

GROUP ASSIGNMENT FOUR

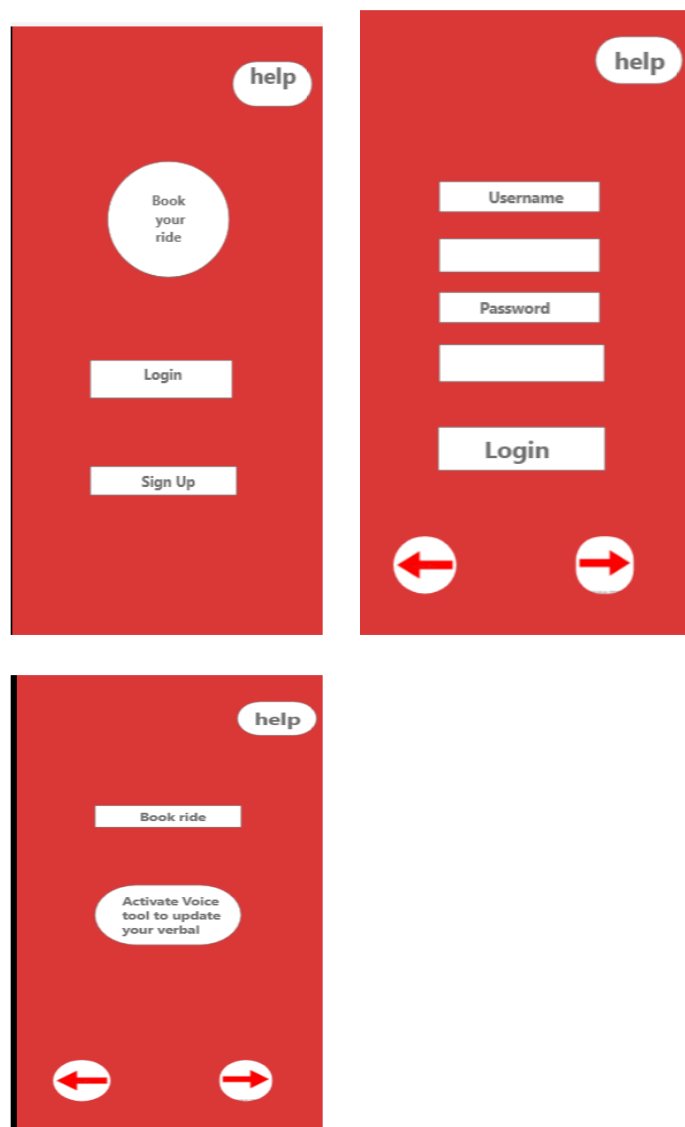
User Testing



List of tasks from the simple to advanced which would be performed by users

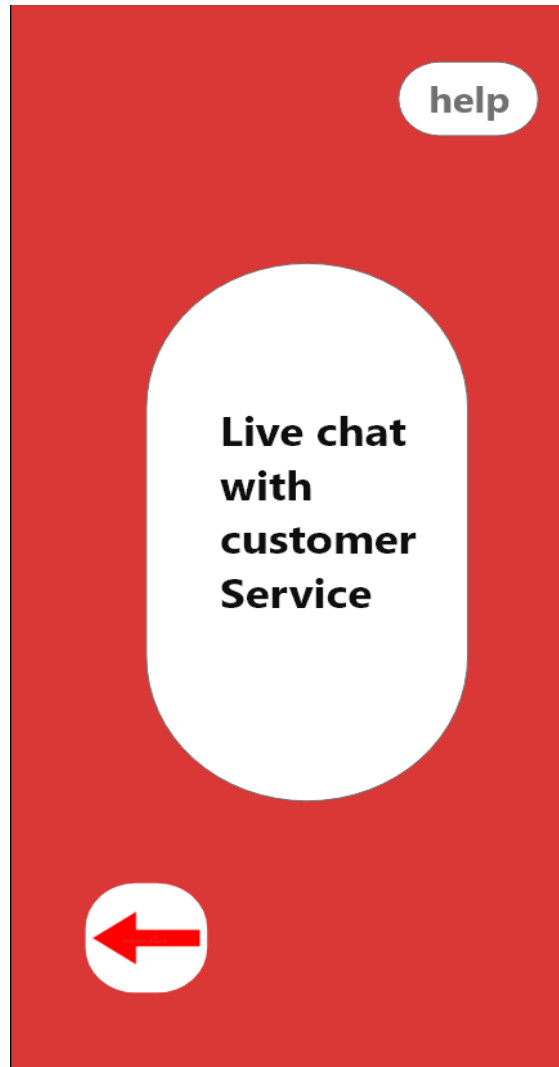
Task 1(Simple)

How to activate the voice tool.



