

TEST PLAN

INTRODUCTION

- Product: Pluto Pay web app (Mobile version)
- Test type: Moderated In-Person and Remote Usability Testing
- conducted by: Le Trang Nguyen
- Last updated: 20.03.2022

BACKGROUND

Pluto Pay is designed for users who need a way to preserve their purchasing power using Bitcoin as a better monetary system than their local debased currency. The app also enables them to used integrated Lightning protocol, Bitcoin's Layer 2 solution, for online payment or peer-to-peer transactions at any time and with highest cyber security. Pluto Pay is initially aimed at the Argentinean market, then potentially gaining competitive advantages in neighbouring Latin-american countries.

GOALS

- Observe and evaluate participants' lernability when they first interact with the prototype.
- Assess how easy is the usuability through the tasks performed by participants.
- Analyze errors and friction that participants encounter while doing the usability testing.
- Collect participants' feedbacks on the app's usability and their opinions about how to improve the app's design.

TEST OBJECTIVES

Analyze the test result and determine the key elements in 5 core features:

- Core feature 1: Sign-up and onboard a Pluto Pay account as a new user
- Core feature 2: Create a new Savings account in Pluto Pay.
- Core feature 3: Convert peso to bitcoin.
- Core feature 4: Transfer fund from Savings to Spending account.
- Core feature 5: Receive fund in Spending account by requesting payment.

METHODOLOGY

- Moderated in-person: meeting at an agreed location.
- Moderated remote: via Google Meets, Skype or Telegram.
- Guerilla Testing: approach a local Bitcoin & Blockchain Meetup.

PARTICIPANTS

- Moderate in-person (3) , Modertate remote (3)
- Guerilla Testing: estimatedly 1-2 would be willing to perform the usability test.

SCHEDULE

- Moderated in-person: 7 pm on 17.3.2022, 12 pm on 18.3.2022
- Moderated remote: 10am, 3 pm and 7 pm on 19.3.2022
- Guerilla Testing: 8 pm on 17.3.2022

SESSIONS

15-20 minute each session.

EQUIPMENT

- Moderate in-person: Samsung Galaxy A40
- Moderate remote: external screen recording like Xbox or ScreentoGIF with a audio backup.

ERRORS

Errors will be measured using Jakob Nielsen's scale:

- **0** = I don't agree that this is a usability problem at all
- **1** = Cosmetic problem only: need not be fixed unless extra time is available on project
- **2** = Minor usability problem: fixing this should be given low priority
- **3** = Major usability problem: important to fix and should be given high priority
- **4** = Usability catastrophe: imperative to fix before product can be released

Satisfaction will also be measured using the Single Ease Question 7-point rating scale after each Task.

SCRIPTS

Usability Test Script [link](#).

TASKS

Direct tasks:

- Create a new Pluto Pay account as a new user.
- Set up your Savings account as a new user.

Scenario tasks:

- Now that you have a Savings account, but it's empty. How do you fund it with your available peso that's losing 45% value each year?
- You find a good deal that gives you discount if you pay in bitcoin on Lightning network. You only have the available fund in your Savings account. How would you use this fund for payment?
- You want to ask your friend or family to help you fund your Spending account. How would you do that?



TEST RESULT

The prototype for this Usability Testing could be accessed from [this link](#).

The test was conducted on 5 main features:

- Create a Pluto Pay account
- Create a new Savings account
- Convert peso to bitcoin
- Transfer fund from Savings to Spending
- Receive fund in Spending account by requesting payment

SUMMARY

- Test subject: PlutoPay web app (Mobile version)
- Participants: 6
- Test type: 4 moderated In-Person and 2 remote Usability Testing, additionally Guerrilla Testing
- Duration: ca. 30-35 minutes each session
- Test date: 16-20.3.2022

PROBLEMS

- Guerrilla Testing failed due to unsuitable location. I managed to arrange a later usability test with one participant from this event.
- I forgot to press the “Recording” button once. The first two tests were a bit clumsy. It got better with more practice.
- One participant called off the scheduled test for personal reason.
- The prototype was prepared in Android format. Two of the participants, however, use iPhone. The prototype doesn't work on iPhone properly (the navigation bar doesn't show up). Participant 1 switched to Android, and Participant 5 used the browser to continue the test.
- Participant 6 requested to do the test on the browser. Another participant just wanted to use the mobile phone, not the desktop for the remote session, eventually bailed out.
- All the participants in the in-person test tried to swipe on their phone screen. The prototype, however, only provides the “tap” interaction. Or I haven't found out how to create a “swipe” interaction in Figma.

KEY INSIGHTS

- Moderated in-person appears to be the best method for usability testing.
- The participants have different perception towards security for a financial app. This reflects their expectation on the secure level the app provides.
- Not all participants are familiar with alternative monetary system like Bitcoin. But they seemed to be interested in learning the way self-custody works after trying out this function.
- The participants didn't just focus on the tasks and clickable buttons, but also tried out other buttons on their own out of curiosity or habit. My prototype, however, has not been complete and only offers 5 main core features.
- Feature 3 and 4 need to be redesigned. Others require refinement and better arrangement.
- Participants get confused about “Send”, “Receive”, “Transfer”,

PARTICIPANT 1

- Ernesto (44)
- Argentinean/Italian, currently living in Germany
- former Industrial engineer, Business Intelligent consultant
- Recorded: 8pm, 17.3.2022 (Ulm, Germany)

BACKGROUND

- He grew up in an inflationary economy and this strongly shapes his economic behavior. One can see he has an extensive knowledge about economics and all governments' tactics to inflate savers' savings away.
- He uses different investments as form of savings: land, real estate, stocks, digital assets etc. He always searches for opportunities for investment and has high tolerance of risk.
- He uses both iPhone and Android with both German and Argentinean number. According to him, he can access to some certain financial apps with a certain nationality. For example: as Argentinean he has access to Mercado Pago, Lemon Cash, Celcius, Strike etc. As Italian he can use Revolut, Nexo, Bit2Me etc.
- He teaches Blockchain Technology as a guest lecturer. He also runs a Lightning node at home as a validator.

IMPRESSIONS

- He gave compliments that the app design looks clean and clear.
- He's obviously an experienced user. He constantly pressed questions and suggested how it should work in reality.
- He also questioned the terminologies used for describing the button. For example: "Transfer" means moving fund from payer to payee, not between accounts of the same user. "Convert peso to bitcoin" doesn't work if he hasn't had peso yet. Therefore, there should be the function to deposit peso first.
- He recommended using a carousel effect for the onboarding screens, and drag-and-drop secret key words instead of typing them all in.

PARTICIPANT 2

- Daniel (m), 36
- Peruvian, currently living in Germany
- musician, music teacher
- Recorded: 12pm, 18.3.2022 (in-person)

BACKGROUND

- He had a memory from the severely inflationary time in Peru. His parents had to flee to Venezuela. Later Venezuela also got 1000% inflation rate. His family moved again to Mexico. He has lived in Germany for 17 years where life is more stable. But this year he started noticing the bread got more expensive.
- His moving to a better country is a way to protect his savings. In Germany he can just leave his savings the bank. But he thinks he should start investing in some savings funds.
- He uses PayPal when it doesn't work with bank transfer.
- He heard about Bitcoin but doesn't understand much. But it sounds interesting. Especially recently he followed some news about how international support used cryptocurrencies to send to Ukraine.

IMPRESSIONS

- He likes how the app is designed. He thinks it's neat and nice. He could find buttons and navigate easily.
- He couldn't tell right away it's an app for payment or the purpose of the app.
- He found the "Create a PIN" function in the Onboarding process unusual. He would like to browse the dashboard first to get comfortable, then decide to create a PIN.
- He is not familiar with creating a self-custody Bitcoin account. But he's amused to see how it works. He suggested to make the progress bar with step numbers to understand better.
- He understood "fund" as investment fund or hedge fund.
- He got confused between "Transfer" and "Send".
- He likes the QR code for payment request.

PARTICIPANT 3

- Benjamin (m), 31
- German, born and lives in Ulm, Germany.
- logistic technician
- Recorded: 4pm, 19.3.2022 (in-person)

BACKGROUND

- He always has interest in economics and finance. And as German he knew from his grandparents the inflation phase when the Deutsche mark became worthless overnight. People had to weigh money to buy bread.
- He started buying gold quite early. He discovered Bitcoin in 2016 and started accumulating bitcoin since then. In recent years he invested more in Etherium. He never sold a single coin, just bought and hold.
- He prefers cash for payment for privacy reason. Digital assets are private property to him, not currencies. Therefore every selling triggers tax invasion.
- He used to use Binance when they didn't require KYC. Then he switched to Gate.io because they're not subjected to report to German tax office. He uses Anycoin app to track currencies' price.
- He organized the Bitcoin & Blockchain meetups in Ulm. Before Covid they used to form a community in a club house and promoted micropayment using the Lightning network. During Covid restrictions they still met online regularly every month. He even owns a Lightning ATM in which you could put Euro coins to exchange for bitcoin into your Lightning digital wallet.

IMPRESSIONS

- He could be called one of the "hardcore" cryptocurrency guy.
- He doesn't care much about an app design, as long as it is secure and not snitch on users.
- He likes Binance app because it offers more options for trading. He thinks if someone has difficulty in using the app, it's not the UX's problem, it's users' problem because they don't understand the financial product.
- He thought the Pluto Pay prototype is too basic. He expects a payment app to be sophisticated.
- He didn't have problem completing the tasks at all. He just didn't seem to like it.

PARTICIPANT 4

- Jianyou (f), 22.
- Chinese/German, living in Karlsruhe.
- Medicine student
- Recorded: 9 am, 20.3.2022 (in-person)

BACKGROUND

- She got support from her family for her studying, so she doesn't notice much about the change in the cost of living. Her rent still remains the same for years.
- She prefers using digital payment to cash because she doesn't have to search for cash all the time. She only needs her phone. She uses Google Pay to integrate her bank cards for daily payment. All people she knows in China don't use cash anymore, just WeChat.
- She heard about Bitcoin and knows a couple of friends who are very into it. But she thinks Bitcoin is not a good monetary system because it uses too much energy and the transaction fee is too high. She doesn't know the Lightning network as Layer 2 Solution.

IMPRESSIONS

- She thinks the design is elegant. She likes the round shape and the app's layout.
- She doesn't understand why there needs to be a secret key. She thought she would have to enter it everytime she makes a transaction. After being explained that she only needs to do it once, she thought that the app could have shown that information to her first.
- She got confused between "Send" and "Transfer".
- She doesn't understand why there are "Send" and "Receive" in both Savings and Spending accounts.
- She's not familiar with "SAT" or "Satoshi" as a currency denominator.
- She wants to see the exchange amount first before choosing payment method. She feels like being forced to choose payment method immediately.

PARTICIPANT 5

- Cong (m), 39
- Vietnamese, living in Vietnam.
- Data engineer
- Recorded: 9 am, 20.3.2022 (remote)

BACKGROUND

- He knows there's always inflation going on but accepts it as a matter of fact. All countries have to print money to help people and business.
- He is a frequent trader and only aims for profit. He doesn't care about the philosophy behind each cryptocurrency project.
- He bought 1 bitcoin in 2018 then sold it to cut loss. He never stops regretting it.
- He uses a wide range of exchange platforms: Binance, Gate.io, FTX, Kucoin etc. He doesn't really have a preference. "Any app with best price."
- For daily payment he simply uses bank cards. He thinks cryptocurrencies are more suitable for crossed-border payment and easier for trading activities and tokenized assets.

IMPRESSIONS

- He likes the clear design, but wishes to see more colors.
- He is an experienced user. He immediately questioned about other security layers like 2F-Authenticator and Biometrics. He thinks a PIN is too weak.
- He stayed longer in screens with numbers. He emphasizes on keeping these exchange rate and amount visible every step of the trade or moving fund.
- He thinks the "Transfer" and "Send" are confusing.
- He thinks the "Request Payment" function cuts too many steps. He wants to see to whom he requests.
- He suggested to use "Deposit" and "Withdrawal" because these terms are more common and understandable.
- He thinks there could be more description and in captial writing.

PARTICIPANT 6

- Martin (m), 32.
- German, living in Germany.
- PHD in Infomatics
- Recorded: 8.30 pm, 20.3.2022 (remote)

BACKGROUND

- He notices the price is higher since last year because of the corona crisis.
- He hasn't done anything to protect his savings, which is not much. But he thinks he should do something.
- He prefers to use cash for data privacy reason.
- He studied cryptography as part of his curriculum and understands how Bitcoin security works technically. A friend of him is also involved in bitcoin mining. He just doesn't have a special interest in finance in general. But he thinks Dapps and NFTs are cool.
- He also understands how Lightning works. He's just never in need of having a Lightning wallet.

