

Usability Tool Storyboard

Tasks represented in storyboard

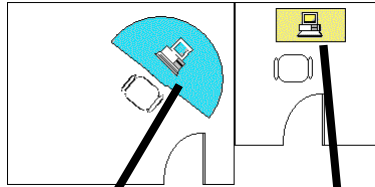
Starting point: A usability test in a lab. The user is about to enter a shopping cart flow.

1. User selects Purchase and enters the shopping cart.
2. System records keystrokes and mouse clicks.
3. User enters expired credit card.
4. User enters a credit card successfully. System logs the success.
5. User finishes purchase.
6. System emails a report to the usability practitioner.

Ending point: Practitioner opens email and views report.

1. User selects Purchase and enters shopping cart

Participant in testing lab



Usability practitioner in observation room

Okay, I'm ready to purchase this



Time on task starts when the participant hits the Purchase button



2. System records keystroke and mouse data

I've put in my address and chosen shipping option.



Wow, 10 clicks logged, and we aren't yet at the credit card step!



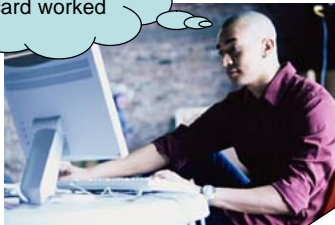
3. User enters expired CC

Oops. I forgot I let that card expire.



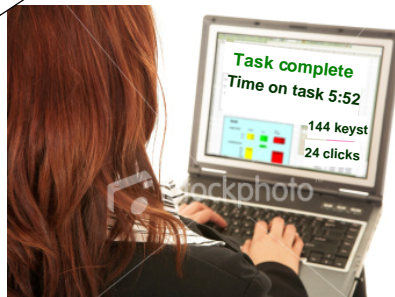
4. User enters card successfully. System logs the success.

Good, that card worked



5. User finishes purchase

All set!
There's the
confirmation
page.



6. Session report automatically emailed to practitioner

All done, now let
me check my
email ... ah,
there's the
report.

