Team B User Test Report

Bombastic Bartering is an item trading app aimed at allowing easy negotiation between users. To make sure the app meets these goals, user tests were conducted using the following tasks. First, login to the app. Second, add an item to your account, Third, find the toaster item and save it. Fourth, request to trade for the toaster. Finally, accept a trade offer from another user. Overall, six stakeholders and seven other users participated in the user tests.

These user tests provided helpful insights into the flaws of the Bombastic Bartering app. The first step of logging in was understandable to all participants. During the second task, adding an item to your account, some participants expressed confusion. Most participants were able to find the add items screen quickly by clicking the profile button on the bottom navigation bar. However, some commented that the add items screen felt hidden. This issue could be resolved by adding a separate ‘items’ button to the bottom navigation bar or by putting an ‘add items’ button on the market screen. There is also not currently a way to add images to items. Saving the toaster for the third task presented a challenge. Most participants clicked on the items via the market page but there was no ‘save item’ button on the item details page. The only location of the ‘save item’ button was a heart on the item’s minimized profile on the market page. The lack of a ‘save item’ button on the item details page was not intuitive. To fix the problem of the ‘save item’ button, an additional ‘save item’ button could be added to the item details page. There were no issues with requesting a trade request. The last step, accepting a trade offer was unclear. The app currently has a ‘chat’ button and a ‘decline’ button but no ‘accept’ button. The ‘chat’ button is meant to get the user in contact with the other party without having officially accept a trade first. This causes some confusion as it is unclear when a trade is accepted. An ‘accept’ button could be added to the chat page to be clearer. Additionally, the chat page text entry box is not responsive, and the virtual keyboard covers it when typing a message in the chat.