IMPRESSIONS

- He thinks the app design is cool, simple but attractive. He had though at first the gray color is designed on purpose.
- He didn't complain about the extra step of "Create PIN". He thinks if there's an option to do it later then it's ok. He also thought if "Confirm secret key" is expected to be done once then entering all the secret words carefully is necessary.
- He got confused between "Send" and "Transfer"
- He got confused again at "Receive" and "Send request".
- He hesitates at the QR code of "Request payment". He needs to see more information.

SUMMARY PARTICIPANTS

	P1	P2	P3	P4	P5	P6
Scheduled session details	Thursday, March 17 at 8:00pm private residential	Friday, March 18 at 12:00pm private residential	Saturday, March 19 at 4:00pm Stadtteil Café	Sunday, March 20, at 4:00pm private residential	Sunday, March 20, at 9:00am remote	Sunday, March 20, at 8:30pm remote
Name	Ernesto	Daniel	Benjamin	Jianyou	Cong Vu	Martin
Gender	Male	Male	Male	Female	Male	Male
Age range	44	36	31	22	39	32
Role	BI consultant / lecturer	Musician / Music teacher	Logistics technician	Medicine student	data engineer	PHD candidate in Informatics
Company	Data Group	freelancer	Ewimed		Vung Tau Oil	Darmstadt University
Other characteristics	wel-travelled in Latin America and Europe with double citizenship (Argentinean / Italian)	well-travelled since early age. Speak 3 languages fluently.	knowledgeable about finance and technology	focused on studying, hard-working student	experienced in trading	polite, careful in choosing feedback words
Other characteristics	knowledgeable about economics, finance, technology etc.	Friendly, funny, curious	discrete, private	friendly, attentive	pragmatic	friendly and open, yet hold back and keep certain privacy.
Other characteristics	tech-savvy, using multiple digital devices	Artist-like, forgetful and distracted			friendly, yet practical	
Contact	phone number	knock on his door	meetup contact	phone number	phone number	email

AFFINITY MAP

OBSERVATIONS

Mobile users tried to swipe the Onboarding screens.

Tried to tap all buttons out of habit or curiosity.

Some searched for "Back" button

Non-crypto users took longer time for most tasks.

Most hesitated between "Send" and "Transfer" function.

POSITIVE QUOTES

But well done. It's not easy to design app for this type of product.

The design is clean and clear. The buttons are clearly described.

If it's necessary to write down all the words, and it's only once then I should do it.

I like the round shape of the buttons and clear layout.

It looks elegant.

NEGATIVE QUOTES

I have to enter ALL the words? Can I just drag and drop them? It would be much faster. I might make minor writing mistakes.

Transfer sounds like I'm transferring to the guy of business, not to my own account.

I'm skeptical when I don't know the app yet and already have to create a PIN.

It's not intuitive. If I didn't read the infos, I wouldn't know what to do.

It's too basic. This type of financial product should be much more sophisticated.

To convert peso to bitcoin, I need to have peso first. How can I fund my account with peso?

This doesn't work in reality. Bank transfer takes at least 5 hours. What would happen to the exchange rate?

I'd be better if you explain the information more clearly. The icon is not so obvious.

PIN is meaningless. Apps that relate to money require high security, like 2F-Authenticator or Biometrics.

I'd like to use a name instead of just email.

I wonder why I just entered my password then I still need a PIN?

There should be a warning or reminder about the secret key. If you lose it then you lose your money.

I don't like that I have to choose the payment method before the exchange amount.

I already chose to convert peso to bitcoin. Why do I need to choose what to exchange again?

There are "Transfer" in both accounts. It's confusing.

ERRORS

Got confused between "Send" and "Transfer". Chose "Send" where "Transfer" is expected.

Didn't understand the Dashboard button.

Got confused because both accounts have "Send" and "Receive".

Oversaw the "i" symbol while searching for more explanation.

Searched for the "Deposit peso" function first but found none.

USABILITY TEST RESULTS

MOBILE USABILITY TEST	Mobile	P1	P2	P3	P4	Desktop	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors - Record and prioritize most critical errors based on your error classification.										
Got confused between "Send" and "Transfer". Chose "Send" where "Transfer" is expected.			Orange				Cyan	Blue	3	Clearer description: Transfer between Savings and Spending.
Didn't understand the Dashboard button.									1	Description for each navigation button.
Got confused because both accounts have "Send" and "Receive".					Green				1	Use "Deposit" and "Withdraw" for Savings account.
Oversaw the "i" symbol while searching for more explanation.			Orange		Green		Cyan	Blue	4	Important information as a pop-up screens.
Searched for the "Deposit peso" function first but found none.		Red		Yellow	Green		Cyan		4	Research on new function: "Deposit peso"
Observations - What are people Doing, Thinking, and Feeling?										
Use active verbs.										
Tried to swipe the Onboarding screens.		Red	Orange	Yellow			Cyan	Blue	5	Swipe interaction for mobile version or use arrow icons.
Tried to tap all buttons out of habit or curiosity				Yellow	Green				2	Complete functionality design.
Searched for "Back" button		Red	Orange				Cyan		3	Integrate "Back" button.
Non-crypto users took longer time to for most tasks.										
Negative Quotes - Any negative soundbytes? Record them here.										
I have to enter ALL the words? Can I just drag and drop them? It would be much faster. I might make minor writing mistakes.		Red							1	Design remains but add a warning message to emphasize how important this task is.
To convert peso to bitcoin, I need to have peso first. How can I fund my account with peso?		Red					Cyan		2	Research on new function: "Deposit peso"
Transfer sounds like I'm transferring to the guy of business, not to my own account.		Red							1	Clearer description: Transfer between Savings and Spending.
This doesn't work in reality. Bank transfer takes at least 5 hours. What would happen to the exchange rate?		Red							1	Introduce new function: "Deposit peso". When peso is deposited, users can exchange it with real time exchange.
I'm skeptical when I don't know the app yet and already have to create a PIN.			Orange						1	Remove PIN from Sign-up process.
I'd be better if you explain the information more clearly. The i icon is not so obvious.			Orange		Green				2	Important information as a pop-up screens.
It's not intuitive. If I don't read the infos, I wouldn't know what to do.								Blue	1	Important information as a pop-up screens.
PIN is meaningless. Apps that relate to money require 2F-Authenticator or Biometrics.							Cyan		1	Introduce 3 options for security: PIN, 2F-Authenticator, Biometrics.
It's too basic. This type of financial product should be much more sophisticated.				Yellow					1	The app is designed to be most simple for beginners.
I'd like to use a name instead of just email.					Green				1	Optional username could be defined under "Edit profile"

