PERSONAS AND SCENARIOS

Teacher Teresa

PROFILE

Gender	:	Female
Age	:	28
Education	:	Master's Degree
Occupation	:	Teacher
Address	:	123 Anywhere St., Any City

BIOGRAPHY

Teresa is a 35-year-old high school teacher who has been teaching for 10 years. She loves her job but has struggled with the transition to virtual teaching during the pandemic.

FRUSTRATIONS

Finds it challenging to manage her virtual classroom

Keep students engaged in virtual mode

Struggles with the GUI of Gmeet

GOALS

To find new ways to engage her students virtually

To make her virtual classroom more efficient

To enhance her teaching skills

MOTIVATIONS

Teresa is motivated by her passion for teaching and her desire to help her students succeed.

PERSONALITY

Energetic — Unenthusiastic

Passionate — Indifferent

Friendly — Unfriendly

SCENARIOS

Teresa is conducting a virtual class for her high school students using Google Meet. She notices that the user interface is more streamlined and customizable, which allows her to personalize her virtual classroom and keep her students engaged. She also appreciates the addition of the waiting room feature, which allows her to control when students enter the virtual classroom. Additionally, she utilizes the new built-in polling options to conduct a quick quiz and assess her students' understanding of the lesson.

Freelancer Fred

PROFILE

Gender	:	Male
Age	:	34
Education	:	Bachelors Degree
Occupation	:	Consultant
Address	:	10 E 40th St, New York

BIOGRAPHY

Fred is a 34-year-old freelance consultant who has been working remotely for five years. He enjoys the freedom that comes with freelancing but finds it challenging to keep track of his meetings and ensure that his clients are engaged during presentations.

FRUSTRATIONS

Struggles with managing his meetings

Keeping clients engaged

Wishes GMeet had more features like polls
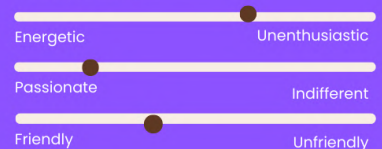
GOALS

To improve his communication skills

To engage his clients during presentations

To grow his business

MOTIVATIONS

Fred is motivated by his desire to succeed as a freelancer and build long-lasting relationships with his clients.

PERSONALITY

Energetic — Unenthusiastic

Passionate — Indifferent

Friendly — Unfriendly

SCENARIOS

Fred is conducting a virtual presentation for his client using Google Meet. He notices that the branding of his company is embedded in the recorded presentation, which helps to promote his business. He also appreciates the addition of the camera access prompt, which ensures that his camera and microphone are working properly before the presentation starts. Additionally, he utilizes the new meeting notes functionality to keep track of action items and follow up with his client after the meeting.

Executive Emily

PROFILE

Gender : Female
Age : 45
Education : PhD
Occupation : Executive Manager
Address : 25 Maple St, Anytown

BIOGRAPHY

Emily is a 45-year-old executive who has been working remotely for two years. She enjoys the flexibility that comes with remote work but finds it challenging to manage her virtual meetings efficiently.

FRUSTRATIONS

Struggles to navigate the user interface of GMeet

Unfriendly and non-streamlined

Wishes GMeet had more features
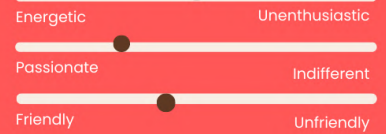
GOALS

To improve her productivity

Manage her virtual meetings more efficiently

Build strong relationships with her team and clients

MOTIVATIONS

Emily is motivated by her desire to succeed as an executive and lead her team to success.

PERSONALITY

Energetic — Unenthusiastic

Passionate — Indifferent

Friendly — Unfriendly

SCENARIOS

Emily is conducting a virtual meeting with her team using Google Meet. She notices that the graphical user interface of the landing page for attendees is more streamlined, which makes it easier for her team to join the meeting. She also appreciates the addition of the co-host functionality, which allows her to delegate tasks and manage the meeting more efficiently. Additionally, she utilizes the improved user interface for break-out rooms to facilitate smaller group discussions and brainstorming sessions.

Entrepreneur Ethan

PROFILE

Gender : Male
Age : 28
Education : Bachelor's Degree
Occupation : Entrepreneur
Address : 175 Oak St, Anytown
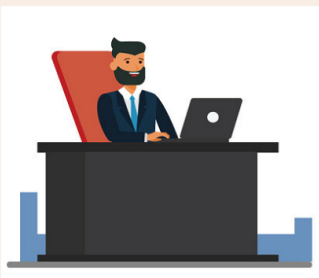
BIOGRAPHY

Ethan is a 28-year-old startup founder who has been working remotely with his team and investors for two years. He enjoys the challenges of entrepreneurship but finds it challenging to keep track of action items during meetings.

FRUSTRATIONS

Struggles to keep track of action during meetings

Working too ineffectively and slow

Wishes GMeet had more features

GOALS

To grow his startup

Improve his leadership skills

Build strong relationships with his investors.

MOTIVATIONS

Ethan is motivated by his passion for entrepreneurship and his desire to create something meaningful.

PERSONALITY

Energetic — Unenthusiastic

Passionate — Indifferent

Friendly — Unfriendly

SCENARIOS

Ethan is conducting a virtual meeting with his startup team and investors using Google Meet. He notices that the synchronization of login across different devices is seamless, which allows him to join the meeting from anywhere. He also appreciates the addition of the waiting room feature, which ensures that only invited participants can join the meeting. Additionally, he utilizes the built-in polling options to get feedback from his team and investors and make informed decisions.

Student Samantha

PROFILE

Gender	:	Female
Age	:	20
Education	:	Yet to complete
Occupation	:	Student
Address	:	11 Park Ave, New York, NY

BIOGRAPHY

Samantha is a 20-year-old college student who has been attending virtual classes and group study sessions during the pandemic. She enjoys learning but finds it challenging to manage her virtual classroom and keep track of group activities.

FRUSTRATIONS

Struggles to manage her virtual classroom

Keep track of group activities

Navigate the user interface of Google Meet

GOALS

Improve her grades

Develop strong study skills

Build meaningful relationships with her classmates and professors

MOTIVATIONS

Samantha is motivated by her desire to succeed academically and pursue her career goals.

PERSONALITY

Energetic   Unenthusiastic

Passionate   Indifferent

Friendly   Unfriendly

SCENARIOS

Samantha is attending a virtual group study session with her classmates using Google Meet. She notices that the graphical user interface of the GMeet home page is more visually appealing, which makes it easier for her to join the study session. She also appreciates the addition of the camera access prompt, which ensures that her camera and microphone are working properly before the study session starts. Additionally, she utilizes the new meeting notes functionality to keep track of study materials and assignments and collaborate with her classmates.

USABILITY TESTING FOR GOOGLE MEET REDESIGN

Questionnaire:

https://docs.google.com/forms/d/e/1FAIpQLSdc33tq41JVjwAWLHdKeDdd_ygTHedInvJgE-j-5Y-s6ynw3w/viewform?usp=sf_link

How easy was it for you to join a meeting using the new waiting room feature? *

○ Very easy

○ Somewhat easy

○ Neither easy nor difficult

○ Difficult

○ Other:

Did you find the breakout room feature useful? *

○ Yes, it was useful

○ No, it was not useful

○ Maybe

Were you able to find and use the new meeting notes feature easily? *

○ Yes

○ No

○ Maybe

Did you find the transcription to meeting notes feature helpful? *

○ Yes

○ No

○ Maybe

Was the chat poll option useful for your meeting? *

○ Yes

○ No

○ Maybe

○ Other: _____

How easy was it to use the camera access permission pop-up? *

○ Very easy

○ Somewhat easy

○ Somewhat difficult

○ Other: _____

Did you find the brand integration visually appealing? *

○ Yes

○ No

○ Neutral

Did you encounter any technical issues while using Google Meet with the new features? *

○ Yes, I encountered multiple technical issues

○ Yes, I encountered a few technical issues

○ No, I did not encounter any technical issues

○ Other: _____

Were you able to easily navigate between different features during a meeting? *

○ Yes, it was very easy to navigate

○ Yes, it was somewhat easy to navigate

○ No, it was not very easy to navigate

○ No, it was not at all easy to navigate

Was the new layout of Google Meet visually appealing to you? *

○ Yes, it was very visually appealing

○ Yes, it was somewhat visually appealing

○ No, it was not very visually appealing

○ No, it was not at all visually appealing

○ Other:

Did you find the new chat feature easy to use? *

○ Yes

○ No

○ Maybe

○ Other:

Were the new icons and buttons easy to understand? *

○ Yes, they were very easy to understand

○ Yes, they were somewhat easy to understand

○ No, they were not very easy to understand

○ Other:

Did the new features improve your overall experience using Google Meet? *

○ Yes

○ No

○ Maybe

Did the synchronized login for both mobile and desktop apps make it easier for *
you to use Google Meet?

○ Yes, it was easily synchronized in both the app and desktop

○ No, it did not synchronize

○ Other:

Did the new redesign make it easier or more difficult to manage a large meeting *
with many participants?

○ Much easier

○ Somewhat easier

○ Somewhat more difficult

○ Much more difficult

○ Other:

Did the new waiting room feature help you to manage a meeting more effectively? *

○ Yes

○ No

○ Maybe

○ Other: _____

Did you find the new features improved accessibility for users with disabilities? *

○ Yes, it greatly improved accessibility

○ Yes, it somewhat improved accessibility

○ No, it did not improve accessibility very much

○ No, it made accessibility worse

Were the new features intuitive and easy to learn for new users? *

○ Yes, they were very intuitive and easy to learn

○ No, they were not very intuitive or easy to learn

○ Other: _____

Did the new features slow down the performance of Google Meet? *

○ Yes

○ No

○ Maybe

Did the new features make it easier to collaborate with others during a meeting? *

○ Yes, they greatly improved collaboration

○ Yes, they somewhat improved collaboration

○ No, they did not improve collaboration very much

○ No, they made collaboration worse

Did the new brand integration make you more or less likely to use Google Meet?

○ Much more likely

○ Somewhat more likely

○ Somewhat less likely

○ Much less likely

Were there any features that you would like to see added or improved upon in the future? *

Your answer

Did you experience any issues with audio or video during a meeting? *

○ Yes

○ No

○ Other:

Did you find the new features added unnecessary complexity to Google Meet? *

○ Yes

○ No

○ Other:

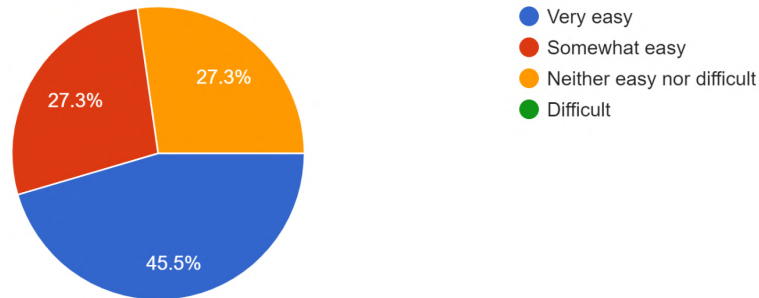Overall, how satisfied are you with the new redesign of Google Meet? *

	1	2	3	4	5	
Very Dissatisfied	○	○	○	○	○	Very Satisfied

<u>*Responses*</u>*:*

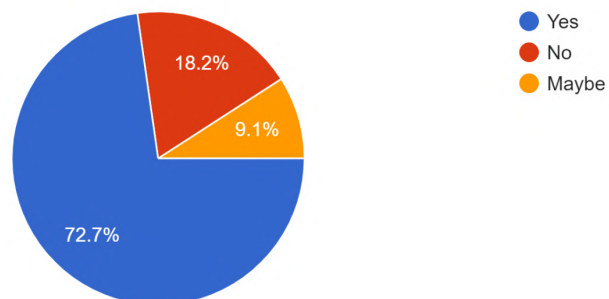How easy was it for you to join a meeting using the new waiting room feature?

11 responses

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Difficult

27.3%   27.3%

45.5%

Did you find the breakout room feature useful?

11 responses

- Yes, it was useful
- No, it was not useful
- Maybe

27.3%   18.2%

54.5%
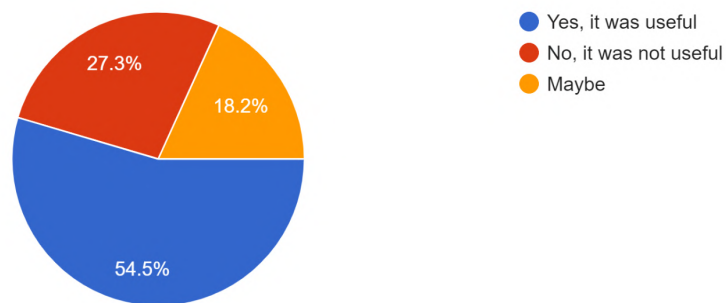
Were you able to find and use the new meeting notes feature easily?

11 responses

- Yes
- No
- Maybe

18.2%

9.1%

72.7%

Did you find the transcription to meeting notes feature helpful?
11 responses

- Yes
- No
- Maybe

45.5%
9.1%
45.5%
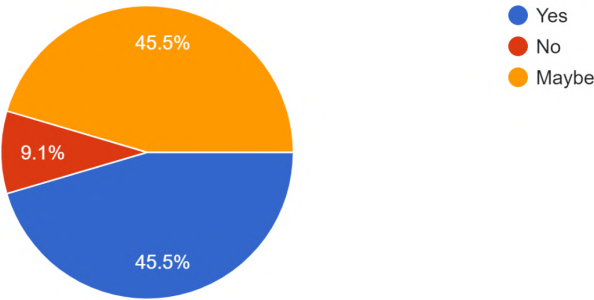
Was the chat poll option useful for your meeting?
11 responses

- Yes
- No
- Maybe

18.2%
9.1%
72.7%
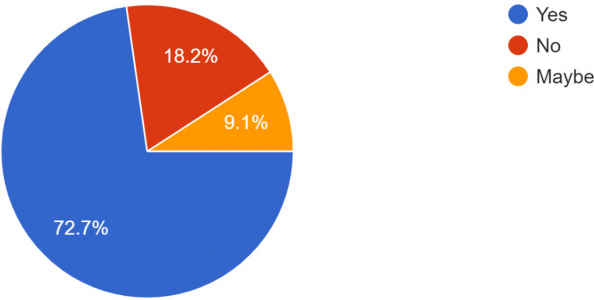
How easy was it to use the camera access permission pop-up?
11 responses

- Very easy
- Somewhat easy
- Somewhat difficult

27.3%
18.2%
54.5%
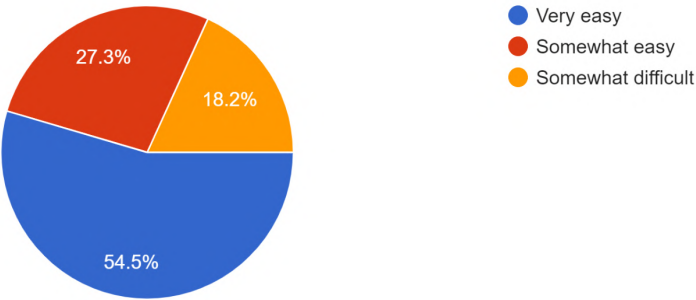
Did you find the brand integration visually appealing?

11 responses

- Yes
- No
- Neutral

27.3%

72.7%
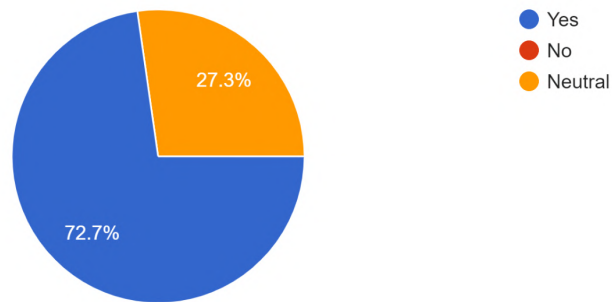
Did you encounter any technical issues while using Google Meet with the new features?

11 responses
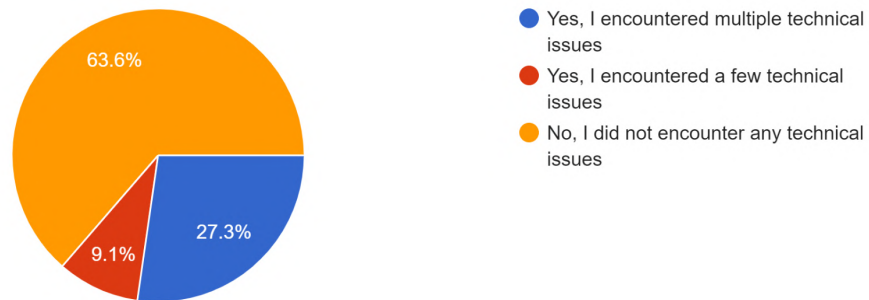
- Yes, I encountered multiple technical issues
- Yes, I encountered a few technical issues
- No, I did not encounter any technical issues

63.6%

9.1%

27.3%

Were you able to easily navigate between different features during a meeting?

