Beverage Booker Customer Survey- 2nd Round

Send

Questions Responses 0

Section 1 of 11

Beverage Booker Customer 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.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide 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. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by signing in again through this link.

https://play.google.com/apps/internaltest/4699546445258151904

Have you updated to the latest version? *

- Yes
- No

After section 1 Continue to next section

Section 2 of 11

Update the App

Please use the following instruction link to update the app:

https://support.google.com/googleplay/answer/113475?hl=en&ref_topic=1046717

Could you update the app? *

- Yes
- No

After section 2 Continue to next section

Section 3 of 11

Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) *

- Yes
- No

After section 3 Continue to next section

Section 4 of 11

Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? *

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?

	1	2	3	4	5	
Very unhelpful	○	○	○	○	○	Very Helpful

Were you able to complete the task after using the help menu and/or troubleshooting guide? *

- Yes
- No

After section 4 Continue to next section

Section 5 of 11

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback.

Was the message feedback easy to seeread? *

	1	2	3	4	5	
Very Hard	○	○	○	○	○	Very Easy

Was the feedback message useful *

	1	2	3	4	5	
Very unhelpful	○	○	○	○	○	Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? *

- Yes
- No

Are there any comments you wish to make

Long answer text

After section 5 Continue to next section

Section 6 of 11

Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? *

- Yes
- No

After section 6 Continue to next section

Section 7 of 11

Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? *

- Yes
- No

If assistance was used how helpful was the provided assistance? *

	1	2	3	4	5	
Very unhelpful	○	○	○	○	○	Very Helpful

After waiting a few minutes were you able to edit the cart? *

- Yes
- No

After section 7 Continue to next section

Section 8 of 11

Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? *

	1	2	3	4	5	
Very Hard	○	○	○	○	○	Very Easy

Was the 'quantity updated' message displayed on screen usefull? *

- Yes
- No

Are there any comments you want to make?

Long answer text

After section 8 Continue to next section

Section 9 of 11

Book Delivery

During the process of testing in delivery two suggestions were made.

1. Adjustment of the address entry layout, as it was too cramped

2. Feedback message for payment errors not helpful, disapeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery (NOTE: please do not use a real credit card to pay)

card number: 4000 0000 0000 0119
Expiry: 12/23
CVC:123
Postcode: 1234

Was there an error message? *

- Yes
- No

If a message appeared, was it helpful and easy to understand what went wrong?

	1	2	3	4	5	
Very Hard	○	○	○	○	○	Very Easy

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?

- Yes
- No
- Im not sure

After section 9 Continue to next section

Section 10 of 11

Sign Out

One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a staff user.

We have fixed the issue so please answer the following questions with that in mind.

Task:
Sign out of the app and then press the back button ONCE on the Login screen.

Did the app remain on the Login screen (pictured below) after pressing back ONCE?

- Yes - it remained on the login screen
- No - it exited the app
- No - It logged me back into the app

Would you consider the log out issue fixed? *

- Yes
- No

After section 10 Submit form

Section 11 of 11

Contact the developer

Something has gone very wrong. Please get in contact with the developer who has asked you to take part in this beta testing.