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BEVERAGE BOOKER

Beta Testing Responses – Staff App

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Version Information

Version	Date	Remarks	Author
1.0	29/10/20	Beta Testing Responses – Staff App created	Benn Curby
1.1	29/10/20	Collated testing feedback and survey questions for the Staff App using screenshots.	Benn Curby
1.2	30/10/20	<p><u>Added:</u></p> <p>Analysis summary and analysis comments for each issue raised in the first round of testing. Added links to fixes on GitHub.</p> <p>Analysis summary for the 2nd round of testing with links to GitHub.</p> <p>Table of contents and linked document.</p>	Benn Curby

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ROUND 2

Round 2	Results Analysis
	Summary
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Response 2	Update App Update Inventory Sign Out Fix
Response 3	Update App Update Inventory Sign Out Fix
Response 4	Update App Update Inventory Sign Out Fix

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<u>Response 5</u>	<u>Update App</u>
	<u>Update Inventory</u>
	<u>Sign Out Fix</u>

Round 1 Analysis:

Section	Issue	Analysis
Fill Order (queuing)	<p>"When you press the Complete Order button, did the app return to the 'Orders' page?"</p> <p>Yes - 80% No - 20%</p> <p>Link to feedback</p>	<p>This was confirmed to be a misinterpretation on the testers part. The order in the database did also confirm that it had been updated to completed. Because of this and the fact we could not find any issue with the Fill Order functionality, we did not provide a Fill Order update to the app and did not test it during the 2nd round.</p> <p>We did, however, update toast messages in the staff app so feedback for the user when something like an order is completed is clearer.</p> <p>GitHub Commit 1 GitHub Commit 2</p>
Deliver Order	<p>"If anything, what was difficult to use and understand about the Deliver Order interface?"</p> <p><u>Response:</u> Generally easy to understand. Initially, I did interpret the 'delivered' button as meaning the order had been delivered. Changing the button to something like 'deliver order' may make this clearer for users.</p> <p>Link to feedback</p>	<p>This was good feedback. We took this on board and changed the 'Delivered' button text to 'Deliver Order'.</p> <p>As this was a fairly minor UI update and all users were able to complete the task, we did not test this change during the 2nd round.</p> <p>GitHub Commit</p>

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Add Menu Item	<p>"When you clicked the Add button, was there a message displayed?"</p> <p>Yes - 60% No - 40%</p> <p>Link to feedback</p>	<p>All users were able to complete the task, but again some users were not seeing the confirmation toast message.</p> <p>As with Fill Order, to address this we increased the toast message size and added colour coding to the messages.</p> <p>Because this was a minor update for feedback messages and all users were able to complete the Add Menu Item task, we did not test this feature in the 2nd round.</p> <p>GitHub Commit 1 GitHub Commit 2</p>
Update Inventory	<p>"When you clicked the Update button, did the app display a message?"</p> <p>Yes - 60% No - 40%</p> <p>Link to feedback</p>	<p>Some users were not seeing the confirmation toast message.</p> <p>As with Fill Order and Add Menu Item, to address this we increased the toast message size and added colour coding to the messages.</p> <p>GitHub Commit 1 GitHub Commit 2</p>
	<p>"If anything, what was difficult to use and understand about the Update Inventory interface?"</p> <p><u>Response:</u> Nothing was updating</p> <p>Link to feedback</p>	<p>Identified as an issue to test in 2nd round</p> <p>This tester said that the inventory was not updating for them. On inspection we could not see any issues with the update inventory implementation. This was likely due to the tester not understanding how to update the inventory. We decided to err on the side of caution with this, as on reflection the UI could be improved to make it clearer. We did also have an oversight where we didn't include step-by-step instructions for updating inventory in the user manual.</p> <p>We implemented a UI fix, along with updating the manual and tested this issue in the 2nd round.</p> <p>GitHub Commit Staff User Manual</p>

Additional Feedback	<p>"Do you have any other feedback you would like to provide concerning the Beverage Booker staff app?"</p> <p>Response 2: Could not find a help video</p> <p>Response 3: I love the colouring! Pressing back after signing out takes you back to the app as a signed in staff member. Pressing back should ask you to log in...not re-open the previous logged in page</p> <p>Link to feedback</p>	<p>Response 2: The previous section erroneously includes the same question from the Customer App survey about whether the included help video was useful. This feedback was disregarded due to this error.</p> <p>Response 3: Identified as an issue to test in 2nd round: This was good feedback, and we are fortunate our testers discovered this same sign out issue that was present in the Customer App. Because account security is a critical issue for app security and user confidence, this was identified as a critical issue and we implemented a fix. We also tested this in the 2nd round of testing.</p> <p>GitHub Commit</p>
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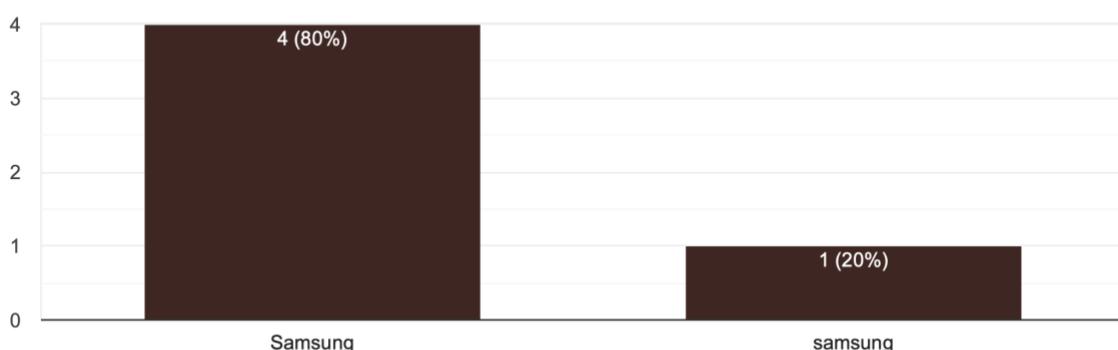
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Round 1 Responses Summary:

Hardware Specifications

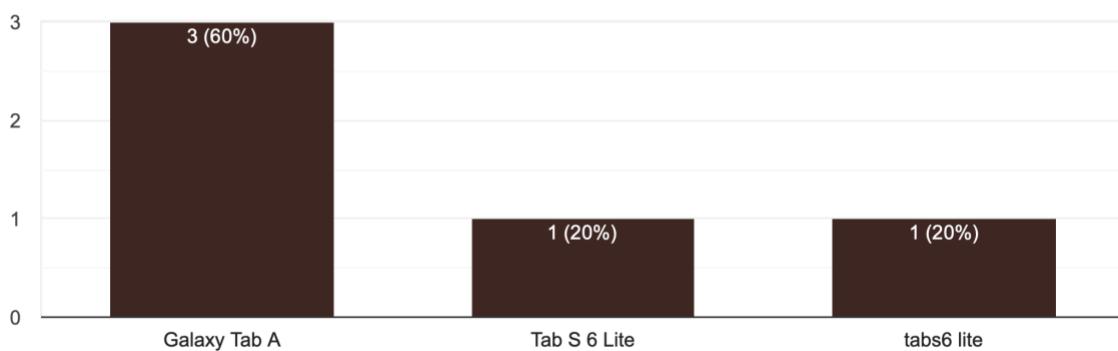
What brand of device are you using?

5 responses



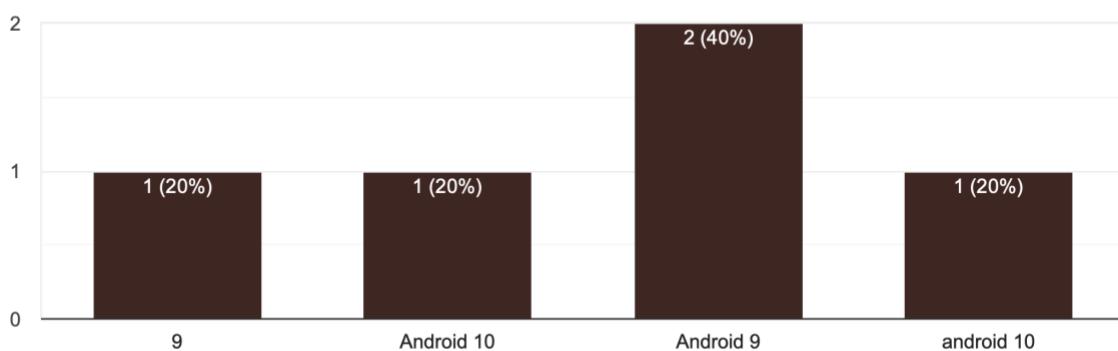
What model of device are you using?

5 responses



What version of Android does your device use? (Leave blank if unknown)

5 responses

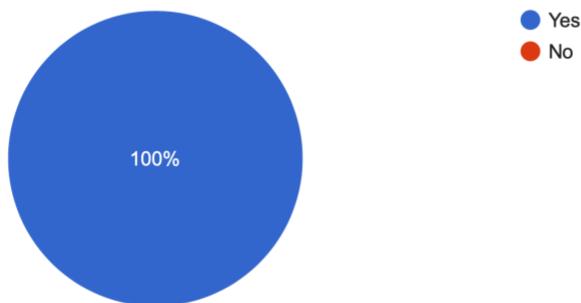


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Fill order (queuing)

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*?

5 responses



If you answered No above, was there a message displayed or did the application crash?

0 responses

No responses yet for this question.

If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

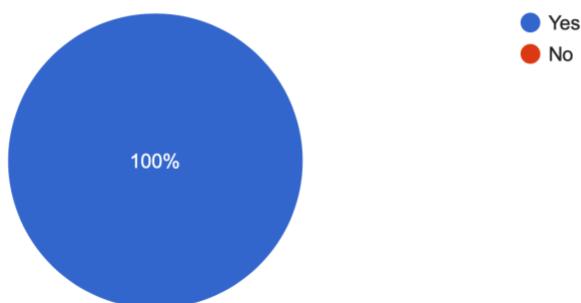
If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

0 responses

No responses yet for this question.

When arriving at the 'Fill Order' page, was each item and its options displayed clearly?

5 responses



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If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

0 responses

No responses yet for this question.

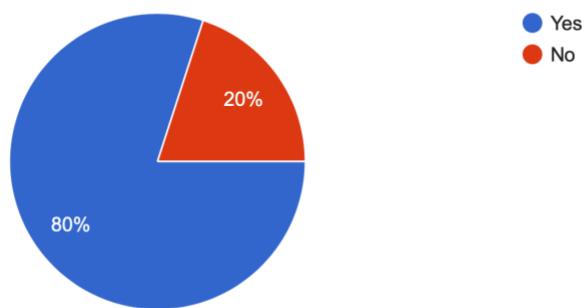
If you answered No above, please explain the issue you had that caused the page to be unclear.

0 responses

No responses yet for this question.

When you pressed the Complete Order button, did the app return to the 'Orders' page*?

5 responses



Analysis (above):

This was confirmed to be a misinterpretation on the testers part. The order in the database did also confirm that it had been updated to completed.

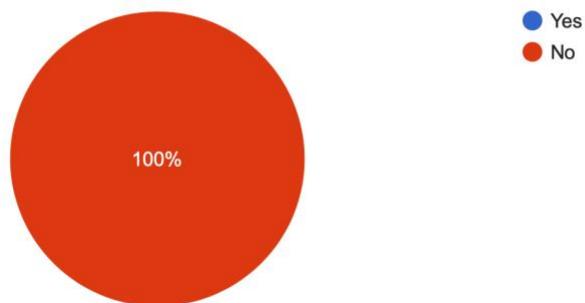
Because of this and the fact we could not find any issue with the Fill Order functionality, we did not provide a Fill Order update to the app and did not test it during the 2nd round.

We did, however, update toast messages in the staff app so feedback for the user when something like an order is completed is clearer.

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If you answered No above, was there a message displayed?

1 response



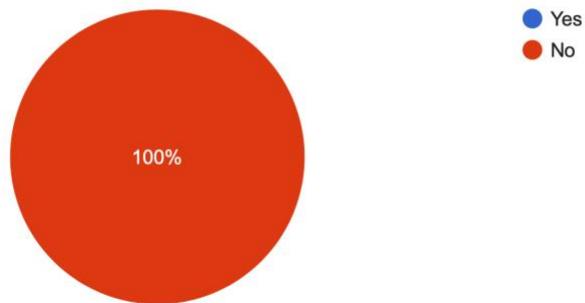
If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



If assistance was used to complete the task, how useful was the assistance?

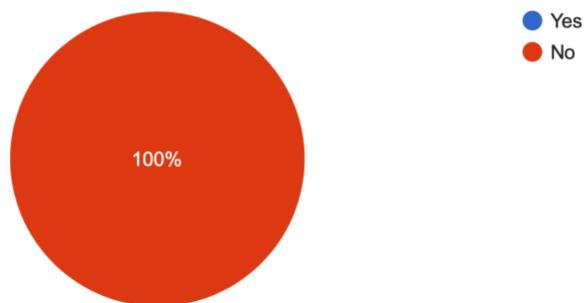
0 responses

No responses yet for this question.

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Were there any other issues during the task that haven't been covered?

5 responses



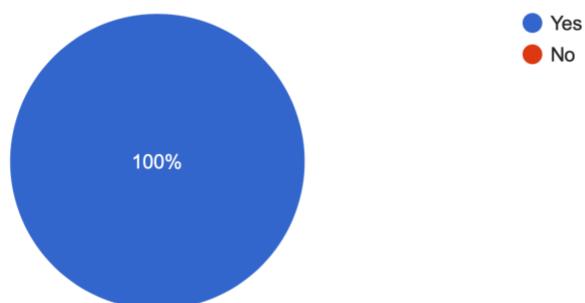
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the *Fill Order interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Fill Order interface?

0 responses

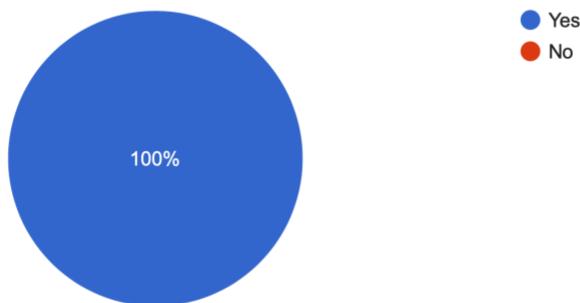
No responses yet for this question.

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Deliver order

When you click the Delivered button, does the app remove the order from the 'Delivery' page?

5 responses



If you answered No above, did the app crash when you clicked the Delivered button?

0 responses

No responses yet for this question.

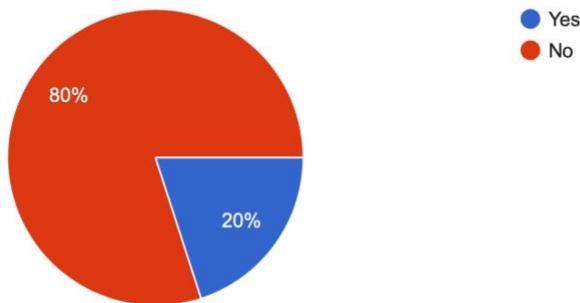
If you answered No above, what happened to the order when the Delivered button was pressed?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



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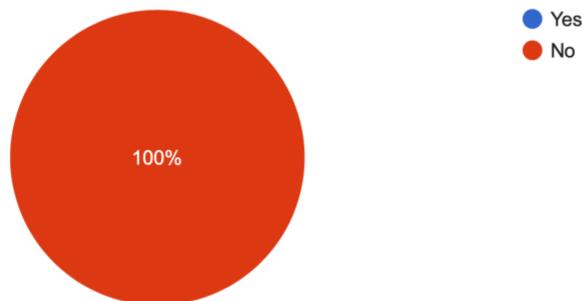
If assistance was used to complete the task, how useful was the assistance?

1 response

The manual clearly explained how to deliver an order

Were there any other issues during the task that haven't been covered?

5 responses



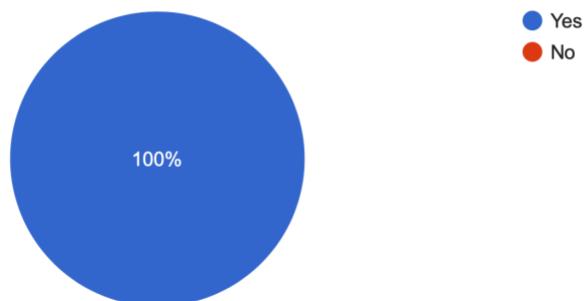
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Deliver Order interface easy to use and understand?

5 responses



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If anything, what was difficult to use and understand about the Deliver Order interface?

1 response

Generally easy to understand. Initially, I did interpret the 'delivered' button as meaning the order had been delivered. Changing the button to something like 'deliver order' may make this clearer for users.

Analysis (above):

This was good feedback. We took this on board and changed the 'Delivered' button text to 'Deliver Order'.

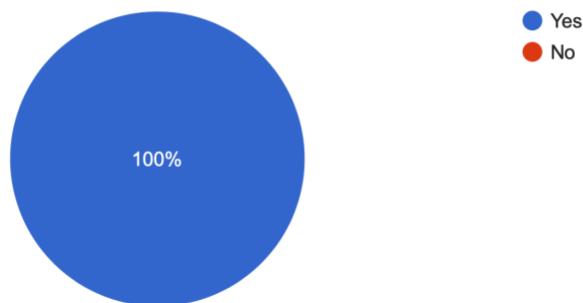
As this was a fairly minor UI update and all users were able to complete the task, we did not test this change during the 2nd round.

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Add Menu Item

When you click the Add Item button, does the app advance to the 'Item Type' page?

5 responses



If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

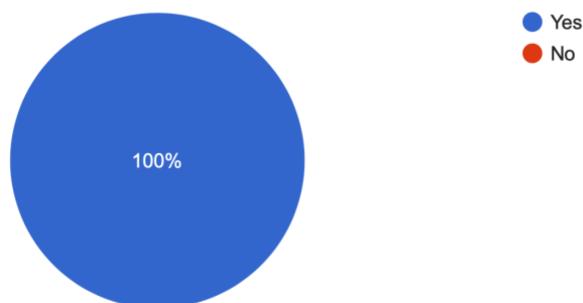
If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

5 responses



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If you answered No, was there a message displayed?

0 responses

No responses yet for this question.

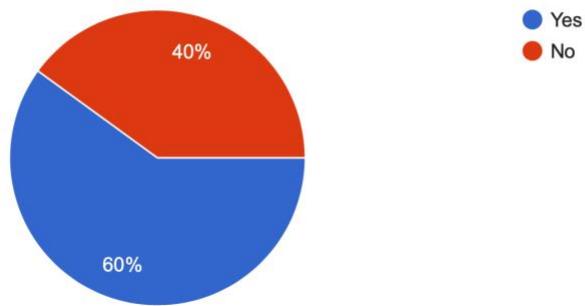
If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

When you clicked the Add button, was there a message displayed?

5 responses

**Analysis (above):**

All users were able to complete the task, but again some users were not seeing the confirmation toast message.

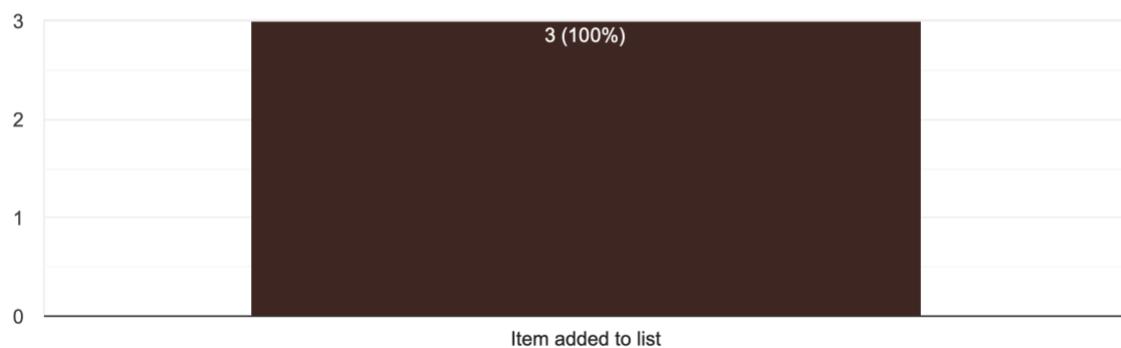
As with Fill Order, to address this we increased the toast message size and added colour coding to the messages.

Because this was a minor update for feedback messages and all users were able to complete the Add Menu Item task, we did not test this feature in the 2nd round.

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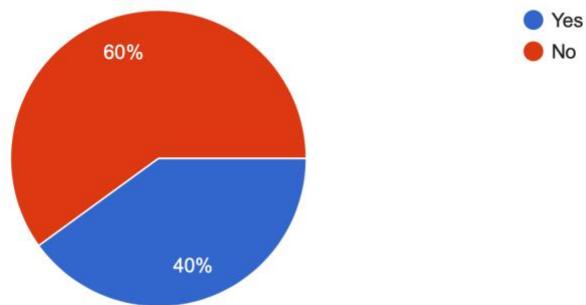
If you answered Yes above, what message was displayed?

3 responses



Was assistance required to complete the task?

5 responses



If assistance was used to complete the task, how useful was the assistance?

2 responses

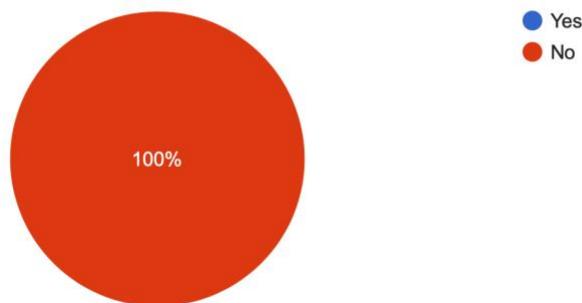
The manual helped with adding an item

The user manual was helpful explaining how to add an item

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Were there any issues during the task?

5 responses



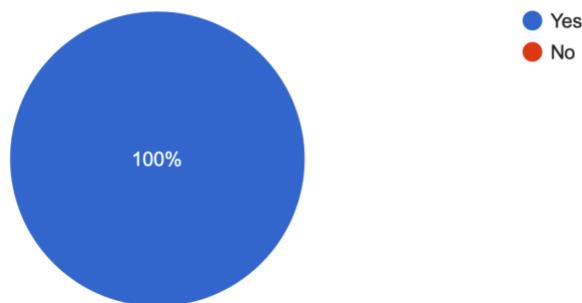
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Add Menu Item interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Add Menu Item interface?

0 responses

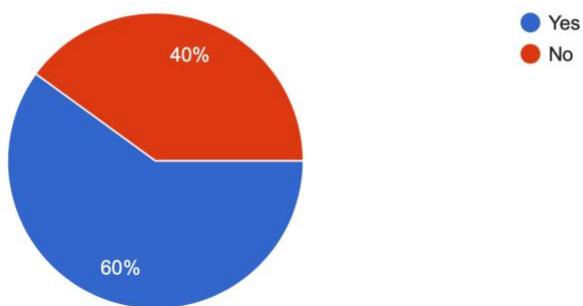
No responses yet for this question.

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Update Inventory

When you clicked the Update button, did the app display a message?

5 responses

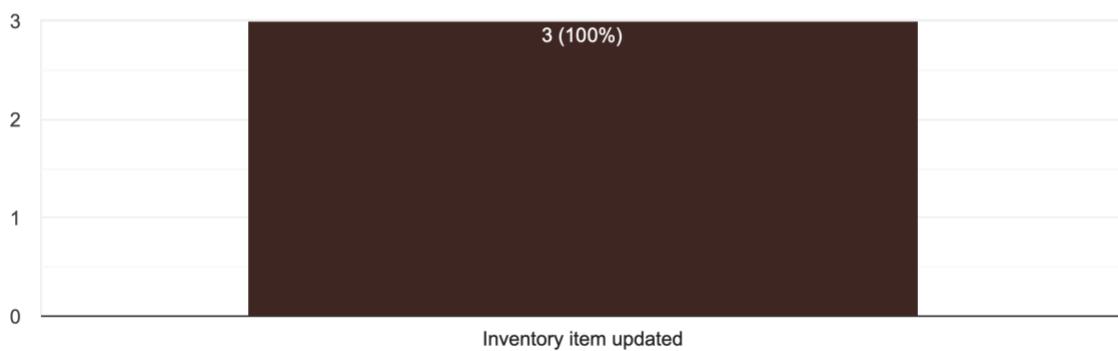
**Analysis (above):**

Some users were not seeing the confirmation toast message.

As with Fill Order and Add Menu Item, to address this we increased the toast message size and added colour coding to the messages.

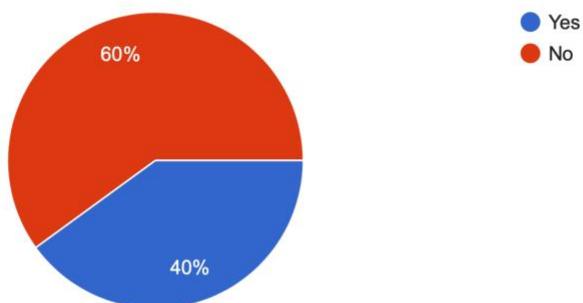
If you answered Yes above, what did the message say?

3 responses



Was assistance required to complete the task?

5 responses



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If assistance was used to complete the task, how useful was the assistance?

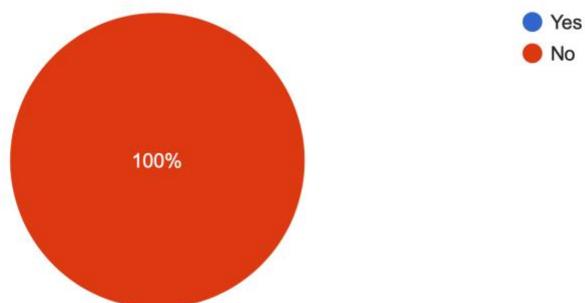
2 responses

The manual explained clearly how to update the inventory

Manual was used.

Were there any issues during the task?

5 responses



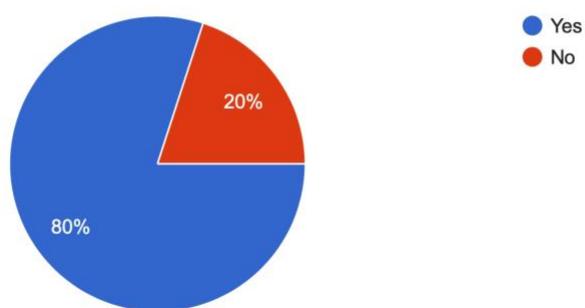
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Update Inventory interface easy to use and understand?

5 responses



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If anything, what was difficult to use and understand about the Update Inventory interface?

1 response

Nothing was updating

Identified as an issue to test in 2nd round (above)

One user above said that the inventory was not updating for them. On inspection we could not see any issues with the update inventory implementation. This was likely due to the tester not understanding how to update the inventory. We decided to err on the side of caution with this, as on reflection the UI could be improved to make it clearer. We did also have an oversight where we didn't include step-by-step instructions for updating inventory in the user manual.

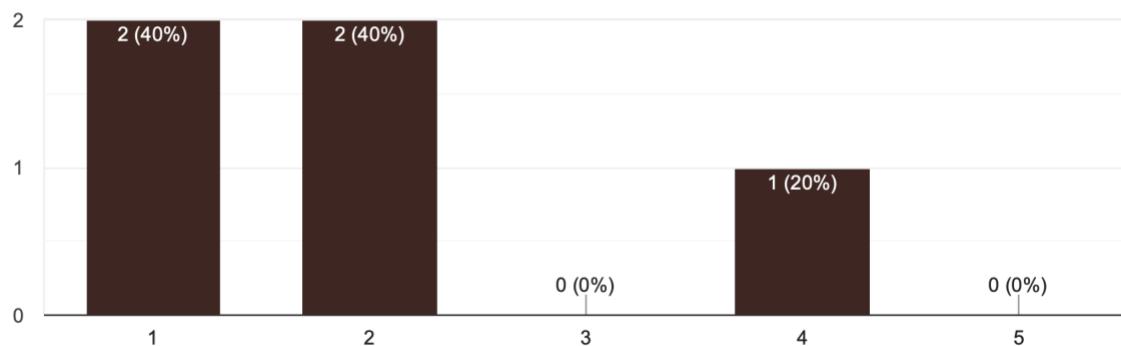
We implemented a UI fix, along with updating the manual and tested this issue in the 2nd round.

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General questions

How easy was the app to use?

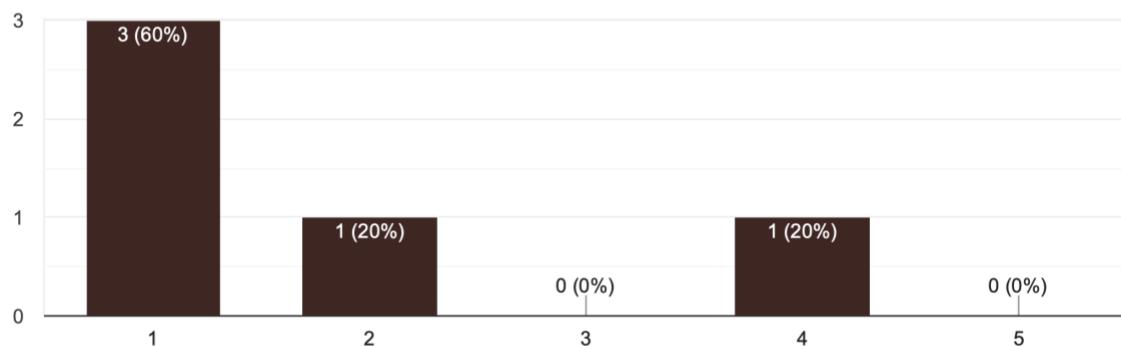
5 responses



Scale: 1 (Easy) – 5 (Hard)

How easy was the app to navigate?

5 responses

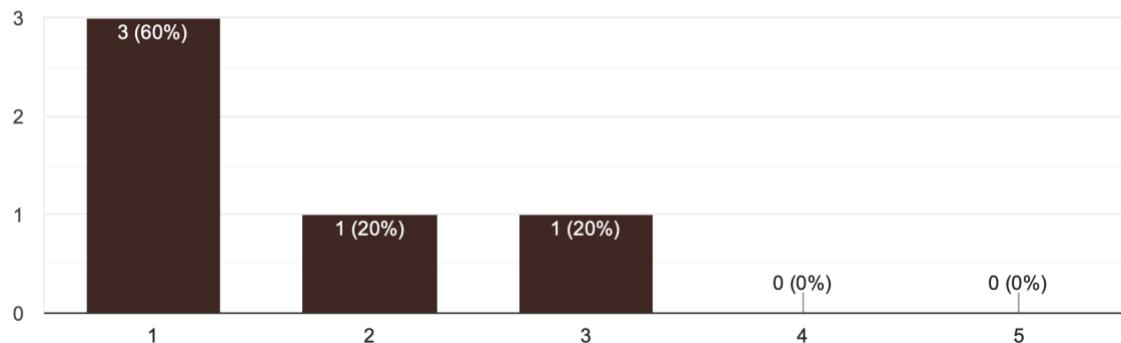


Scale: 1 (Easy) – 5 (Hard)

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How difficult were the tasks to complete?

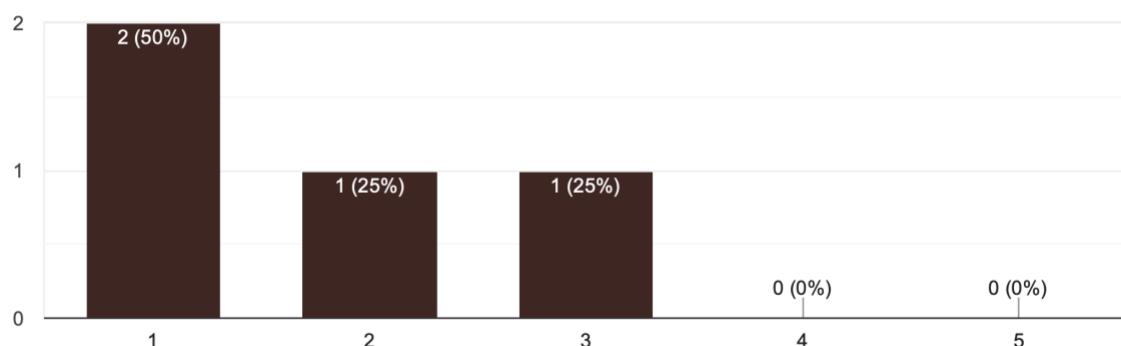
5 responses



Scale: 1 (Easy) – 5 (Hard)

If used, how useful was the user manual for completing tasks?

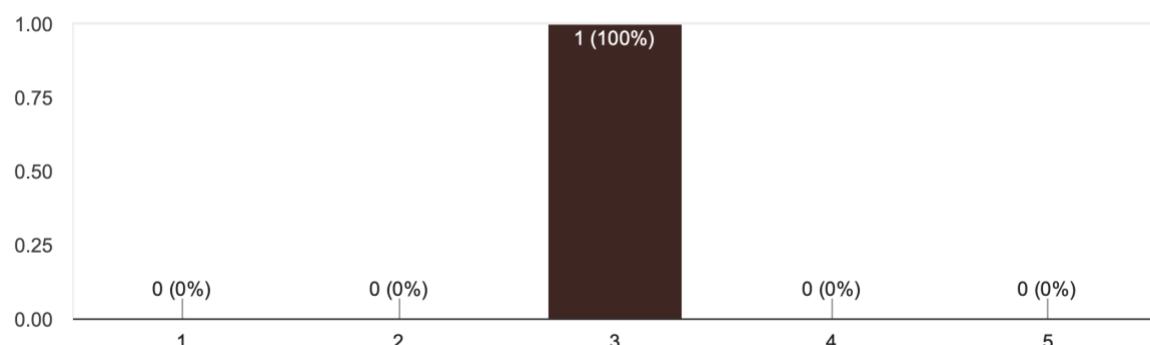
4 responses



Scale: 1 (Useful) – 5 (Useless)

If used, how useful was the help video for complete the tasks?

1 response



Scale: 1 (Useful) – 5 (Useless)

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Additional Feedback

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app?

5 responses

It all worked well.

Could not find a help video

I love the colouring! Pressing back after signing out takes you back to the app as a signed in staff member. Pressing back should ask you to log in... not re-open the previous logged in page

App was easy to navigate for an elderly person

no

Analysis (above):

Response 2:

The previous section erroneously includes the same question from the Customer App survey about whether the included help video was useful. This feedback was disregarded due to this error.

Response 3:

Identified as an issue to test in 2nd round:

This was good feedback, and we are fortunate our testers discovered this same sign out issue that was present in the Customer App.

Because account security is a critical issue for app security and user confidence, this was identified as a critical issue and we implemented a fix. We also tested this in the 2nd round of testing.

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Response 1:

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

Galaxy Tab A

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

Android 9

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Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

- Yes, there was a message.
- No, there was no message but the application didn't crash.
- The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

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If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- Yes
- No

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

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Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues during the task that haven't been covered? *

Yes

No

If there was an issue, please describe it below.

.....

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

Yes

No

If anything, what was difficult to use and understand about the Fill Order interface?

.....

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Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

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If there was an issue, please describe it below.

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

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Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

- Yes
 No

If you answered No above, was there a message displayed?

- Yes
 No

If you answered Yes above, what was the message?

.....

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- Yes
 No

If you answered No, was there a message displayed?

- Yes
 No

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If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

Yes

No

If you answered Yes above, what message was displayed?

Item added to list
.....

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Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

The manual helped with adding an item

Were there any issues during the task? *

Yes

No

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If anything, what was difficult to use and understand about the Add Menu Item interface?

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Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

The manual explained clearly how to update the inventory

Were there any issues during the task? *

- Yes
 No

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If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

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General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	Useless				

[Home](#)

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

It all worked well.

Submitted 11/10/2020, 10:35

[Home](#)

Response 2:

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

Galaxy Tab A

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

Android 9

[Home](#)

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

Yes, there was a message.

No, there was no message but the application didn't crash.

The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

[Home](#)

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

.....

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- Yes
- No

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

.....

[Home](#)

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues during the task that haven't been covered? *

Yes

No

If there was an issue, please describe it below.

.....

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

Yes

No

If anything, what was difficult to use and understand about the Fill Order interface?

.....

[Home](#)

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

[Home](#)

Were there any other issues during the task that haven't been covered? *

- Yes
 No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

- Yes
 No

If anything, what was difficult to use and understand about the Deliver Order interface?

Generally easy to understand. Initially, I did interpret the 'delivered' button as meaning the order had been delivered. Changing the button to something like 'deliver order' may make this clearer for users.

.....

[Home](#)

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

- Yes
 No

If you answered No above, was there a message displayed?

- Yes
 No

If you answered Yes above, what was the message?

.....

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- Yes
 No

If you answered No, was there a message displayed?

- Yes
 No

[Home](#)

If you answered Yes above, what was the message?

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

Item added to list

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If anything, what was difficult to use and understand about the Add Menu Item interface?

[Home](#)

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

Manual was used.

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

[Home](#)

General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	Useless				

[Home](#)

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

no

Submitted 11/10/2020, 11:08

[Home](#)

Response 3:

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

Galaxy Tab A

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

9

[Home](#)

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

Yes, there was a message.

No, there was no message but the application didn't crash.

The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

[Home](#)

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- Yes
- No

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

Was assistance required to complete the task? *

For example: the user manual.

- Yes
- No

[Home](#)

If assistance was used to complete the task, how useful was the assistance?

Were there any other issues during the task that haven't been covered? *

- Yes
 No

If there was an issue, please describe it below.

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

- Yes
 No

If anything, what was difficult to use and understand about the Fill Order interface?

[Home](#)

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

- Yes
 No

If you answered No above, did the app crash when you clicked the Delivered button?

- Yes
 No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

The manual clearly explained how to deliver an order

.....

[Home](#)

Were there any other issues during the task that haven't been covered? *

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

[Home](#)

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

- Yes
 No

If you answered No above, was there a message displayed?

- Yes
 No

If you answered Yes above, what was the message?

.....

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- Yes
 No

If you answered No, was there a message displayed?

- Yes
 No

[Home](#)

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

Item added to list

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

The user manual was helpful explaining how to add an item

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If anything, what was difficult to use and understand about the Add Menu Item interface?

[Home](#)

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

[Home](#)

General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	Useless				

[Home](#)

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

App was easy to navigate for an elderly person

Submitted 11/10/2020, 11:27

[Home](#)

Response 4:

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus, Huawei, Oppo, etc.

samsung

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

tabs6 lite

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

android 10

[Home](#)

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

Yes, there was a message.

No, there was no message but the application didn't crash.

The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

[Home](#)

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- Yes
- No

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

Was assistance required to complete the task? *

For example: the user manual.

- Yes
- No

[Home](#)

If assistance was used to complete the task, how useful was the assistance?

Were there any other issues during the task that haven't been covered? *

- Yes
 No

If there was an issue, please describe it below.

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

- Yes
 No

If anything, what was difficult to use and understand about the Fill Order interface?

[Home](#)

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

[Home](#)

Were there any other issues during the task that haven't been covered? *

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

[Home](#)

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

- Yes
 No

If you answered No above, was there a message displayed?

- Yes
 No

If you answered Yes above, what was the message?

.....

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- Yes
 No

If you answered No, was there a message displayed?

- Yes
 No

[Home](#)

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If anything, what was difficult to use and understand about the Add Menu Item interface?

[Home](#)

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

Nothing was updating

[Home](#)

General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

1	2	3	4	5		
Easy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

I love the colouring! Pressing back after signing out takes you back to the app as a signed in staff member.
Pressing back should ask you to log in... not re-open the previous logged in page

Submitted 11/10/2020, 16:22

[Home](#)

Response 5:

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

Tab S 6 Lite

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

Android 10

[Home](#)

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

Yes, there was a message.

