**User Persona Testing**

We created a usability test plan that aligns with our created user’s goals, frustrations, and backgrounds. Each persona will go through specific scenarios to observe how they interact with the app, ensuring it meets their needs effectively.

**1. Emily Hartley (Office Worker in Dublin, Ireland)**

**Persona Summary:**

* **Age**: 28
* **Work**: Office Worker, Introvert
* **Goals**: Ensure personal safety, avoid live communication with unknown visitors, use the voice changer and pre-recorded messages.
* **Frustrations**: Vulnerability with unknown visitors, concerns about safety.

**Testing Plan**

**Scenario 1: Real-Time Alerts & Notifications**

* **Purpose**: Test if Emily receives immediate alerts and feels secure knowing she’s informed.
* **Steps**:
  1. Set up motion detection to trigger when someone approaches her door.
  2. Ensure real-time notification is sent to Emily’s phone, prompting her to open the app.
  3. Confirm that the notification includes a screenshot and description, which provides her a sense of control without requiring immediate interaction.

**Expected Reaction**: Emily should feel reassured by seeing a clear image of the person at the door and will appreciate the option to respond without direct contact.

**Scenario 2: Pre-Recorded Messages**

* **Purpose**: Test if the pre-recorded messages meet her preference for non-verbal interaction.
* **Steps**:
  1. Navigate to the settings and help Emily record a few polite messages (e.g., “Please leave the package at the door”).
  2. Simulate a visitor at the door, prompting Emily to select a pre-recorded response without engaging live.

**Expected Reaction**: Emily should feel comfortable using the pre-recorded messages, reducing her anxiety about interacting with unknown visitors.

**Scenario 3: Voice Changer Functionality**

* **Purpose**: Test if the voice changer makes her feel safer during interactions.
* **Steps**:
  1. Help Emily activate the voice changer in the settings and select a preset that sounds distinct from her natural voice.
  2. Simulate a visitor interaction where she chooses to respond using the modified voice.

**Expected Reaction**: Emily should feel empowered by the ability to maintain her anonymity, giving her peace of mind in situations where she needs to communicate.

**Scenario 4: Video Recording Playback**

* **Purpose**: Assess her ability to review past recordings for additional peace of mind.
* **Steps**:
  1. Guide Emily to the recordings page to review activity from previous days.
  2. Allow her to scroll through the recordings and check for any missed incidents.

**Expected Reaction**: Emily should feel reassured that she can monitor previous activities, adding to her sense of control over home security.

**2. Emily Johnson (Frequent Online Shopper in San Francisco, CA)**

**Persona Summary:**

* **Age**: 30
* **Work**: Digital Marketing Manager, Tech-Savvy, Busy Schedule
* **Goals**: Ensure package security, maintain a work-life balance, peace of mind.
* **Frustrations**: Missed deliveries, porch piracy, difficulty communicating with delivery personnel.

**Testing Plan**

**Scenario 1: Real-Time Alerts & Notifications**

* **Purpose**: Test if real-time alerts help her manage deliveries and reduce package theft risk.
* **Steps**:
  1. Set up motion detection to notify her when someone approaches or leaves a package.
  2. Check that notifications include clear images and descriptions of delivery personnel.

**Expected Reaction**: Emily Johnson should feel satisfied with the immediate notifications, allowing her to intervene quickly if there’s a risk of package theft.

**Scenario 2: Two-Way Communication with Visitors**

* **Purpose**: Test if the two-way communication helps her interact with delivery personnel even when she’s not home.
* **Steps**:
  1. Guide Emily to open the live feed and use the microphone to speak to a visitor.
  2. Simulate a situation where she asks the delivery person to leave the package in a safe place.

**Expected Reaction**: Emily Johnson should appreciate the ability to communicate directly with delivery personnel, helping her coordinate delivery instructions remotely and improve convenience.

**Scenario 3: Pre-Recorded Responses for Convenience**

* **Purpose**: Test if pre-recorded responses can help her manage quick interactions with delivery personnel.
* **Steps**:
  1. Help her set up a few pre-recorded messages, such as “Please leave the package at the door” or “I’m on my way, please wait a moment.”
  2. Simulate a visitor interaction where she uses a pre-recorded response to handle the interaction efficiently.

**Expected Reaction**: Emily Johnson should find the pre-recorded responses convenient, helping her handle common delivery scenarios without needing to talk live.

**Scenario 4: Reviewing Past Notifications and Recordings**

* **Purpose**: Ensure Emily can review any missed notifications or incidents efficiently.
* **Steps**:
  1. Guide her to the notifications page to browse missed alerts, giving her the chance to catch up on activity when she’s free.
  2. Show her how to access and scroll through past recordings on specific days.

**Expected Reaction**: Emily should feel reassured by the ability to review any missed activity, especially helpful for a busy professional who may need to catch up later.

**Summary of Expected Reactions**

* **Emily Hartley** is expected to appreciate the HomeGuard app’s features that prioritize safety, anonymity, and non-verbal interaction. Her ideal experience involves minimal direct contact with visitors while feeling secure and in control.
* **Emily Johnson** values efficient, seamless communication that aligns with her busy lifestyle. She’ll benefit from the HomeGuard app’s immediate alerts, easy communication with delivery personnel, and the ability to review recordings on her own time.