Introduction	• **Title:** Creating an app for RoomSearch which is basically a room rentals.
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	• **Stakeholders**: RoomSearch customers, CEO and CFO
	• **Date**: 12/12/2022
	• **Project background**: Creating a RoomSearch app to rent a room in our online system. We noticed that our competitors offer dedicated mobile apps for their customers to order through, and they have been very successful. We want to create a product that can compete in the market, improve sales, and increase customer satisfaction.
	• **Research goals**: we would like to figure out what distinct difficulties users encounter when they try to complete the core tasks of the Zia's Pizza app: [payment gateway], finding a room in our app and in-app navigation.
Research questions	• How long does it take for a user to select and rent a room in the app? • Are users able to successfully rent the flats/appartments that they want? • Is the payment gateway easy for the customer?
Key Performance Indicators (KPIs)	• Time on task: how much time users spend renting a room • Conversion rates: how many rooms customers are renting as a day gets to over • User error rates: how often users get stuck trying to rent a room they want • System Usability Scale: a question to evaluate a customer feedback
Methodology	• Unmoderated usability study • Location: Kadapa, countryside • Date: sessions will take place between jan10 and jan19 • First 7 participants will rent a roomthrough the app. Each participant will then complete a questionnaire on their experience. • Each session will last for 10-12 minutes
Participants	• Participants are anyone who rents out at least once in a month or two. • Participants need to reside in metropolitan and suburban areas. • Participants should be 18+ years. • Participants should include a fairly even distribution of genders across the spectrum and people with different abilities including: ○ 1 user of assistive technologies

	1 user who isn't fluent in English - Incentive: Rs2500 electronic gift card from RoomSearch upon completion of the questionnaire.
Script	- Prompt 1: From the Login/signin page, login or signin your account using google or mail - Prompt 1 Follow-Up: How easy or difficult was it to login or signin? Is there anything you would change about the process? - Prompt 2: what we are looking for rooms or roommate - Prompt 2 Follow-Up: How easy or difficult was this task to complete? Is there anything you would change about the process of looking for room or roommate? - Prompt 3: listing of rooms and roomate - Prompt 3 Follow-Up: How easy or difficult was the listing process? Is there anything you would change? - Prompt 4: Confirm your book and complete the checkout process - Prompt 4 Follow-Up: How easy or difficult was it to book your order? Is there anything you would change? - Have the participant complete the System Usability Scale. Participants are asked to score the following 10 items with one of five responses that range from Strongly Agree to Strongly disagree: - I think that I would use this app frequently. - I found the app unnecessarily complex. - I thought the app was easy to use. - I think that I would need the support of a technical person to be able to use this app. - I found the various functions in this app were well integrated. - I thought there was too much inconsistency in this app. - I would imagine that most people would learn to use this app very quickly. - I found the app very cumbersome to use. - I felt very confident using the app. - I needed to learn a lot of things before I could get going with this app. - I found the payment system frustrating. - I found the ordering process cumbersome.