Sri Lanka Institute of Information Technology

Line Lite Chat Application

Usability Testing

User Experience Engineering

2021S2_REG_WE_61

Team Members

Reg No	Name
IT19186634	Mannage G.
IT19035918	Amarasiriwardena R.S.
IT19163482	Fernando M.P.A.
IT19152042	Ranawansha P.P.

Table of Contents

Introduction

This usability test plan conducts to determine the development of line lite chat application. Goals of performing the usability testing is to make aware of the user performances and experiences, identifying failure points and design issues in interfaces and find out certain functionalities which need to develop. When redesigning the application, we can provide solution to these issues and satisfy their expectations.

In line lite chat application don't have search function in their app. Searching function is necessary function that chat application should have because by looking at the chat contact, if user cannot find the person who need chat, then it will be easy for user if application include the search function also. Then user can find the person, by typing his/her name in the search bar.
In addition to that if that application includes separate interface to display the groups that user registered in the chat application then, it will be easy for user to identify the chat group that user already registered.

In this Line Lite app, the user can be registered by entering the phone number and selecting his or her country and then user must click on the Sign-Up button. Then an OTP code is sent to the user's message inbox. Next the user has to enter the OTP code. Then the OTP code is verified, and the user can perform the necessary tasks. Due to a recent update the users who are willing to use this app is unable to sign up because the OTP code is not sent to message inbox.

In this app the status function is not available. The users can have a great user experience if there was a status function. Users will be able to upload photos, notices, and videos so that it can be seen to others.

Major drawback of the line lite application is not instantly received notification about the messages.It may cause usability issues because user will hesitate to use the chat application.

In this line lite chat application have function to add new contacts to the contact list. But it is not updating the contact list. So the contact function need to modified then it will be easy for the user. Another issue in line lite application is user profile is not user friendly. If there was an attractive user profile, then the user can have a great user experience.

Test Objective

The usability test objectives are,

1. To determine design conflicts and usability problem areas within the user interface and content areas. Possible sources of error may include:
    - Navigation errors – Failure to login due to OTP code does not receive to particular user, user interfaces are not properly adjusted to the system
    - Presentation errors – Not user friendly, cannot identify different between buttons and navigation bar, Search bar is not correctly located
    - User profile errors – Not user friendly, especially user profile and message Interfaces

2. To identify user performance and user satisfaction level for the future development

3. While users using this chat app, they will encounter numerous problems. Main objective is to facilitate the user needs and provide better user experience.

Methodology

For the feasibility testing we choose people under different age category. And conduct an interview session and collected sample data through google forms. First, we gave a brief introduction about the specification that we are going to perform, and they have used line lite app prior to this interview. We have conducted usability testing for two user groups. They are teacher and UI/UX developer. From the google survey, we collected sample of twenty users. Using these methods, we were able to cover the requirements and conduct a usability testing.

Interviewing

Usability Task

Usability test on 'Line Lite chat application'

Researcher : Amarasiriwardena R.S , Mannage G.

Goals : To provide better user experience to the users and develop compatible chat app

Objectives : To find drawbacks of the app
              To identify the user needs

Question we want to answer to : Is the app user friendly and trustworthy?
                                Any suggestions to improve the usability of the chat app?

First Interview

Participant profile :

Name : Isuri Githma

Age : 24

Occupation : UI/UX developer

Hobbies : Reading books, Listening to music

Script Introduction

Hi Isuri, how are you today? **I'm good**

Ok Isuri. So I'm Raveena and my teammates Galikha will conduct this session. Brief introduction of this session, we're going to evaluate about line chat application. We want to know about your user experience as a user and UI/UX engineer. We're doing this interview to improve the usability and experience of users. So your honest opinions is always welcomed. And we're going to record

this session. Recorded video will be used for analyzing and improvement of the chat application. And your privacy will not be violated.

Do you have any questions so far? **No, I'm good**

You're UI/UX developer. Right? **Yeah, I love designing app.**

1.So my first question is what do you think about the user interfaces of this chat application as a UI/UX developer?

Overall, the user interfaces of this chat application is good. But there're additional features that needed to be developed. For an example buttons and icons should be more attractive to the user. So, user can directly identify those icon to do their activities.

