



User Testing

User Testing Report

Overview

As part of our quality assurance and usability evaluation, we conducted user testing sessions with **30 participants** from diverse professional backgrounds, including **traffic engineers, data analysts, software engineers, marketing professionals, and laypersons**.

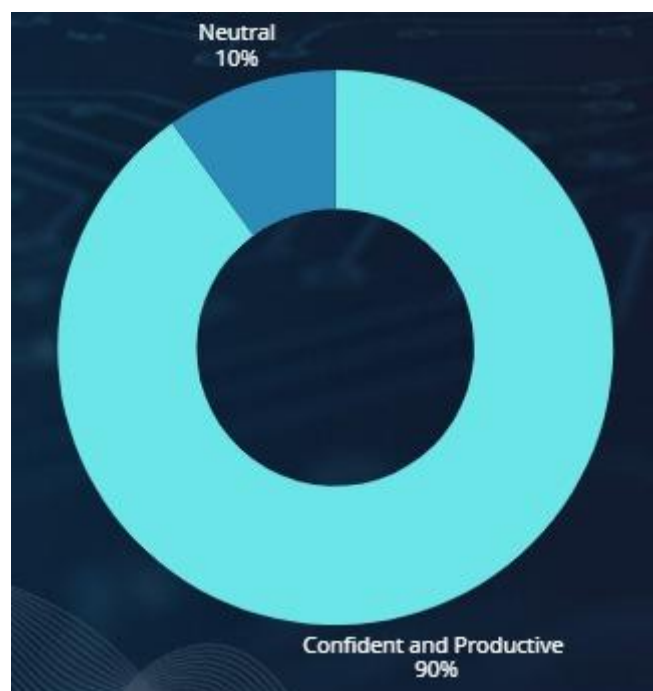
The goal was to assess user satisfaction, usability, and productivity when interacting with the *Swift Signals* application.

Actual Google form questionnaire:

<https://forms.gle/4ugcTusRCHX5Wik49>

Key Findings

- **Overall Satisfaction Rating:** 4.54 / 5
- **Confidence & Productivity:**
 - 27 users reported feeling **confident and productive** while using the application.
 - 3 users reported feeling **neutral**.



What Users Liked Most

Participants highlighted the following as their favourite aspects of *Swift Signals*:

- **User-Friendly Interface** – easy to navigate and intuitive.
 - **Map Selection for Intersections** – users enjoyed the interactive way of creating intersections.
 - **Frontend Layout and Design** – praised for being visually appealing and well-structured.
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User Suggestions & Implemented Fixes

Suggestion	Action Taken
Chart titles not visible in light mode	Fixed – titles now display correctly.
Add tooltips in “Create Intersection” modal	Implemented – tooltips now available.
Map intersection selection overriding intersection name	Fixed – names are preserved correctly.
Add password constraints on signup page	Implemented – stronger password rules enforced.
Replace raw backend errors with user-friendly messages on signup	Fixed – clear and readable error messages now displayed.
Hide Users page for non-admins	Implemented – page is only accessible to admins.
Some tutorials displaying errors	Fixed – tutorials are now context-specific and restricted where necessary.

Conclusion

The *Swift Signals* application received **high satisfaction ratings** and positive feedback across a diverse group of testers. Users particularly valued its **ease of use, modern design, and interactive map features**.

All identified improvement areas have been addressed, ensuring that the application is now more **user-friendly, accessible, and reliable**.

The feedback collected during this testing phase has been invaluable in refining *Swift Signals* and will continue to guide future improvements.

Question 26: Can you see Swift Signals as a viable piece of software to be used in real-world situations?

 [Copy chart](#)

30 responses

