Usability Testing Script – CCE Dashboard

Introduction

Hello, I am [YOUR NAME] and I will be guiding you through our session today. Thank you for taking time out of your busy schedule to meet with me today. This session is scheduled for one hour, but there is a chance we will wrap up early. You can also stop this session at any time you would like.

Before we start I will let you know
- I am in no way involved with this product or the interfaces you will see today.
- This is a prototype, so some of the functionality in the interface isn't completely built out. If you click something and it doesn't do what you expect, feel free to say aloud what you would have expected to happen instead.
- We have a few members of the team observing the session from another room, so everyone understands the feedback provided today.
- Finally, we are recording this session for research within the team.

Is that okay with you?

Just to give you some context, this team is working on creating an application for senior managers in the Contact Center Experience. The goal of the application is to allow users to see what customers are chatting into the contact centers about, to inform resource allocation.

That being said, the goal of today is to get your feedback on the interface. We aren't testing your knowledge of the contact center or this tool.

Agenda

Today we will be doing a scenario based session, followed by a reaction card activity, and finally a few follow up questions.

Introducing Usability Testing

During our time today, I do ask that you verbalize whatever your thoughts are as you interact with the interface.

If you do have any questions during the session go ahead and ask them. I will not be able to answer right away, but we can come back to them at the end.

When you believe you have completed a task, just let me know and we will move on.

Before we get started with the scenarios, do you have any questions?

Testing Script

I am just going to ask a few introductory questions:

What is your name?

How long have you worked at The Home Depot?

What is your current role?

Moving into our First Scenario:

Scenario 1: You are a senior manager on the Contact Center Experience, logging in for your daily check of the dashboard.

You notice the word "Vanity" on the home screen, but have not seen it there before. You want to explore it to understand what the issue may be.

> **Task 1**: You task is - Find a list of categories that overlap with chats about vanities.
>
>> [Step 1: Navigate to *Vanities* filter page]
>> [Step 2: Click *"View All Categories"* on Shared Categories card
>>   OR indicate the preview card of *Top Shared Categories*]
>
> **Task 2**: Choose the top category related to Vanity and view a list of transcripts with that tag
>
>> [Step 1: Click *Broken* on category page
>>   OR Go to filter page and uncheck all except *Broken*]
>> [Step 2: Click *"View Transcripts"*]
>> [Step 3: (Optional) Click 1st transcript listed]

Your Second Scenario is:

Scenario 2: You have heard that the contact centers have been getting a lot of calls about vanities with broken mirrors in particular, and would like to learn more about this problem.

> **Task 1**: Your task is – Drill down to see more information about vanities with broken mirrors.
>
>> [Step 1: Select *Vanity* on the home page, either in the word cloud or bar display]
>> [Step 2: Select *Broken* in the filter sidebar]
>> [Step 3: Select *Mirror* in the filter sidebar]

Task 2: Find and view a transcript relating to vanities with broken mirrors.

[Step 1: Click *"View Transcripts"* button on filter page]
[Step 2: Filter sidebar must have *Vanity*, *Broken*, and *Mirror* checked]
[Step 3: Click on 1st row and be taken to transcript]

We've finished the interface portion of our session, now we will be moving into the reaction cards activity followed by a debrief.

Reaction Cards Activity

- Thinking back on your experience, pick out 5 of the cards on the table that you feel describe the interface.
- When you are done just hand them to me and we can debrief.

[Go through cards individually with the participant]
Why did you choose this word to describe your experience?

Follow Up Questions

Were there any questions you had during the session that you want to discuss now?

What are two things about the interface that you really liked?

What was the most confusing part of the interface?

If you had a magic wand and could change one thing about the interface, what would you change?

Any closing thoughts you have from our session today?

I appreciate your feedback, I am going to go check with the other room if they had any questions.

Thank you again for your time.