2.Do you have any favorites chat application?

Favorite one is WhatsApp. Other than that, I frequently used messenger and telegram also

3.How did you get to know about line lite chat application?

From friends

4.Before installing the app do you read reviews or feedback given by the users?

Yes. I read reviews and go through the features. And get to know about the app. Afterwards, I install the app

4.So what's your first impression about this app?

To some extent app is okay. I've previously used Line chat app. Compared to that one this app need improvements in some functions and the UI.

5.Are you okay with the functionalities of this chat app?

Actually, not satisfy with the functions of this app

6.Can you elaborate more?

Most of the functions are okay. But there're some functionalities that should needed to develop.

Over to you Galikha

From here, I'm going to take over the session.

7.My question is you've told us there're issues in functions of this app. So, can you specify few functions separately with detail?

Main error that I faced was login functionality. It was huge issue in recent update of this app. Because I cannot login to the app. There're some issues in verification part. Because OTP number does not receive to verify the account. That function needed to be developed.

Secondly, I like to upload the status. But there's no option to upload status. It would be nice that feature also added.

Also in this app, notification part should be developed. It'll be good if that part also improved because user want to receive notification instantly. There're some drawbacks in that function.

And personally, I think user interfaces need some improvements.

8. What's the use of this chat application?

Just like messenger and WhatsApp, line lite app facilitates the chat feature to share messages and photos.

9. What are the benefits of this chat application?

exciting stickers, message feature, compare to line this require less space on the phone

10.Do you recommend this app to someone?

At the moment my answer is no. Because it needs more improvements and should focus on providing better user experience

11.As a ui/ux engineer, what do you think about the overall experience?

Overall, this app is okay. Other functionalities need improvements. Adding status, getting notification that relevant to chat, adding users, like adding contacts to the contact list should be modified. That's the major drawbacks that I found.

Ok Isuri. Thank you for participating and spending your time to answer our questions.

Second Interview

Participant profile :

Name : Upekshitha Gunawardena

Age : 25

Occupation : Teacher

Hobbies : Cooking, Listening to music

Script Introduction

Hi Upekshitha, how are you today? **I'm good**

Ok Upekshitha. So, I'm Raveena and my teammates Galikha will conduct this session. Brief introduction of this session, we're going to evaluate about line chat application. We want to know about your user experience as a user and teacher. We're doing this interview to improve the usability and experience of users. So, your honest opinions are always welcomed. And we're going to record this session. Your privacy will not be violated.

Do you have any questions so far? **No, I'm good**

1.First, what's your occupation? What do you do all day? Can you give a brief introduction about yourself?

HI, I'm Upekshitha and I'm a teacher. I'm busy with preparing learning materials and conducting lessons throughout the day.

2.So in this pandemic situation, you also have to move into online education, right?

 yeah

3.What are the issues you faced in online education?

probably communication issues

4.To communicate with students, what's your preferred chat application?

most of the time I used WhatsApp

5.Okay.So do you have used an app called line lite for communication purpose?

 Yes. I have used it sometimes back.

6.So as a general user, what do you think about the user interfaces of line lite chat application?

Actually, I think line lite chat application need some improvements in user interfaces.

6.How did you get to know about this chat application?

Through the play store

7.Before installing the app do you read reviews or feedback given by the users?

Yeah, most of the time go through the reviews and ratings. Afterwards, I install the app

Over to you Galikha

okay so from here, I'm going to take over the session. I'll ask the few questions about line lite chat application

8.So what's your first impression about this app?

Not familiar like WhatsApp. Just similar to Imo. But it's not messy like Imo

9.Are you okay with the features of this chat app?

Not satisfy with the features

10.Can you elaborate more? So we can identify the issues

When adding members to the group, I've faced issues

After searching for a name, finding a user is hard. Because contact list is not updated.

It also works in a similar way when a new user is added to the contact list. I think that part should be developed.

11.Okay.what about the message interface?

For that also some improvements needed. I mean design perspective. It would be great if it's use catchy interfaces

12.Can you suggest any new features that can be added to the line chat application?