<i>I wonder why I just entered my password then I still need a PIN?</i>								1	Introduce 3 options for security: PIN, 2F-Authenticator, Biometrics.
<i>There should be a warning or reminder about the secret key. If you lose it then you lose your money.</i>								1	Important information as a pop-up screens.
<i>I don't like that I have to choose the payment method before the exchange amount.</i>								1	Swap the step order: Enter exchange amount first.
<i>I already chose to convert peso to bitcoin. Why do I need to choose what to exchange again?</i>								1	Currencies are shown as reference, not as choice. Design more understandable UI.
<i>There are "Transfer" in both accounts. It's confusing.</i>								1	Clearer description: Transfer between Savings and Spending.
Positive Quotes - Any positive soundbytes? Record them here.									
<i>But well done. It's not easy to design app for this type of product.</i>								1	Design style remains.
<i>The design is clean and clear. The buttons are clearly described.</i>								1	Design style remains.
<i>If it's necessary to write down all the words, and it's only once time then I should do it.</i>								1	Design remains but add a warning message to emphasize how important this task is.
<i>I like the round shape of the buttons and clear layout.</i>								1	Design style remains.
<i>It looks elegant.</i>								1	Design style remains.



TEST REPORT

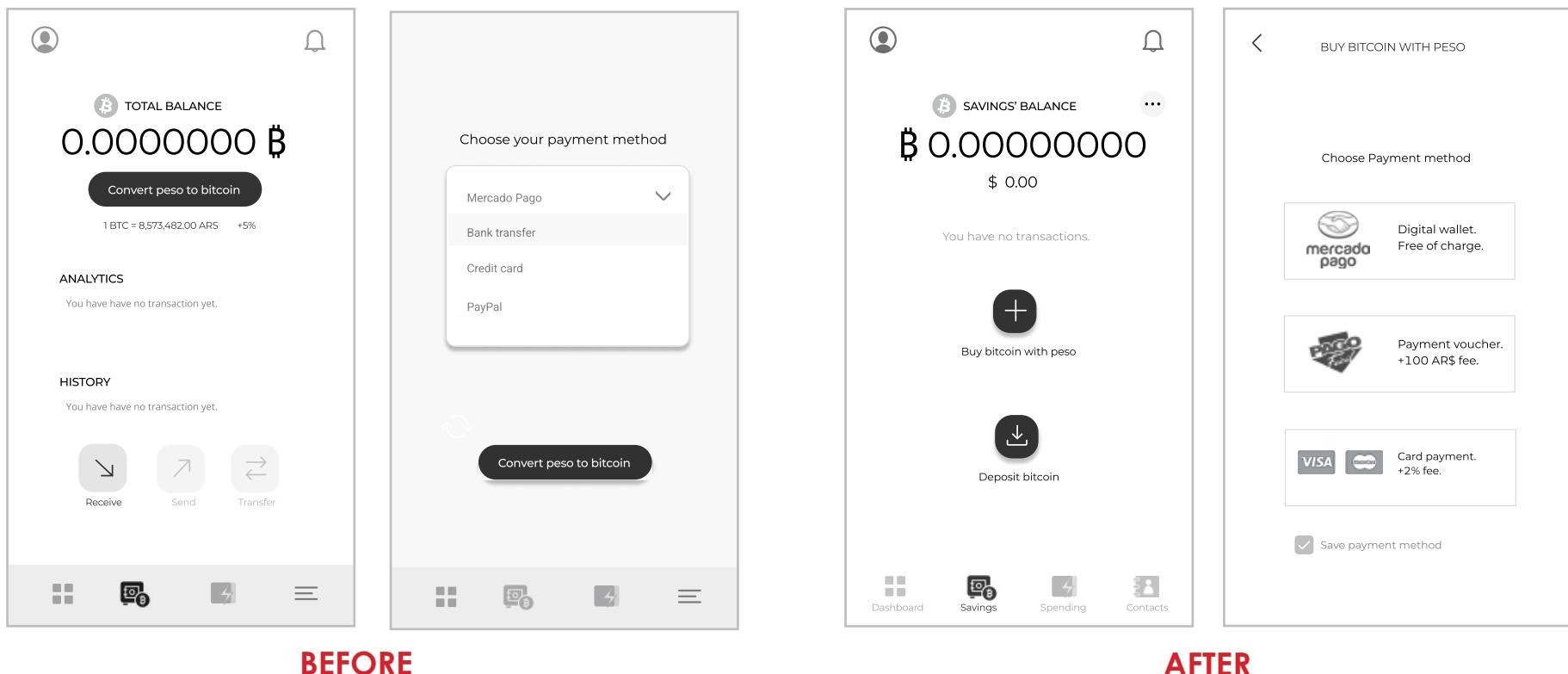
6 usability tests were conducted. Most participants were able to complete 4 out of 5 tasks with the help of the moderator. Most participants like the clear design layout. There is a distinct difference between the two participant groups: the experienced group in finance / Blockchain, and the less experienced group. The experienced group was able to point out immediately some faulty functionality design of the app, while the less experienced group didn't notice. Other errors and challenges are listed next, based on the participants' feedbacks.

[UPDATED PROTOTYPE](#)

ISSUE 1 | Severity [High] | Users can't convert peso to bitcoin without depositing peso first

Suggested changes

Use "Buy bitcoin with peso" instead of "Convert". Since the ability to handle peso in money transmitting will require a banking license in the Argentinean regulations, Pluto Pay as a digital application provider sees the best solution is to delegate this task to a third party who already acquires local money transmitting business: Mercado Pago, Pago Facil, finance institutions with Visa and Mastercard integration. These depend on the exchange companies. But it's feasible on the technical terms.