11 responses

- Yes, it was very easy to navigate
- Yes, it was somewhat easy to navigate
- No, it was not very easy to navigate
- No, it was not at all easy to navigate

36.4%

9.1%

54.5%
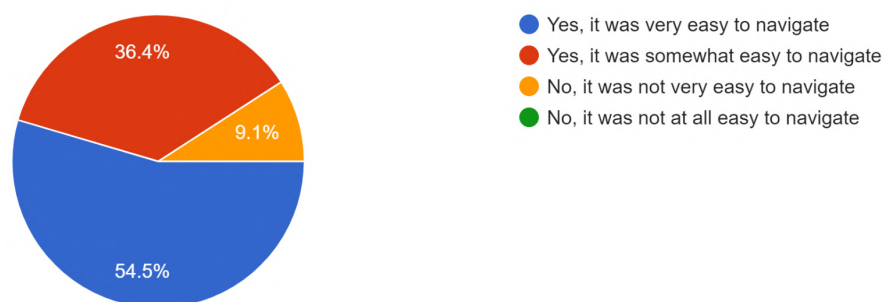
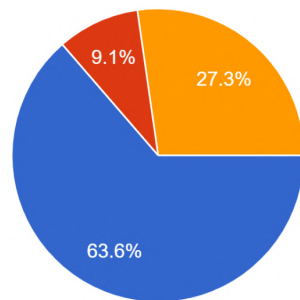## Was the new layout of Google Meet visually appealing to you?
11 responses
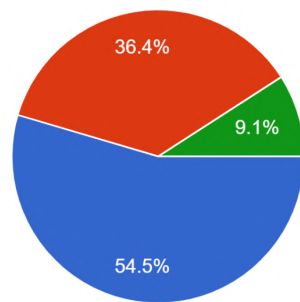
- 🔵 Yes, it was very visually appealing
- 🔴 Yes, it was somewhat visually appealing
- 🟠 No, it was not very visually appealing
- 🟢 No, it was not at all visually appealing

36.4%
9.1%
54.5%

Did you find the new chat feature easy to use?
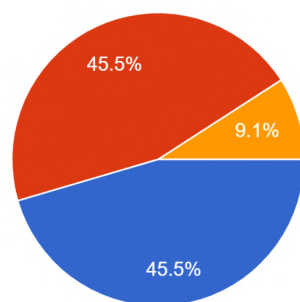11 responses

- 🔵 Yes
- 🔴 No
- 🟠 Maybe

9.1%
27.3%
63.6%

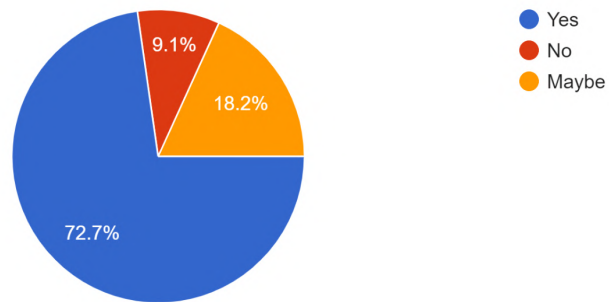## Were the new icons and buttons easy to understand?
11 responses

- 🔵 Yes, they were very easy to understand
- 🔴 Yes, they were somewhat easy to understand
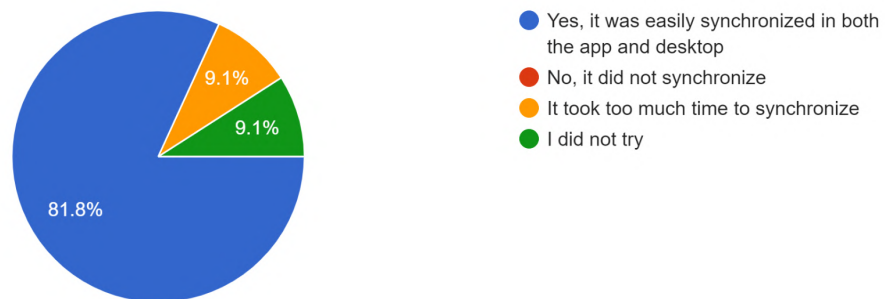- 🟠 No, they were not very easy to understand

45.5%
9.1%
45.5%

Did the new features improve your overall experience using Google Meet?

11 responses

- Yes
- No
- Maybe

9.1%
18.2%
72.7%

Did the synchronized login for both mobile and desktop apps make it easier for you to use Google Meet?

11 responses

- Yes, it was easily synchronized in both the app and desktop
- No, it did not synchronize
- It took too much time to synchronize
- I did not try

9.1%
9.1%
81.8%

Did the new redesign make it easier or more difficult to manage a large meeting with many participants?

11 responses

- Much easier
- Somewhat easier
- Somewhat more difficult
- Much more difficult

36.4%
9.1%
54.5%
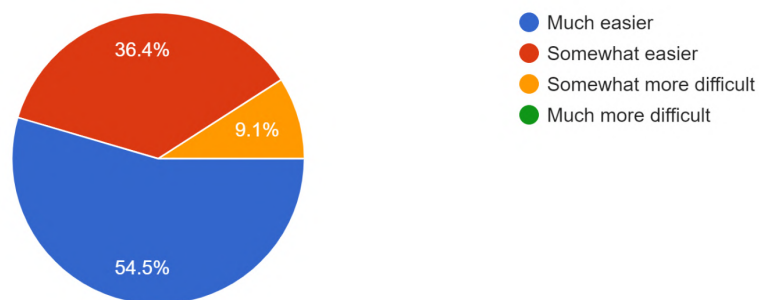
Did the new waiting room feature help you to manage a meeting more effectively?

