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

IVXP has implemented Skype for Business (On-Premise) to give our users extra PSTN and voice features. You have been selected to participate in a pilot test of the platform. These tests will help us gather insights on usability from a user's 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, with IVL, and with other outside domains (e.g. contractors, vendors).**

**During this week, while users are working both on-site and off-site, we request you complete this test from both locations.**

User Tasks:

1. Once admin has confirmed you can commence testing, please log out of the Skype for Business application on your desktop. To confirm the application closes, go to the system tray, right click the Skype for Business icon (if it's there), and select Exit.
2. Re-launch the Skype for Business application from your desktop. Sign in normally.
3. Perform Tests 1-4 below.
4. Complete the User Experience Observation form on pages 3-4 when finished.

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

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**

Look at your contacts list. Make sure that your contacts have a status displayed next to them.

Example:



(If the contact status information displays “Presence Unknown,” you won't be able to communicate with this person. Please note the occurrence in the Observation Form, with contact name.)

* Select a contact. Double-click their name to open a new chat session with them.
* Chat with them long enough for both of you to send & receive text from one another. Please note any problems experienced in this document's Observation Form.

**Test 3 – Voice Test**

* Right click on a contact.
* Select Call. Choose "Skype Call" from the options available.
* Speak with the contact long enough to verify that you can hear them, and they can hear you.
  + If possible, verify you can share your screen and/or add video to the call.
* Please note any problems experienced in this document's Observation Form.

**Test 4 – Meeting Test**

* Using the Skype Meeting invite in Outlook (under New Items), create a test meeting. Invite 1-2 other users from the test group.
* Join the test meeting. Verify that the other users join, can communicate via voice, and can hear your voice.
* Add video to the test meeting. Confirm that the other attendees see your video.
* Use the Present option to share your screen. Confirm that the other attendees can see your screen.
* Repeat this test by joining another test user's meeting.
* Again, verify that you can hear the other attendees, and they can hear you.
* Again, add video and share your screen within the meeting. Confirm that the other attendees can see your screen & your video.

You have completed the tests. Thank you. Please fill out the Observation Form on the next page.

**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 with whom you carried out the test.
* Were you able to have a voice conversation as per your expectations?
* Did the contact hear you? Did you hear them? Did voice come through clearly?
* Did you encounter any issues? Please state below:

**TEST 1-2**

* Please state the contact names and email addresses with whom you carried out the tests.
* Did you 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? Did the other attendees confirm they could view it?
* Did you encounter any issues? Please state below: