# 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.