# **Notifications Test Plan - Phase 1**

GOALS:

Find areas where users have usability problems and also discover any breakthroughs.

AUDIENCE:

Service Managers or anyone who manages the notifications.

DEALERSHIPS:

These are possible dealerships and managers we can visit:

* Capitol Chevy
* Capitol VW
* Anderson Honda
* ???

CHECKLIST:

* Setup Screen recording
  + Remote: Teamviewer
  + Local: Screen record app
* Dell scroll wheel mouse
* Make appointment script printouts
* If doing this onsite, make sure tester has recording software on their computer.

**PROTOTYPE:**

with commenting

<http://invis.io/53139RKFX>

password: ch3ck!n

**SCENARIO 1:**

**SCENARIO:**

You need to see how your notifications are setup at your dealership.

**TASK:**

Login to Configure (via prototype) and find your notifications. Explain what you are looking at.

**QUESTIONS:**

* Are these ALL the notifications you want active now?
* Are there any you want to modify?
  + Which ones?
* Are there any you want to disable now?
  + Why?
* Are there any default notifications that are missing from this list?
* What notification would you want to create after reviewing this list?
* Is the term “Notification” clear to you?
* Is the term “Channel” clear to you?
* Are there any terms that confuse you?

**USER FEEDBACK:**

Notes:

**USABILITY ISSUES:**

Notes:

**DISCOVERIES:**

Notes:

**SCENARIO 2:**

**SCENARIO:**

You need to edit an email template.

**TASK:**

Find and edit an email template.

**QUESTIONS:**

* What did you click on first?
  + An active notification
  + An inactive notification
  + Channels
  + Gave up
* Was this intuitive the first time you did it?
* Where did you have problems?
* How can we make this better?
* Do you need tips along the way?

**USER FEEDBACK:**

Notes:

**USABILITY ISSUES:**

Notes:

**DISCOVERIES:**

Notes:

**SCENARIO 3:**

**SCENARIO:**

You have to get more customers in the dealership and have to call them up to make sure they show up.

**TASK:**

Go to a notification and click call list.

**QUESTIONS:**

* Which notification do you want to pick to use for this goal?
* Which is the one you will use the most as a call list?
* Is there anything missing?

**USER FEEDBACK:**

Notes:

**USABILITY ISSUES:**

Notes:

**DISCOVERIES:**

Notes:

**SCENARIO 4:**

**SCENARIO:**

You have to do some outbound calls.

**TASK:**

Call Elizabeth Lindquist and let her know she has to come in for an appointment. She says, great but she is busy and asked you to call her back in 5 minutes. How do you log this on the call list?

**QUESTIONS:**

* Was this task easy?
* What categories did you need?
* Are you confident you would remember to call her back?

**USER FEEDBACK:**

Notes:

**USABILITY ISSUES:**

Notes:

**DISCOVERIES:**

Notes:

**SCENARIO 5:**

**PROTOTYPE:**

<http://invis.io/JY13K128V>

Password: none

**SCENARIO:**

You have tried to manage your notifications with the original design, but we have redesigned the Notification Management Page.

**TASK:**

Review the filtering side bar and let us know what you think.

**QUESTIONS:**

* Was this intuitive the first time you viewed the left side bar?
* How important is the “Last Edited…” info on each card?
* Is this an easier way to manage and understand your Notifications? (vs. Original design)
* Do you need helpful hints along the way?
* On a scale of 1 - 10, rank the usability of this left side bar.
* If you had a magic wand, how would you make this better?

**USER FEEDBACK:**

Notes:

**USABILITY ISSUES:**

Notes:

**DISCOVERIES:**

Notes: