**On the Spot Delivery Website User Feedback Form 1.0**

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| --- | --- |
| **Release:** | **1** |
| **Sprint:** | **2** |
| **Date of Test:** | **16/9/2016** |
| **Customer Segment** *(Highlight applicable)* | **Manager / Driver / Customer** |
| **Age Group** *(Highlight applicable)* | **18-25 / 26-45 / 46-65/ 66+** |
| **Gender:** | **Male** |
| **Equipment Used in Test:** | **Laptop** |
| **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** | **8** |
| **Performance** | **8** |
| **Overall Rating** | **8** |

**User General Feedback:**

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

*I would recommend introducing a basic pricing table of some sort to help customers estimate what they will be paying.*

**Tester Comments:**

*Were there any technical difficulties during the test?*

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

*The were no problems when testing.*

*There weren’t any issues that I found, the whole website so far is pretty good.*