



Remote Research Tools



Criteria

- Remote user testing
 - Moderated
 - Unmoderated
- Participants
 - Bring Your Own Participants
 - Recruitment panel
- Video
 - Participant's face
 - Screen capture
- Analytics
 - Summary of time spent on task
 - Tagging / notes / search
- Multi-tasked tests
- Prototype source
- No download of screen recorder



UserTesting .com

\$2,500 / mo

Moderated testing	Test with any link
Unmoderated testing	Multiple milestones within tests
Recruitment panel	Highlight reels
Bring Your Own Participants	Analytics on time per task
Screen capture with voiceover	Tag themes
Automatic transcript	Search through transcripts
Video of participant's face	No download needed



UserTesting - Considerations

- Users must download a screen recorder
- + Comprehensive enterprise solution
- + Option to incorporate CodeMettle branding



PlaybookUX

\$250 / mo

Moderated testing	Test with any link
Unmoderated testing	Multiple milestones within tests
Recruitment panel	Highlight reels
Bring Your Own Participants	Analytics on time per task
Screen capture with voiceover	Tag themes
Automatic transcript	Search through transcripts
Video of participant's face	No download needed



PlaybookUX - Considerations

- Users must download a screen recorder
- No video of participant's face (important to remote testing data quality)
- Synthesis is more time intensive due to limited tags / search
- + Tags and search are “on the roadmap for this year”



Is it OK to require a download?

If not, here are some more options:



Marvel

\$250 / mo

Moderated testing	Test with any link
Unmoderated testing	Multiple milestones within tests
Recruitment panel	Highlight reels
Bring Your Own Participants	Analytics on time per task screen
Screen capture with voiceover	Tag themes
Automatic transcript	Search through transcripts
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Marvel - Considerations

- No Figma prototype support; Must built in Marvel
- Feature poor currently
- Recruitment coming, costs extra through another service
- Enterprise package with extra security costs most (\$405/mo)
- + No requirement to download a screen recorder

Notion to track research

Can do...

... tracking research

... making research accessible

... tags

... search

Alternatives: Dovetail, AirTable



Chelsea Zhang

Task	Onboarding Flow
Status	Scheduled
Date	Jul 24, 2019 2:00 PM (PDT)
Email	chelsea.zhang@gmail.com
Interviewer	Shawn Sanchez
Completion Time	25

Create a new item and select **User Session** from the list of available templates to automatically generate the format below. Learn more about templates [here](#).

User Feedback

- Hard to find "save" button
- Wants ability to crop avatar

Interviewer Observations

- Didn't realize it was possible to undo
- Frequently left editing window to reference account details
- Form validations were hard to locate

Action Items

- ☐ Add avatar cropping to product backlog
- ☐ Move save button further up page
- ☐ Add account number to top of editing window
- ☐ Inline form validations



Questions?