

# ***SandWHICH? Usability Testing Script***

## **Welcome**

Meet participant and introduce to observers

---

## **Profile/ agreement**

- **Purpose – testing SandWHICH Web Application**
- **Testing website, NOT tester**
- **Recording you**
- **Participant Profile:** The participants' responsibilities will be to attempt to complete a set of representative task scenarios presented to them as efficient and timely a manner as possible, and to provide feedback regarding the usability and acceptability of the user interface. The participants will be directed to provide honest opinions regarding the usability of the application, and to participate in post-session subjective questionnaires and debriefing.

---

## **Testing introduction - Training**

The participants will be given the following set of instructions before testing:

1. It's a booking app. It will allow them booking a sandwich from the 30 E L Restaurant.
2. This app has 2 sides.
  - a. Customer.
  - b. Manager/Chef.
3. A customer can book a sandwich through this website and then wait for the notification from the manager/chef of the restaurant.
4. A manager/chef can receive the order from the customer on the website. When the sandwich is ready, the manager/chef will send a notification to the customer.

The participant is also informed of that he/she just has to answer to some questions, and encouraged by the facilitator to follow a think-aloud approach.

**Any questions/doubt before we start?**

---

## Testing

START recording!

### TASK 1

First impressions – a) Quick look

**I'm going to show you the home page of a website. You can look for a few seconds only, then I will ask you some questions. At this stage don't click, just look, OK?**

Participant looks at page for some seconds.

**OK, thank you. What do you think it is for? What's your first impression of this website?**

---

### TASK 2

First impressions – b) Free Exploration

**I want you to start from the home page, and you're free to explore the Web Application; you have a couple of minutes.**

Participant looks at the home page while the facilitator asks questions, if appropriate. Answer to questions/doubts proposed by the tester.

**If you visited this page, which link would you start with? Why? What would you expect?**

**Without clicking, describe the options you see? What do you think they are for?**

---

## Thinking aloud

**From now on, I will give you some task to perform with our Web Application, and, while performing them, I want you to think aloud – you must tell me what you are thinking! It's very important for the team to understand your point of view. So, in every moment of the test, I encourage you to tell what are you thinking, related to the test.**

---

---

### TASK 3

**Goal:** Successfully book an Order.

**Steps:**

1. In this task the participant will act as a customer.
2. The tester will click on “Make an Order” to start booking the sandwich.
3. Then he/she will choose the required ingredients from a given set.
4. After choosing the ingredients he/she will be directed towards the payment method where he/she must choose the payment method. The tester has 2 possible options. Mastercard and SatisPay.
5. Then click on “proceed” to order.

**We’re going to start from the home page. Your next task is to find the ‘Make Order’ page. Remember to say what you’re thinking! Please start**

---

### TASK 4

**Goal:** Getting an estimated time through SMS.

**Steps:**

1. In this task the participant will act as a customer. This task must be performed after the task 1.
2. After ordering the sandwich the participant can click on “Send me an estimated time” button to receive an estimated time required to make the sandwich.

**In the previous task, you successfully ordered a sandwich. I want you to find how to get the estimated time through SMS.**

---

### TASK 5

**Goal:** Sending the notification to the customer when the order is ready.

**Steps:**

1. In this task the participant will act as a Manager/Chef.
2. The latest current orders will arrive in the “Current Orders” table. From this table the manager can send the notification to the customer by pressing the “Ready” button of that order.

**For this next task, I want you to act as a manager. Please, find out how to reach the manager page and how to send a notification to a customer, to inform he/she that his/her sandwich is ready.**

Stop/ question as necessary, and answer to any doubt.

---

### TASK 6

**Goal:** Removing the order from the screen when the customer arrives.

**Steps:**

1. In this task the participant will act again as a Manager/Chef.

2. The ready orders will arrive in the “Ready Orders” table. From this table the manager can remove the notification of that order from the screen.

**Please, I want you to act again as a manager. You have notified the customer that the sandwich is ready. When the customer retires the sandwich, the manager wants to remove that order from the “Ready order” table. Please, perform this task.**

Stop/ question as necessary, and answer to any doubt.

---

## **TASK 7**

**Goal:** Performing task using voice assistant

**Steps:**

1. In this task the participant will act again as a Manager/Chef.
2. The participants can interact with the system using voice commands.
3. By pressing the mic button, they can start the interaction.
4. Now they can perform the tasks by giving the commands like “Order Number [number] is ready”. It will perform the task 3 with voice only.
5. They can say “Order number [number] is done” or something like that to perform task 4 with voice only.

**This time, we are going to perform the previous tasks, but I want you to use this time the voice assistant provided by this application. I give you some key words that the system understands:**

- To have information about order, please say “DESCRIBE ORDER #”;
- To set an order as Ready, please say “ORDER # is ready”. The notification will be sent as well;
- To remove an order from the ready table, please say “ORDER # is gone/delivered

Stop/ question as necessary, and answer to any doubt

---

**STOP recording!**

---

## **Thanks**

**Thank you for all your work today. You've been very helpful. To complete this test, I ask you to compile a questionnaire, to have a complete opinion from you about our Application. I hope you enjoyed it!**

Give SUS questionnaires to tester, and wait for them to complete it.

---

## **Review**

The entire team meets and discusses about the results obtained by this test.