

User Testing - Tasks

Baggage Packing Assistant Application

Note: All of the tasks listed here will be performed by every participant to ensure uniform protocol.

Participants will be asked to perform the baggage packing activity by selecting an airlines and destination country. They will use the “Baggage Packing Assistant” application to:

(TASK 1) Measure the size of the baggage and check for compliance as per the airlines policies

Step 1: Action: Participant opens the “Baggage Packing Assistant” Application on the system.

Step 2: Participant selects the “Airlines” from the dropdown by which he will be flying.

Step 3: Participant selects the “Destination Country” from the dropdown to which he will be flying.

Step 4: Participant submits this information by clicking the “Submit” button.

Step 5: Participant clicks the “Connect” button to submit Wifi IP Address of Camera.

(Sub-Task 1) Edit the Wifi Address of the Camera

Step 6: Participant clicks the “Edit” button to edit the Wifi Address of the Camera.

Step 7: Participant clicks the “Connect” button to re-submit Wifi IP Address of Camera.

Step 8: Participant selects “Baggage Type” from the dropdown.

Step 9: Participant clicks “Click Baggage Side Photo” button and submits the photo.

Step 10: Participant clicks “Click Baggage Top Photo” button and submits the photo.

Step 11: Participant clicks “Click Baggage Front Photo” button and submits the photo.

Step 12: Participant checks for the compliance of the baggage size from the information message presented to him by the application

(TASK 2) Measure the weight of the baggage and check for compliance as per the airlines policies

Step 13: Participant clicks “Check Baggage Weight” button to measure the weight of the baggage.

Step 14: Participant clicks the “Connect” button to submit Wifi IP Address of Weighing Machine.

(Sub-Task 2) Edit the Wifi Address of the Weighing Machine

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Step 15: Participant clicks the “Edit” button to edit the Wifi Address of the Weighing Machine.

Step 16: Participant clicks the “Connect” button to re-submit Wifi IP Address of Weighing Machine.

Step 17: Participant selects “Baggage Type” from the dropdown.

Step 18: Participant clicks “Check Weight” button

Step 19: Participant checks for the compliance of the baggage weight from the information message presented to him by the application

(TASK 3) Identify the (prohibited) items in hand and checked baggage as per the airlines and destination country's customs rules and regulations

(Sub-Task 3.1 – Existing Design)

Step 20: Participant clicks the “Check Item” button to submit the baggage item identification.

Step 21: Participant checks for the prohibited item compliance as per the airlines and destination country's customs rules and regulations.

Step 22: Participant again clicks the “Check Item” button to submit new baggage item identification.

Step 23: Participant again checks for the prohibited item compliance as per the airlines and destination country's customs rules and regulations.

(Sub-Task 3.2 – New/Alternate Design)

Note: Participant will be shown the alternate design screen to continue with the workflow.

Step 24: Participant clicks the “Connect” button to submit Wifi IP Address of Camera.

(Sub-Task 3.2.1) Edit the Wifi Address of the Camera

Step 25: Participant clicks the “Edit” button to edit the Wifi Address of the Camera.

Step 26: Participant clicks the “Connect” button to re-submit Wifi IP Address of Camera.

Step 27: Participant selects “Baggage Type” from the dropdown.

Step 28: Participant clicks “Click Photo and Check Item” button.

Step 29: Participant checks for the compliance of the baggage item from the information message presented to him by the application.

Step 30: Participant clicks “Again Check Baggage Item” button.

Step 31: Participant selects “Baggage Type” from the dropdown.

Step 32: Participant clicks “Click Photo and Check Item” button.

Step 33: Participant checks for the compliance of the baggage item from the information message presented to him by the application.

(TASK 4) Re-do the first three tasks from clicking through the different navigation options.

(Sub-Task 4.1) Baggage Size Information

Step 34: Participant clicks the “Baggage Size Info” button from top navigation.

Step 35: Participant repeats the steps of “Task 1”.

(Sub-Task 4.2) Baggage Weight Information

Step 36: Participant clicks the “Baggage Weight Info” button from top navigation.

Step 37: Participant repeats the steps of “Task 2”.

(Sub-Task 4.3) Baggage Items Information

Step 38: Participant clicks the “Baggage Items Info” button from top navigation.

Step 39: Participant repeats the steps of “Task 3”.