User Testing Questionnaire

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| --- | --- |
| Module Code | AC40001 |
| Module Name | Individual Project |
| Researcher | Gerardo Blanco Bernal |
| Participant No. | 1 |

By ticking the box bellow, you hereby give consent for the researcher to use the data gathered in this user testing session and questionnaire for research and feedback purposes. No private information will be stored.

☐ Yes, I give consent. If I later decide to withdraw from the participation, the gathered feedback will be discarded and no information about me will be withheld.



# Test User Questions

1. Create a bot on Telegram and input your Bot API token using the buttons. Are the buttons responsive?

☐ Yes



☐ No

If No, please explain any issues you may have encountered:

1. Once entered your bot token correctly, a welcome screen shows up on the display. Rate the difficulty of the first time ChatBot setup.

☐ 1 (Very Easy)

☐ 2 (Easy)



☐ 3 (Moderate)

☐ 4 (Hard)

☐ 5 (Very Hard)

1. Did you have any problems performing the first-time setup?

☐ Yes



☐ No

If Yes, please explain any issues you may have encountered:

I typed the token incorrectly, so I had to type it in again. (not the systems fault)

1. Send the ChatBot a greeting message. Do you receive a reply?

☐ Yes

☐ No



If No, please explain what you can see:

I received a reply but because there was a typo in my message, it thought I was saying goodbye

1. Ask the ChatBot for help using the ‘/help’ command. What do you see?

I see a list of the accepted commands

1. Have both messages been replied to in a logical manner?

☐ Yes

☐ No



If No, please explain what you can see:

I initially misspelt the word “hey” and the chatbot thought I was saying goodbye

1. Please ask the ChatBot for the temperature of the greenhouse. What do you see?

I was given the internal and external temperatures of the greenhouse



1. Do the temperatures seem logical?

☐ Yes



☐ No

If No, please explain why:

1. Using the weed plants that the researcher has given you, place them in front of the camera. Have you received a notification?

☐ Yes



☐ No

If No, please explain what you see:

1. Refresh your memory of the ChatBot functionality by asking for help, this time don’t use the ‘/help’ command. What do you see?

I see the same message I was sent earlier when I asked for help using the command

1. Turn on the irrigation. Did anything happen?

☐ Yes

☐ No



Please explain what happened:

The chatbot said that the irrigation could not be turned on at this time because the soil was not dry

1. Turn off the irrigation. Did anything happen?

☐ Yes

☐ No



Please explain what happened:

The irrigation was already turned off

1. If the window is open, ask the chatbot to close it, otherwise ask it to open it. Did anything happen?

☐ Yes



☐ No

Please explain what happened:

The window opened after I asked the chatbot to open it

1. Ask the ChatBot when the last time the irrigation was used. Does the time correspond to when it was last activated?

☐ Yes



☐ No

Please explain what happened:

The last time used seems to be before I started the testing, which makes sense

1. Ask the ChatBot for the last time the ventilation window was used. Does the time correspond to when it was last opened?

☐ Yes



☐ No

Please explain what happened:

It shows the time I sent the message to open the window, which makes sense

Thank you for completing the questionnaire. Please take some time to answer the optional questions below.

Optional Question: Can you think of any other products that resemble this one? If yes, what products?

No, not to the same extent with the same functionality

Optional Question: Was the overall experience straightforward, did you encounter any issues?

It was very easy to use, I didn’t have much trouble finding my way around the different features

Optional Question: Were there any features of the prototype that seemed redundant? If so, which ones?

None, all features served their purpose

Optional Question: Which features do you feel that the prototype was lacking?

The chatbot could do with a way in which to differentiate real messages from typos so that if it doesn’t understand, it doesn’t send me a random reply

Optional Question: Which device would you use for this product ?

My mobile phone