISSCALL OTP INTRODUCTION (for user & API response)

This section is the most important to make User understand

Based on data, user will understand the OTP flow if they get a graphic introduction



### Flow Introduction

1. User press the “Verify me Now” button then system will give a graphic introduction that it will do a misscall. Avoid word “call” and use “**misscall**”.

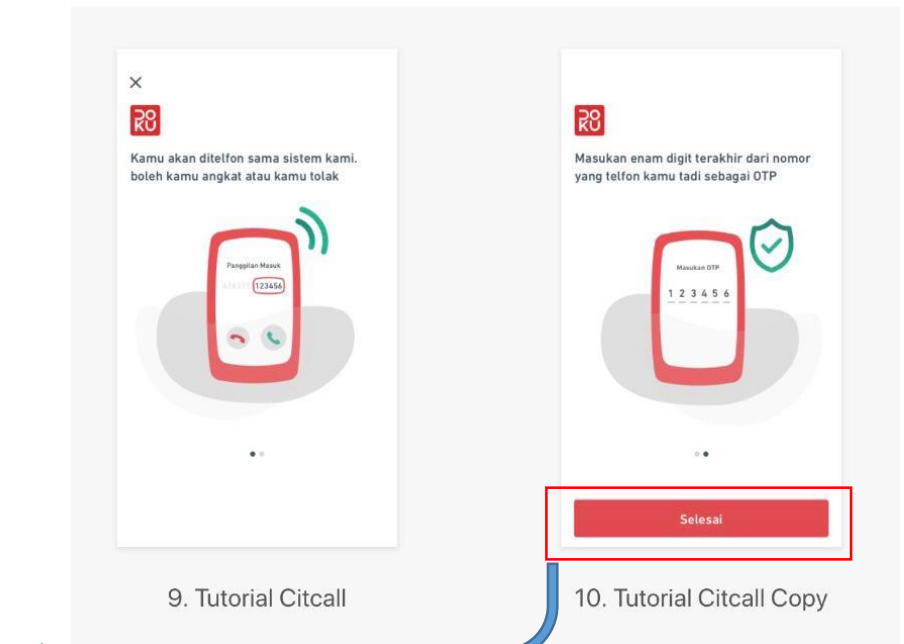
2. Word “Done” can be changed to “Misscall Me Now”

(Citcall has already prepared Bahasa and English version)

Check it here [citcall.com/demo](http://citcall.com/demo)

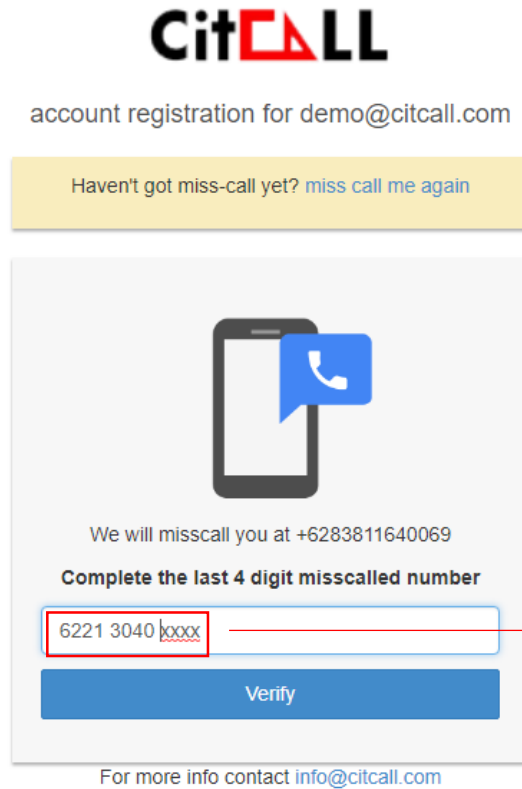
3. After pressing the “Misscall Me Now” button, then system will call Citicall’s API to send the OTP to user

4. Move to input code page



### 3. VERIFICATION

If code successfully sent with API response as "Success" then continue to the input box for code validation