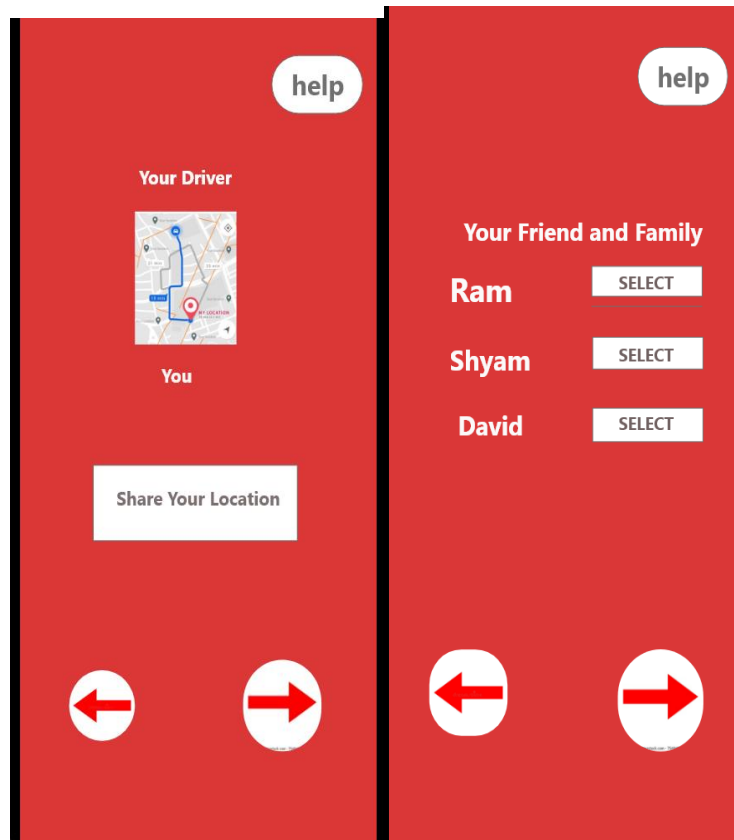
Task 2(Simple)

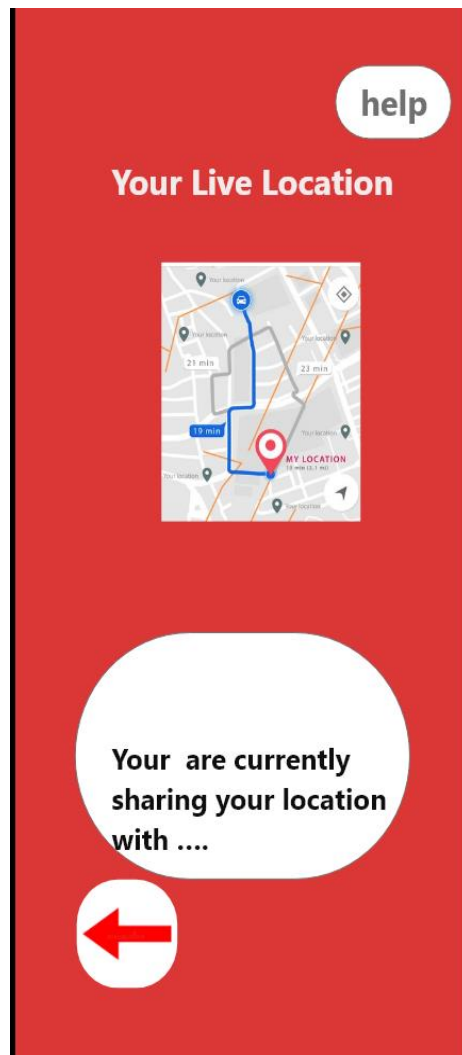
How to do Live Chat with Customer Care.



Task 3(Medium)

How to share a live location while taking the ride.





