4.7: Reporting Findings & Making Recommendations

By : Minal Bombatkar

**USABILITY TEST PLAN**

**Introduction**: Yogic is an app that aims to make the entire process of learning regular yoga, prenatal and postnatal yoga became convenient. Users are looking for suitable yoga expert, to learn yoga from expert and want to book the class for their own need. Using Yogic app that will help the users to find the prenatal / postnatal yoga expert of your choice.

**Background:**​ The discovery phase for Yogic app began in April 2019 with competitive research and user interviews. I discovered that women had problem in finding the prenatal/ postnatal yoga expert of their choice in their own cities. The resulting prototype is an initial hypothesis on how I hope to solve the problem. Now, I would like to test the most important features and functionality for our primary personas Maya, Asiayam and Monika.

**Goals**:

* Test learnability of the app’s primary functions
* Identify any pain points experienced by participants during their tasks

**Test Objectives:** I wanted to determine if participants understood the purpose and value of the app. I observed how users navigate the app functionalities and find information as they worked through the app.

**Methodology:** The study was held at “International Yoga Day” event, Nuremberg Germany because this is best way to reach out to the target audience and was conducted as moderated, in-person tests. And one participants was tested remotely.

The test included an overview of the app, task performance using the Yogic app, and to get final thoughts and feedback from target users.

**Participants:** I tested 6 different users. For more detailed information, [Click here](https://github.com/bombatkar-minal/UX-design-Implementation/blob/master/Script/Paticipant%20list.pdf)

**Script:** For a detailed look at the Test Script, [Click here](https://github.com/bombatkar-minal/UX-design-Implementation/blob/master/Script/Script.pdf)

**USABILITY TEST REPORT**

Test Report Introduction

**Issue 1**: Voice search will be added with the auto suggestions (Medium)

* Search with the voice command is at medium severity
* It will enhance the users experience while searching yoga expert with auto suggestions

**Issue 2**: Redesign the booking page and payment page (High)

* Current booking page doesnot show the details for date and time
* For payment more options will be offers such as payment with CC, Net banking,Visa etc

**Issue 3**: Add to Favorite list feature is missing (High)

* Add to Favorite list feature will help the user to compare yoga expert before actual booking
* This help to be more convienent for users to take decision

**Issue 4**: Email conformation for booking will be required (low)

* It is at low severity while if the user login on app in booking section they will find all the details regarding booking and payment
* This feature help the users to maintain the booking deatils and recipet for payment

**Issue 5**: Back button does not work (High)

* Users not able to go back and recheck/ revisit the previouse page
* This is at very high severity issue, while users can’t move back and fro in the app. Add the prototype to the Back button on all the pages.