Dark mode feature. It would be cool if that feature added. Because most of the app compatible with dark mode

13. Do you recommend this chat application to someone?

I'm not fond of this line lite chat application. So, I don't think I'll recommend this app to someone. As my opinion, it needs more improvements in designing and function wise.

14.As a general user, what do you think about the overall experience?

Overall line lite chat application is okay. But it needs to develop more. And it would be nice if they fix the issues and facilitate the features according to user needs.

Ok Upekshitha. Thank you for participating and spending your valuable time to answer our questions.

Video Recording

Interviews with recorded with the permission of the participant interviewee and conducted in a zoom online platform.
https://drive.google.com/drive/folders/17wZ1dzQmPiUlLCFWJc5ixSUNMftYjcyQ?usp=sharing

Google survey link

https://docs.google.com/forms/d/1ClG5OpukAx2idP9-tHF6axlXQl7u8NusZKvfnyCLsqg/edit?usp=sharing

Participant Profile

Name	Demography	Location, Date and Time
Isuri Githma	Age – 24 Gender – Female City - Panadura Occupation - UI/UX developer	Location - Zoom Date – August 17, 2021 Time – 18.30 p.m.
Upekshitha Gunawardena	Age – 25 Gender – Male City - Aluthgama Occupation – IT Teacher	Location - Zoom Date – August 20,2021 Time – 18.50 p.m.

User research – Tasks/ Scenarios

No	Task Instruction	Target	Probes
1.	Can you search a person in your chat list ? Scenario - You are a regular user, but you are sure the app doesn't have a search bar, for search the users in the chat list.	To find whether app provides the search facilities, to find a relevant person in the chat list.	Please test to see whether app provides to search bar for search the persons in chat list.
2.	Can you get the registered groups in this chat application separate UI? Scenario - You are a regular user, but you are sure the app doesn't have a separate UI for display the chat groups that you have registered.	To find whether app provides separate UI for display the user registered chat application.	Please test to see whether app provides to separate UI to display the user registered groups in the chat app.
3.	Can you receive message notifications? Scenario – You're going to share ideas with teammates through line lite chat application so that you can move forwards with project progress	Check whether the app facilitates the notification alert to the users	Please test whether you get notification about incoming messages
4.	Can you send messages without any issues? Scenario – You are a regular user, but you are not sure that this app is secure to send messages. So, you're going to send message to the group.	Check whether the app provides secure and user-friendly platform to the user	Please test whether you can send messages without any issues without any third party involving.
5.	Can you upload status? Scenario - You're a regular user but you are sure that the app does not have the status button to upload status	To find whether the app provides the status uploading feature	Please test to see whether the app provides status button to upload status
6.	Can you register to this app?	To find whether the OTP code is received as a message	Please check whether you received the OTP code

	Scenario - You are a regular user. But you know that the OTP code is not received to the inbox sometimes		
7.	Can you add new contact number to the list? Scenario - You are a regular user, but you are sure that the app does not have a function to add a new contact numbers.	To check whether the app provides facility to add new contact number into the contact list	Please test whether you can add new contact number into the contact list
8.	Can you change profile picture in your profile? Scenario – You are a regular user, but you are sure that the app does not have a function to add profile pictures	To check whether the app provides facility to add profile photo in the user profile	Please test whether you can add profile photo in the user profile

**Plan for data analysis**

Video / Interview Analysis

I.   Needed to improve the login function, notification, and the entire application user interfaces

II.   New suggestion – dark mode theme

III.   User interfaces should be user friendly

Questionnaire analysis

Google form was created with the relevant questions and share among the users to get their opinions and suggestions as an active user. Analysis of the questionnaire is shown below.
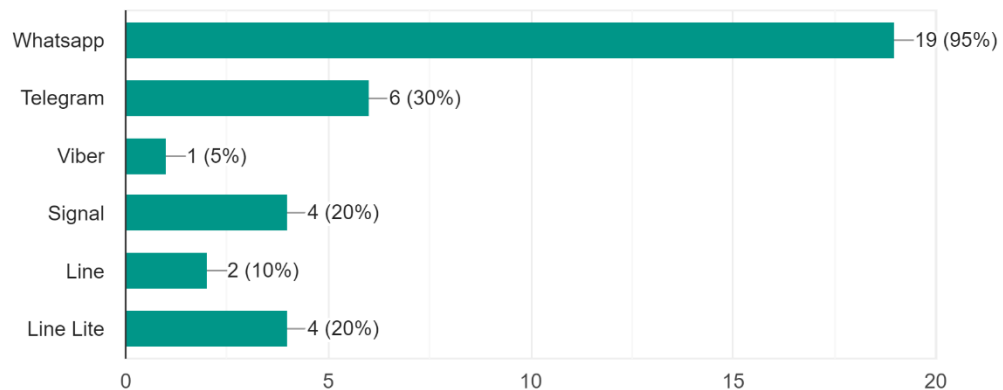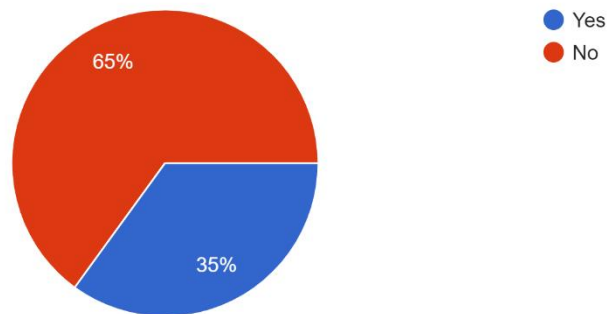
What is your age group?
20 responses

- 18-20
- 21-24
- 25-28
- other
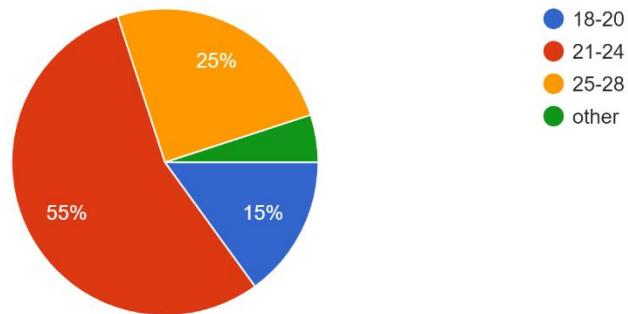
Which chat application do you use the most?
20 responses

Are you satisfied with the Line Lite chat application?

20 responses

- Yes
- No

65%

35%

What are the issues that you identified in this application?

20 responses

Nothing

Can not login to the app.

No

I don't use it

Ui are not user interactive

Not user friendly

UI are not interactive

After recent update line lite app has been mess

Not comming notification

What are the issues that you identified in this application?

20 responses

not sure about personal details

Cannot add status, Interfaces are not user friendly

User experience issues

Not familiar like other chat application

Notifications are not available

Always systems updating

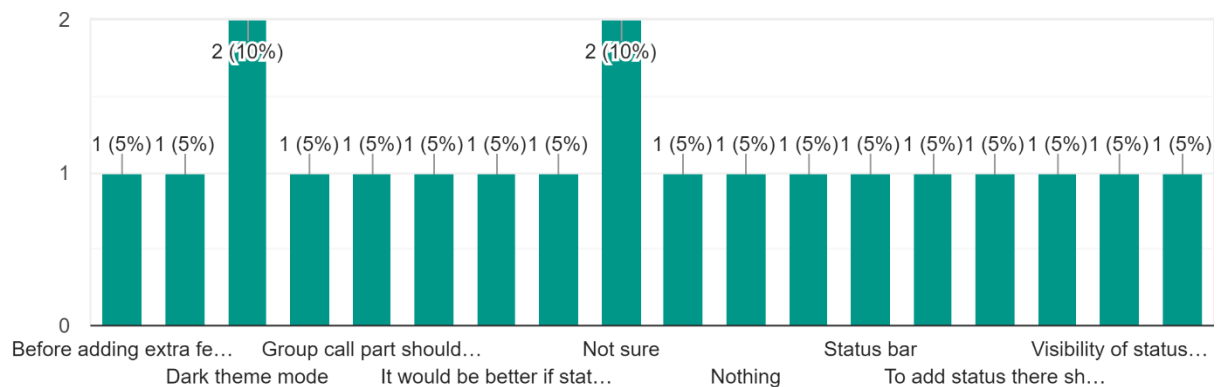Nothing

Not having smooth navigation

There are lot of issues in this app. Mainly notifications are not working.