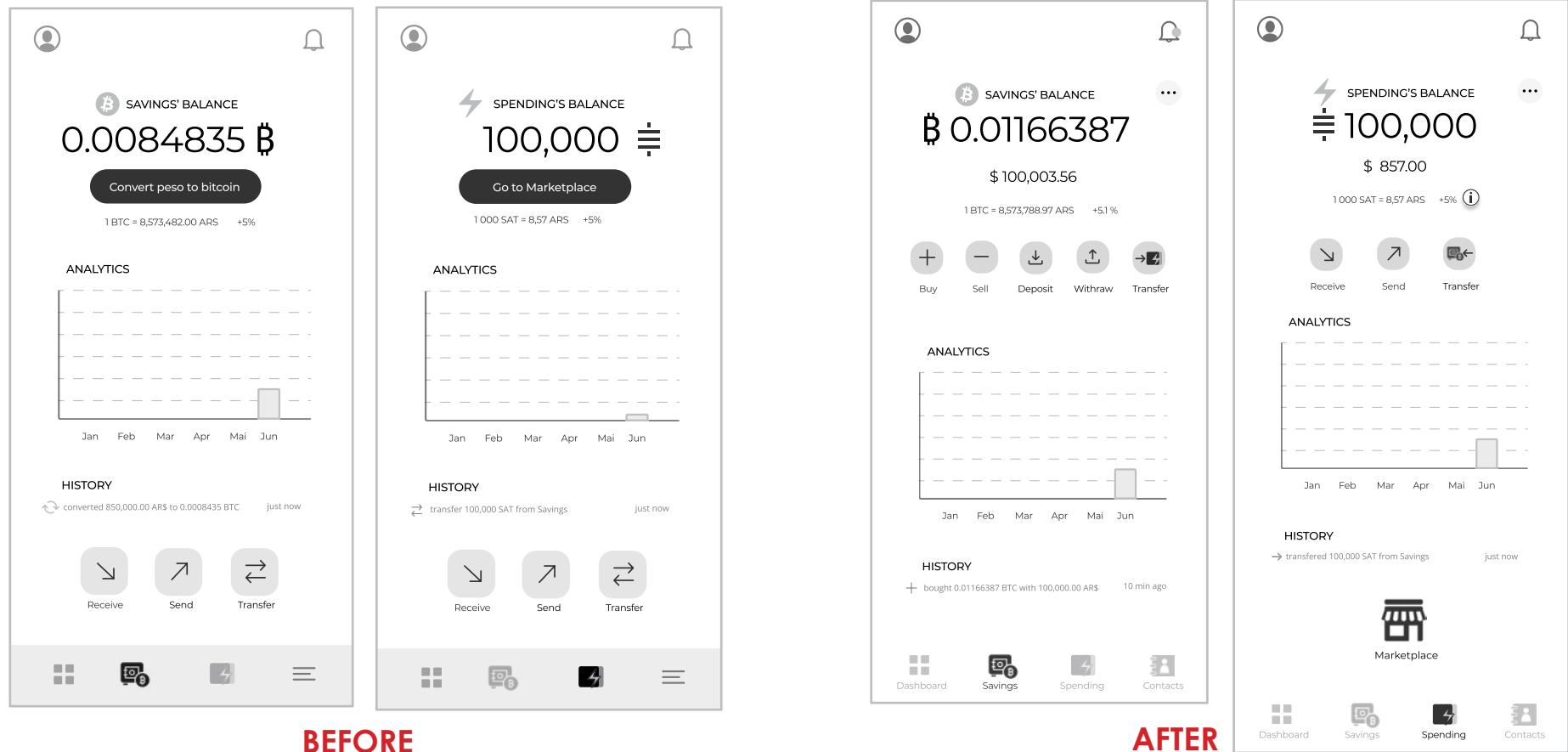
Evidence

All experienced participants pointed out that "Convert peso to bitcoin" doesn't work without having peso first. One argued that "Bank transfer" doesn't work in reality because of the fluctuating exchange rate. The less experienced group was able to complete the task without questioning about this faulty design.

ISSUE 2 | Severity [High] | Users get confused between “Transfer” and “Send”

Suggested changes

- Use descriptive icon for “Transfer to Savings” and “Transfer to Spending”. The term “Transfer” remains to keep the integrity of the simplistic design.
- Use “Deposit” and “Withdraw” in the Savings account as the equivalent terms of “Receive” and “Send” in Spending account to avoid confusion.



