**IVXP Skype for Business On-Prem Test 2**

IVXP has implemented Skype for Business On-Premise to facilitate extra PSTN and voice features. You have been selected to participate in a pilot test that will enable us to gather results on usability from a user perspective. Please follow this document to carry out testing.

**We would like you to conduct the test on at least 3-4 contacts. If possible, please test with contacts within IVXP, IVL and other outside domains (i.e. contractors, vendors).**

**During this week while users are working both on-site and off-site, we would like for you to complete this test at both locations.**

User Tasks:

1. Once admin has confirmed you can commence testing, please log out of Skype for Business application on your desktop. Go to the system tray, right click and select Exit.
2. Launch the Skype for Business application from your desktop and log into it.
3. Perform Test 1-4 and complete the User Experience Observation form on page 2-3.

**Test 1 – Adding contacts to your Skype for Business app**

Please search for a contact in the search field and add them to your contacts list. If possible, please add someone from within the IVXP domain as well as someone in IVL or other outside domain.

**Test 2 – Chat/IM Test**

Observe your contacts list and make sure that you have a status displayed next to your contacts:



If the contact status information displays “Presence unknown” it will not be possible to communicate with this person. If this is experienced, please note this in observations section of this document.

* Select a contact and double click to open a new chat session with them.
* Commence a chat so that you can send text as well as receive it as well. Please note any problems experienced in the observations section of this document.

**Test 3 – Voice Test**

* Right click on a contact, select Call, Skype Call
* Please verify that you can hear the other party and they can hear you. Verify you can share your screen or add video, if possible.
* Please note any problems experienced in the observations section of this document.

**Test 4 – Meeting Test**

* Create a test meeting with 1-2 other users from this test group and join test meeting
* Join a test meeting created by another user
* Please verify that you can hear the other party and they can hear you. Verify you can share your screen or add video.

**Pilot Tester Name:**

**Pilot Tester Account Login:**

**Date of Test:**

**□ On-Site**

**□ Off-Site Connected to VPN**

**□ Off-Site Not Connected to VPN**

Test 3:

* Please state the contact names and email addresses you carried out the test with
* Were you able to have a voice conversation as per your expectations?
* Did the contact hear you okay and did you hear them okay?
* Did you encounter any issues? Please state below:

Test 1-2:

* Please state the contact names and email addresses you carried out the test with.
* Did you manage to send and receive messages as per expected experience?
* Did you encounter any issues? Please state below:

Test 4:

* Please state the contact names and email addresses you carried out the test with
* Were you able to create a meeting as per your expectations?
* Were you able to join a meeting as per your expectations?
* Were you able to share your screen and was it viewable by other attendees?
* Did you encounter any issues? Please state below: