

Usability Test Protocol for Zoho Music

Scope of the Test

The test focuses on evaluating the usability of Zoho Music's user interface and core functionalities. It aims to identify pain points, efficiency, and user satisfaction while interacting with the platform.

Recruitment Plan

We will recruit 5 participants representing typical Zoho Music users, with varying levels of familiarity with music platforms.

Objectives

1. Assess the ease of navigation across the website.
2. Evaluate the intuitiveness of key features such as searching for songs, creating playlists, and exploring genres.
3. Identify any barriers or challenges users face during these interactions.

Metrics

1. Task success rate: Percentage of successfully completed tasks.
2. Time on task: Average time taken to complete a task.
3. Error rate: Frequency of errors encountered.
4. User satisfaction score: Based on a post-test survey or System Usability Scale (SUS).

Test Procedure

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Greeting

Welcome, and thank you for participating in this usability test for Zoho Music. Your feedback is invaluable and will help us improve the platform. Please remember, this is a test of the website, not your abilities. Feel free to share your thoughts openly as you navigate the tasks.

Tasks

- Task 1: Log in to Zoho Music or create a new account.
- Task 2: Search for a specific song or artist using the search functionality.
- Task 3: Create a playlist and add three songs to it.
- Task 4: Explore music by genre and add a song to favorites.
- Task 5: Access the help or support section to find assistance for a hypothetical issue.

Instructions

You will be asked to complete a series of tasks using the Zoho Music platform. Please verbalize your thoughts as you proceed, sharing what you find easy or challenging. If you encounter any issues, let us know - we're here to observe and not guide your actions directly.

Post-Test Questionnaire

After completing the tasks, you will be asked to fill out a brief survey. This survey will help us collect qualitative feedback and measure your satisfaction with the Zoho Music platform.

Conclusion

Thank you for your time and insights today. Your feedback will play a crucial role in enhancing the

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Zoho Music experience for all users. If you have any additional comments or questions, we'd love to hear them before we conclude.