ON KEY PLUS - USER TESTING
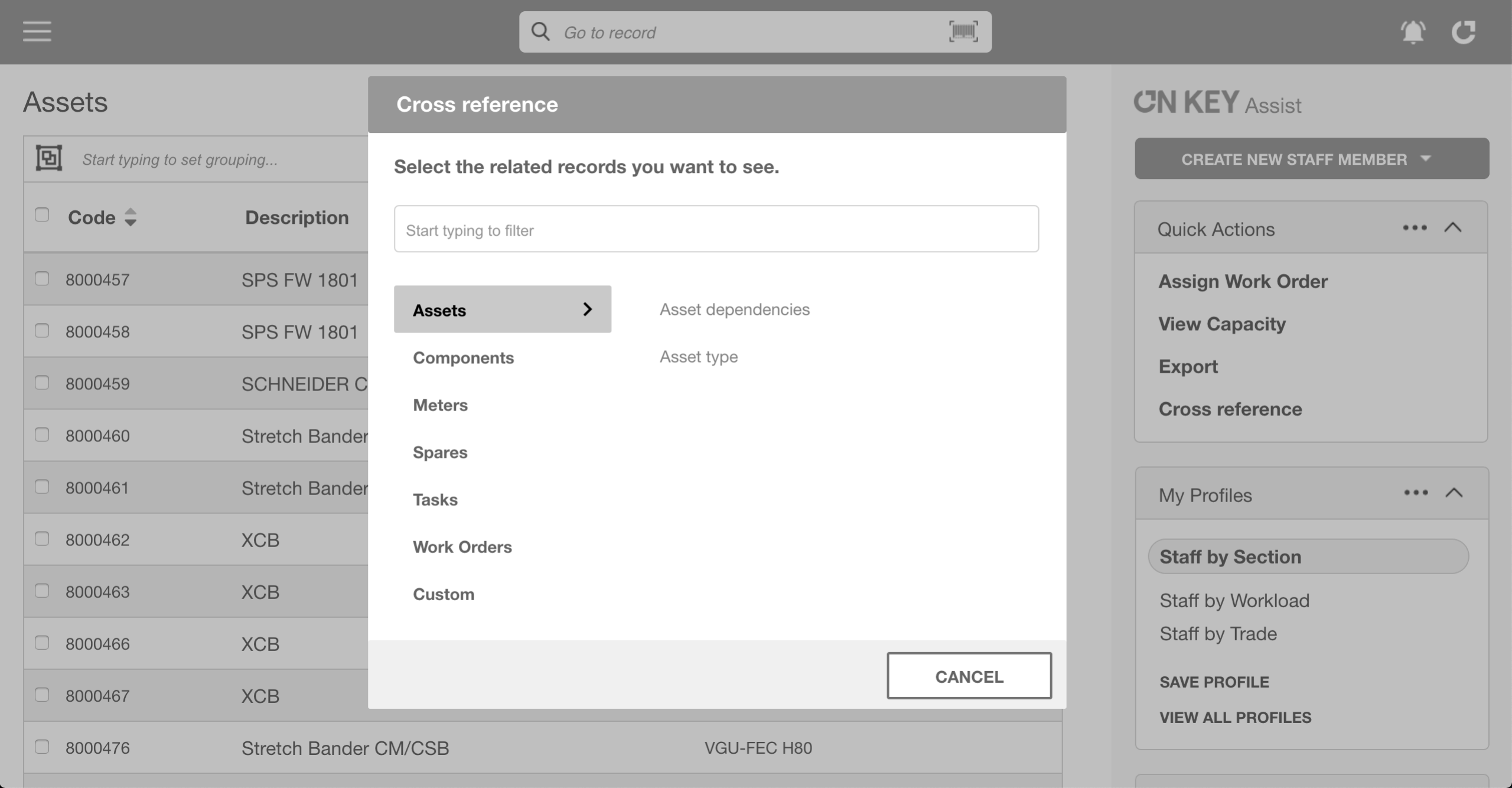
# CROSS-REFERENCE / BATCH UPDATE

NOVEMBER 2018

# WHAT WE TESTED

▸ 10 users

▸ Black n white interactive wireframe

▸ Cross-reference

▸ Batch update

# CROSS-REFERENCE

Go to record

## Assets

Start typing to set grouping...

| ☐ | Code ⬍ | Description |
|---|--------|-------------|
| ☐ | 8000457 | SPS FW 1801 |
| ☐ | 8000458 | SPS FW 1801 |
| ☐ | 8000459 | SCHNEIDER C |
| ☐ | 8000460 | Stretch Bander |
| ☐ | 8000461 | Stretch Bander |
| ☐ | 8000462 | XCB |
| ☐ | 8000463 | XCB |
| ☐ | 8000466 | XCB |
| ☐ | 8000467 | XCB |
| ☐ | 8000476 | Stretch Bander CM/CSB | VGU-FEC H80 |

## Cross reference

Select the related records you want to see.

Start typing to filter

| Assets ⟩ | Asset dependencies |
| Components | Asset type |
| Meters | |
| Spares | |
| Tasks | |
| Work Orders | |
| Custom | |

CANCEL

## CN KEY Assist

CREATE NEW STAFF MEMBER ▾

### Quick Actions ⋯ ⌃

Assign Work Order

View Capacity

Export

Cross reference

### My Profiles ⋯ ⌃

Staff by Section

Staff by Workload

Staff by Trade

SAVE PROFILE

VIEW ALL PROFILES

VIEW PROTOTYPE

# OBSERVATIONS

▸ **Locating cross-reference action:** Users easily found the cross-reference action in the On Key Assist panel, apart from 1 who was looking for actions a little closer to the grid.

▸ **Locating the appropriate profile:** Users found the process simple and easy. Although 1 or 2 initially looked under the "Assets" category, as in OK5 a cross-reference would be performed from the Asset Tree.

# GENERAL COMMENTS

It would be nice to show an "ok" button after selecting a profile, as the immediate navigation behaviour was unexpected.

Easy peasy

...quite nice!...its much quicker than what we currently have

# BATCH UPDATE



VIEW PROTOTYPE

# OBSERVATIONS

▸ **Locating batch update action:** Most users easily found the batch update action in the On Key Assist panel.

▸ **Batch update process:** Users found the process from the initial field selection to adding more fields, and capturing data simple and straight forward.

▸ **Cancel batch(all or nothing):** Most users did not have a need for this functionality, although 1 user (a planner) said it would be very useful for her.

▸ **Batch results:** Users were comfortable with the layout as it's similar to OK5. They were easily able to see which records failed…although the columns should reflect the fields which were updated.

# GENERAL COMMENTS

...anything to reduce the amount of clicks, the better...

Perhaps giving the option to append, overwrite or clear the field would be useful

...that "Go to edit" is very useful, I think personally you should keep it

# GENERAL TAKEAWAYS

▸ **Batch update fields:** Users need a method to define whether they want to overwrite, append, or clear a field.

▸ **Batch update results:** The columns displayed should correspond to the fields the users updated.

▸ The ability to select a profile from the **cross-reference** dialogue seems very useful, drastically increasing productivity.

▸ General consensus is these processes would be much quicker than the current processes.

# SUS SCORING

## HOW DID WE DO?

**OVERALL SCORE**

**81**

Highest score **90**

Lowest score **68**

System Usability Scale

the following statements, mark one
e today.

Strongly
Disagree

this website

sarily complex.

easy to use.

ssistance to be

ions in this website

much inconsistency

host people would
site very quickly.

very
ard to use.

using this website.

a lot of things before I
with this website.