Layperson Test

1. **Prepare working environment:**
   Open a browser and open the following accounts:
   a) n8n (App: layperson.app.n8n.cloud Mail: ftrimbor@smail.uni-koeln.de PW: NiemalsKollega!)
      → create a new workflow so that every user starts from scratch
   b) Web.de (Mail: marc_howard@web.de PW: NiemalsKollega!)
   c) Onedrive (Mail: marc_howard@web.de PW: *code gets send to marc_howard@web.de*)
2. **Start Recording the Interview**
3. **Upfront Questionnaire**
4. **Brief Introduction for the User:**
   n8n is a workflow automation tool that allows you to connect different applications and services so they work together automatically. You can use it to build *workflows*, which are sequences of steps where one event (the trigger) causes one or more actions to happen.
   Key ideas:
   - **Trigger:** The event that starts the workflow
   - **Node:** Each step in the workflow. Nodes can be triggers, actions, or logic steps
   - **Connection:** Links between nodes that determine the order in which data flows
   - **Action:** The task performed after a trigger, such as sending an email, uploading a file, or posting a message
5. **Task for the User:**
   Create a workflow that triggers when a new file is added to the Onedrive account, then sends an email notification with the file name to marc_howard@web.de.
   To solve this task, you may use the entire internet, including the official n8n documentation. You may also use large language model tools such as ChatGPT, and you will see that n8n has an integrated AI feature that you can also use.
   You have half an hour time to complete this task.
6. **Observation & Data Collection**
   While the participant works:
   - Note time spent on each step (trigger setup, email setup, testing, debugging).
   - Log errors (wrong node, wrong credentials, connection issues, logical mistakes).
   - Note strategies used (trial-and-error, search queries, AI use).
   - Record moments of frustration or confusion.
7. **After the experiment:**
   - Ask for feedback:
     o Which parts were easy/difficult?
     o How did the user feel during the experiment?
   - Deactivate POP3/IMAP again (in web de: settings → Pop3/IMAP Abruf → deactivate the check box for "POP3 und IMAP Zugriff erlauben")
   - Delete credentials in n8n