Note: User should be on a Mac with Silverback app loaded and recording.

Get silverback dmg file from the user testing folder and install.

“Order\_IT” User Experience Test Script.

Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today. Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We’re asking people to try using an web-based application that we’re working on so we can see whether it works as intended. The session should take about 10 minutes.

The first thing I want to make clear right away is that we’re testing the site, not you. You can’t do anything wrong here.

As you use the site, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them.

I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project.

**Do you have any questions so far?**

First, I’m going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it’s for. Just look around and do a little narrative. You can scroll if you want to, but don’t click on anything yet.

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy.

We’ll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

1. Login using the following information: user1 , password: LetMeIn
2. Tell me what information you find immediately
3. Create a transaction…

Create a user from admin.

1. go to http://orderit.agile6.com/admin
2. log in as [admin@example.com](mailto:admin@example.com) (passwd: testtesttest)
3. click on users
4. can you figure out how to add from here? Please do.
5. logout

Sign up for a new account

1. go to [**http://orderit.agile6.com/**](http://orderit.agile6.com/admin)
2. can you figure out how to add from here? Please do.

Run a report from admin console

1. go to <http://orderit.agile6.com/admin>
2. click on reports
3. select sales total
4. enter a date range
5. click search
6. logout

Case 1: User needs to order 3 laptops and 2 desktop computers

1. go to [**http://orderit.agile6.com/**](http://orderit.agile6.com/admin)
2. Login using the following information: admin@example.com , password: testtesttest
3. Tell me what information you find immediately
4. Browse around the site and find what you are looking for: 3 laptops and 2 desktops
5. Compare two laptops to each other to see which one you would like more
6. Add the items that you want to buy to your cart
7. Checkout
8. logout

Case 2: Admin User needs to add a product to the site

1. Login using the following information: admin@example.com, password: testtesttest

2. Browse to the Admin portion of the site

3. Create a product

**Final Questions:**

1. Do you have any questions for me, now that we’re done?
2. Do you have any suggestions for me, now that we’re done?
3. What did you mostly like about the application?
4. What did you least like about the application?