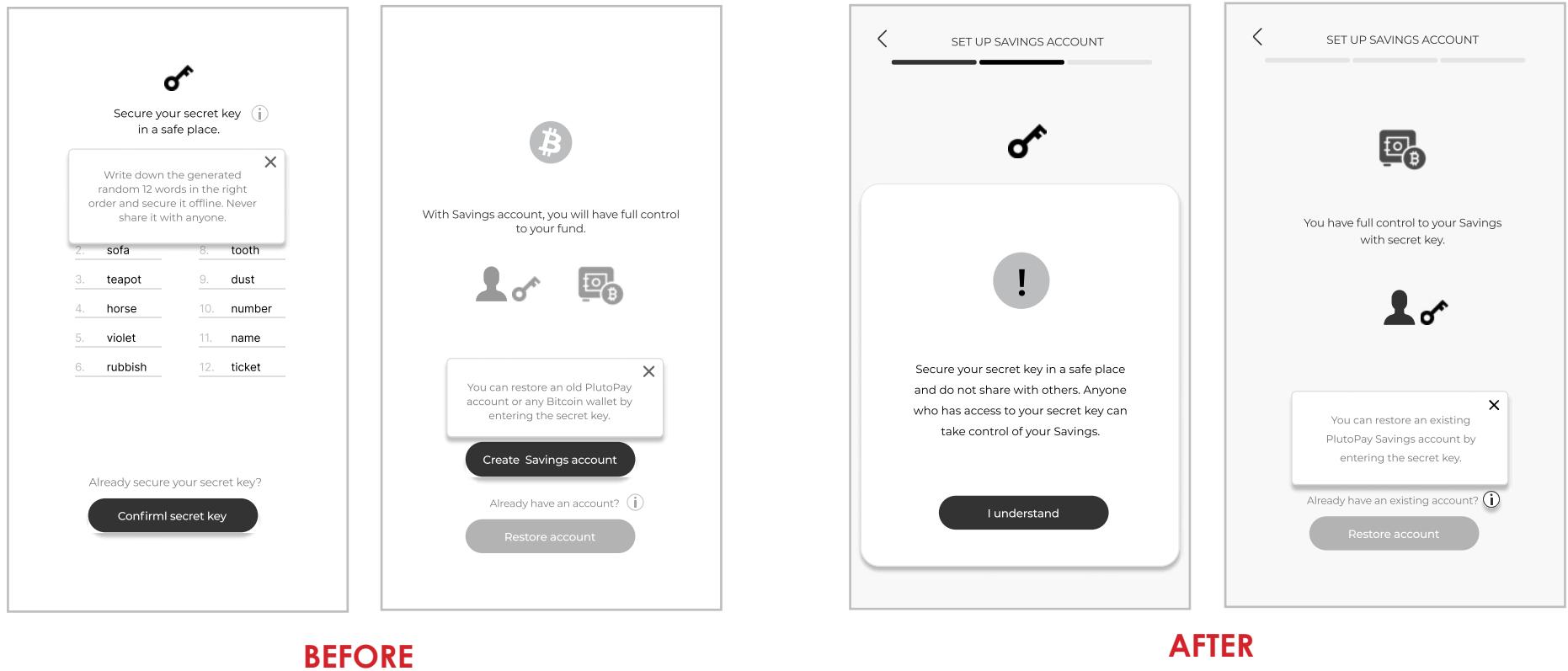
Evidence

50% participants chose “Send” where “Transfer” is expected. Others had to ask “Transfer to where” or “Transfer to whom”. One argued that “Transfer” refers more to an external recipient than between accounts of the same user.

ISSUE 3 | Severity [Medium] | Users don't notice the additional information

Suggested changes

- Important information as a pop-up screen.
- Additional explanation remain to be nested in the “i” symbol. In the High-fidelity level, this will be emphasized with a hover or noticeable animation.



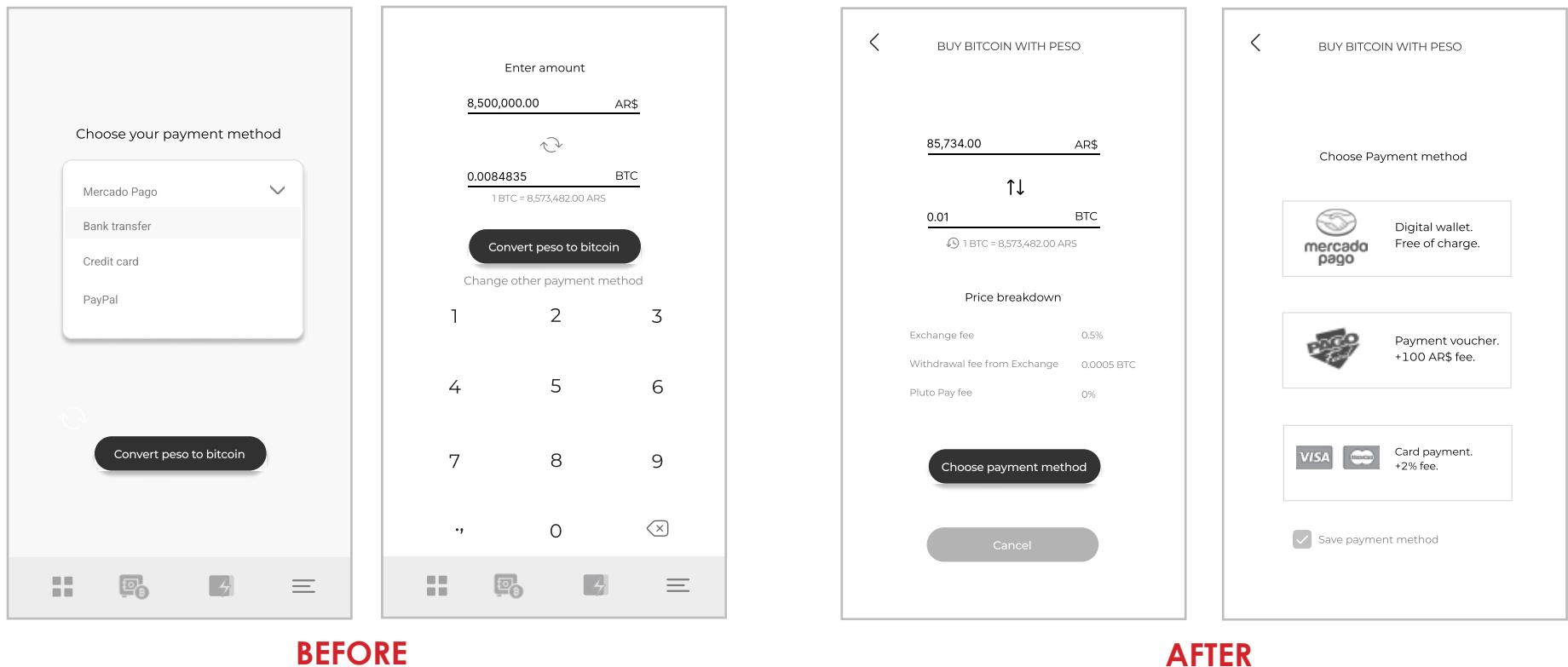
Evidence

This was not an issue to experienced participants. Only one pointed out that there needs to be a warning sign at the critical step. The less experienced participants needed more time to ponder over the meaning of the steps and they missed the “i” icon. After being guided and reading the additional explanation, they understood and recommended that the “i” icon should be more visible.

