MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your									
error classification.									
[Error Rating 4] Could not find "create a document" feature							5	The icon used in the menu is not enough, it should say "DocCreator" or similar	Improve Onboarding process to explain the features of the App
[Error Rating 4] Could not find documents created							3	Add a "List of documents created" at "Home", "My Profile", or as part of DocCreator Feature.	Most users considered that documents created should be at home, but others in their profile information. More usability test is needed to decide the right design.
[Error Rating 4] Could not find lawyers answers							2	Change the icon, add "Ask a Lawyer" or similar tittle or description.	Once they knew where their documents where, finding the lawyers anwers was easy.
[Error Rating 4] Where is my profile?							4	Change icon a differentiate from profile and devise ways to differentiate profile, homepage and main features.	People consuded Home with My Profile
[Error Rating 3] How do I know the document was already created?							3	Add a new design to let the user know that the document is ready and can be printed or shared.	
[Error Rating 3] I am not sure this is a legal document (in my list of documents created)							1	Design a layout so make it obvious that it contains a legal document. For example, add the text on a sheet.	
[Error Rating 3] At firsts, it does not look as a list of "documents created" or a "list of answers" but as a whole text							1	Put the title of each document in a different box and with an icon of a document.	
[Error Rating 3] What type of meeting? zoom, in person, google drive?							1	Make it clear which method of communication will be needed. E.g. Microsoft or Google Meetings.	
[Error Rating 4] Why I cant contact directly the lawyer? Like a chatbot							4	Give visibility of the status of the system and may include a progress bar.	
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.									
Scared of the app because it deals with legal issues - Too serious							3	Working on more user-friendly design and content	
How do I know if they are good lawyers? - Linkedin link							3	Show a sign of endorsement by a law firm or a recognised legal directory.	For 2/3 of the participants, it was enough to see the LinkedIn link to trust the lawyer. But one participant thinks that it should be validated by a law firm or some other reliable entity.
How costly will this process be?							2	Add price policy based on lawyers feedback.	Add this information in the onboarding when possible
Negative Quotes - Any negative soundbytes? Record them here.									
"I don't like the color blue", "I don't like red either". I don't like the font, the design of the interface. She did not like the light blue colour on the pages							2	Work in a better design	
Law is too serious, so the app should be more friendly; "At first glance, the app looks too serious"							3	Work in a better design	
I would like to see more elegant or serious colors, since this is a legal issue,							1	Work in a better design	
I don't like having to wait 24 hours - I don't like that I can't I call a lawyer directly							3	Add emergy call feature	
It seems very simple to me. I need a chat.							1	Add a chatbot or similar	
If I want to talk to someone, I need to go directly to someone. Know that they are there.							3	48 hour service feature (?)	
Positive Quotes - Any positive soundbytes? Record them									
She likes the main features of the app							4		
She says it was a quick and easy process to schedule a meeting with a lawyer							4		
With a lawyer He likes that he can easily fill in the form to create a document.							5	+	
She was surprised that she could verify the necessary information before creating a legal document							4		
She liked knowing who the lawyer is							4	1	
She likes the search bar at the top							1		
I like to see pictures of the lawyers							5		
I liked the content explaining the use of the template, it is not "so legal".							4		
She liked way you can choose the available times to meet the							1		