Usability testing notes - Pradeepti

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| Goal/Output | Test the usability of the wireframe and detect the issues users have while performing tasks. |
| Inputs | Scenario given:  This is a travel website with options to book hotels, flights, local commute, travel packages, etc. The user doesn’t know much about the geographical area and would like to book a trip with the help of suggestions and inputs from the site. |
| Assumptions | * The user is adept with online bookings * The user has basic knowledge of how bookings of flights, hotels, etc., work. |
| Steps |  |
| Success Criteria | * The user is able to independently navigate through the site * The user finds the architecture of the site very easy and knows where to look for when searching. |
| Notes | * Site looks like google search at first look * Hyperlinks to go back to home page missing – user is lost * Search bar isn’t intuitive, with calendar, etc., like in other travel sites   My trips page-   * Landing page should have in progress trips, not upcoming * Addition of a Chat bot to help users would be useful * Completed trips doesn’t need so much space, add future trip suggestions instead |