No, there was no message but the application didn't crash.

The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

[Home](#)

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- Yes
- No

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

Was assistance required to complete the task? *

For example: the user manual.

- Yes
- No

[Home](#)

If assistance was used to complete the task, how useful was the assistance?

Were there any other issues during the task that haven't been covered? *

- Yes
 No

If there was an issue, please describe it below.

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

- Yes
 No

If anything, what was difficult to use and understand about the Fill Order interface?

[Home](#)

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

If assistance was used to complete the task, how useful was the assistance?

.....

[Home](#)

Were there any other issues during the task that haven't been covered? *

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

[Home](#)

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If you answered No, was there a message displayed?

Yes

No

[Home](#)

If you answered Yes above, what was the message?

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If anything, what was difficult to use and understand about the Add Menu Item interface?

[Home](#)

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any issues during the task? *

- Yes
 No

[Home](#)

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

[Home](#)

General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	Useless				

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useful	<input type="radio"/>	Useless				

[Home](#)

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

Could not find a help video

Submitted 11/10/2020, 17:30

[Home](#)

ROUND 2

Round 2 Analysis:

Section	Issue	Analysis/Overview
Update Inventory	<p><u>Issue from 1st Round</u> “If anything, what was difficult to use and understand about the Update Inventory interface?”</p> <p><u>Response:</u> Nothing was updating</p> <p><u>Link to feedback</u></p>	<p>To address this issue from the first round we made the toast messages for updating inventory clearer. We also updated the UI by making the input field for the inventory number white on a light brown background to create contrast and make the input field clearer.</p> <p>The manual was also updated and the testers were made aware of the updated entry in the manual.</p>
Sign Out	<p><u>Issue from 2nd Round:</u> “Was the feedback message helpful to know the update was completed?”</p> <p>Yes - 80% No - 20%</p> <p>“Is there anything you wish to mention?”</p> <p>Wasn’t necessary to be told about the update</p> <p><u>Link to feedback</u></p>	<p><u>Result:</u> 4 out of 5 testers thought the update was clear and easy to use. One tester didn’t seem to like the update, and commented the confirmation message wasn’t needed, as can be seen here.</p> <p>Since all 5 testers were able to complete the task, and the beta testing is truncated, we didn’t feel we needed to enter another round to test this functionality further.</p>

[Home](#)

Round 2 Responses Summary:

What is your email address?

5 responses

jlcurby@gmail.com

l_coops@yahoo.com.au

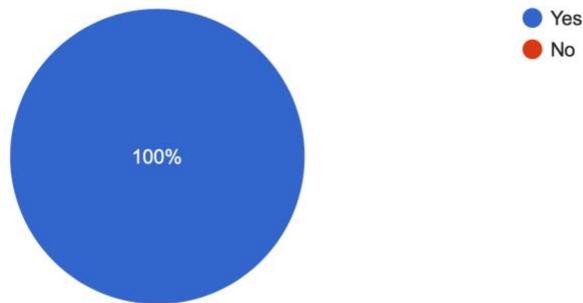
belcurby@gmail.com

Alanna_wynne_95@hotmail.com

kcurby7@gmail.com

Have you installed the new version of the app?

5 responses

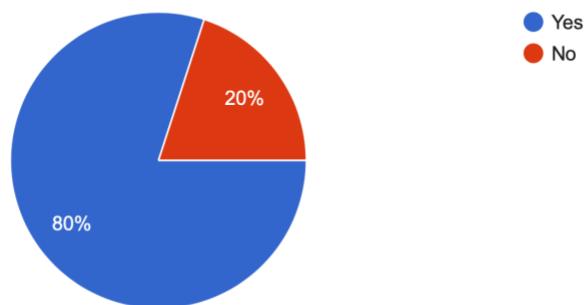


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Update Inventory

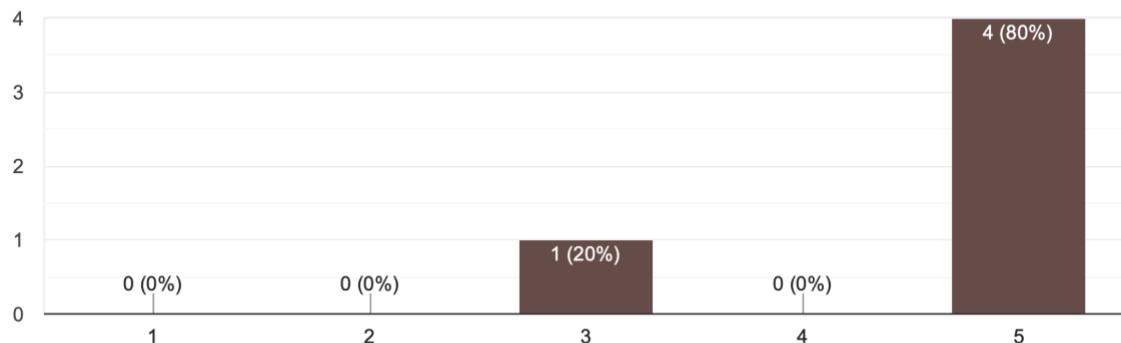
Was the feedback message helpful to know the update was completed?

5 responses



Was the process of updating the inventory easy to understand?

5 responses



Scale: 1 (Very Hard) – 5 (Very Easy)

Is there anything you wish to mention?

1 response

Wasn't nessessary to be told about the update

[Home](#)

Sign out Fix

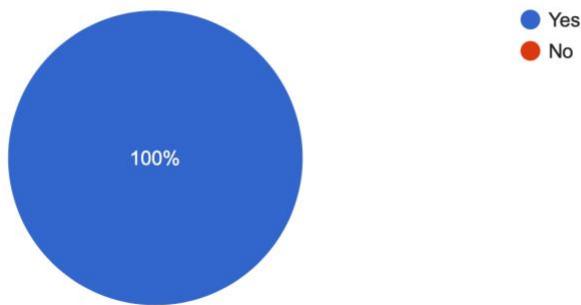
Did the back button press take you back into menu?

5 responses



After pressing the back button did it exit the app?

5 responses



Is there anything you wish to mention?

0 responses

No responses yet for this question.

[Home](#)

Response 1:

Responses cannot be edited

Beverage Booker Staff Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

If at any point you do not understand or cannot complete the task, please refer to the user manual to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed:

1. Clarity for updating inventory
2. Fix for sign out

Please unistall and re-install the app from the link on the web page

*Required

What is your email address? *

jlcurby@gmail.com

Have you installed the new version of the app? *

- Yes
 No

[Home](#)

Update Inventory

Start by logging into the app with the following StaffID: 1001

Go to the update inventory menu

The update menu has been changed to make it easier to see that the inventory has been updated.
Lookout for a feedback message.