#### Challenge Code (Prefix)

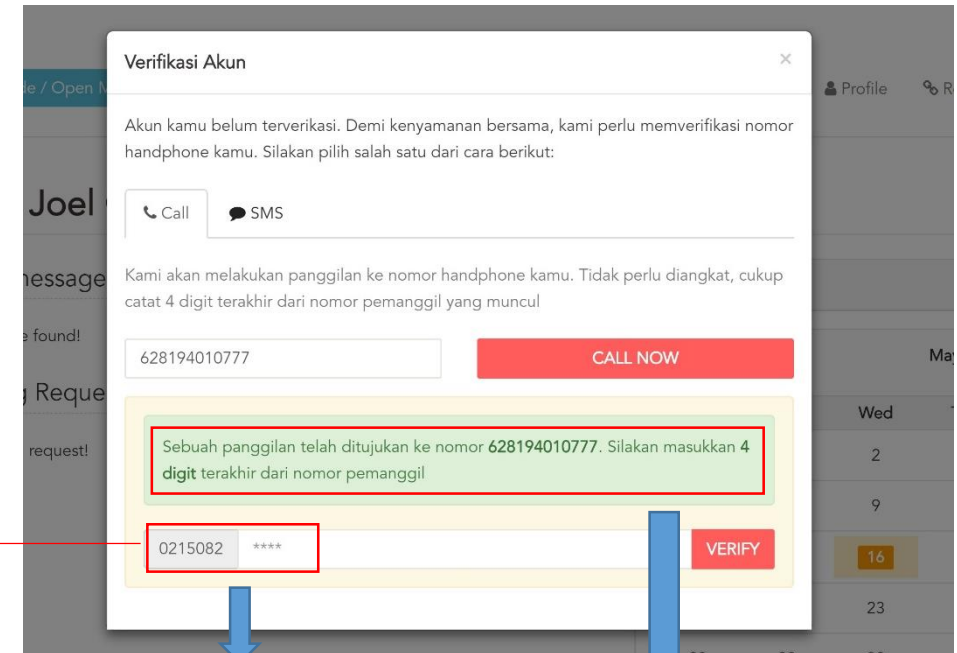
In API response there's a prefix phone number that could be given to User

```
"token": "622130401234",
```

API detail could be checked on docs.citcall.com

Note :

Prefix can change so every response can be different



It's suggested that prefix and the last are combined. If it combined, User would get it that it is the first code of miscall OTP

(Word Recommendation)

We have sent the miscall to number xxxxxx

(New paragraph) please complete the last 4 digits from the number that miscalled

## 4. RETRY BUTTON

**INDOODAX**

Kami akan melakukan pemanggilan ke nomor ponsel yang terdaftar. Masukkan 4 digit terakhir dari nomor telepon yang melakukan pemanggilan tersebut di bawah:

(021) - 5080 - xxxx

Masukkan >

Logout

**PANGGIL ULANG**

### RETRY MISSCALL / Retry (First try)

Give retry option if user has not input the code after 15 seconds

Retry time should not be too long because Citcall is user if in 15 seconds user has not input the code, it's possible that system failed to send miscall

### RETRY MISSCALL / Retry (Second try)

If it's still fail on 2<sup>nd</sup> try, notification shall be given.

Details on next page

Based on survey, Input Box is the easiest to understand. It's important for user to understand how the miscall work.