11 responses

- ● Yes
- ● No
- ● Maybe

27.3%
36.4%
36.4%

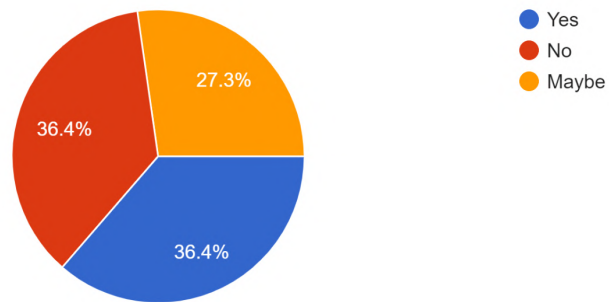## Did you find the new features improved accessibility for users with disabilities?

11 responses

- ● Yes, it greatly improved accessibility
- ● Yes, it somewhat improved accessibility
- ● No, it did not improve accessibility very much
- ● No, it made accessibility worse

27.3%
72.7%
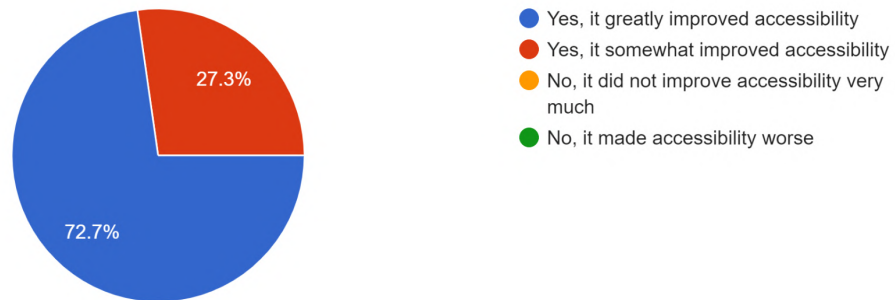
Were the new features intuitive and easy to learn for new users?

11 responses
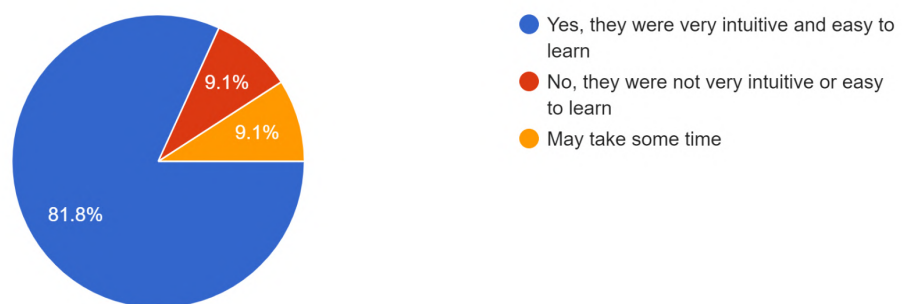
- ● Yes, they were very intuitive and easy to learn
- ● No, they were not very intuitive or easy to learn
- ● May take some time

9.1%
9.1%
81.8%

Did the new features slow down the performance of Google Meet?
11 responses

- Yes
- No
- Maybe

63.6%
36.4%

Did the new features make it easier to collaborate with others during a meeting?
11 responses

- Yes, they greatly improved collaboration
- Yes, they somewhat improved collaboration
- No, they did not improve collaboration very much
- No, they made collaboration worse

18.2%
9.1%
9.1%
63.6%

Did the new brand integration make you more or less likely to use Google Meet?
11 responses

- Much more likely
- Somewhat more likely
- Somewhat less likely
- Much less likely

36.4%
18.2%
45.5%
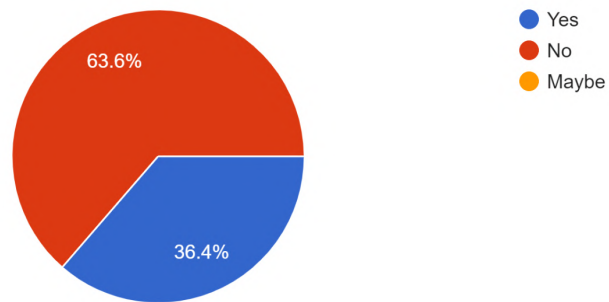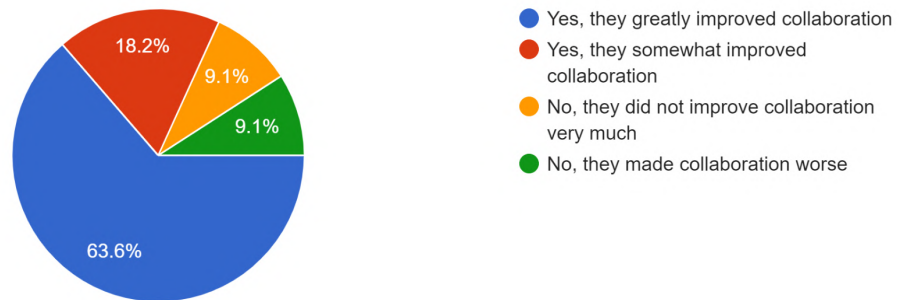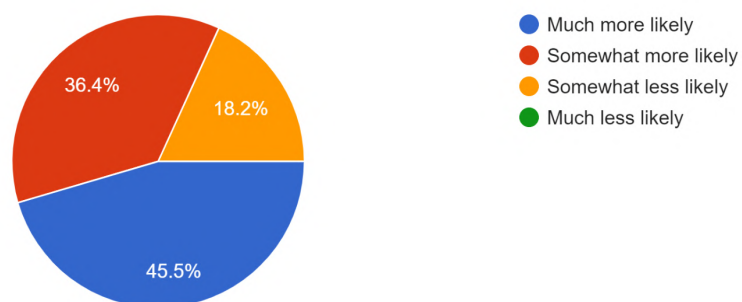
Were there any features that you would like to see added or improved upon in the future?

