**Scenario test**

Tester: Gosia K

Facilitator: Dominik Subocz

Date: 03/04/24

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

1. Did you complete the task? Yes No

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

3. Additional comments:

The term “basket” threw me off a little bit, maybe change it to something pet related.

**Scenario 2**

You wanted to book a check-up appointment for your pet, pick date and time that suits you. Make an appointment.

1. Did you complete the task? Yes No

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

3. Additional comments:

Very easy and straightforward

**Scenario 3**

You found a technical problem on the website; you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

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 wish to read more about the history of the veterinary practice. Find the more about the practice.

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 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

Clicking on single article does nothing.

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

1. Did you complete the task? Yes No

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

3. Additional comments:

Very nice design for the reviews.

**Scenario test**

Tester: Dawid L

Facilitator: Dominik Subocz

Date: 03/04/24

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

1. Did you complete the task? Yes No

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

3. Additional comments:

I think it would be worth adding automatic redirection once you click the purchase button. I also had some problems with checking out; not getting the card in.

**Scenario 2**

You wanted to book an check-up appointment for your pet, pick date and time that suits you. Make an appointment.

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 found a technical problem on the website; you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

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 wish to read more about the history of the veterinary practice. Find the more about the practice.

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 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

I was only able to view list of all articles, clicking on single article doesn’t do anything.

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

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**

Tester: Stanislaw S

Facilitator: Dominik Subocz

Date: 08/04/24

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

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 wanted to book an check-up appointment for your pet, pick date and time that suits you. Make an appointment.

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 found a technical problem on the website, you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

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 wish to read more about the history of the veterinary practice. Find the more about the practice.

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 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

Clicking on article card does nothing.

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

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**

Tester: Ewa S

Facilitator: Dominik Subocz

Date: 08/04/24

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

1. Did you complete the task? Yes No

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

3. Additional comments:

The term “basket” threw me off a little bit.

**Scenario 2**

You wanted to book an check-up appointment for your pet, pick date and time that suits you. Make an appointment.

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 found a technical problem on the website; you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

1. Did you complete the task? Yes No

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

3. Additional comments:

Very clear as to where to report problems.

**Scenario 4**

You wish to read more about the history of the veterinary practice. Find the more about the practice.

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 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

Clicking on post doesn’t work.

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

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**

Tester: Gill

Facilitator: Dominik Subocz

Date: 29/03/2024

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

1. Did you complete the task? Yes No

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

3. Additional comments:

Only problems with entering credit card, apart from that very easy.

**Scenario 2**

You wanted to book an check-up appointment for your pet, pick date and time that suits you. Make an appointment.

1. Did you complete the task? Yes No

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

3. Additional comments:

I like that you can’t book a appointment for yesterday, and on certain dates.

**Scenario 3**

You found a technical problem on the website; you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

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 wish to read more about the history of the veterinary practice. Find the more about the practice.

1. Did you complete the task? Yes No

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

3. Additional comments:

Very easy to find

**Scenario 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

I wasn’t able to view single post, only a list of posts

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

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**

Tester: Lewis Burt

Facilitator: Dominik Subocz

Date: 29/03/2024

**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 purchase a pet from pet list, but you don't know which one. Purchase a pet from pet list.

1. Did you complete the task? Yes No

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

3. Additional comments:

Only had problems with checking out; entering the card number was a wee bit of a pain.

**Scenario 2**

You wanted to book an check-up appointment for your pet, pick date and time that suits you. Make an appointment.

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 found a technical problem on the website; you want to report it. Contact You found a technical problem on the website, you want to report it. Contact customer support to report the issue.

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 wish to read more about the history of the veterinary practice. Find the more about the practice.

1. Did you complete the task? Yes No

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

3. Additional comments:

Nice and straightforward

**Scenario 5**

You're interested in staying updated on the latest trends and insights in veterinary care. Find a article you wish to read.

1. Did you complete the task? Yes No

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

3. Additional comments:

Clicking on post doesn’t do anything.

**Scenario 6**

You’re interested in seeing what reviews of other people have to say about the websites. Find the reviews.

1. Did you complete the task? Yes No

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

3. Additional comments: