

USABILITY TESTS

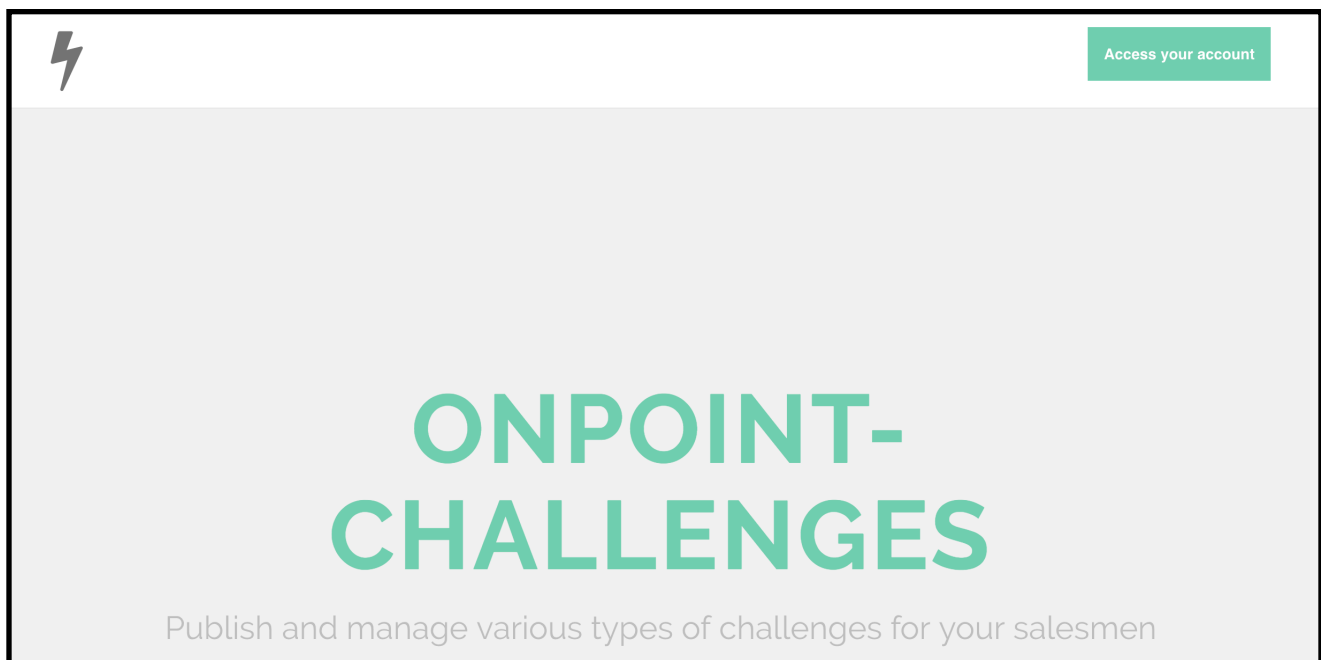
Description

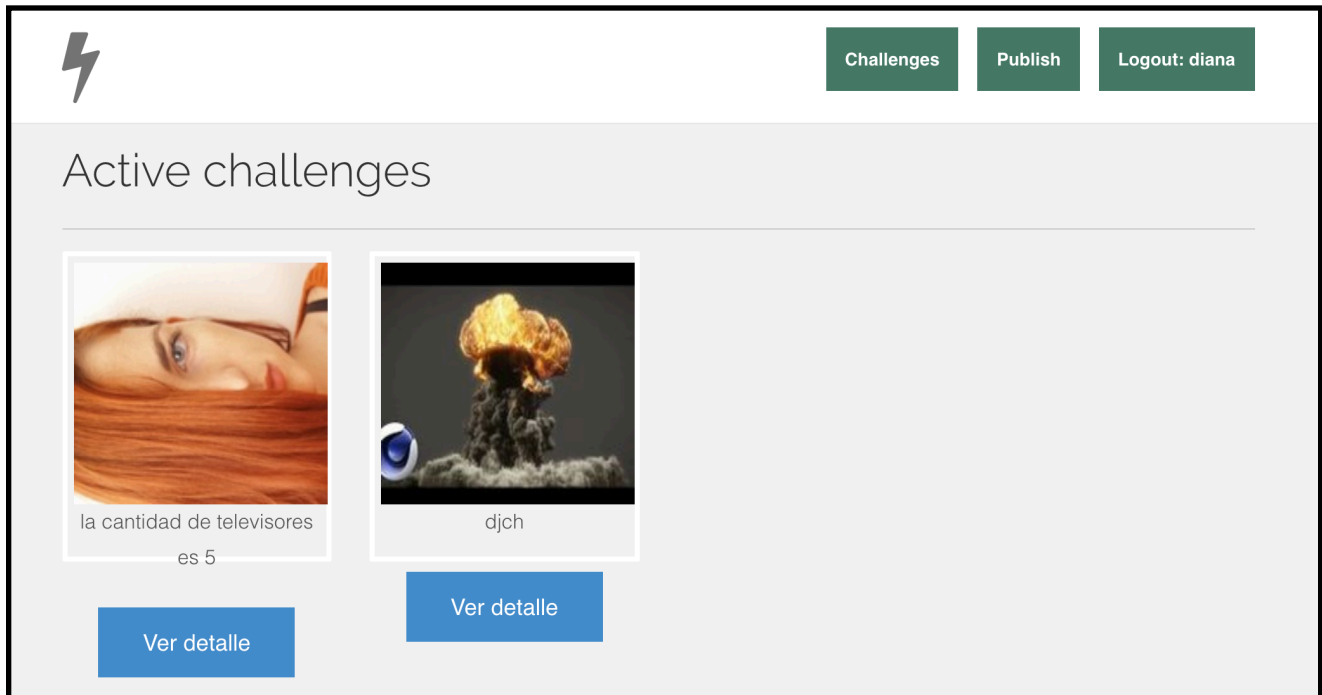
Tests were conducted with 5 potential users of the app and engineering students. The Hotjar service was used to record the actions of the users and identify problems in the OnPoint-Challenges app. Users interacted with the application and then face a survey about their experience with the application. In addition, the app was tested using Peek service, which brought us a complete user test report.

Tested requirements

The requirements tested were: log in from the role of seller and manager, use Facebook service to log in, publish a challenge, find the ranking of sales from a challenge, assign a sale to a seller.

