

# Introduction

Thank you for your participation, your time is greatly valuable to us. For the next 30 minutes, we will work through and use a website tool to gain insight on how you use the tool and how easy it is to use. **The focus is to test the website, if we built it badly it is not your fault.**

We will be taking notes throughout the test relevant to our product. Any personal information will be kept confidential.

While you use the website, we would like it if you would “think out loud” to gain a better understanding of your thought process and feelings towards the website tool. This tool is centered around transferring music from one service to another.

Do you have any questions before we begin?

# Background

Allow us to ask some questions about your previous experiences using similar softwares.

- Which music streaming service(s) do you use or have used?
  - If multiple: Have you had to transfer your library from one service to another?
    - If yes: Did you use a service that transfers for you, or did you do it manually?

- If changing between streaming services was easy and seamless, would you want to try other services?
  
  
  
  
  
  
  
  
  
  
- Do you have friends or family that use a different music service than you?
  - Do you share, or have wanted to share, playlists with those people?
  
  
  
  
  
  
  
  
  
  
- What do you expect to happen when there are inconsistencies between available content between services?

## **Tasks** (several)-set up a problem and observe their behavior

1. Your friend is sharing a playlist with you but it contains songs that aren't found on your service. You get an error message stating that the songs aren't available. Add other versions of the same song to your playlist.**(note any menus(pages) used/confusions (slow down))**
2. Now that your friends have started using that application, you would like to update your profile so they can find and identify you easily. Do that.**(note any menus(pages) used/confusions (slow down))**

3. Someone asks you your favorite song, and you are drawing a blank. Try to view the most listened to song associated with your account across all services. **(note any menus(pages) used/confusions (slow down))**

4. You use Spotify but your friend uses Apple music. Try to convert a playlist from your service so that it can be shared with your friend on Apple Music. **(note any menus(pages) used/confusions (slow down))**

## **Debrief**

- Were there any aspects of the app that you found confusing or difficult to navigate?
  - If so, what were they?
  
- Did you feel that the app properly addressed inconsistencies in between the playlists of different services?
  - If not, is there another way you would have liked to deal with this problem?

- After trying out other service transferring software, how does Rosetta Song compare in terms of ease of use and effectiveness?
- Were there any specific tasks you felt could be improved or optimized within the app?
- How likely would you be to recommend Rosetta Song to a friend or family member after your experience today?
- Is there any other feedback or suggestions that you would like to provide to the developers of Rosetta Song?

- What did you like the most about Rosetta Song?
- What did you dislike the most about Rosetta Song?
- Are there any additional features that you would like to see on the site?
- Any other comments or thoughts that you would like to share about Rosetta Song?

Thank You for participating in our  
research!