|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Participants | 1 | 2 | 3 | 4 | 5 |
| Demographic Details |  | | | | |
| User Type | Claim Agents | | | | |
| Sex | Male | Male | Male | Male | Male |
| Experience with smart devices | Mid | Mid | High | Low | Mid |
| Tab Application Tasks |  | | | | |
| Login to the application | √ | √ | √ | √ | √ |
| Enable agent to claim | √ | √ | √ | √ | √ |
| Enter Policy Id and retrieve policy information | √ | √ | √ | √ | √ |
| Enable agent to press the claim button | √ | √ | √ | √ | √ |
| Enable agent to fill the necessary forms | √ | √ | √ | √ | √ |
| Enable agent to add/remove spare parts from list | √ | √ | √ | √ | √ |
| Enable agent to attach images | √ | √ | √ | √ | √ |
| Enable agent to complete the form and submit the claim to ground office for approval | √ | √ | √ | √ | √ |
| Evaluation Criteria’s |  | | | | |
| Time taken to submit claim | 12m | 11m | 10m | 15m | 12m |
| Number of faults made | 0 | 1 | 0 | 2 | 1 |
| Number of times user expressed satisfaction | 2 | 0 | 1 | 2 | 1 |
| Number of times where the user got frustrated | 0 | 1 | 0 | 1 | 0 |
| Number of times users needed help | 1 | 0 | 0 | 1 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Participants | 1 | 2 | 3 | 4 | 5 |
| Demographic Details |  | | | | |
| User Type | Clients | | | | |
| Sex | Male | Male | Female | Male | Female |
| Experience with smart devices | High | High | Mid | Low | Mid |
| Mobile Application |  | | | | |
| Open the application | √ | √ | √ | √ | √ |
| Enable to type the policy number and report | √ | √ | √ | √ | √ |
| Evaluation Criteria’s |  | | | | |
| Time taken to submit claim | 2m | 3m | 2m | 3m | 3m |
| Number of faults made | 0 | 0 | 0 | 1 | 0 |
| Number of times user expressed satisfaction | 1 | 1 | 0 | 2 | 1 |
| Number of times where the user got frustrated | 0 | 0 | 0 | 0 | 0 |
| Number of times users needed help | 0 | 0 | 0 | 0 | 0 |