4.6 USABILITY TEST RESULTS & PLANNING FOR FUTURE TEST

By: Minal Bombatkar

Affinity Map

Negative Observations Positive Quotes Errors Quotes Doing Feeling **Thinking** P1 P1,P2,P4 P2 Р1 P1 P1,P4 Indicating icon The app useful, very what happens when Navigated through The experts are a voice search needed for expert is straight forward the app very easily login as yoga guru needed actually verified online or offline P1 P2,P6 P3 Р3 P2 P2,P3, P5 **Auto suggestions** the booking money refund She did not know, Experts profile easy liked the idea of app while typing in conformation by option when what to do and how to find and unique concept cancel the booking search email to start P2,p3 Р3 P4 P5 P2 P6 functionality is good **Booking packages** favorite list is completed all the The number of avoiding to click on and things are and payment required before tasks without any reviews and rating Payment button clearly arranged booking process assistance Р3 Р4 Р4 P5 struggled to opened Video calling option compare the yoga Back button is not is very standard up app guru before payment working P6 P5 P6 Reviewing expert is

very confident for

using app

very fare and

transparent

Like to reviews and

rating

<u>Participants</u>

Participates details	P1	P2	Р3	P4	Р5	Р6
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

Content: Observations	P1	P2	Р3	P4	P5	P6	Total	POSSIBLE SOLUTIONS & NEXT STEPS
					Observa	tions: D	oing	
Navigated through the app very easily							2	Nothing
Experts profile easy to find							1	More detail design in expert profile
struggled to opened up app							1	Onboarding video will help to solve this
very confident for using app							1	nothing

Content: Observations	P1	P2	Р3	P4	P5	P6	Total	POSSIBLE SOLUTIONS & NEXT STEPS
				0	bservati	ions: Th	inking	
a voice search needed							1	Revise the search feature
Auto suggestions while typing in search							1	More detail design in expert profile
Booking packages and payment process							2	Revise the booking and payment
Like to reviews and rating							1	nothing
Video calling option is very standard							1	Nothing

Content: Observations	P1	P2	Р3	P4	P5	P6	Total	POSSIBLE SOLUTIONS & NEXT STEPS		
Observations: Feeling										
The experts should be verified							1	In yoga guru session verification features will be added		
The booking conformation by email							2	This feature will be added		
functionality is good and things are clearly arranged							1	Nothing		
compare the yoga guru before payment							1	Favorite list will be added, so that user will able to compare yoga expert		
Reviewing expert is very fare and transparent							1	Nothing		

Content	P1	P2	Р3	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
				Cor	ntent: N	egative	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