# CA Prototype User Testing Functionality Feedback

Throughout the duration of the user testing session, many of the users gave similar feedback on features that could be added for improvement. The features have been gathered and prioritized below. The first item should have the highest priority, and the last should have the least priority.

1. **Shopping cart items should update the price and # of item(s) in your cart header based on authorized user interaction.**
   a. When an authorized user changes the quantity of the item, removes the item, or clicks "update cart" the subtotal cost and header should be updated. Highlighted areas are where the information should update
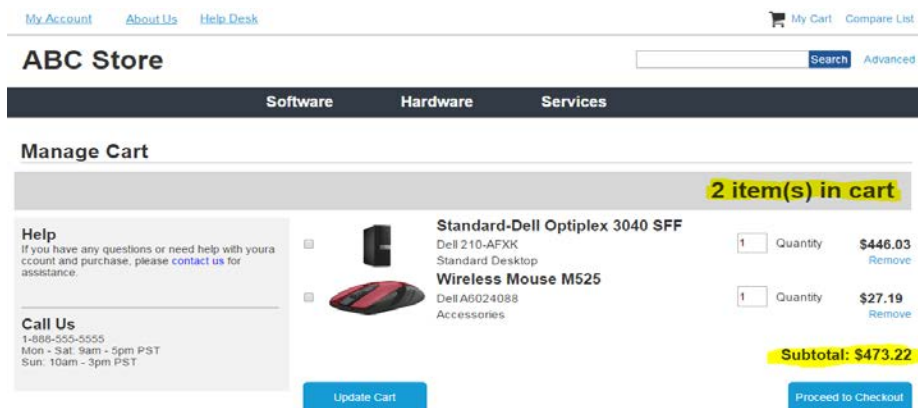
   b.

2. **Shipping calculator, cost and options should be present on the Manage Cart screen.**
   a. The authorized user should be able to enter their zip code and choose a shipping method. They should also be able to see the shipping price reflected on the screen based on their choice. The shipping selection and cost should also be stated on the Checkout Information page.
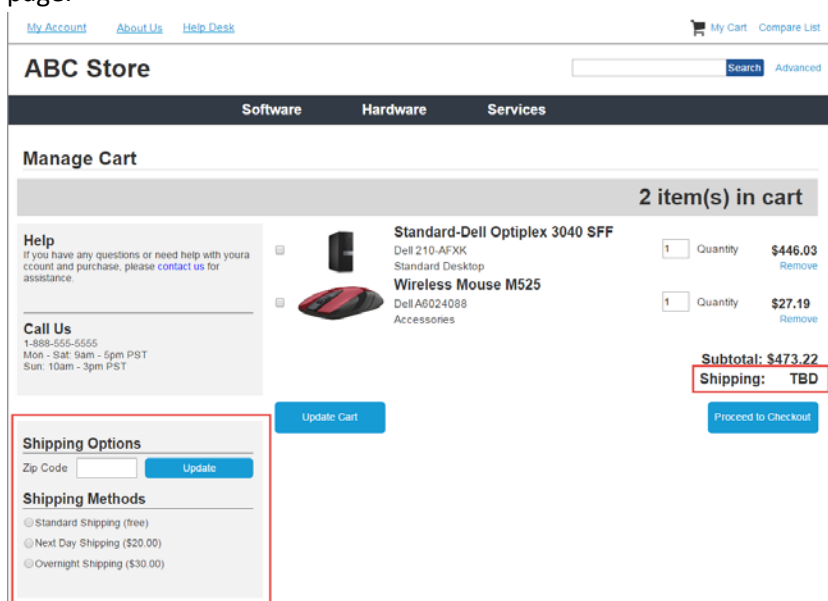
   b.

3. **Confirmation page should at least acknowledge that an email confirmation will be sent shortly.**
   a. Although we have decided not to add confirmation emails as a functionality of this prototype, every tester expected the confirmation screen to say an email confirmation will be sent.
   b. **Note from Jenny –** Would it make sense to still add this message on the confirmation page and just mention that the feature itself did not get implemented? It seems to be a core component of the ecommerce shopping experience and questions are automatically asked if there is no mention of email confirmations.

4. **Checkout information fields should have required asterisks**
   a. Each form item should indicate whether or not they are required fields. Fields are highlighted in screenshot below.

   b.