11 responses

No

I want to change the regular dark theme during meetings to different coloured themes I want

All the features I wanted have been added

Nothing right now

Waah

I want to see more new and unique features

No, all the features needed are there and are perfect.

I think the brand integration feature should improve a little bit

All the features are already there.

Did you experience any issues with audio or video during a meeting?

11 responses

- Yes
- No

72.7%

27.3%
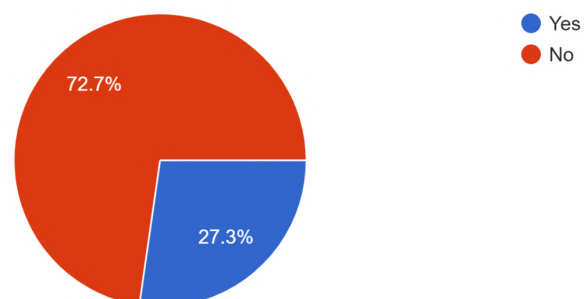
Did you find the new features added unnecessary complexity to Google Meet?

11 responses

- Yes
- No

72.7%

27.3%
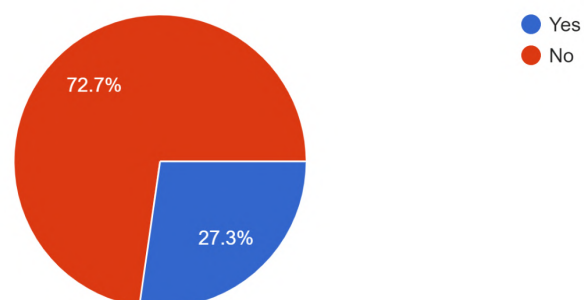
Overall, how satisfied are you with the new redesign of Google Meet?

11 responses
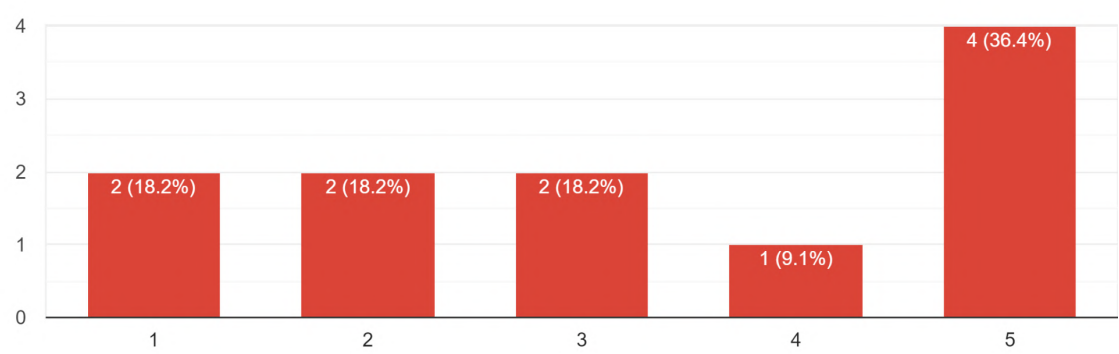
TEST PLANS FOR GOOGLE MEET REDESIGN

Project Overview

↓

Test Plan Overview

↓

Testing Approach

| Overall approach | Testing Scope | Functional Areas | System Test |

↓

Environmental Resource

| Software | Hardware | Host Requirement | Resource available | Test Tool |

↓

Acceptance Criteria

| Entrance Criteria | Exit Criteria | Suspension criteria |

↓

Staffing Needs

↓

Training and Support

↓

Risk and Dependencies
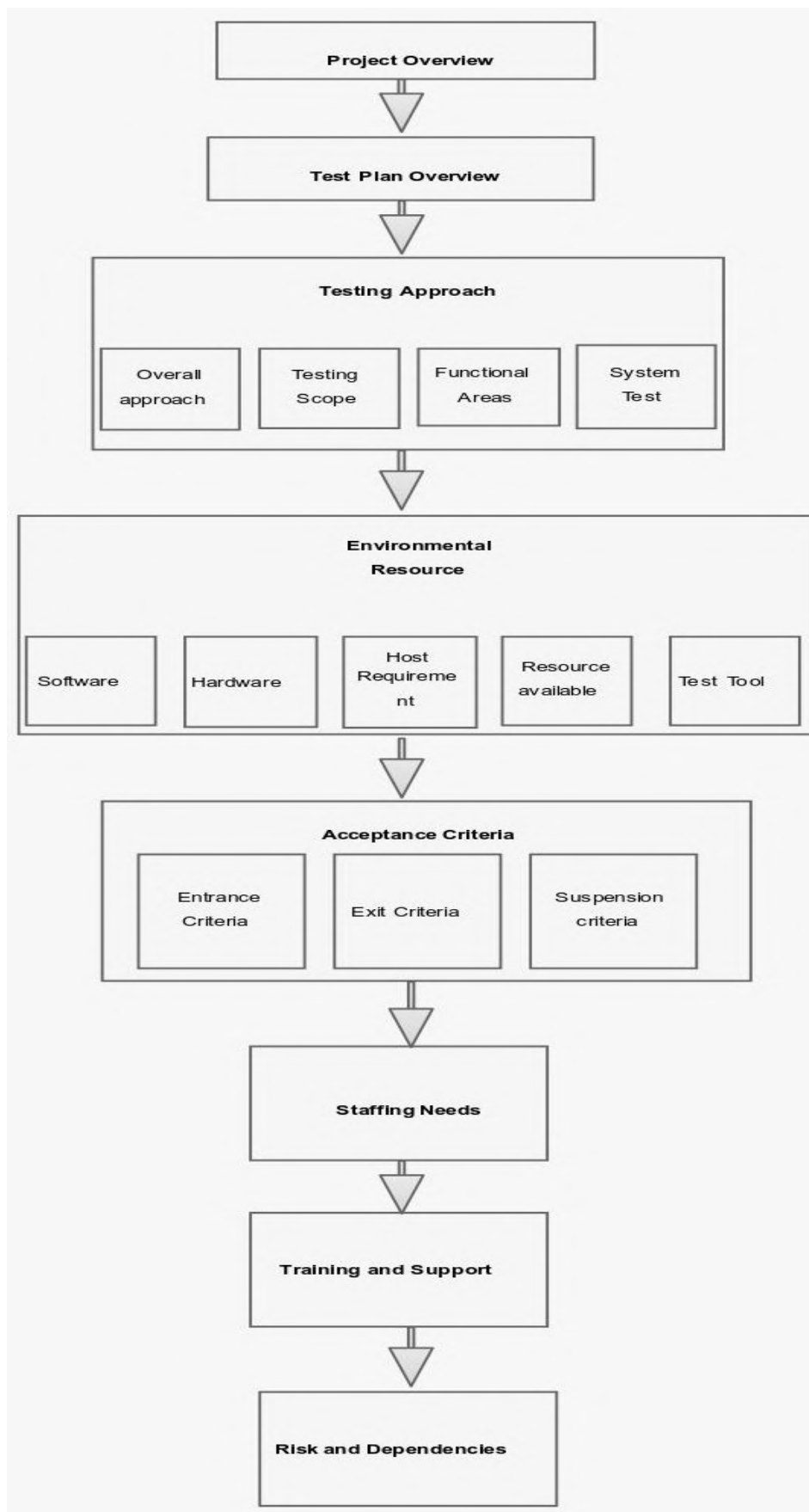
Test Objectives:

