Script

Hi,

My name is _____, and I am from the XYZ design team. With me, I have _____ who will be observing the session. We appreciate the time you have taken to help us out.

The entire goal of this session is to evaluate this product and not you as a user, so please feel free to give your honest feedback as it will help us in understanding the efficiency of our product.

As informed, this session will be recorded, and we assure you that this recording will be confidential for quality analysis purposes.

We encourage you to use the method of "think out aloud"- with every action you take, you would think out loud your thought process or feelings you are experiencing.

Let me give you an example. Suppose if the task was to 'Call Mom' on your mobile phone and you are thinking out aloud.
You would be saying .. "Now I'm tapping on the contact icon, I will type in 'Mom' in the search bar to find her contact... and so on"

Today's session is going to be in a way that we will give you a particular task and then you would be performing it on the prototype link we will share with you. Please open the prototype link, share your screen, and turn on your video so that we may begin the session.

Do you have any questions before we start?

Invite Template

Hi,

My name is _____, and I am from the XYZ team. We are looking for users like you to best tailor make our designs to cater to your needs and would love to get your feedback.

What will you be doing in the research study?
You will be asked to **share your screen, turn on your video** and do several short tasks in the prototype related to the local food app.

How long will the session be?
The user testing would take between 30-40 mins

We would love to get some time from you. Please let us know which day works for you and we could check your calendar and schedule the session.

Thanking you,

Yours sincerely,
_____

	Objective	Scenario-Task	End State	Assets
Task 1	The homepage should lead the user to food purchasing options	You are craving samosas, how would you go about the tool to order them	The user explores the homepage and the cards are intuitive to click on	Homepage with a scroll through and cards with on hover
Task 2	Users should discover local vendors easily	Since samosa is a local food item- how can you discover it on the website?	The user clicks the discover tab and begins exploring the page	Enable tabs and discover page on prototype
Task 3	Users should be able to request the listing of nearbuy vendors	You see that your favourite local eatery 'Raju tea house' is not listed. how would you go about requesting for that eatery?	The user clicks on request listing	Flow for missing something> request listing> add details> save
Task 4	Users should be able to track their order	Your order has been placed successfully and your samosas are on its way. How do you track the order?	The user goes through menu> orders> track order	Track order and menu options enabled