**Scenario test 1**

Tester: Patryk (friend)

Facilitator: Dominik Subocz

Date: 26/03/22

**Instructions**

Please attempt the following tasks according to the scenarios presented. There are several questions after each task. If the question is multiple-choice then please **embolden** your chosen option.

**Scenario 1**

You wish to book a session, but you don’t know which one. Book a session.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 2**

You were satisfied with the services provided and you wish to post a review. Write a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 3**

You encountered a technical bug/issue, you with to report it to support. Fill and submit a form.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – 1 ~~2~~ 3 4 5 – Hard

3. Additional comments:

Good form validation, you can’t send a blank form.

**Scenario 4**

You were not satisfied with the services provided, you wish to write a complaint. Post a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario test 2**

Tester: Dawid (friend)

Facilitator: Dominik Subocz

Date: 26/03/14

**Instructions**

Please attempt the following tasks according to the scenarios presented. There are several questions after each task. If the question is multiple-choice then please **embolden** your chosen option.

**Scenario 1**

You wish to book a session, but you don’t know which one. Book a session.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 2**

You were satisfied with the services provided and you wish to post a review. Write a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 3**

You encountered a technical bug/issue, you with to report it to support. Fill and submit a form.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 4**

You were not satisfied with the services provided, you wish to write a complaint. Post a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario test 3**

Tester: Annonymous

Facilitator: Dominik Subocz

Date: 26/03/14

**Instructions**

Please attempt the following tasks according to the scenarios presented. There are several questions after each task. If the question is multiple-choice then please **embolden** your chosen option.

**Scenario 1**

You wish to book a session, but you don’t know which one. Book a session.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 2**

You were satisfied with the services provided and you wish to post a review. Write a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 3**

You encountered a technical bug/issue, you with to report it to support. Fill and submit a form.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 4**

You were not satisfied with the services provided, you wish to write a complaint. Post a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario test 4**

Tester: Annonymous

Facilitator: Dominik Subocz

Date: 26/03/14

**Instructions**

Please attempt the following tasks according to the scenarios presented. There are several questions after each task. If the question is multiple-choice then please **embolden** your chosen option.

**Scenario 1**

You wish to book a session, but you don’t know which one. Book a session.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 2**

You were satisfied with the services provided and you wish to post a review. Write a review.

1. Did you complete the task? Yes No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 3**

You encountered a technical bug/issue, you with to report it to support. Fill and submit a form.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 4**

You were not satisfied with the services provided, you wish to write a complaint. Post a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario test 5**

Tester: Christopher Cannon

Facilitator: Dominik Subocz

Date: 26/03/14

**Instructions**

Please attempt the following tasks according to the scenarios presented. There are several questions after each task. If the question is multiple-choice then please **embolden** your chosen option.

**Scenario 1**

You wish to book a session, but you don’t know which one. Book a session.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 2**

You were satisfied with the services provided and you wish to post a review. Write a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 3**

You encountered a technical bug/issue, you with to report it to support. Fill and submit a form.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments

**Scenario 4**

You were not satisfied with the services provided, you wish to write a complaint. Post a review.

1. Did you complete the task? ~~Yes~~ No

2. How difficult was the task? Easy – ~~1~~ 2 3 4 5 – Hard

3. Additional comments