

# Whatsapp



## Usability Testing



# Whatsapp

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Whatsapp from meta is an app for messaging and calling. It is very simple to use and a trusted private platform.





# Project Brief

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To test the functioning of WhatsApp and create a score-based system with the help of a set of activities and tasks. Finally, recommend possible ways to improve the usability hence enhancing the experience.

# User Base



**Shivansh Gupta**

- 18 yrs
- Use Whatsapp for chats with friends



**Navam Garg**

- 27 yrs
- Use whatsapp for business purpose



**Diya Aggarwal**

- 21 yrs
- Use whatsapp for college work



# Task - 1

To hide the Last Seen & Online status on WhatsApp.



## Task - 2

How to link your WhatsApp to another device.



## Task - 3

How to hide the blueticks on WhatsApp.



## Task - 4

How to Archive your contact on WhatsApp.





## Task - 5

How to make messages disappear on chats.

Set Of Activities	Time to Finish Activity	Steps to finish task
To hide the last seen & Online status	8 Seconds	4 Steps
How to link your WhatsApp with another.	17 Seconds	3 Steps
How to hide bluetick on WhatsApp	11 Seconds	4 Steps
How to archive your contact o WhatsApp.	2 Seconds	1 Steps
How to make messages disappear on chats.	30 Seconds	3 Steps

## Shivansh Gupta

Set Of Activities	Time to Finish Activity	Steps to finish task
To hide the last seen & Online status	11 Seconds	4 Steps
How to link your WhatsApp with another.	20 Seconds	3 Steps
How to hide bluetick on WhatsApp	9 Seconds	4 Steps
How to archive your contact o WhatsApp.	1 Second	1 Steps
How to make messages disappear on chats.	38 Seconds	10 Steps

## Navam Garg

Set Of Activities	Time to Finish Activity	Steps to finish task
To hide the last seen & Online status	28 Seconds	4 Steps
How to link your WhatsApp with another.	9 Seconds	3 Steps
How to hide bluetick on WhatsApp	11 Seconds	4 Steps
How to archive your contact o WhatsApp.	1 Second	1 Steps
How to make messages disappear on chats.	-	-

## Diya Aggarwal

Set Of Activities	Time to Finish Activity	Steps to finish task
To hide the last seen & Online status	12 Seconds	4 Steps
How to link your WhatsApp with another.	10 Seconds	3 Steps
How to hide bluetick on WhatsApp	7 Seconds	4 Steps
How to archive your contact on WhatsApp.	2 Seconds	1 Steps
How to make messages disappear on chats.	-	-

## ScoreBoard

Users	Score
Shivansh	8/10
Navam	6/10
Diya	8/10

# Insights

Mostly the users don't know about the feature disappear messages.

1

3

Some users found difficult to find the feature to hide the last seen.

Users were confused between disappear messages and delete messages.

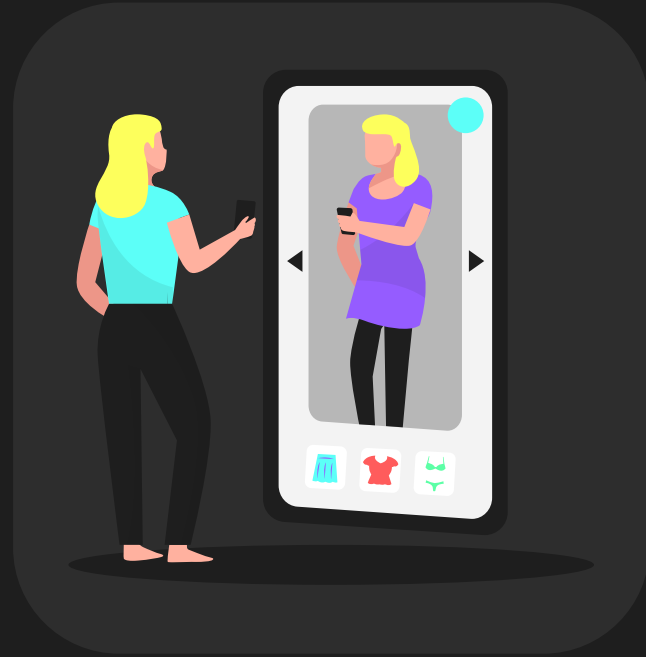
2

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Else all the other features were easily accessible to the users.

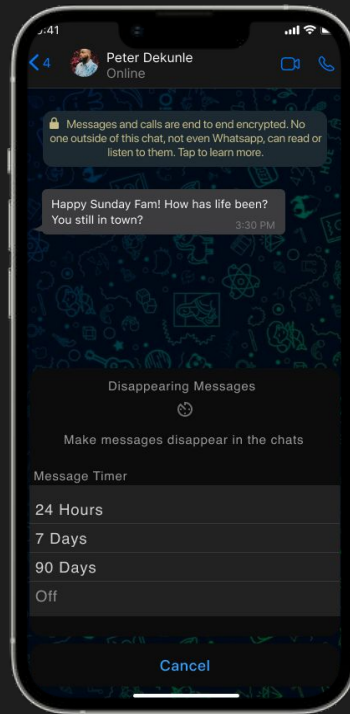
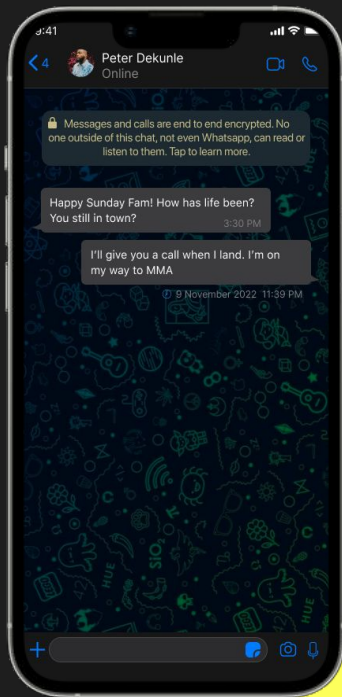
# Suggestion

- Disappear messages feature is a very interesting feature so it should be easily accessible.





# Ideation



The background is dark gray with several large, semi-transparent circles in cyan, red, and green. The text "Thank You" is centered in a large, white, bold, sans-serif font.

# Thank You