

Scenario 02 - Answer the Message with attachment

Background

We have a basic prototype with relatively common secured messenger functionality.

Typical user stories inside the messenger are: read incoming message, send reply, send message with attachment.

This scenario will check all of them.

Goal

The goal of this section is to understand the level of usability in the existing prototype application for the secured messenger area.

Questions

Is our UI functionality sufficient enough to allow the average user to find and answer a message that contains an attachment?

How useful is the system for end users?

Tactics

Ask end users (no developers or QA) to find the message from a caseworker and reply to it with attachment. Do not provide any detailed instructions, only an URL.

Participants

2 (Subject Matter Experts) SME,

Various IT staff,

Additional staff from the office without coding experience

Timeline

10 minutes

Test Script

User is already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Locate the incoming message from your caseworker Mary Jenkins and reply to it using message with attachment (just attach some picture or document).

Dependency

This scenario depends on results from the following scenario:

Scenario 01 - Self Registration