Event
Flexible_savings_creation_interest_indication

Key attributes to collect
- is_first_time_user
- is_signup
- is_returning_user
(boolean)

User taps Flexible from dashboard

(SYSTEM - API CALL)
Is Flexible savings config returned?

YES

Is user a new user?

YES

USP slideshow

Event
flexible_savings_creation_start

Key attributes to collect
- is_halal (boolean)

No

Single pager USP

User chooses interest preference

Event
flexible_savings_creation_interest_preference_selected

Key attributes to collect
- is_halal (boolean)

No

Scenario
Unknown server error

User taps Back

Error 124
Hmm, something unexpected occurred. We're looking into it. Please try again shortly.

Event
flexible_savings_creation_config_error

Key attributes to collect
- error_message (string)
- is_first_time_user
(boolean)

Action
Back

Action
Try again

User selects category

Other?

User enters custom category

Event
flexible_savings_creation_category_selected

Key attributes to collect
- is_emergency_fund
- is_general_savings
- is_big_purchase
- is_housing_&_assets
- is_education
- is_lifestyle
- other_category_descriptor (string)

User selects contribution frequency (daily, monthly, weekly)

Event
flexible_savings_creation_contribution_frequency_selected

Key attributes
- is_daily (boolean)
- is_weekly (boolean)
- is_monthly (boolean)

User enters amount

Event
flexible_savings_creation_amount_entered

Key attributes to collect
- amount

Is amount entry valid?

No

Error message
"Please choose a valid amount"

Yes

Select Funding Source

Event
flexible_savings_creation_funding_source_selected

Key attributes
- funding_source

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User selects contribution date and time

Event
flexible_savings_creation_contribution_schedule_set

Key attributes:
- contribution_frequency (string)
- contribution_time_of_day (timestamp) (string)
- contribution_day_of_the_week_selected (string)
- contribution_day_of_the_month_selected (string)
- is_autosave_on (boolean)

User inputs Plan name

Event
flexible_savings_creation_plan_name_entered

Key attributes to collect
- plan_name (string)
- is_plan_name_skipped (boolean)

Edit plan

Summary/Overview
Accept T&C

Event
flexible_savings_creation_summary_reviewed

Key attributes:
- is_first_time_user
- is_signup_with_interest
- is_signup_with_referral
- other_target_category_descriptor
- amount
- is_date_preset
- contribution_frequency
- contribution_time_of_day_selected
- contribution_day_of_the_week_selected
- contribution_day_of_the_month_selected
- is_autosave_on
- contribution_calculation_display
- is_contribution_amount_preset
- funding_source
- plan_name
- is_plan_name_skipped

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API Error

Event
flexible_savings_creation_error

Key attributes
- Same as create success, +
- error_message (string)

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Error message
"Sorry we are unable to process your request, please try again"

Success

Success screen

Event
flexible_savings_creation_success

Key attributes:
- plan_id (string)
- is_first_time_user
- is_signup_with_interest
- is_signup_with_referral
- other_target_category_descriptor
- amount
- is_date_preset
- contribution_frequency
- contribution_time_of_day_selected
- contribution_day_of_the_week_selected
- contribution_day_of_the_month_selected
- is_autosave_on
- contribution_calculation_display
- is_contribution_amount_preset
- funding_source
- plan_name
- is_plan_name_skipped

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User taps view my plan

API Error

Event
flexible_savings_creation_post_create_navigate_to_dashboard_error

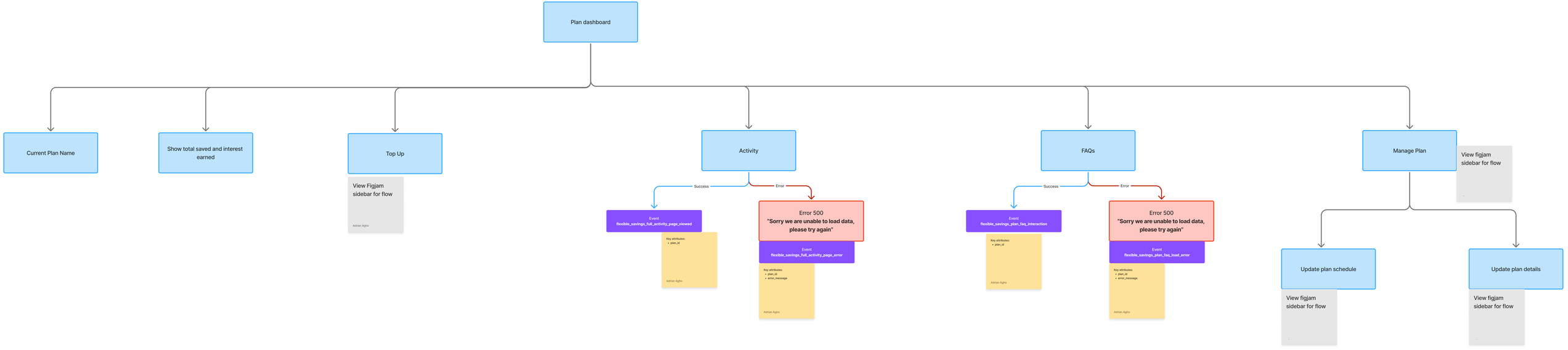
Key attributes:
- plan_id (text)
- error_message (text)