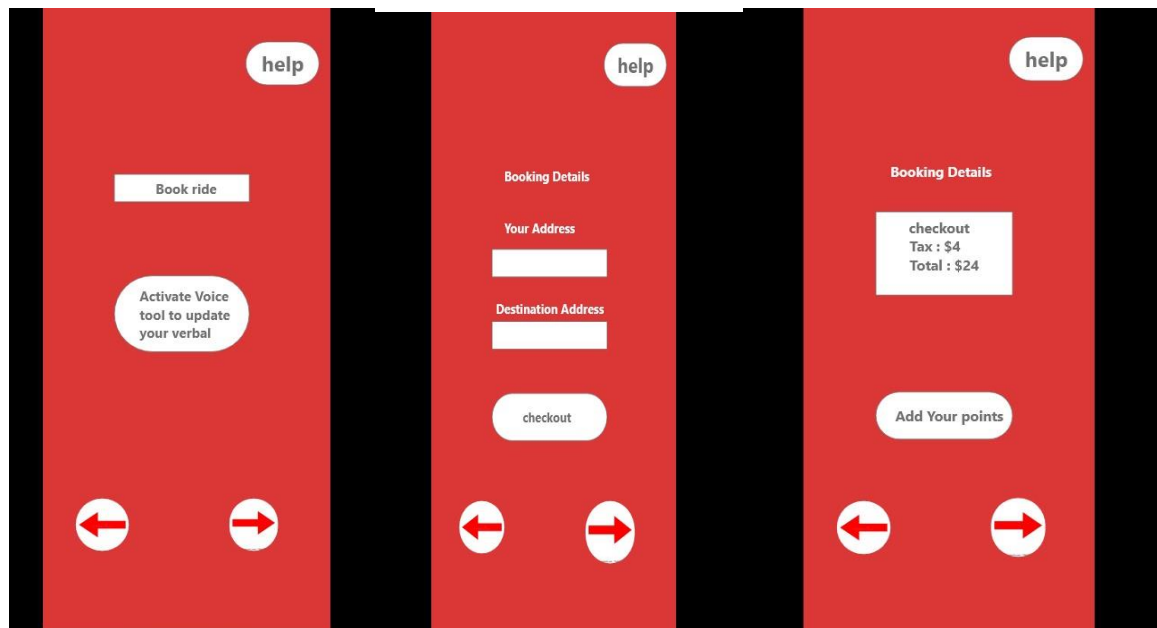
Task 4(Medium)

How to use the points reward system.



Task 5(Advanced)

How to do the payment to book the ride.



Testing Script

- As we are students of computer systems technician- software engineering program in Sheridan college.
- As we are in the Interactive User Interface Design course, we are developing an application that will help people in order to book a ride regardless of the location.
- We are now in that stage in which we have made the hi-fi wireframe with a prototype that is lending a helping hand to simulate the features and function of our application.
- Now we are going to have user testing in order to check whether our application is working perfectly or not. Here we will ask a different user to complete the different tasks.
- Moreover, we have just a prototype format of our application we have not made it in working condition.
- After completing the user testing we can know what should we need to keep or what should we need to improve in order to have a perfect application.

Transcripts

Transcript 1:

- ❖ User: Navjit
- ❖ Notetaker: Lovepreet Singh

Task 1: Simple

How to activate the voice tool in order to receive the notification verbally.

- Task Feedback:
 - I. I am able to see easily on what base this application is made by seeing the large logo on the first page.
 - II. Login and sign-up layout are perfect and easy to use it.
 - III. If I want to activate the voice tool for notification, then it is very easy because it has a large button that can help me in order to activate or off it.
- Difficulty Rating: 0/10
- Survey:
 - Have you seen a part which you found interesting?
Yes, I found a part that I think is interesting which is the large button of the voice tool which can help me to activate/deactivate the voice tool.
 - Have you seen a part which you found boring?
No, there is nothing to see which is boring.
 - Is there any part that is difficult to use?
No, there is nothing that is difficult to use because everything is straightforward.
 - Is there any label that made you confused?
No, there is no label that can make me difficult to use and made me confused.
 - Do you have any suggestions to improve it?
I did not like the color which you used in the background.

Improvement for this web page

Although everything is perfect no need to change the layout and buttons the color which you used in the background is odd. I can advise you to use a light color.

Transcripts

Transcript 2:

- ❖ User: Zoheb
- ❖ Notetaker: Asma

Task 2: Simple

1. I can easily chat with customer service and there is a help option is available on the right corner.
2. By the use of arrow you can swipe the screen and choose different options.
3. Using online chat option you can find answer frequently asked questions and you can call customer service for advanced queries.

How to do Live Chat with Customer Care.

- Task Feedback
 1. I can easily chat with customer service and there is a help option is available on the right corner.
 2. By the use of arrow you can swipe the screen and choose different options.
 3. Using online chat option you can find answer frequently asked questions and you can call customer service for advanced queries.
- Difficulty Rating: 0/10
- Survey:
 - Have you seen a part which you found interesting?
Yes, Details during check out are nicely laid out.
 - Have you seen a part which you found boring?

No, there is not part which I found

boring.

- Is there any part that is difficult to use?

No, there is not any part difficult to use, everything is mentioned clearly.

- Is there any label that made you confused?

No, there is no confusion in using an App.

- Do you have any suggestions to improve it?

The app will look more interactive if we put a notification label to keep track of it.

Improvement for this web page

I think everything seems perfect to me, however apps require more labels for making better user interactive such notification labels. For this reason, users can track web pages easily.