ISSUE 5 | Severity [Medium] | Users searched for “Back” button

Suggested changes

- Integrate “Back” button.
- Remove the navigation bar on the in-between screens.
- Add description to critical buttons



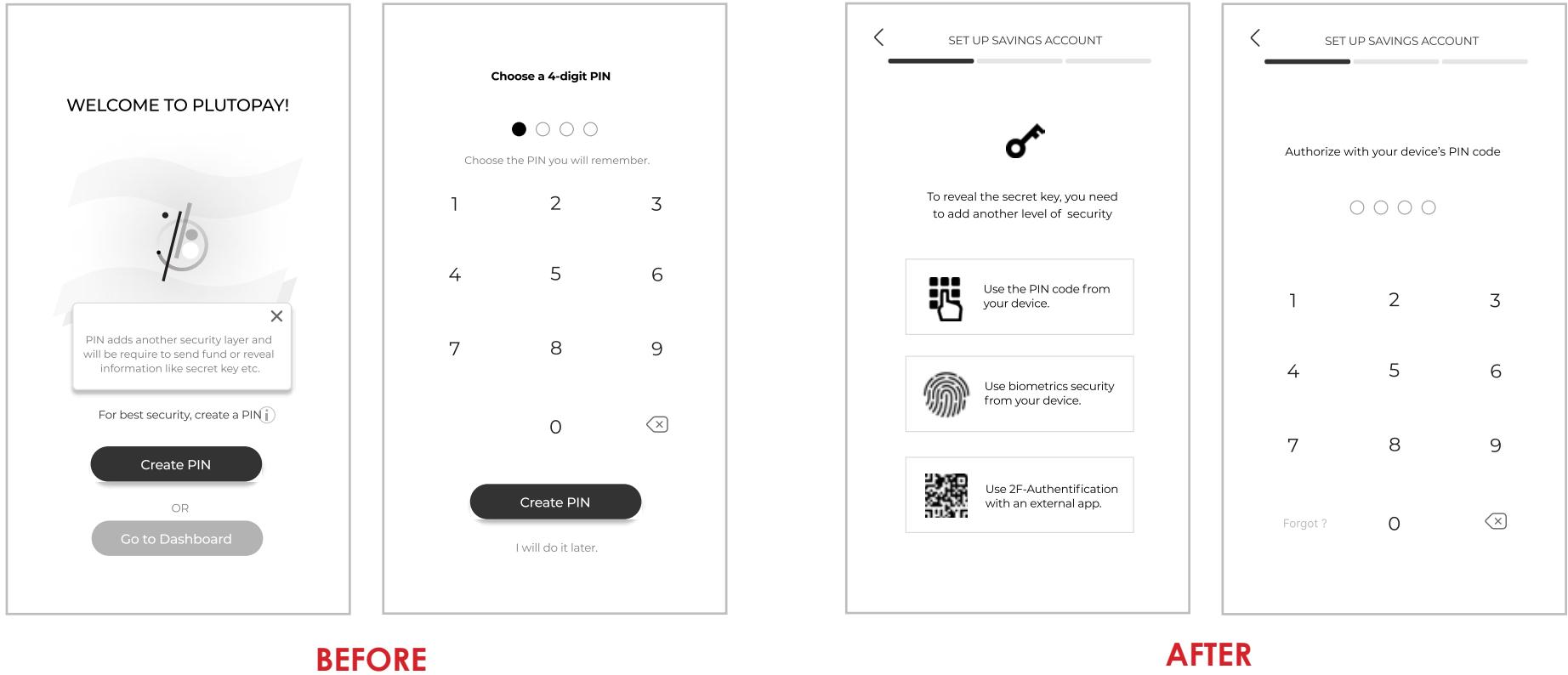
Evidence

- 50% participants searched for “Back” button. When not found, they used the “Back” function on their phone to complete the tasks.
- The naviagation bar appeared unused in the process of completing the tasks, only for naviagating between accounts and Dashboard.

ISSUE 6 | Severity [Low] | Users found “PIN” somewhat misplaced or unnecessary

Suggested changes

- Remove PIN from Sign-up steps
- Second security layer is required, but PIN is optional among other security options like Biometrics or 2F-Authenticator.



Evidence

- One participant questioned why he has to create a PIN without knowing anything yet about the app.
- One saw no point in having a PIN because he already has the password.
- One thought PIN is too weak and urged for stronger security method for this type of financial products.



PREFERENCE TEST

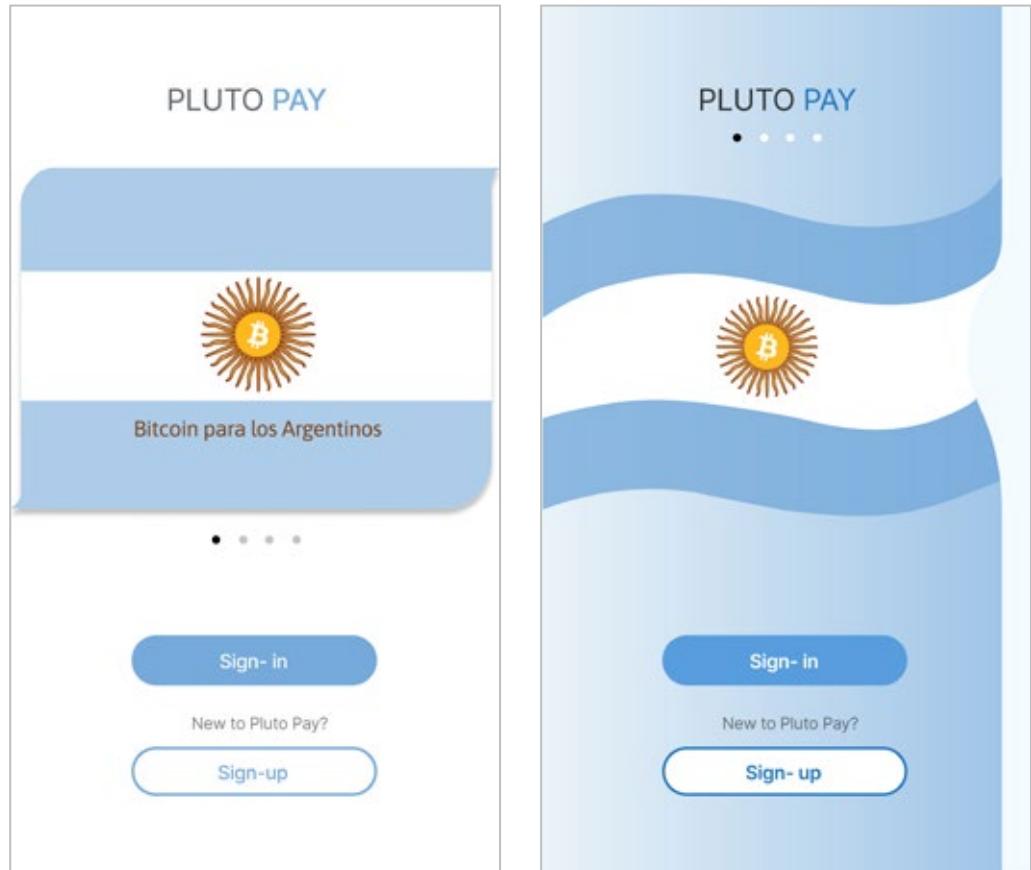
The positive feedbacks from the usability testing show some favour from the participants in the layout and initial visual design of the app, that makes me confident to continue arranging the visual elements in the current direction.