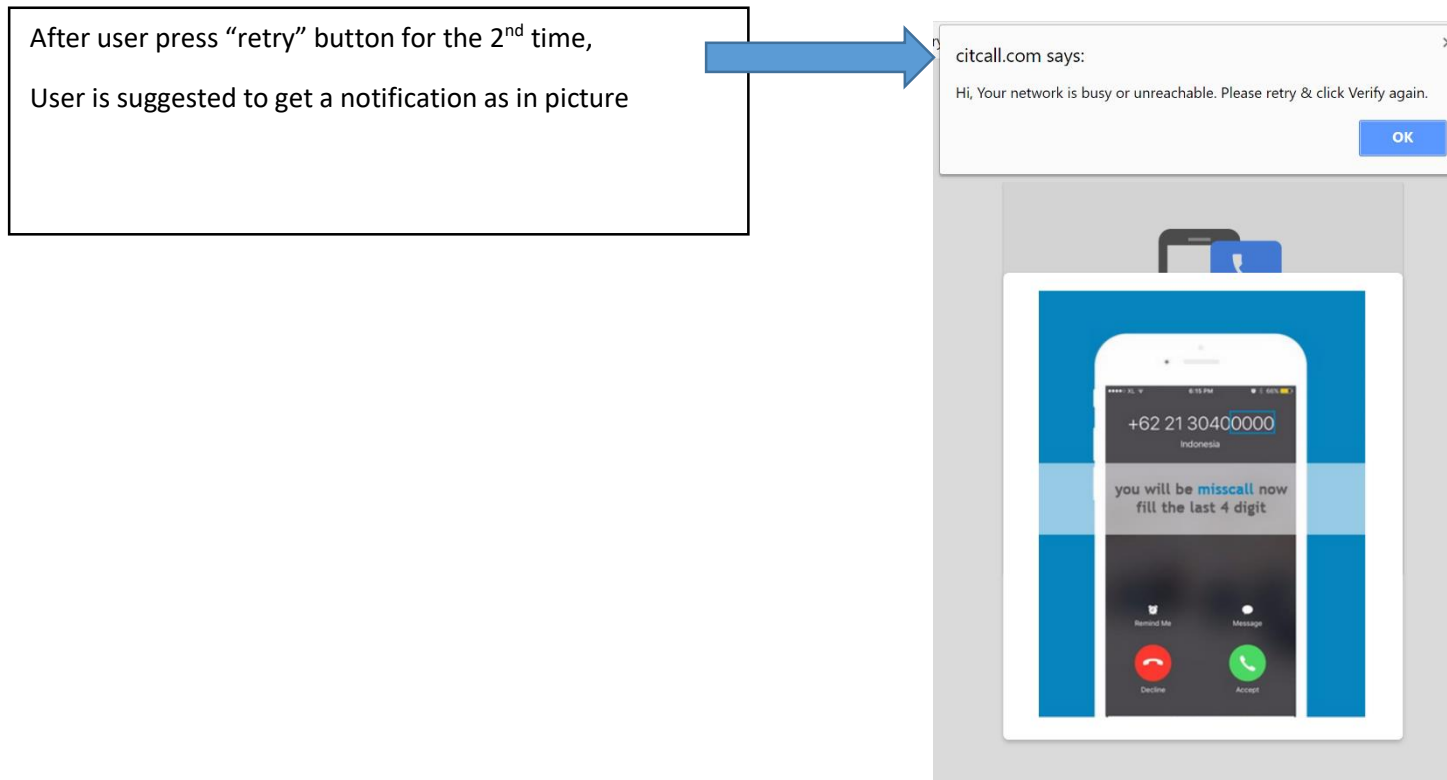
Important Points:

- The word "miscall" will make user know that the phone should not be answered
- The first phone number is used as a challenge code so user would know which number has a code
- With word "complete" user would intuitively understand to complete the number

## 4.1 RETRY (lebih dari 1x)

*Response fail* on **URL CALLBACK** is common because Citicall give "Fail" status if we success in detecting code that failed to be sent to user.

Fail reason can be: no signal, user phone is dead, or phone is busy or in use.



### Note:

**NOTIFICATION IS IMPORTANT!** Because sometimes user didn't know that the place where they request OTP has a bad signal.

If there's no notification, user might be confused and think that there's an error or problem on app while the problem is in user's side because of no signal

## **ADDITIONAL**

- **Security UI/UX**

For security reason, we recommend for every unique user with one number registered to limit the trial for only 5 to 10 times to avoid brute force.

User also can only do 3 times retry in an hour or a day to avoid fake user

- **Auto-Read**

Citcall OTP can be used with auto-read feature for a better UX by matching the number in the Call State

This can only be used in Android Version 8 or under.

- **Auto-retry**

For auto-read, client can add auto retry system because Citcall's system can detect if user "fail" receiving code. It's suggested max 2 retries and give a notification as in point 4.1 above if it's still fail