Usability Test Script (Current Site)

SCENARIO 1

It's lunch service and you've been tasked with managing the delivery orders. You're communicating with the kitchen. It's 1pm and the orders are piling up.

TASK 1

Find the order that needs to be done first and tell the kitchen.

Task 2

Based on the order the kitchen gives you, send the order to "ready."

SCENARIO 2

You realized one of your orders has an incorrect address, and the courier has already left.

TASK 3

Contact Relay and find a way to resolve the issue.

Usability Testing Results : Current Site

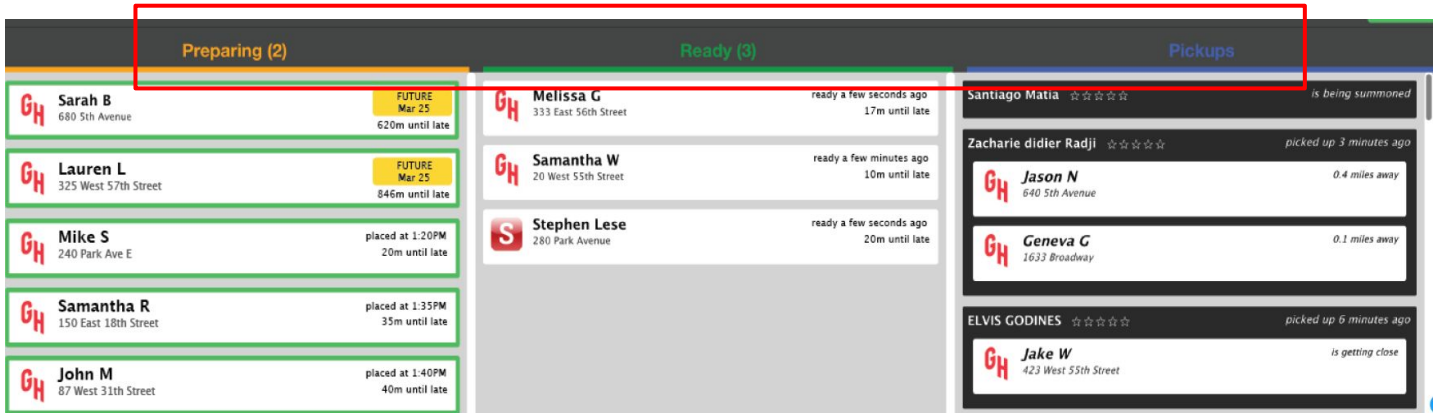
Findability of Orders

6/6 users were able to find the appropriate order **but:**

- **2/6** users thought orders under “ready” were the orders being prepared
- **4/6** users were confused about what orders under “pickup” meant
- **3/6** users were confused about the difference between “ready” and “pickups”

Medium Issue

Analysis:
The meanings of the labels “preparing”, “ready” and “pickups” are ambiguous



Workflow- Column Labels

Usability Testing Results : Current Site

Marking Order as Ready

Minor Issue

6/6 users were able to mark the order ready **but**

- **2/6** users dragged the order from prepared to ready.
- **4/6** users used the mark order ready button
- **4/6** users were unsure if they had completed their task after clicking the button

Analysis:
Users need more feedback after clicking button so they know they've completed their task.



Order Details - Mark as Ready Button

Usability Test Results: Current Site

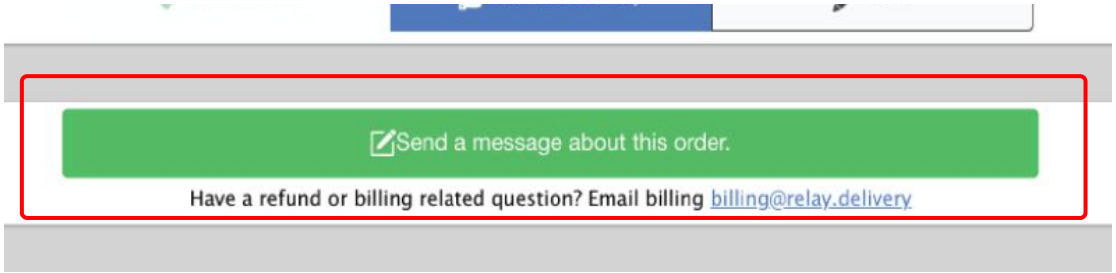
Findability of “Send a message about this order” button”

Major Issue

6/6 users were not able to locate ‘send a message about this order’ button.

- **4/6** users were looking for a direct phone number or email address
- **3/6** users noticed email about billing issues link first
- **2/6** users tried to use the “edit” button
- **2/6** users wanted to be able to contact from the workflow screen

Analysis:
Users are not noticing “send a message about this order” button because of hierarchy and appearance.



Order Details- “Send a message about this order” button