**Scenario:**

**Background:**

You're deeply immersed in the latest gaming sensation and have decided it's time to upgrade your character's appearance and arsenal. The item shop awaits, and you're on a quest to find unique gear. To fully explore the offers, you'll need to create an account first.

**Greeting the participant:**

Hello, how are you?

**Set the stage:**

Thank you for participating in our usability study today. We truly appreciate your time. I’m here to guide you through the evaluation of our ecommerce website. Before we begin, I’d like to assure you that there is no incorrect way to do this. We are testing the site, not you. We’re here to understand your experience and gather valuable feedback to improve our site.

Please do not hesitate to ask questions if anything is unclear. Now, if you’re ready, let’s answer a few questions first and then dive into the tasks.

**Preliminary Interview:**

Do you often purchase in-game items or upgrades?

no

How often do you engage in online gaming?

Very little

**Tasks:**

**Task 1: Account Creation**

1. Make sure you are logged out of the site
2. Create an account
3. Log into your account

**Measurements:**

1. Time taken to complete account creation

28.15 seconds

**Task 2: Character Customization**

1. From the homepage, add five different items into your cart
2. Remove two items that you are no longer interested in

**Measurements:**

1. Time taken to add and remove items to cart

39.06 seconds

1. Number of errors in adding items to cart

0

**Task 3: Weapon Exploration**

1. Use the search bar to find a sword and add it to the cart
2. Now use the categories tab to find a consumable item and add it to the cart
3. In the cart section, increase the quantity of the consumable item by one

**Measurements:**

1. Time taken to search for an item and add to cart

12.96 seconds

1. Time taken to navigate the categories

12.23 seconds

1. Accuracy in quantity adjustment

100%

1. Time taken to add an extra quantity

5.15 seconds

**Task 4: Checkout**

1. Purchase the items you had just added to the cart

**Measurements:**

1. Time taken to checkout items

65.62 seconds

**Debriefing the participant:**

Thank you for your time as this will help us enhance the site. Do you have any questions or feedback that you would like to provide? Was there anything that had confused you on the site?

* Confusion about “place” in checkout screen
* Slight confusion about payment information section, was slightly hard to find initially.