

TEST SCRIPT

Introduction

Hello! (My name is Mikael and I am going to carry out the test today.) First of all, I want to thank you once more for taking part in the testing process. This will be of huge help! Before we start, I would like to say few words about the product, the test, and the purpose behind all this.

So, I am testing a mobile app that is still far from ready. The idea of testing is to find out how it could serve the users as well as possible. It is important to keep in mind all time that I am testing *the app* and not you. You cannot say anything wrong. You cannot hurt my feelings in any way. It is usually even more helpful to hear what doesn't work than what does. I just want you to be open and honest and tell me everything that comes to your mind. Every little impression can be extremely valuable.

First we start with some more general question after which we proceed to the actual tasks I would like you to perform. Please, just remember to think out loud and express every thought that the app provokes. if you feel confused or just want to take a break at any point, just let me know.

And the last thing before we start: Is it okay to record the session? The recording is used only by me when analysing the information and only for the purpose of optimising the app.

Do you have any questions so far? If no, we should begin. I will start to record now.

Personal Demographic Question (when needed)

1. Please, select your age range (31-35, 36-40, 41-45).
2. What is your current occupation?

Background Questions

1. Can you name some of your favourite apps and how much do you use them on a daily basis?
2. How comfortable are you when using mobile apps? Is it something natural for you?

Open-Ended Questions

Ok, great! Now I would like to get to the app finally.

I will give you the phone in just a second but before that, please, imagine that you have just downloaded this app called ExpertLand. Take a look at the onboarding screens. You can swipe them but please don't click anywhere else. Just tell me everything that comes to your mind? What is your impression? What do you like and what do you dislike?

Could you describe what is, in your opinion, the purpose of this app?

Tasks

Ok, now we will proceed to the actual tasks I want you to perform. Can you, please, continue expressing your feelings and thoughts about everything that you see?

1. So, let us imagine that, now as you have seen the onboarding screens, you have become convinced that you want to use the app. Can you, please, create an account to start with?
2. Now you have entered the start screen. Let us imagine that you have some problem you need help with. Say, with your digestion. You think that you need help to modify your eating habits in order to feel better again. Can you, please, use the app to find some nutrition experts that could help you with your problem.
3. Ok, now that you have found some nutrition experts, please, select the best of them and book a call with this expert.

Ending

Thank you so much for your help! This will be of great help in improving the application. Do you have anything on your mind that you still want to share with me? Any questions or feedback?