Usability Testing (Ease of Use)

The Tourist Assist App has a wide variety of users which are distinguished based on age, educational background, phone usability and region from where they are coming. So, in order to test the app with all the different types of users, we selected 50 users for testing which were all from different user class. The user categories is mentioned in the second chapter of the report. We took 5 users from every category and then performed the usability (ease-of-use) testing on them.

**Test Case 1:**

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| **Test Case #:** UT-1  **System:** Tourist Assist  **Designed by:** Mohammed  **Short Description:** To check if the user adds a new trip from dashboard to planned trips in 1.5 to 2 minutes | **Test Case Name:** Add New Trip Usability Test |

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| **Pre-conditions:** The user is already logged in to the system and currently on the dashboard screen of the application. |

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| **Step** | **Action** | **Expected Time Taken by User (seconds)** |
| 1 | Click on the ‘+’ button on the right corner of dashboard | 2 |
| 2 | Enter New Trip Name | 10 |
| 3 | Select Start Date | 10 |
| 4 | Select End Date | 10 |
| 5 | Select Planned Trip checkbox | 5 |
| 6 | Click on ‘Add Destination’ | 2 |
| 7 | Search for the destination ‘Chicago’ in search bar | 10 |
| 8 | Click on ‘Chicago’ in displayed results | 2 |
| 9 | View Chicago Destination Profile | 10-60 |
| 10 | Click’+’ button on top right corner (User will be taken to previous ‘Add New Trip’ screen) | 5 |
| 11 | Click Save button | 2 |

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| **Exceptions:**   * App crashes in between * User clicks anything else in between the regular flow of the functions * User gets diverted by any other app on the phone |

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| **Post-conditions:** 80% of the users tested must complete the function between 1.5 to 2 minutes |

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| **Results:** After testing 50 different types of users, 42 users completed the function between 1.5 to 2 minutes which results in a successful usability rest result. |

**Test Case 2:**

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| **Test Case #:** UT-1  **System:** Tourist Assist  **Designed by:** Mohammed  **Short Description:** Test the time taken by a user to register with the app for the first time | **Test Case Name:** Register Usability test |

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| **Pre-conditions:** The user has installed the app for the first time and is on the first screen of the app where Login and Register options are given. |

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| **Step** | **Action** | **Expected Time Taken by User (seconds)** |
| 1 | Click Register | 2 |
| 2 | Enter First Name | 5 |
| 3 | Enter Last Name | 5 |
| 4 | Enter Email Address | 5 |
| 5 | Select Age | 5 |
| 6 | Enter Phone Number | 5 |
| 7 | Select Country | 5 |

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| **Exceptions:** User clicks Login instead of register (In this case, a warning will be displayed of wrong username and password). This may take extra 5 or 10 seconds. |

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| **Post-conditions:** 85% of the users successfully registers for the app in 30-35 seconds |

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| **Results:** After testing 50 different types of users, 45 users completed the task in an average of 32 seconds |

**Test Case3:**

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| **Test Case #:** UT-1  **System:** Tourist Assist  **Designed by:** Mohammed  **Short Description:** Test if the user can add a photo from gallery for the destination in 10-20 seconds | **Test Case Name:** Add Destination Photo Usability Test |

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| **Pre-conditions:** The user is already logged in to the application and is on the currently selected Chicago Trip of the user. The user is on the current trips page |

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| **Step** | **Action** | **Expected Time Taken by User (seconds)** |
| 1 | Press the ‘Add Photos’ button on the current trip screen | 2 |
| 2 | Press the ‘Gallery’ button (The photo gallery will open up) | 5-10 |
| 3 | Select a photo from the gallery | 2 |
| 4 | Press ‘Upload’ button (Photo is uploaded and user is taken back to current trip photos screen) | 2 |

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| **Exceptions:**   * User has no photos in the photo gallery. * User sits and sees all the photos rather than selecting a photo to upload |

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| **Post-conditions:** A User successfully uploads a photo in 10-20 seconds |

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| **Results:** After testing 50 users, 39 users successfully completed the task in an average of 18 seconds. |