5. **Pricing on Item Detail page should be more visible**
   a. The pricing on the item detail page is not very visible right now. This needs to be made clearer. UI issue to fix.

   b.
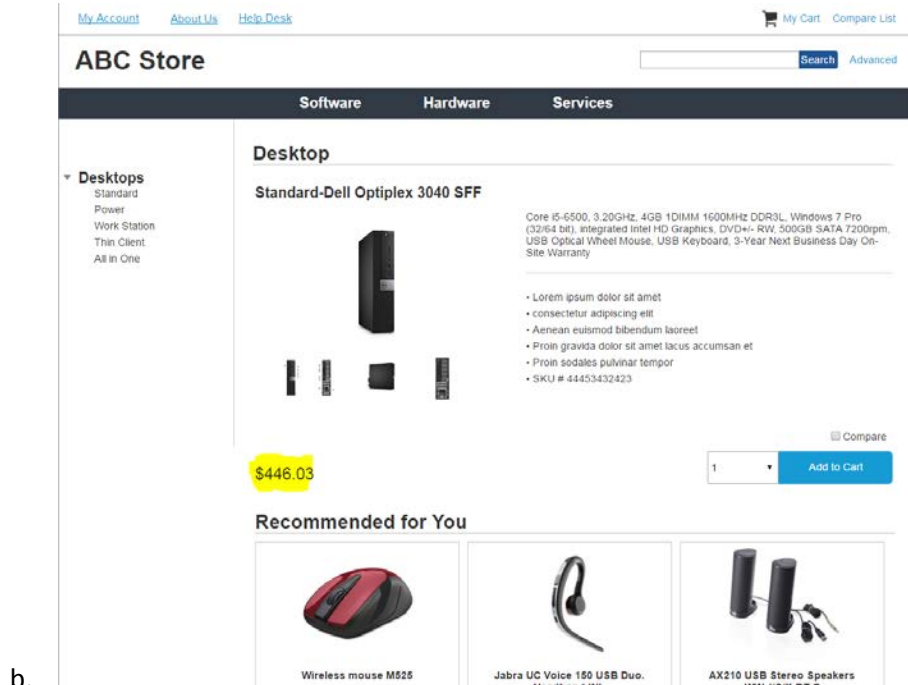
6. **Add "Continue Shopping" button on Order Confirmation page.**
   a. When an authorized user has successfully made a purchase, give them the option to continue shopping with a button that links back to the homepage.

   b.

7. **Homepage should have a short paragraph explaining the store**
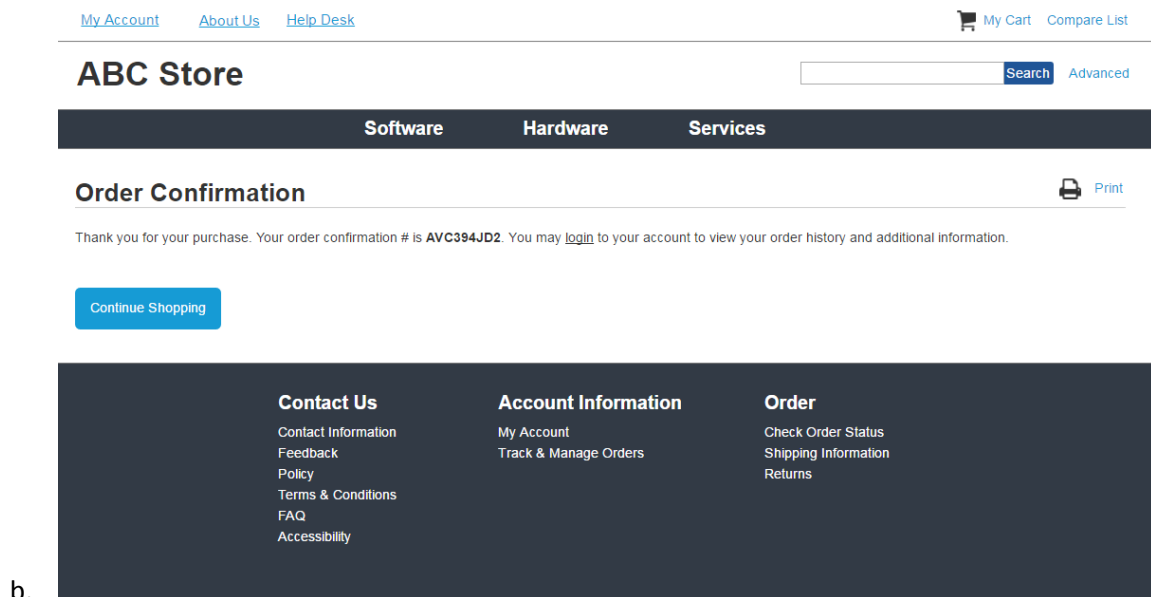   a. Instead of just showing "recently purchased items" and "featured products", also have a brief paragraph at the top of the homepage explaining the store.
   b. **Note from Jenny** – I am not sure if this one is necessary or not, since most e-commerce websites do not do this. But since this is a government purchasing website, perhaps it would be helpful?

8. **"Advanced" link for advanced search is not prominent enough.**
   a. One tester had difficulty finding the advanced search link. Consider making it more prominent. This is a UI issue.
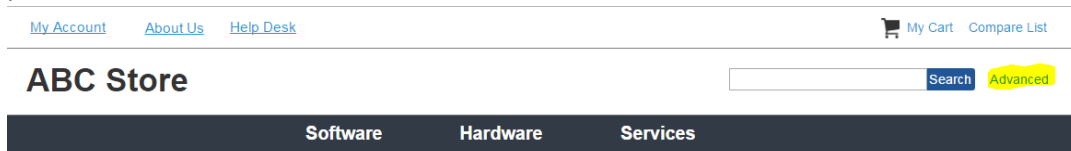
   b.

Other Feedback Comments

1. Overall, the user testing went well. Most users were able to navigate through the order process with little trouble.
2. Once the order process was complete, most users clicked on "Track & Manage Orders" in the footer to navigate to their account as opposed to the "My Account" link in the top header. However, since we are not tracking, the link will have to be revised to "Manage Orders"

   a.
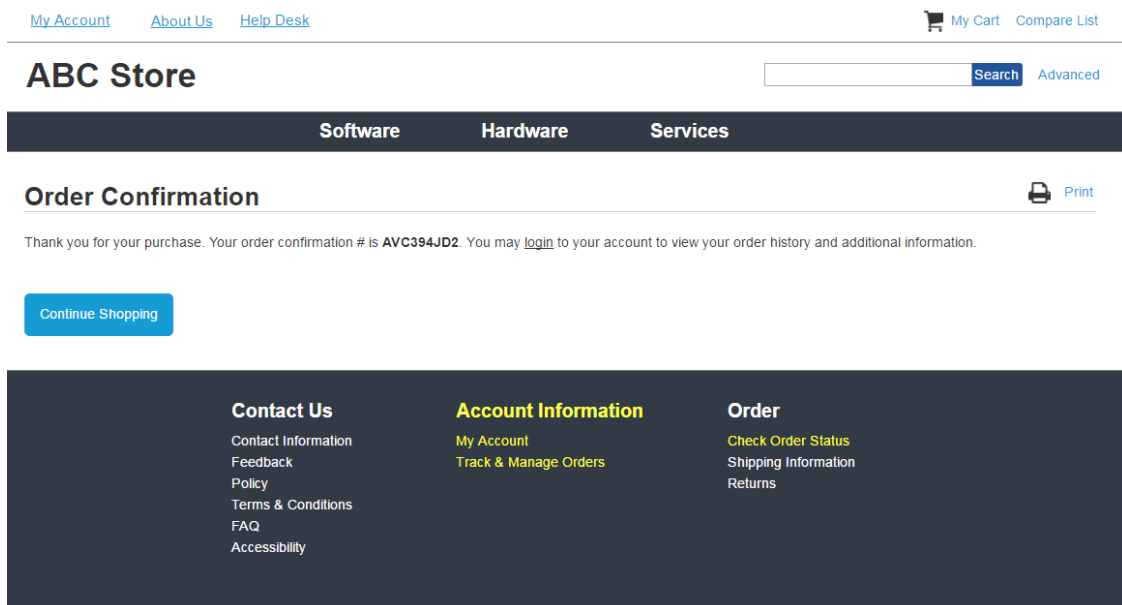
3. This footer will need to be revised because the original concept had a lot more functionality. So I suspect the "Order" column will be removed, as well as many of the "Contact Us" pages.
4. All testers were expecting a tracking code after they completed their purchase.
5. Some testers expected more computer specifications in the comparison list.

