

## **User Testing Guide**

### **AFC Prime**

- **Warm-up introduction**

We are focusing on exploring how to use voice assistance to interact with users when they want to check the information they just got from the video or audio played by the voice assistant.

Our mission is to design a function that allows users to check the information immediately after they got and provide evaluation result and facts which could help them to understand the information better.

- **Activity: Function testing**

Link:

Test with one user each time

Steps:

- **Activity: Dialog tree testing**

Link: <https://tortu.io/prototype/afab57>

Test with one user each time

Steps:

#### **Listening and request checking**

1. Ask the user to describe one their usage case of listening to an audio or watching a video, like the time, location, emotion, expectation
2. Play the prototype and let the user listen to the piece of information
3. After finishing the first one, ask them:
  - a. If they feel something strange in the paragraph or the sentence
  - b. If they are skeptical about or don't trust the information, ask what is their next step to verify the information
  - c. Provide a laptop and let them show you how they search and what they search
4. Play the prototype again and let them give a command to check the information, and write down the command they said and would like to say
5. Click "Check it!" and let the user listen to the next response of verification

#### **Verification**

1. Click the verification and let the user listen to the response of verification
2. Ask for their feeling and feedback of the verification
3. Ask them do they feel necessary to repeat the sentence before check?

#### **Confirmation and check**

1. Let the user response "YES" to run the checking simulation
2. Click and let the user listen to the "check result", "facts", and "editor and resource" information one by one

3. Ask the user about the feeling when they are listening to the result, fact, and resource.
4. Ask the user about the order of audio

**Wrap-up**

1. How do they feel about the entire experience and user flow?
2. What do they think about the advantages and drawbacks of the current user flow? I like, I wish, I wonder