My purpose for this test is to see a preference for **STYLING**. Version A is based on my personal design taste, and my understanding about the Bitcoin-users' mindset:

- Minimalistic visual design to avoid distraction for a financial app.
- Being boring and conservative is a feature in Bitcoin Design philosophy. When it comes to money, it needs to be safe and simple rather than being interesting. This prevents unintended bugs and cyber attacks resulting from the complexity of a design.
- The Argentinean flag and blue tone emphasizes the focus of the product on the local users. It is also made to be straightforward on purpose, so that the design adaptation will be fast when the product is replicated in neighbouring countries (5 out of 20 have very similar flags).

The test is, however, to make sure if it is **not too boring** to users' expectation. I made some changes in the style for Version B:

- Smooth shape with an intention of waves' animation and liquid swipe.
- Blue background to balance the empty space
- Introduce more gradient shade and depth in the blue tone for more sophisticated look.



A

B

FEEDBACKS

A: 24%

B: 76%

I used Usability Hub Preference Test with 19 participants. The participants are mixed of Bitcoin users and non-Bitcoin users. I also posted the link in CareerFoundry Slacks channel for further opinions when the result was not decisive enough. With 76% opted for Option B, the trend is getting clearer.

simple and clean

clean

cleaner

clear, simple, easy to read

i like the wave

background

less contrast in the color

light blue is nicer

aesthetics

most of the screen is light blue and it's pleasing to the eyes
smoother

I like the more playful use of the flag.

looks more unified and seamless more pleasant easy to
scan

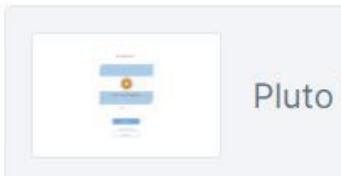
The full background color seems more interesting.

Because strong and defined colors call my attention more.

Country

Germany

13 of 13



Pluto Pay Onboarding A.jpg

36s

24%

4



Argentina

3 of 3



Pluto Pay Onboarding B

25s

76%

13



United States

1 of 1

Canada

1 of 1

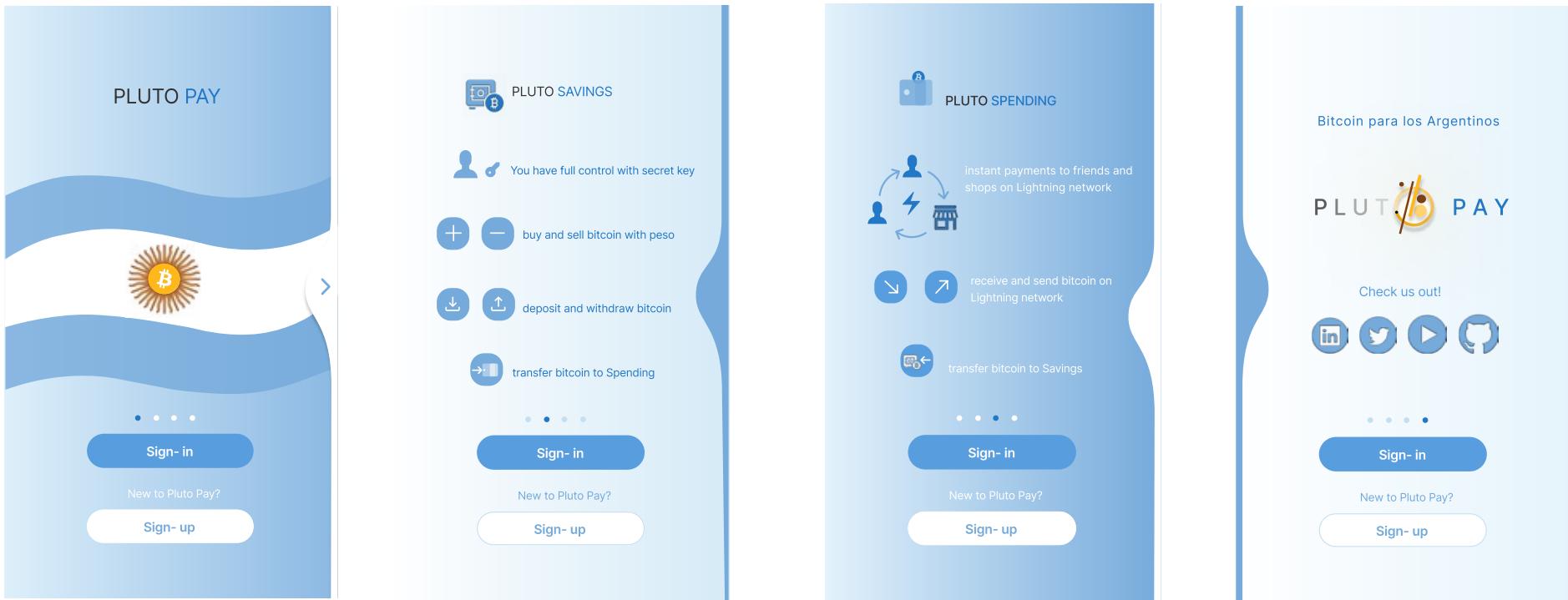
Vietnam

1 of 1

UPDATED DESIGN

Although I originally designed the “boring” version, I decided to change the style according to the audience’s preference. I also think this is an opportunity to make the onboarding screens more attractive, so that new users stay longer to read the introduction more thoroughly. For the later high-fidelity wireframes, I will stick with this style preference.

UPDATED ONBOARDING PROTOTYPE



CONCLUSION

The usability test and preference test were proved to be extremely useful in this phase of the project. The usability test's result shows some major faults in the functionality design that are now reasonably fixed. Some minor navigation problems were observed from the participants are also improved. The preference test shows a clear trend in the audience's taste for more sophisticated and interesting look, not just plain and simple as planned. The next step is to complete all the features and develop the wireframes to high-fidelity level with a styling preference like in Option B.