

# 1 User Testing & Prototype Revision #2:

## 1.1 Usability Test Report

### Executive Summary:

For this report, we conducted Usability test of **CORONA FORM** Usability test allow us to analyze the usability and functionality of the site in a standardized way. We performed individual heuristic evaluations and then met together to discuss and combine our results. The system was evaluated and ranked according to user testing heuristics and severity rating scale of 0-3. After discussing our noted usability issues, we prioritized our findings by severity and developed the following series of findings and recommendation.

### Introduction:

Due to COVID, restaurants are still open for dine in but for limited time. People start to rush into restaurants at different times and crowd throngs the restaurants which is then difficult for restaurants to manage them especially in COVID times. Customers need to wait for long hours for their turn. Thus, by utilizing technology we overcome the problem (crowd and sops maintenance).

### Roles:

The roles involved in a usability test are as follows.

#### Restaurant owners:

- Register Restaurant.
- Register/login.
- Retrieve Guest list.
- Provide customers with space available.
- Download brochure.
- Receive QR code.

#### Customers:

- Fill provided form by restaurants.
- Scan QR code.
- Receive confirmation email.

## 1.2 Focus of Evaluation:

To first start off, we narrowed down. We wanted to evaluate. Looking at the site's main functions, we focused on evaluating **CORONA FORM** ability to create better and customize screens.

### Goals:

- Test website concept with targeted audience.
- Identify bugs and issues with the platform.
- Reveal friction points and confusing experience.

### Participant profiles:

Participant which are involve in usability testing:

Users	Age	Gender	Education	Occupation	Place
Hassan	21	Male	Undergraduate	Freelancer	Online meeting
Yumna	24	Female	Masters	Web developer	Online meeting
Farhan	20	Male	Undergraduate	Web developer	Online meeting

### 1.2.1 Testing Setup, Moderation & Post-Task Questions:

#### Tasks:

List the tasks you asked your participants to perform here.

- Create an account and login.
- Edit your profile.
- Find specific content, page, button, etc.
- Retrieve Guest list.
- Fill provided form by restaurants.
- Complete an entire task from start to finish (for example: upload a photo, request a quote, purchase a product, etc.)

### 1.2.2 Post-Test Questions:

1. Are all the dropdowns on this screen sorted correctly? Alphabetic sorting is the default unless otherwise specified.

This is not applicable in our application.

2. Is all date entry required in the correct format?

The dd/mm/yyyy format is used when the user fills the form

3. Have all pushbuttons on the screen been given appropriate shortcut keys?

User can navigate to all the buttons and links one by one using the tab key.

4. Do the shortcut keys work correctly?

Tab is the only shortcut key used which working correctly.

5. Have the menu options which apply to your screen got fast keys associated and should they have?

Not Applicable.

6. Does the TAB order specified on the screen go in sequence from top left to bottom right? This is the default unless otherwise specified.

Tabs are not used in our application.

7. Are all read-only fields avoided in the TAB sequence?

Not Applicable

8. Are all disabled fields avoided in the TAB sequence?

Not Applicable

9. Can the cursor be placed in the micro help text box by clicking on the text box with the mouse?

Not Applicable

10. Can the cursor be placed in read-only fields by clicking in the field with the mouse?

No, it can't be placed

11. Is the cursor positioned in the first input field or control when the screen is opened?

The position of cursor is not defined when the screen is loaded.

12. Is there a default button specified on the screen?

No default button is used

13. Does the default button work correctly?

Not Applicable

### 1.2.3 Finding and recommendation:

**Finding 1:** Use of inconsistent links.

**Recommendation:** It was recommended to us that we can create a back link or button with the label to navigate us to different screens.

**Finding 2:** There is no portal for users to write their queries to the admin, how do I contact the team?

**Recommendation:** It was recommended to us that we should create contact us page so that customers can write their queries to the admin if they are facing any problem.

### Conclusion:

With the successful conducting of usability test report, we were able to analyze the site's usability, functionality, as well as design in a standardized structure. No major or critical issue of the site but did identify a few areas where navigations could improve in to maximize their user experience and usability.

## 1.3 Updated Prototype

### Corona Guest Form

← Action

←


#### Write us your queries, we will get back to you!

Full Name

Email

Write your message here...

Submit



### Hello!

Fill the information about the restaurant

Name

Country

State


City

Postal Code

Phone

Continue

Already have an account? [Login here](#)



# Corona Guest Form

← Action

## Hello Faizan !

You can find them all here important Functions and information about your digital corona form.

Guest form: <http://13.59.214.225/form/PkDYq6>

How does it work?

Get the QR code

Retrieve guest list

Evaluate



1. Retrieve the QR code with a link to the form and instructions for the guests!

2. Print and lay out the QR code with instructions or hang it on the door.

3. The guests scan the QR code and get to the form and fill it out.

4. After sending the form, the guests will receive a confirmation page and an email. Let us show you one of the two.

5. The guest data is stored for 30 days in accordance with GDPR and then automatically deleted. If necessary, guest data can be called up or, in an emergency, a message can be sent to the guests by email.





# Hallo Faizan

Angaben zum Unternehmen/Location

Faizan

Abid

faizanabid36@gmail.com

Update Changes

Or

Change Password

