

Tester: Tommaso Polloni n°6				
Inspector: Francesco Ratti				
Task		Time	Assistance	Comments
T1	Register to a Webinar	8.30	no	<p>Went to AI section at the beginning, checked “events” (like Alessia Luoni), didn’t found webinars as expected, came back to homepage, then ok.</p> <p>Password auto generated by browser, so it satisfied conditions</p>
T2	Locate the Milan Office	2.10	no	<p>About -&gt; office location but immediately scrolled to the bottom since the map located in the upper part was slow to be loaded and didn’t notice it.</p> <p>He has seen the offices list and had to click “view on map” for each, which opens a new tab in maps for each one instead of highlighting it into the built-in map, so he had to open 3 different tabs (one for each office in Milan)</p>
T3	Retrieve information about a game	1.15	No	Used search engine but Theseus wasn’t the first result even though it was the search keyword.
T4	Retrieve information about a collaboration	1.30	no	
T5	Event discovery	8.40	<p>Asked whether he could check directly the IG page</p> <p>Asked whether “teenagers” are children. Had to specify several times “opportunities for children” because he thought “esports” were open for children.</p> <p>Suggested to “look at menus”, otherwise task would have probably failed for time elapse.</p>	<p>Used control f on homepage, Looked into topics then without finding it, clicked about, looked at news but didn’t notice “kids” in about subsection.</p> <p>Used control f in news section. Started from the beginning. Didn’t find it.</p> <p>Used “search” function without results</p> <p>After “look at the menus” suggestion (look “assistance” column) he found the label in “about”.</p>

<i>T6</i>	<i>Financial Report</i>	5.20	He started to analyse every pdf reported in “loyalty shares”. So, I suggested that it was much easier than what he was doing. After this he came back to the menus and found it.	<p>Went to loyalty shares, Then came back.</p> <p>Looked many times to “financial” labels without seeing “reply share information”. All the other financially related labels start with “financial”, this doesn’t, so it tricked him.</p> <p>Label seen after a long time.</p>