1. Summary

The Flexibility’s latest version launched in November and had a user test after that. 5 users participated in the test. There are 5 tasks in the test and 5/5 of the tasks completed successfully. There is total 7 functions in the test and 2/7 of functions were incomplete or ignored.

1. What worked
2. Login – Customers were able to create a new account and log in. 3/5(60%) of the participants mentioned that they think the login page is understandable. 5/5(100%) of participants believe that they can complete the register process easily.
3. Automatically reservation – Customers could complete the automatically reservation successfully. 5/5(100%) of the participant understand how to operate it. 3/5(60%) of the participants said they know what this function can do while they see the page.
4. Reservation cancellation – Customers were able to cancel a specifical reservation successfully. 4/5(80%) of the participant can reach to the reservation management page at their first try. 5/5(100%) of the participant delete the reservation fast.
5. Book a new reservation – Customers could reserve a new itinerary to replace the previous one. 4/5(80%) of the participants could search for a specific new itinerary to replace the old one.
6. Reservation Calendar – Customer understand they can browse all their reservations on the calendar on the main page. 5/5(100%) out of users can reach to the reservation calendar and operate it.

1. What didn’t work
2. Navigation bar – Customer ignore the navigation bar. 3/5(60%) of the users didn’t try to click the navigation bar to find out what function it included. 2/5(40%) of participants said they didn’t notice the navigation bar while asked.
3. Discovery – Customer ignore the discovery function. 4/5(80%) of the participants didn’t try to click the discovery part. 2/5(40%) of them said they didn’t know what the function worked for while asked.
4. Recommend
5. Make the page more attractive.
6. Link the items in reservation Calendar on main page to the specific reservation detailed page.
7. Add a link to the reservation information page in every product detailed information page.