

Usability Testing for Mobile- Scheduling

Goals: Learn what a basic run through of the mobile experience is like, main focus on scheduling. Find out where there are critical downfalls.

Set-up:

- Device setup on main page (scheduling page if quick street run through)
- Pre Test
- Timing method

Pre Test Questionnaire:

- 1) Have you booked an appointment from your phone before?
- 2) What service
- 3) How often



You want to get your car service and decide to schedule an appointment using the mobile app which you got to from your dealer's website. Your information is as followed:

Your car is a 2009 Hyundai Sonata with 68,000 miles, GSL 6, and you would like to get it serviced. You want to go into the dealer next Friday at 8:15am. Also you would like to use the shuttle service.

Case 1:

Go through this app using the data provided to schedule a service appointment. Explain what is going on through your mind as you complete this task

Pre Test Questionnaire:

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- What service/How often

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Your information is as followed:

Your car is a 2009 Hyundai Sonata with 68,000 miles, GSL 6, and you would like to get it serviced. You want to go into the dealer next Friday at 8:15am. Also you would like to use the shuttle service.

Go through this app using the data provided to schedule a service appointment.
Explain what is going on through your mind as you complete this task

QUESTIONS:

- On a scale of 1-5 how easy was it for you to select the day and time you wanted? 1 being very difficult and frustrating and 5 being very easy and straightforward.
- In selecting the appointment day and time did what you expect to happen occur?
- Did you notice the advisor option?
- Is this option appealing?
- Were the descriptions provided for the different services detailed and clear enough?
Were they helpful?
- How pleasant was your navigation experience through this app?
 - * It was super easy and straightforward, no real problems
 - * It was fairly easy and straightforward, had to figure out a few things
 - * It was very confusing and frustrating
- Do you feel confident in your appointment booking?
- If you were scheduling this service appointment at your own leisure would you have bailed out at any time? At what point?
- If given the option to, would you schedule appointments on your phone?
- What was the most frustrating part of this task and how would you change it?