

User Accepting Test

| Usability Acceptance Questionnaire for Web Based Help Desk System | | | | | | |
|---|--|---|------|----------|-----|----------|
| Criteria | | Rank (Please Provide a rank scale from 1-5 for each criteria) | | | | |
| | | Very High | High | Moderate | Low | Very low |
| Visibility | Have the colors been used Effectively? | 5 | 4 | 3 | 2 | 1 |
| | How user friendly is the font size used? | 5 | 4 | 3 | 2 | 1 |
| | How user friendly is the Font Type used? | 5 | 4 | 3 | 2 | 1 |
| Performance | To what level does the system meet your requirements? | 5 | 4 | 3 | 2 | 1 |
| | To what level does the system meet the efficiency? | 5 | 4 | 3 | 2 | 1 |
| | To what extent does the system provide the expected outcome? | 5 | 4 | 3 | 2 | 1 |
| | To what extent does the security reach your expectation? | 5 | 4 | 3 | 2 | 1 |
| | To what level does the system developed satisfy you? | 5 | 4 | 3 | 2 | 1 |
| Navigability | To what level Does the system provide you Clear accessibility to other pages from the home page? | 5 | 4 | 3 | 2 | 1 |
| Consistency | How consistent is the usage of font size, types and colors? | 5 | 4 | 3 | 2 | 1 |
| | How consistent is the design and layout? | 5 | 4 | 3 | 2 | 1 |
| Functionality | Clear labeling of functions | 5 | 4 | 3 | 2 | 1 |
| | Ability of beginners as well as expert level users | 5 | 4 | 3 | 2 | 1 |
| | Availability of essential functions | 5 | 4 | 3 | 2 | 1 |