Choose an item and update it. If you have any trouble please read the manual section on updating an inventory item first before answering the questions.

Was the feedback message helpful to know the update was completed? *

Yes

No

Was the process of updating the inventory easy to understand? *

1 2 3 4 5

Very Hard

Very Easy

Is there anything you wish to mention?

.....

[Home](#)

Sign out Fix

During testing it was found that after signing out if the back button was pressed it would log you back into the app.
This issue has been fixed.

Instructions:

1. Sign out of the app.
2. Press the back button on the Login screen.

Did the back button press take you back into menu? *

- Yes
 No - it exited the app

After pressing the back button did it exit the app? *

- Yes
 No

Is there anything you wish to mention?

.....

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact Developer

If you are having difficulty with installing the new version of the app please get in contact with the developer who has asked you to take part in this beta testing.

Submitted 24/10/2020, 13:37

[Home](#)

Response 2:

Responses cannot be edited

Beverage Booker Staff Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

If at any point you do not understand or cannot complete the task, please refer to the user manual to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed:

1. Clarity for updating inventory
2. Fix for sign out

Please unistall and re-install the app from the link on the web page

*Required

What is your email address? *

belcurby@gmail.com

Have you installed the new version of the app? *

Yes

No

[Home](#)

Update Inventory

Start by logging into the app with the following StaffID: 1001

Go to the update inventory menu

The update menu has been changed to make it easier to see that the inventory has been updated.
Lookout for a feedback message.

Choose an item and update it. If you have any trouble please read the manual section on updating an inventory item first before answering the questions.

Was the feedback message helpful to know the update was completed? *

Yes

No

Was the process of updating the inventory easy to understand? *

1

2

3

4

5

Very Hard

Very Easy

Is there anything you wish to mention?

[Home](#)

Sign out Fix

During testing it was found that after signing out if the back button was pressed it would log you back into the app.
This issue has been fixed.

Instructions:

1. Sign out of the app.
2. Press the back button on the Login screen.

Did the back button press take you back into menu? *

- Yes
 No - it exited the app

After pressing the back button did it exit the app? *

- Yes
 No

Is there anything you wish to mention?

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact Developer

If you are having difficulty with installing the new version of the app please get in contact with the developer who has asked you to take part in this beta testing.

Submitted 24/10/2020, 13:46

[Home](#)

Response 3:

Responses cannot be edited

Beverage Booker Staff Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

If at any point you do not understand or cannot complete the task, please refer to the user manual to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed:

1. Clarity for updating inventory
2. Fix for sign out

Please unistall and re-install the app from the link on the web page

*Required

What is your email address? *

kcurby7@gmail.com

Have you installed the new version of the app? *

Yes

No

[Home](#)

Update Inventory

Start by logging into the app with the following StaffID: 1001

Go to the update inventory menu

The update menu has been changed to make it easier to see that the inventory has been updated.
Lookout for a feedback message.

Choose an item and update it. If you have any trouble please read the manual section on updating an inventory item first before answering the questions.

Was the feedback message helpful to know the update was completed? *

Yes

No

Was the process of updating the inventory easy to understand? *

1

2

3

4

5

Very Hard

Very Easy

Is there anything you wish to mention?

.....

[Home](#)

Sign out Fix

During testing it was found that after signing out if the back button was pressed it would log you back into the app.
This issue has been fixed.

Instructions:

1. Sign out of the app.
2. Press the back button on the Login screen.

Did the back button press take you back into menu? *

- Yes
 No - it exited the app

After pressing the back button did it exit the app? *

- Yes
 No

Is there anything you wish to mention?

.....

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact Developer

If you are having difficulty with installing the new version of the app please get in contact with the developer who has asked you to take part in this beta testing.

Submitted 24/10/2020, 13:56

[Home](#)

Response 4:

Responses cannot be edited

Beverage Booker Staff Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

If at any point you do not understand or cannot complete the task, please refer to the user manual to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed:

1. Clarity for updating inventory

2. Fix for sign out

Please unistall and re-install the app from the link on the web page

*Required

What is your email address? *

Alanna_wynne_95@hotmail.com

Have you installed the new version of the app? *

Yes

No

[Home](#)

Update Inventory

Start by logging into the app with the following StaffID: 1001

Go to the update inventory menu

The update menu has been changed to make it easier to see that the inventory has been updated.
Lookout for a feedback message.

Choose an item and update it. If you have any trouble please read the manual section on updating an inventory item first before answering the questions.

Was the feedback message helpful to know the update was completed? *

Yes

No

Was the process of updating the inventory easy to understand? *

1

2

3

4

5

Very Hard



Very Easy

Is there anything you wish to mention?

Wasn't nessessary to be told about the update

[Home](#)

Sign out Fix

During testing it was found that after signing out if the back button was pressed it would log you back into the app.
This issue has been fixed.

Instructions:

1. Sign out of the app.
2. Press the back button on the Login screen.

Did the back button press take you back into menu? *

- Yes
 No - it exited the app

After pressing the back button did it exit the app? *

- Yes
 No

Is there anything you wish to mention?

.....

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact Developer

If you are having difficulty with installing the new version of the app please get in contact with the developer who has asked you to take part in this beta testing.

Submitted 25/10/2020, 20:03

[Home](#)

Response 5:

Responses cannot be edited

Beverage Booker Staff Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

If at any point you do not understand or cannot complete the task, please refer to the user manual to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed:

1. Clarity for updating inventory
2. Fix for sign out

Please unistall and re-install the app from the link on the web page

*Required

What is your email address? *

I_coops@yahoo.com.au

Have you installed the new version of the app? *

- Yes
 No

[Home](#)

Update Inventory

Start by logging into the app with the following StaffID: 1001

Go to the update inventory menu

The update menu has been changed to make it easier to see that the inventory has been updated.
Lookout for a feedback message.

Choose an item and update it. If you have any trouble please read the manual section on updating an inventory item first before answering the questions.

Was the feedback message helpful to know the update was completed? *

Yes

No

Was the process of updating the inventory easy to understand? *

1 2 3 4 5

Very Hard

Very Easy

Is there anything you wish to mention?

[Home](#)

Sign out Fix

During testing it was found that after signing out if the back button was pressed it would log you back into the app.
This issue has been fixed.

Instructions:

1. Sign out of the app.
2. Press the back button on the Login screen.

Did the back button press take you back into menu? *

- Yes
- No - it exited the app

After pressing the back button did it exit the app? *

- Yes
- No

Is there anything you wish to mention?

.....

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact Developer

If you are having difficulty with installing the new version of the app please get in contact with the developer who has asked you to take part in this beta testing.

Submitted 25/10/2020, 20:13