Usability Tests Template

Name of product being tested
Chetohs CRM

Usability test goals
- Evaluate whether users understand how to navigate the CRM. - Identify main barriers for participants whilst doing main CRM tasks.

User profile(s)
Tech-competent users who have worked with clients freelance or are familiar with how freelance work functions.

Global questions	Hypotheses
- Do users understand the purpose of the CRM within seconds of logging in? - To what extent does the CRM meet user needs? - Do users encounter barriers when searching or filtering clients? - Do users encounter barriers when utilising profiles? - Do users encounter barriers when creating a new contact? - Do users encounter barriers when editing their information? - What adjectives do users use to describe the design?	- It is easily to understand that the Chetohs CRM stores clients for a freelancer. - Users will be able to easily search and filter clients. - Users will understand how to navigate to and from profiles. - Users will be able to create contacts. - Users will be able to edit their information easily.

Initial questions
What is your age? What is your gender? What is your occupation? If you were working freelance, what kind of system would you use to organise your customers?

Scenarios

Scenario 1	"Imagine that you have been given this web app"
Task 1	Start the site, watch for 5 seconds, and tell us what it is about/used for.

| Task questions | What do you think you can do with this site?

What adjectives would you use to describe the design? |
| --- | --- |

Scenario 2	**"You want to search for client Dulapeep Johnson"**
Task 2	Locate this client in the CRM.
Task questions	How was the experience of searching for this client?

Scenario 3	**"You want to look for high priority and new clients"**
Task 3	Attempt to find a way to see these clients in the CRM.
Task questions	How easy or difficult was it for you to work out how to find things based on these factors?

What were you feelings on the filter and how it worked? |

Scenario 4	**"You want to create a new contact"**
Task 4	Open up the main page, navigate to where you'd create a contact and make one.
Task questions	How easy or difficult was it for you to find where to create a contact?

How was the experience of creating a contact? |

Scenario 5	**"You want to edit your email address"**
Task 5	Locate where you can do so, and update your email address.
Task questions	How easy or difficult was it for you to find where to edit your email?

How was the experience of editing your email? |

Scenario 6	"You want to access Jane Doe's profile and change her priority'"
Task 6	Locate Jane Doe's profile and update her priority.
Task questions	How easy or difficult was it for you to find Jane's profile? How about her priority? How was the experience of editing her priority?

Scenario 7	"You want to edit Jane Doe's company name"
Task 7	Locate where you can do so and change Jane's company name.
Task questions	How easy or difficult was it for you to find where to edit Jane's company name?

Scenario 7	"You want to log out of the CRM"
Task 7	Locate where you can do so and sign out.
Task questions	How easy or difficult was it for you to find where to logout?

Final questions

To what extent does the main page meet your need?

To what extent do profile pages meet your need?

To what extent does edit information meet your need?

To what extend does add contact meet your need?

Would you recommend the CRM to a friend or relative?