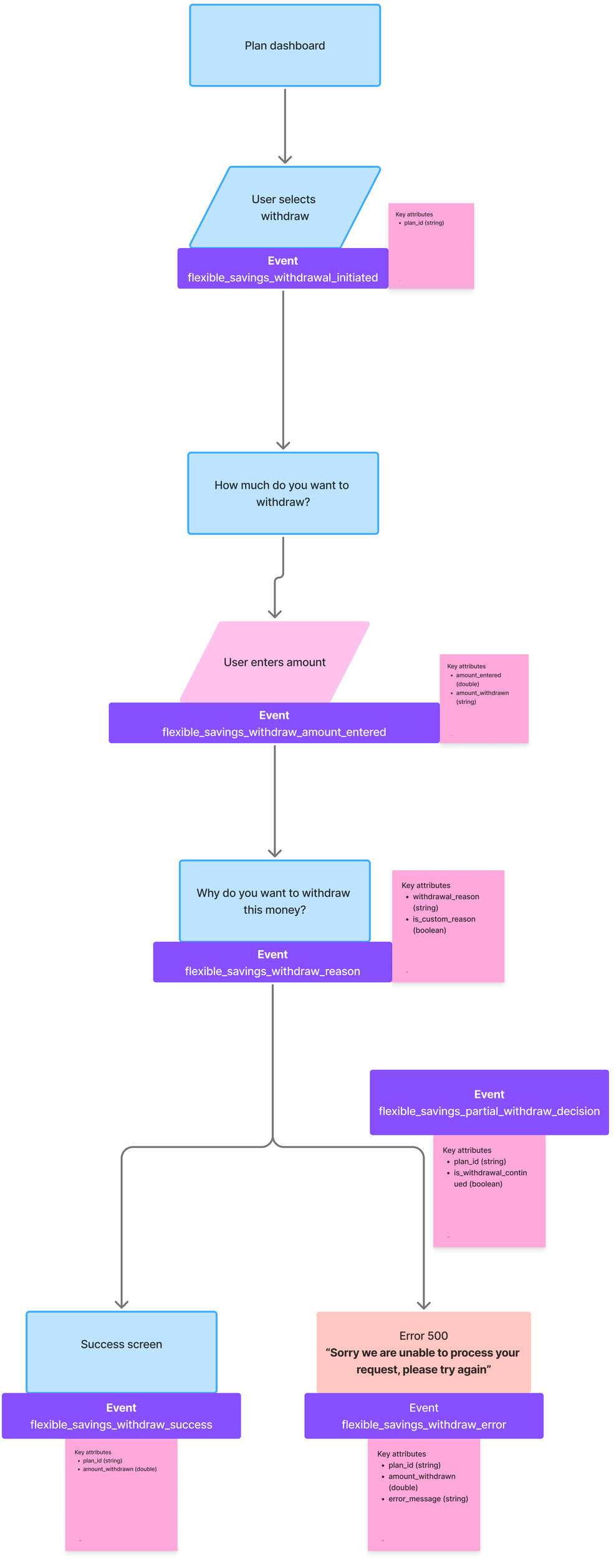
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Error message
"Sorry we are unable to load your plan. Please try again."

Success

Plan dashboard


Plan dashboard
Current Plan Name
Show total saved and interest earned
Top Up
View Figjam sidebar for flow
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Activity
Success
Error
Event
flexible_savings_full_activity_page_viewed
Key attributes:
plan_id
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Error 500
"Sorry we are unable to load data, please try again"
Event
flexible_savings_full_activity_page_error
Key attributes:
plan_id
error_message
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FAQs
Success
Error
Event
flexible_savings_plan_faq_interaction
Key attributes:
plan_id
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Error 500
"Sorry we are unable to load data, please try again"
Event
flexible_savings_plan_faq_load_error
Key attributes:
plan_id
error_message
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Manage Plan
View figjam sidebar for flow
Update plan schedule
View figjam sidebar for flow
Update plan details
View figjam sidebar for flow


Plan dashboard
User selects withdraw
Key attributes
plan_id (string)
Event
flexible_savings_withdrawal_initiated
How much do you want to withdraw?
User enters amount
Key attributes
amount_entered (double)
amount_withdrawn (string)
Event
flexible_savings_withdraw_amount_entered
Why do you want to withdraw this money?
Key attributes
withdrawal_reason (string)
is_custom_reason (boolean)
Event
flexible_savings_withdraw_reason
Event
flexible_savings_partial_withdraw_decision
Key attributes
plan_id (string)
is_withdrawal_continued (boolean)
Success screen
Event
flexible_savings_withdraw_success
Key attributes
plan_id (string)
amount_withdrawn (double)
Error 500
“Sorry we are unable to process your request, please try again”
Event
flexible_savings_withdraw_error
Key attributes
plan_id (string)
amount_withdrawn (double)
error_message (string)

DASHBOARD BANNER

When it shows, hides and retires

One banner, three user states, each with its own rules. It keeps nudging without nagging.

	NEW USER, SKIPPED	EXISTING USER, NEVER STARTED	NEW KYC QUESTIONS
Dismissed by	Completing the quiz	Completing the quiz	Completing the questions
First shown	Next session after skip	First time on the new dashboard	The day the questions go live
If ignored	Hides for 2 days	Hides for 3 days	Hides for 3 days
Max resurfaces	5×	3×	3×