

UX Testing Report

Scenario Testing Report:

- UX testing was conducted over Zoom on PC.
- The participants were asked to share their desktop screens during the testing.

Scenario Ella Greene:

The participants were asked to complete the following two tasks for scenario:

1. Use the Live Help function (Can choose text or phone call).
2. Use the Reservation function to search a psychologist and make an appointment for long-term treatment.

Questions	Participant 1	Participant 2	Participant 3
What did you like about the experience during the testing?	The pages are clean and simple. I really like it.	It is very easy and intuitive to manipulate.	I like these famous short quotes in the app.
What did you not like about the experience during the testing?	No, I like this app.	Nothing.	Nothing.
Which step was easy to do? Why?	Live help is convenient and easy. Not like the other app needs many steps to wait for a consulting.	Live Help and Mood diary.	Live help is beneficial for someone who needs emergency help.
Which step was difficult to do (or frustrated you)? Why?	For reservation, it is a bit hard to find a psychologist that I need.	Nothing.	No difficult part. It is simple and clear.
What do you think is missing or how could the experience be improved?	For reservation search, it can add search as their specialties.	There can be a prompt below the appointment completion which tell people the detail info.	View appointments should have a separate icon on the main page for users to check it easily.

Improvements Needed:

1. Search function should add more detail to search.
2. Add brief description after appointment to guide user finding their reservation detail.
3. View appointment should add in main page for users conveniently.