1) **Functionality Testing**:
   To verify that the application functions as expected and meets the requirements specified in the design.
   To identify defects or errors that impact the application's functionality and ensure that they are fixed.

2) **Usability Testing**:
   To evaluate the ease of use and overall user experience of the application.
   To identify areas for improvement and provide recommendations to enhance the user experience.

3) **Performance Testing**:
   To determine the application's performance and reliability under different loads and conditions.
   To identify any performance bottlenecks and provide recommendations for improvement.

4) **Security Testing**:
   To ensure that the application is secure and that user data is protected.
   To identify any security vulnerabilities and provide recommendations for improvement.

5) **Compatibility Testing**:
   To ensure that the application works as expected on different browsers, platforms, and devices. To identify any compatibility issues and provide recommendations for improvement.

6) **Integration Testing**:
   To verify that the application integrates seamlessly with other systems or services as required.
   To identify any integration issues and provide recommendations for improvement.

7) **Regression Testing**:
   To verify that new changes or enhancements do not cause any unintended impact on the application's existing functionalities.
   To ensure that previously identified defects or errors have been fixed and do not reappear.

Test Scope:

1) **Functionality Scope:**
   Test the core functionalities of the application, such as creating and joining meetings, video and audio calls, screen sharing, and chat.
   Verify that the application meets the functional requirements specified in the design.

2) **Compatibility Scope:**
   Test the application on different web browsers, platforms, and devices.
   Verify that the application works as expected on all the supported platforms and devices.

3) **Performance Scope**:
   Test the application's performance and reliability under different loads and conditions.
   Verify that the application can handle the expected number of users and data traffic without any performance degradation.

4) **Security Scope**:
   Test the application's security features, such as authentication, data encryption, and access control.
   Verify that the application protects user data and is secure against hacking, phishing, and other security threats.

5) **Usability Scope**:
   Test the application's user interface and user experience.
   Verify that the application is easy to use and navigate, and that users can complete their tasks efficiently.

6) **Mobile Compatibility Scope**:
   Test the application's compatibility with different mobile devices and operating systems.
   Verify that the application works as expected on all the supported mobile devices and operating systems.

Testing Types/Approaches:

1) **Functional Testing Approach:**
   - Identify the key functional requirements of the application and create test cases to verify each requirement.
   - Use a combination of manual and automated testing techniques to ensure adequate test coverage.
   - Conduct positive and negative testing to validate the application's behavior under different scenarios.

2) **Usability Testing Approach:**
   - Conduct user surveys and feedback sessions to gather user feedback on the application's usability.
   - Use a combination of manual and automated testing techniques to evaluate the ease of use and overall user experience of the application.
   - Conduct usability testing with a representative sample of end-users to ensure that the application meets the needs and expectations of the target audience.

3) **Performance Testing Approach:**
   - Define the performance metrics and test scenarios that will be used to evaluate the application's performance.
   - Use load testing tools to simulate different loads and conditions and measure the application's response time, throughput, and resource utilization.
   - Conduct stress testing to identify the application's breaking point and determine its maximum capacity.

4) **Security Testing Approach:**
   - Use a combination of manual and automated testing techniques to evaluate the application's security features and identify any vulnerabilities or threats.
   - Conduct penetration testing to simulate real-world attacks and assess the application's ability to withstand security breaches.
   - Review the application's security architecture and design to identify any potential security issues.

5) **Mobile Compatibility Testing Approach:**
   - Define the mobile devices and operating systems that will be used for testing.

- Use a combination of manual and automated testing techniques to evaluate the application's compatibility with different mobile devices and operating systems.
- Conduct mobile-specific testing, such as gesture testing, screen size testing, and battery usage testing, to ensure that the application meets the requirements of the mobile platform.

Test Cases and Scenarios

1) **Login and Authentication Test Cases:**
   - Verify that the user is able to log in to the application using valid credentials.
   - Verify that the user is not able to log in to the application using invalid credentials.
   - Verify that the user is redirected to the appropriate page after logging in.