Transcripts

Transcript 3:

- ❖ User: Vick
- ❖ Notetaker: Deepinder

Task 3: Simple

How to share live location while taking the ride

- Task Feedback:

The most useful feature for the safety purpose is to share live location while taking the ride. After confirming the ride, click on the icon to share your location then add the name of that person to whom you want to share the location. Then click on the forward arrow. The next page will appear with a map showing your current location and to whom you are currently sharing your location with the name of the person whom you selected earlier to share location.
- Difficulty Rating: 0/10
- Survey:
 - Have you seen a part which you found interesting?
Yes, rewards points and live location sharing both features are very interactive for users.
 - Have you seen a part which you found boring?
 - No, I don't find any boring part as it is very concise and straightway indicating all parts function. Anybody can use this app easily without confusion.
 - Is there any part that is difficult to use?
While using this app I didn't find any problem. I feel it is user friendly and very easy to use for any age group.
 - Is there any label that made you confused?
Not at all, everything seems appropriate to use.
 - Do you have any suggestions to improve it?
Yes, adding features like rides for food, package delivery and transit stations will be a good choice in this competitive market. Also, more choice for different styles of car attract the user towards this app.

Improvement for this web page

We can add additional features like rides for food such as grocery ,package delivery and introducing transit stations. Also, there must be a choice for different styles of car availability so that users can pick it up according to their needs.

Transcripts

Transcript 4:

- ❖ User: Paul Assante
- ❖ Notetaker: MS

Task 4: Medium

How to use the points reward system.

- Task Feedback:
 1. It isn't straight forward but easy to find
 2. A big, nice option to click to add the points as you're booking the ride
 3. Previews the points in real-time right before booking the destination
- Difficulty Rating: 2/10
- Survey:
 - Have you seen a part which you found interesting?
Yeah! The feature to share with my close friends is pretty cool. My friends can now know the estimated time of arrival and as well as my whereabouts as I take the ride.
 - Have you seen a part which you found boring?
Nothing really, seems pretty intriguing to me.
 - Is there any part that is difficult to use?
The point system was kind of buried deep in the application, but you won't miss the button to see how much points you currently have.
 - Is there any label that made you confused?
No, nothing at all.
 - Do you have any suggestions to improve it?
Yeah, there should be a little screen where it just says how much points you have rather than to find out throughout the button.

Improvement for this web page

Everything is very straight forward, it is very easy to grasp. I might suggest to have the point system to be readily available on some part of the screen instead of really looking for it.

Transcripts

Transcript 5:

- ❖ User: Karan
- ❖ Notetaker: Hassan

Task 5: Advanced

How to do the payment to book the ride.

- Task Feedback:
 - Payment has been made easier than before.
 - We can redeem the points to pay for the ride.
- Difficulty Rating: 3/10
- Survey:
 - Have you seen a part which you found interesting?

The interesting part about the app is that we can share the real time direction with a family/friend.

- Have you seen a part which you found boring?

No, there's no part which be found boring.

- Is there any part that is difficult to use?

No, everything is easy and accessible to use.

- Is there any label that made you confused?

No, everything seems to be fine while using the app

- Do you have any suggestions to improve it?

If the app can use clear fonts and background color if would be easier to read. Other than that everything looks good.

Improvement for this web page

Everything looks good in the app. Minor glitches can be fixed such as adding a tab to redeem points to enhance user experience.

What went well as planned

- Voice tool:

This feature worked as well as it supposed to be.

- Live chat option:

This feature went better for users to solve issues immediately.

- Live location while taking the ride:

This feature allowed users to share the real time location with their loved ones. This has provided big relief to users who are concerned about personal safety.

- Point System:

The feature is present and tells you the points right before the trip is booked, so you know how much you have for the next trip.

- Payment method:

With the combination of payment card and redeeming points made it easier to pay for the ride and have a good user experience for the client.

What went wrong

- Live chat: overall, this application has all useful features so nothing went wrong.
- Point System: Nothing at all, excellent application overall.
- Most of the features fulfill the users' requirements but looking into the competitive market it would be a better option to add other features such as rides for food or grocery, package delivery and introducing transit stations.

Improvement Required

- Task1:
Background color should be changed.
- Task2:
Add notification label for making user friendly App.
- Task3:
Adding features for grocery ride, package delivery, introducing transit stations and options to choose different styles of car.
- Task4:
Points should be in a corner of the screen for the user to know how much they have prior to booking.
- Task5:
It should give the option to redeem the points for the user before paying through their card.

Group Member Opinion

Lovepreet Singh:

Although it seems perfect yet there are some features and functions that should be improved e.g., Background-Color.

Asma:

Add additional label for notification so users can interact with application status and updates with the help of notification. Moreover, everything seems to me organized and perfect.

Hassan:

Everything looks good in the app. Minor glitches can be fixed such as adding a tab to redeem points to enhance user experience.

MS:

The point system is very easy to get to but I think having the point system have a little tab on the screen would make it easier for the user to know beforehand. The points are only known after you are about to confirm the ride but overall, it was fantastic.

Deepinder:

It would be a great idea to add features for grocery ride, package delivery, introducing transit stations and options to choose different styles of car. So, users can fulfill most of their requirements using this app.