

User Test Plan

the purpose of this document is to detail methodologies and procedures that will be used to conduct a usability test for Obero's proposed solutions. This is a procedural document which will be used for iterative purposes.

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Project Background

Obero is currently in the midst stages of developing new and revamped solutions:

- a. Merchant MGMT Platform for vendors and restaurant owners on operational purposes.
- b. Customer application for consumers to conduct in-store ordering.

With each solution having affiliated research questions that are used to gather efficiency and effective usability. The goal is to gather user feedback and inputs for iterative purposes within the design process, until feedbacks are in sync with the internal stakeholders that would begin the development/implementation process.

Methodologies

The methods used to conduct this user testing is an online survey-based testing with Maze.co, a long-time tool that Obero has used for testing purposes with internal employees. The survey will consist of 3 parts:

1. Pre-testing questionnaire
2. User tasks
3. Post-testing questionnaire

This sequence will be repeatedly used throughout all testing surveys and for many iterations that are available.

The usability metrics will be focused upon the **success rate**, and **error rate**, to determine the effectiveness and efficiency of the interfaces, and thoroughly match them alongside subjective inputs from the questionnaires.

Procedure

Pre-testing Questionnaires

1. How familiar are you with online ordering?
2. Do you find online ordering difficult in general?
3. Introduction to Usability Testing

In this user test, tasks will be given out to you and you are required to complete them at your own pace.

A. User Tasks for Customer Application

Task A — Ordering: Pay Now

1. Order:
 - 1x Cocktail — 25 hours a day
 - 1x Mocktail — Virgin Pina Colada
2. Place Order & Pay Now
3. View your Order & Download your Receipt

Task B — Ordering: Open Tab

4. Order 2x Moscow Mules
5. Remove 1x Moscow Mule
6. Place Order & Open Tab
7. Order another drink — 1x Gimlet and add it to your open tab
8. Close & pay for your tab
9. View your Order & Download your Receipt

Post-testing Questionnaires*

4. How was your experience of using the product to complete this task?
5. What did you like most about the product?
6. Was the product easy to navigate and interact?
7. Which aspect of the product do you think needs improvement?

Pre-testing Questionnaires

1. Do you have experience with using management tools / digital systems for managing your restaurant/store?

2. Introduction to Usability Testing

In this user test, tasks will be given out to you and you are required to complete them at your own pace.

B. User Tasks for Merchant Management Platform

I – IAM

1. Login into application.
2. Add a new merchant & select your newly created merchant.
3. Create a new dashboard for your merchant.
4. Open your newly created dashboard.

II – Orders

5. View your order history

III – Menu Items

6. View your menu items
7. Add a new menu item

IV – Merchant

8. Check your merchant's information
9. Check your social settings

V – Financials

10. Activate Paypal as a payment method
11. Check out your subscription costs within costs overview

VI – Reporting

12. Compare your annual sales between 2022 and 2023
13. View your sales performance and export as a CSV

Post-testing Questionnaires*

*Same questions will be asked for feedbacks and inputs by users.