2) **Meeting Creation and Management Test Cases:**
   - Verify that the user is able to create a new meeting and invite participants.
   - Verify that the user is able to manage the meeting settings, such as enabling/disabling the microphone and camera.
   - Verify that the user is able to start and end the meeting.

3) **Audio and Video Test Cases:**
   - Verify that the audio and video quality is of acceptable level for both the host and participants.
   - Verify that the application is able to handle audio and video synchronization without any delay or lag.
   - Verify that the application is able to handle audio and video streaming without interruption or disconnection.

4) **Chat and File Sharing Test Cases:**
   - Verify that the user is able to send and receive chat messages during the meeting.
   - Verify that the user is able to share files and documents during the meeting.
   - Verify that the user is able to download shared files and documents.

5) **Mobile Device Compatibility Test Cases:**
   - Verify that the application is compatible with different mobile devices and operating systems.

- Verify that the application is able to provide the same level of functionality and user experience on mobile devices as on desktop devices.
- Verify that the application is able to handle audio and video streaming on mobile devices without any issues.

6) **Security Test Cases:**
- Verify that the application is secure and user data is protected during transmission.
- Verify that the application is able to handle and prevent unauthorized access to the meeting.
- Verify that the application is able to handle and prevent hacking or other security threats.

Test Environment:

1) **Hardware:**
- Computers or laptops with different specifications to test the application's performance on different machines.
- Mobile devices with different operating systems and screen sizes to test the application's mobile compatibility.

2) **Software:**
- The latest version of Google Meet to test the new redesign features.
- The latest version of web browsers such as Google Chrome, Firefox, and Safari to test the application's cross-browser compatibility.
- Operating systems such as Windows, macOS, and Linux to test the application's compatibility with different platforms.

3) **Network:**
- A stable and reliable internet connection with varying bandwidths and network speeds to test the application's performance under different network conditions.
- Network simulation tools such as WAN emulator to simulate real-world network conditions and test the application's behavior under slow or unstable networks.

4) **Testing Tools:**
- Test management tools such as JIRA or HP ALM to manage and track test cases, defects, and test results.
- Automation tools such as Selenium or Appium to automate repetitive tests and increase test coverage.

Test Schedule:

- Testing will be performed throughout the development lifecycle, starting from the design phase.
- Testing will be performed in parallel with development, and the results will be fed back to the development team.
- Defects will be tracked, and regular testing status reports will be provided.

Test Deliverables:

- Test Plan: The test plan document outlines the scope, objectives, test approach, test environment, and test scenarios for the Google Meet redesign testing.
- Test Cases: Test cases are a set of instructions that outline the steps to be taken to test specific functionality in the application.
- Test Scripts: Test scripts are automated scripts that are used to execute the test cases automatically and generate test reports.
- Test Results: Test results provide a summary of the testing progress and results, including the number of test cases executed, passed, failed, and blocked.
- Defect Reports: Defect reports provide details on any issues found during the testing process, including the steps to reproduce the issue, severity, priority, and status.
- Test Summary Report: The test summary report provides an overview of the testing process, including the testing objectives, test scenarios, test execution, and results.
- Test Logs: Test logs are a detailed record of the testing process, including the test cases executed, the time taken to execute them, and any errors or issues encountered.

Defect Management:

- Defect Logging: The testing team will log any defects found during testing, including detailed information such as the steps to reproduce the defect, expected and actual results, and severity level.
- Defect Categorization: The defects will be categorized based on their severity level, such as critical, high, medium, or low. The priority of the defect

will also be determined based on its impact on the application's functionality and the severity of the issue.

- Defect Tracking: The testing team will use a defect tracking tool to track and manage the defects found during testing. The tool will be used to assign defects to developers, set priorities, and track the status of the defect.
- Defect Resolution: The development team will investigate and fix the defects identified during testing. Once a defect is fixed, the testing team will verify the fix and update the status in the defect tracking tool.
- Defect Re-testing: The testing team will perform re-testing to ensure that the defects have been fixed and that there are no regression issues introduced.
- Defect Closure: Once a defect has been verified as fixed, the testing team will update the status in the defect tracking tool, and the defect will be closed.
- Defect Analysis: The testing team will conduct a defect analysis to identify the root cause of the defects and make recommendations for improvement in the development process.

Test Completion Criteria:

- All test cases must be executed, and the results must be documented.
- All high-priority defects must be fixed and verified.
- All critical functionality must be tested and verified.
- The application's performance must meet the specified requirements.
- The application's usability must meet the specified requirements.
- The application's security must meet the specified requirements.
- The application's compatibility with different browsers and platforms must be tested and verified.
- The application's accessibility must be tested and verified.
- The test environment and tools must be well-configured and maintained throughout the testing process.
- The test documentation, including test plans, test cases, and test results, must be complete and up-to-date.

Test Closure:

- Test Summary Report: The testing team will prepare a comprehensive report that summarizes the test results, including the number of test cases executed, the number of defects found, the severity of the defects, and the recommendations for improvement.

- <u>Test Metrics:</u> The testing team will collect and analyze the testing metrics, including the test coverage, defect density, and test effectiveness, to evaluate the quality of the testing effort.
- <u>Test Sign-off:</u> The stakeholders will review and approve the test report, and the testing team will provide a sign-off to confirm the completion of testing.
- <u>Lessons Learned:</u> The testing team will conduct a lessons learned session to discuss the successes and challenges encountered during testing and identify areas for improvement in future projects.
- <u>Test Closure Activities:</u> The testing team will ensure that all test artifacts, such as test cases, scripts, and reports, are properly archived and stored for future reference. The team will also communicate the test results to the development team, and any outstanding issues or defects will be handed over to the maintenance team for further investigation and resolution.
- <u>Release:</u> Upon successful completion of testing and approval from stakeholders, the new design will be released to production.