After updating app,always need to login

Login functionality and ui designs are needed to be change

What are the extra features that should be added to this app?

20 responses

2 (10%)	2 (10%)	
1 (5%) 1 (5%)	1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%)	1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%) 1 (5%)

Before adding extra fe…   Group call part should…   Not sure   Status bar   Visibility of status…
   Dark theme mode   It would be better if stat…   Nothing   To add status there sh…

Summarize of the extra features

- Call recorder
- Dark theme mode
- For group chat there should be a separate page
- Group call part should be modified
- It would be useful if there is story checking
- Status adding part should be included
- Separate status adding page
- User interface should be more interactive

What do you think about the overall experience of this chat app?
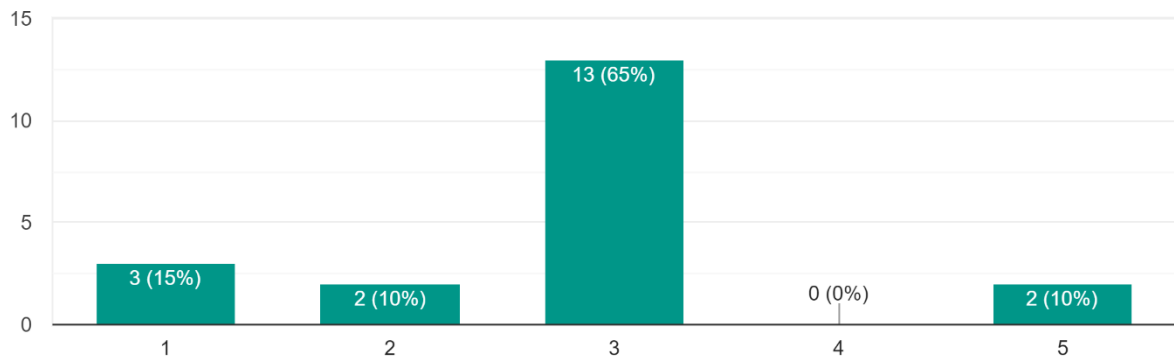20 responses
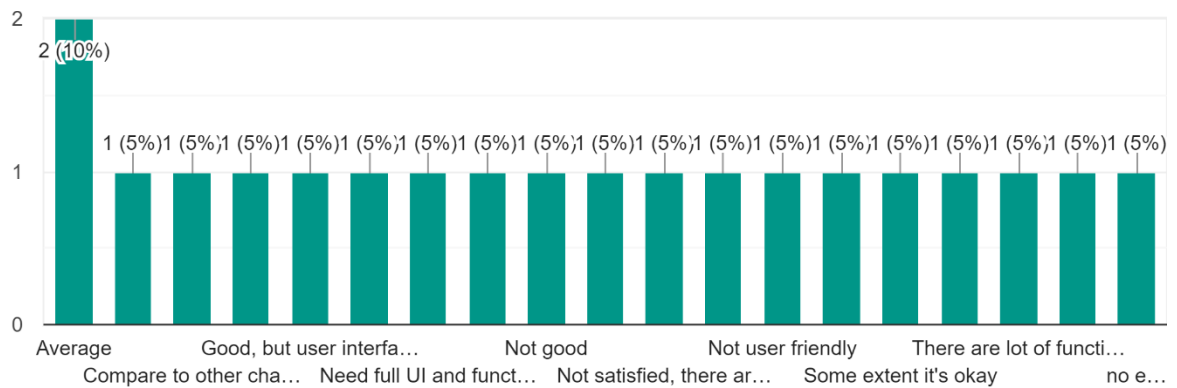
Review of overall experience of the user

- Not user friendly
- Need full UI and function improvements
- Compare to other apps it consumes less data

How much do you rate this app?

20 responses

Would you recommend this app to others?

20 responses

Yes
No
Maybe