|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test ID | What to test | Expected Outcome | Actual Outcome | Ease of use |
|  | Are the topics with more information displayed immediately and clear |  |  |  |
|  | List John’s 3 interests |  |  |  |
|  | Wh |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

OR

Question 1

Were the main topics available to discuss clear

What were John’s 3 interests?

1.

2.

3.

Did you feel that the service gave useful responses?

To what degree of ease was it to find the information you wanted?

Did you feel that this service was better than scanning through a CV document?

Did the service provide any unexpected responses?

If Yes, then where?

How long did it take you to find John’s 4th work Experience? (will be timed by member of team)

How did you find the chat responses?

Aggressive Boring Simple Direct but helpful Friendly