

# Process for usability testing on features

- Testing features and user flow on low to mid-fidelity UI screens with various users

- Capturing the results as a PASS or FAIL experience
- Prioritizing importance of fixing the UI for FAILED experiences
- Adjusting the interaction experience / feature

The screenshot shows a web application interface for an order status page. The page has a header with "Order status / order actions" and "Back to Dashboard". Below the header, there's a section for "Order" with "Product 1", "Product 2", and "Product 3". The main content area is divided into three tabs: "Items", "Shipping address", and "Review and payment". The "Shipping address" tab is active, showing a red error message: "The shipping address is incorrect or could not be found. Please update or ignore the errors to proceed." with an "Ignore all" button. Below the error message, there's a dropdown menu for "Previously saved address" and a "Save changes" button. The bottom of the page shows a table of items with columns for "Product", "SKU", "Brand", "Quantity", "Price", and "Status".

User: Kamil  
Warehouse location: Poland  
Experience level: expert  
Demo-test#: 01  
Date of interview: Feb 11, 2021  
Facilitator: Shristi  
Attended: Mike E, Mike G, Boyd, Nigel, Tanya

Board view

No Priority 6 HIGH 5 MEDIUM 17 LOW 13

## Shipping label page

Understood how to print shipping label and commercial invoice

Success

## Commercial invoice

Successfully changed Ship to address

Success

## Shipping label - size and dimensions

## Shipping label - carrier accounts

HIGH

- Show all carrier accounts i.e. UPS, DHL
- Show all carrier accounts' respective services
- There will always be one service associated with each respective carrier account i.e. UPS1-service1, service2, UPS2-service1, service2
- DHL1-service1, service2
- DHL2-service2

## Shipping label - buttons

MEDIUM

- Update button layout and interaction

User clicked on "create shipping label" disabled button to open "size and courier" accordion

User asked if the application was for commercial invoice for internal purposes or external purposes

Success

## Shipping label: size and dimensions

LOW

- Update font and layout

Did not think to view rates without outside assistance from Shristi. Squinted to see rates per carrier option

- Layout needs to be changed

Success

## Shipping label: size and dimensions

# Implementation of a design system with design documentation

- Defining a new design system (and framework) that is simple to use now and easy to scale later
- Advocation and adherence to a new shared design system (i.e. Google Material, etc.)
- Ensuring design updates are documented on any collaborative platform (i.e. Atlassian, Miro, etc.)

