

## On the Spot Delivery Website User Feedback Form 1.0

Release:	2
Sprint:	4
Date of Test:	25/10/2016
Customer Segment <i>(Highlight applicable)</i>	Manager / Driver / Customer
Age Group <i>(Highlight applicable)</i>	18-25 / 26-45 / 46-65/ 66+
Gender:	Male
Equipment Used in Test:	Personal Computer
Have you have any previous experience with any online shipping portals?	Yes

User Impressions: Rate from 1 (Worst Possible) to 10 (Best Possible)

Ease of Use	8
Design	9
Reliability	4
Performance	8
Overall Rating	7

### User General Feedback:

*Do you have any recommendations for future releases or any feedback you would like to give?*

- Colour scheme is appropriate and assists with the readability of the content.
- FAQ page is clearly laid out and is precise
- Punctuation needs attention on Home page and About Us page - Mainly incorrect use of proper pronouns.
- Customer form is professionally laid out, but hard to use the correct syntax when filling out the time and weight.
- Driver dashboard is well laid out and signature function was well received.
- Login account pages are basic in styling.
- Operator dashboard is not straightforward with dropdown menus. Needs to have arrow to indicate more information.

### Tester Comments:

*Were there any technical difficulties during the test?*

- Driver forms failed to submit.
- Time was incorrect (in UTC).

*Were there any issues or suggestions you have for future releases based on your observations of the user?*

- Needs to have drop down arrows/clearer notation that there is addition information that comes when click on the operator dashboard features.