CA Prototype User Testing

Jason Stagmer – 2pm

Advanced Search

Did fine

Navigation Search

Miscommunication, user specifically looked for the word "Categories"

Test conductor needs to specify "Hardware"

Comparison

Navigated to the comparison list successfully.

View Item Details

Navigated successfully to item details page.

Recommended for you section is clear and meets expectations.

Add to Cart

Added item and wireless mouse successfully

Navigated to cart successfully.

Remove Wireless Mouse from Cart

Removed mouse successfully, also changed quantity with the expectation that when the quantity is "0" the item would be removed.

Proceed Checkout

Clicked checkout button successfully.

Login screen

Not expected to see this screen, would rather see an option to sign in or continue as a guest

Checkout Information

Spent time examining information.

Recommended showing prices of shipping options.

Review Order Information

Looked correct, met expectations.

Order Confirmation

Missing email confirmation

Track Order

Check Order Status link ?? (this footer link was created with the intention that users could check their order status without having to log into the website).

My Account

They want to see the tracking number, ok if not on page, but assuming it is in the email confirmation.

Conclusion

Everything is clear but user wants to see quantity updated in manage cart

Any improvements? – no

Missing features? –email order confirmation, automatically or an option with a checkbox saying send to email

Meet expectations? Met expectations

Nate Conrad – 2:30pm

Advanced Search

Scrolled homepage fine, navigated to advanced search properly.

Entered "Optiplex" into keywords, also changed the category dropdowns

Search results shown are considered expected.

Navigation Search

Navigated to hardware/standard desktops correctly

Comparison

Selected four items successfully.

Clicked on "compare list" link and navigated to the compare list.

Comparison List page looks as expected. Meets expectations.

Show more options for comparison. Desktops – different options of processor, ram. Operating systems should be Windows 10 not 7. Clearer accessories should also be listed.

View Item Details

Clicked view details link in comparison list page successfully.

Recommended for you section – listing correct items, maybe add a keyboard, internal desktop accessories, warranty options and processor upgrades, etc.

Add to Cart

Added desktop and mouse to cart successfully. Navigated to shopping cart correctly. The "My Cart" link is in the expected location.

Would prefer to see enter zip code before proceeding to check out. Use a shipping calculator to figure out how much shipping costs.

Remove Wireless Mouse from Cart

Change quantity to 0 to remove, would also use checkbox to remove and also remove link.

Proceed Checkout

Clicked button successfully.

Login screen

Login meets expectations. Proceeded to checkout information page successfully.

Checkout Information

Page meets expectations. "Same as Ship To" information was not seen right away.

Review Order Information

Navigated successfully to review order screen. Screen meets expectations. User feels they would be able to edit information if necessary.

Order Confirmation

Navigated successfully to order confirmation screen. Screen meets expectations, but also expects email confirmation.

Track Order

Would first look at email for tracking code for purchase. Clicked "track & manage order" in footer.

My Account

Navigated successfully to page and can view order.

Order details

What was ordered, tracking number and date of delivery

Conclusion

Any improvements? No other improvements besides what was already mentioned

Missing features? No other missing features besides what was already mentioned

Meet expectations? Meets expectations

Corey Atanda – 3pm

Homepage

Looks as expected

Advanced Search

Clicked advanced search successfully.

Clicked "search" expand/collapse magnifying class thinking it would search.

Typed Dell optiplex into keywords and clicked search.

Results that appeared meet expectations.

Navigation Search

Navigated to Standard Desktop successfully. Standard desktops page meets expectations.

Comparison

Clicked compare list in top header before comparing.

After that, user went back to standard desktops page and compared successfully.

Comparison list page meets expectations.

View Item Details

Clicked view details on comparison list page successfully.

Scrolled through view details page and it meets expectations.

Add to Cart

Clicked "Add to Cart" link successfully.

Added wireless mouse to cart successfully.

Manage Cart

Navigated to cart successfully.

Cart meets expectation.

Remove Wireless Mouse from Cart

Removed by check and remove selected.

Also clicked remove link after.

Located change quantity link successfully.

Expectations after entering a change of quantity – duplicate items in cart, price change

Proceed Checkout

Proceeded to checkout successfully.

Login screen

Do not expect log in screen, expected to already be logged in. Assumed it was something that was done at the beginning.

Although, assuming the person has not logged in yet, it is expected they would log in at this point.

