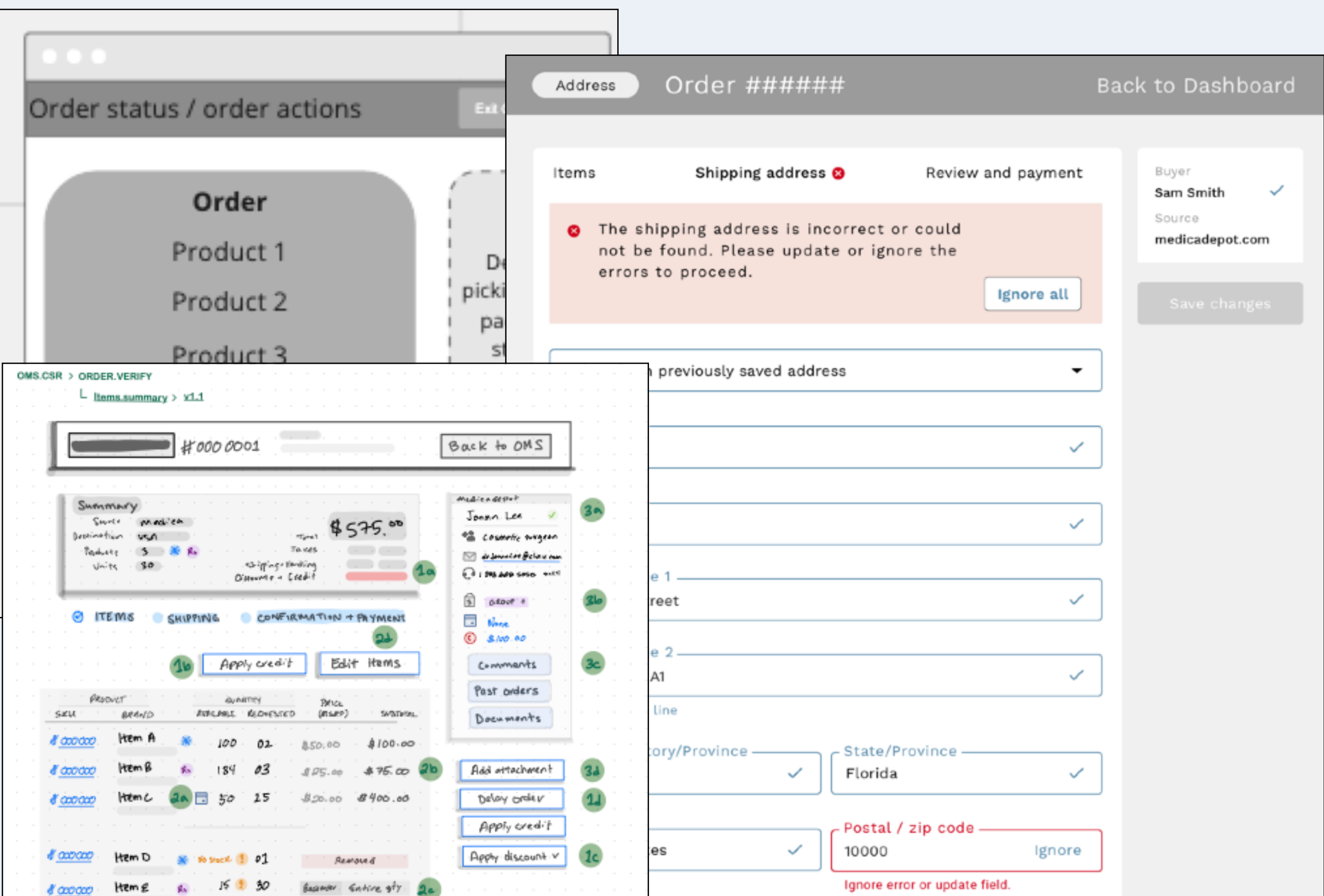# **Process for** usability testing on features

> 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

Order status / order actions — Exit

Order

Product 1

Product 2

Product 3

Address — Order ###### — Back to Dashboard

Items — Shipping address ✖ — Review and payment

Buyer
Sam Smith ✓
Source
medicadepot.com

✖ The shipping address is incorrect or could not be found. Please update or ignore the errors to proceed.

Ignore all

Save changes

...previously saved address ▼

✓

✓

1

✓

A1 ✓

...line

ory/Province — State/Province
✓ — Florida ✓

Postal / zip code
10000 — Ignore

...es ✓

Ignore error or update field.

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 ⌄

Properties   Group by

🗔 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

OMS.CSR > ORDER.VERIFY
└ Items.summary > x1.1

#000 0001 — Back to OMS

Summary
Source   medica
Destination   USA
Products   3
Units   30

$575.00

Taxes
Shipping/handling
Discounts + Credit

medicadepot
Jonah Lee ✓
Cosmetic surgeon

○ ITEMS   ○ SHIPPING   ○ CONFIRMATION + PAYMENT

Apply credit   Edit items

PRODUCT   QUANTITY   PRICE
SKU   BRAND   AVAILABLE   REQUESTED   (MSRP)   SUBTOTAL

Item A   100   01 $50.00 $100.00
Item B   184   03 $25.00 $75.00
Item C   50   15 $20.00 $400.00

Comments
Past orders
Documents

Add attachment
Delay order
Apply credit
Apply discount ⌄

Item D
Item E

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.)