

EASY

A. Choose a Tennis Court from the menu list

A. Selects a date and time to schedule a Tennis Court

A. Selects a discount coupon or any offer

D. Can find page to edit address

B. Completes the checkout process

B. Selects a date and time to schedule a Tennis Court

C. Choose a Tennis Court from the menu list

C. Completes the checkout process

C. Can find page to edit address

C. Selects a date and time to schedule a Tennis Court

D. Selects a date and time to schedule a Tennis Court

D. Selects a discount coupon or any offer

E. Can find page to edit address

E. Selects a date and time to schedule a Tennis Court

E. Selects a discount coupon or any offer

NOT EASY

A. Confused by how to select a date and time to schedule a Tennis Court

A. Difficulty finding page to edit address

A. Difficulty tracking real time online tennis court booking

A. Issues completing the checkout process

A. Trouble choosing a Tennis Court from the list

B. Difficulty tracking real time online tennis court booking

B. Issues completing the checkout process

B. Confused by how to select a date and time to schedule a Tennis Court

B. Difficulty finding page to edit address

B. Trouble choosing a Tennis Court from the list

C. Confused by how to select a date and time to schedule a Tennis Court

C. Difficulty tracking real time online tennis court booking

C. Trouble choosing a Tennis Court from the list

D. Trouble choosing a Tennis

E. Confused by how to select a date and time to

E. Difficulty tracking real time online tennis court booking

TONE

B. Speaks in an indifferent tone

C. Speaks in an indifferent tone

A. Speaks in a positive tone

D. Speaks in a positive tone

E. Speaks in a positive tone

USEFUL

B. Thinks Tennis Court booking app is useful

C. Thinks Tennis Court Booking App is useful

A. Does not think Tennis Court Booking app is useful

D. Does not think Tennis court booking App is useful

E. Does not think Tennis Court Booking app is useful