Checkout Information

Page meets expectations.

Contains information expected to be seen in the checkout process.

Review Order Information

Clicked continue successfully.

Screen meets expectations.

Also the ability to make changes to an order (edit) meets expectations. - Successful

Order Confirmation

Submitted order successfully.

Page meets expectations.

Message makes sense, but would like to know about shipping/tracking.

Clicking the order number would tell the shipping method or check order status.

Track Order

Clicked Track & Manage Orders link in footer to go to order history page.

My Account

Met expectations.

Conclusion

Any improvements? No, but got confused about logging in. Assumed they were logged in already.

Missing features? No

Meet expectations? Yes

Shane Dunkelberger – 3:20pm

Homepage

Meets expectations. Looks standard.

Advanced Search

Clicked advanced search successfully.

Entered "Dell Optiplex" into keyword search.

Maybe instead of "keyword" use "name" because keyword is not exact enough

Keywords are more like desktop or laptop, name would have more specific processors, etc.

Search results meet expectations.

Navigation Search

Browsed to standard desktop successfully.

Page meets expectations.

Comparison

Clicked compare checkbox correctly.

Clicked "compare list" successfully and arrived at compare list page.

View Item Details

Clicked "view details" from comparison list successfully.

Page meets expectations.

Thumbnails would zoom in on hover to show a larger image, etc.

Page contains sufficient information.

Add to Cart

Clicked "add to cart" button successfully.

Clicked "add to cart" for wireless mouse successfully.

Manage Cart

Clicked "added to cart" pop up link to go to manage cart.

Would like to see shipping before proceeding to checkout.

Change quantity successfully on page. Would like an "update quantity" or "update cart" button

Remove Wireless Mouse from Cart

Clicked remove link to remove wireless mouse successfully.

Proceed Checkout

Clicked proceed to checkout successfully.

Login screen

Meets expectations.

Continued with login successfully.

Checkout Information

Browsed checkout information page. Meets expectation, looks standard.

Add shipping costs.

Clicked continue successfully.

Review Order Information

Page meets expectations.

Successfully navigated to the "edit" link to modify information.

Submitted order successfully.

Order Confirmation

Meets expectations, but needs email for order confirmation.

Track Order

Successfully navigated to account by clicking "My account" link.

My Account

Viewed order details successfully.

Conclusion

Any improvements? Cart Update button

Missing features? Cart Update button

Meet expectations? Meets expectations

Scott Peterson – 3:45pm

Homepage

Does not meet expectations.

Introduction about the store.

Advanced Search

Would use the navigation to search before using the advanced search. Did not notice the "advanced search" link right away.

Entered optiplex into search.

Successfully viewed results.

It meets expectations.

Navigation Search

Navigated successfully. Liked that dropdown was narrow (???)

Standard Desktops page meets expectations.

Comparison

Clicked checkboxes successfully, but mentioned they did not know their limit.

Was able to navigate to comparison list successfully.

Page meets expectations.

View Item Details

Clicked view details successfully.

Meets expectations.

When clicking on the images, they should expand or change images.

Confused by recommendations, was not sure if they were related. Eventually came to the conclusion that it was related.

Pricing should be more visible.

Add to Cart

Clicked add to cart successfully.

Added wireless mouse successfully.

Manage Cart

Item images, links, etc. should link back to product item.

Quantity modification – needs update button

Remove Wireless Mouse from Cart

Removed wireless mouse by clicking checkbox.

Proceed Checkout

Clicked proceed button successfully.

Login Screen

Login meets expectations, but would expect login somewhere else.

Would usually log in at the beginning, but since user has not in this instance, this is appropriate.

Login successfully.

Checkout Information

Not sure what existing shipping means "Existing Address" makes more sense, or corporate address

Integrate shipping methods more

Fix dell item title

Add required asterisks

Clicked continue successfully.

Review Order Information

Would expect to see estimated arrival date.

Submit order down too low

Order Confirmation

Navigated to order confirmation page successfully.

Change log in to account message in order confirmation because person is already logged in.

Needs a continue shopping button?

Track Order

Clicked Track & Manage Orders and navigated to page successfully.

My Account

Would like to click on items in table to go to product page.

Conclusion

Any improvements?

Missing features?

Meets Expectations? Less icing?? But does meet expectations. Needs a better guided search. Where questions are asked and you are walked through it.

CA User Testing – 02/28/2017

Mim Landry

Advanced Search

When asked to search for dell optiplex in advanced search, he went to quick search, had to be told to use advanced search. Advanced search was also not working.

Navigation Search

Navigated to standard desktops successfully. Products pages not working (?)

Comparison

Trouble finding the 'compare' button after clicking 'compare' for items. Needed a "remove all" button. Wants some sort of floating doc for comparison.

View Item Details

"not much details" but meets expectations to what this would look like, not clear that it is a quantity field that he is supposed to fill in

Add to Cart

No feedback for cart addition

Proceed Checkout

Everything looks as expected.

Checkout Information

Check out screen meets expectations

Review Order Information

Review order page - meets expectations

Order Confirmation

Order confirmation - would want to see "an email has been sent to you"

Track Order

Order history – needs information to expect when it arrives, add link back to the top

Order details page needs "back to order history" link

Conclusion

The site was not very stable so it was difficult to gage the user's testing efforts. However, one suggested feature was to add the "Order History" link to the top of the page.

Stan Peabody

Homepage

Does not meet expectations - would not expect products to be on home page. Maybe something that guides you towards product page

Advanced Search

Searched product name successfully.

Navigation Search

Navigated successfully. Some items in the wrong page (Standard showing power desktops)

Comparison

Had trouble finding where the compare list button is.

Product Details

Meets expectations, need quantity label next to add to cart

Cart

Total is 0

Checkout

Expecting first and last name instead of full name, otherwise meets expectations.

Review Order

Add SKU # to order

Order Confirmation

Does not meet expectations, missing order confirmation #, email?

Order History

Order not there, order number is missing

Conclusion

Similar to the previous user, key functionality was missing from the site that hindered user testing. However, there were still some useful suggestions (adding a mention about email and order # to confirmation page) that can be implemented.

CA User Testing – 03/01/2017

Gary Stegman

Advanced Search
    a. The link is easy to find
    b. The results are easy to understand

Navigate:
Easy and Clear

Compare
    a. Malfunction
    b. The Compare List button was not very easy to find

Check out
    a. Quantity box is now clear and easy to understand
    b. "Add to Cart" not working, nor was it giving any notification
    c. In IE browser, the disabled textboxes are appearing to be abled(not editable but looks like abled)
    d. "Edit" button can be closer to the order info

Sharyn Scarpati

Advanced Search
    a. The search results were hidden at the bottom of the screen, and not easy to find

Compare
    a. Button not working
    b. Compare list not clear

Confirm order
    a. Order history is clear
    b. The list is easy to read
    c. Zip code can have a validation

Nate Conrad
1. The grid view of products is the only option, there can be a switch to list view, small icons view, etc.
2. Billing address section is missing from the checkout screen
3. There can be more shipping options showing up for users to choose from, currently no shipping option showed up during testing
4. The "Add to Cart" button didn't work when we were performing testing in Chrome, but later it worked in IE.
5. The Order History view was only showing numbers with no meanings in the table when user first entered the page, the info showed up later when user re-entered the screen.

6. In Order History detail screen, the name of the purchased product can be a link that will direct users to the View Detail screen of the product, which will be easier for the users to review the detail of the product, or repurchase, etc.

CA User Testing 3/02/2017

Chris Zhang

- User logged in to website

- User navigates to advanced search - Clicks on view details

- User adds items to cart

    User Comments:
-   Likes the add to cart feature without being directly taken to cart page.

-   Prefers the regular search view over advanced search.

- User navigates to hardware section, user selects 4 items to compare.

    User Comments:
-   User likes that he can compare different hardware, laptop, desktop, etc.

-   Would like to see the price at the top when comparing products.

-   The formatting of the text when comparing is not aligned. Would like to see bullets points, descriptions looks like one long paragraph to the user. Information can be organized better.

- User is viewing details for one of the compared products

- No suggested items for product.

- User navigates to cart

- Updates cart by adding quantity, feature is broken.

- User navigates to check out

- User fills out order information and ship to address.

    User Comments:
-   When reviewing order the order information should not be in text boxes a condensed version would work better.

-   Order confirmation should have order summary and shipping details.

- Cart should zero out after checking out.

- User navigates to order history to review order, order history is broken does not display any information.

User comments

- Would like to find order, tracking information, in regular search

- Order confirmation should display users email for confirmation