

Guerrilla testing:

1. What shall we test?
2. Where will we test?
3. With whom will we test? and, of course,
4. How will we test?

What:

We were testing working prototype. This prototype has already most of functionality of the final version within real User experience.

Single tasks were conducted and tested.

Where:

Considering we are building a “Rent a car” website. We have performed this usability test in the comfort zone. We were reflecting on the reality when customer wants to feel safe and take the time to get around this website.

With Whom:

We tried to get involved very broad spectrum of people that we could divide into several groups.

Our first group was people who are from the computer science background. These people are focusing more on details and trying to fail or take down system.

The second group we could classify as “Hallway people”, strangers that do not have any clue about software. They are mainly focusing on users experience and doing all basic tasks.

How:

We were asking questions, a lot of questions from all kind of different perspectives. While the questions were asked we had to think also what kind of people are targeted.

We had to assume that these people do not have to be honest all the time.