

4.6 USABILITY TEST RESULTS & PLANNING FOR FUTURE TEST

By: Minal Bombatkar

Affinity Map



Participants

Participates details	P1	P2	P3	P4	P5	P6
Name	Eve	Mimi Krakra	Tina	Dr. Viji Aanad	Savita	Anita
Age range	25 to 30	30 to 35	35 to 40	35 to 40	20 to 25	35 to 40
Gender	Female	Female	Female	Female	Female	Female
Role	Web developer	Yoga teacher	Business women	Chemistry professor	Student	Banker
Other characteristics	Detail oriented and techy person	Excited about new technology	Not so techy but like to learn new things	mother of 2 kids	very shy girl	Open & Friendly
Other characteristics	Very patient	Like to know more	Smiley and very friendly	interested in postnatal yoga	Super techy	More defensive

MOBILE USABILITY TEST

Content	P1	P2	P3	P4	P5	P6	Total	POSSIBLE SOLUTIONS & NEXT STEPS
Positive Quotes								
The app useful, very straight forward							3	Nothing
liked the idea of app and unique concept							3	NA
functionality is good and things are clearly arranged							1	Nothing
completed all the tasks without any assistance							1	NA

Content: Errors	P1	P2	P3	P4	P5	P6	Total	POSSIBLE SOLUTIONS & NEXT STEPS
what happens when login as yoga guru							1	Design and develop all the pages for yoga guru login
money refund option when cancel the booking							1	More detail design for payment and refund policy
favorite list is required before booking							1	Favorite button will be added
Back button is not working							1	Add prototype for back button
Content: Negative Quotes								
Indicating icon needed for expert is online or offline							1	Show the status of online presence of yoga expert
User did not know, what to do and how to start							1	Informative onboarding will be added
avoiding to click on Payment button							1	Informative onboarding will encourage users to make payment

Take ways for prototype Changes

- On boarding video is necessary to understand how app will works
- Email conformation for booking will be required
- Add to Favorite list feature will be added so that comparison of yoga expert should possible before booking
- Add the prototype for back button with all wireframes
- Add the Calendar option and payment package i.e. Special offers on the booking page. Provide more options for payment such as pay with Credit card, Internet banking and Visa/ master card on Payment page.
- Add the icons for online presence of yoga expert
- Voice search will be added with the auto suggestions