

# x12 Cognitive Walkthrough - Rosetta Song - Ronnie

This document outlines a cognitive walkthrough for Ronnie using his first scenario described by the Rosetta Song team.

**Evaluator:** Eric Galvan

**Evaluated Team:** Rossetta Song

**Persona:** Ronnie

## Two-Question Streamlined Approach

### 1. Will the user know what to do at this step?

Ronnie wants to look for a way to transfer his music from one service to another. He's happy that the services involved are clearly supported as shown on the front page, so he clicks on one of them to find out more.

### 2. If the user does the right thing, will the user know that they did the right thing and is making progress toward the goal?

He's interested in getting started and transfer his music but there isn't a clear indicator that shows where this is done. Clicking on the supported services currently doesn't lead anywhere.

## Walkthrough Notes

- List each step the user will take:

### Click on supported services

1. Scan the front page for supported services.
2. Find services listed.
3. Click service for more information, features supported.
4. When link is discovered not clickable, re-evaluate next step.
5. Look for a 'price tier' page.
6. If no price tier page found, see if registration page outlines what he will get access to.