Tested APP





Test results

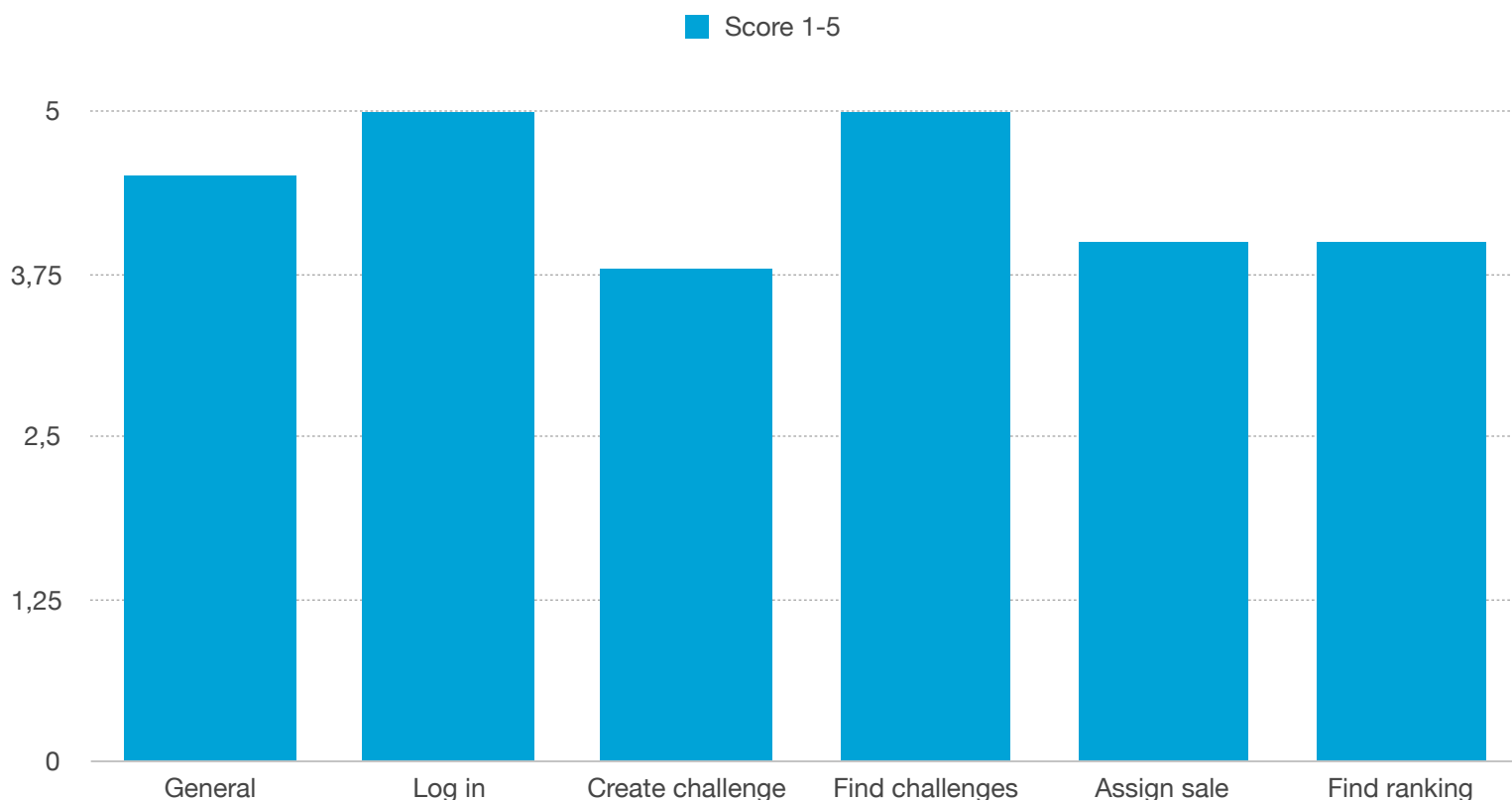
From the Hotjar application it was possible to identify the areas of the page where the users clicked the most. In addition, from the videos we analyzed the interaction they had with the page and if they had any problem.

Additionally, in the survey conducted after the interaction with the page, users were asked the level of clarity with respect to 6 requirements of the page on a scale of 1-5, with 5 being very clear and 1 not at all clear. We found out that the users had problems with assigning sales and, finding the ranking of sales.

Finally, users were asked about which problems they found or what recommendations they propose about the page, some of which are mentioned below:

- The page should include more information about what it does. What is a challenge? How do I close a challenge?
- Some buttons are in spanish and some others in english.
- I like the sTyle and colors. Site is very nice.
- I should not be allowed to write letters in the quantity and value boxes when I am assigning a sale.
- Once I assign a sale, I would like to be redirected to another screen.

- The examples used on the webpage should be well written and meaningful.



Priorization

From the information gathered in the previous tests, it was determined that the problems that must be solved with higher priority are: lack of meaningful examples, absence of indications to the user and explanations through the app. These problems are priority because they generate that the user does not know what to do on the page, so they could prefer to leave it.

In accordance with the prioritization, the design improvements were implemented to give the user feedback and allow him to interact on the page with greater ease.