Quickfix Assistance Test Script

SCRIPT INTRODUCTION

Hello and welcome to my user testing, first thank you for participating. I´m Sören, the designer of this project, that we will test together.

Before we get started, I'd like to explain to you what we're going to be doing today so you know what to expect. We will test a prototype of my application project "Quickfix Assistance" and for that I´ll ask you some questions and to do some quick activities within this app.

It´s really important to understand that I am testing the application, not you. There is nothing in the world that you could do or say that is wrong. At this stage, the prototype doesn´t implement all the features that will be shown, so not all the elements will be clickable. Please feel free to let me know at any point of the session if you have a question or when you feel uncomfortable.

I´m looking for your honest opinions and thoughts about this project, so I would like you to think out loud as much as possible. For example, when you look at a screen and would expect something specific, it would be very useful for me to know. As I´m looking for ways to improve the app, you can only help me with your answers, so please don´t hesitate, I can guarantee you, you won´t hurt my feelings and I will appreciate every feedback.

So finally, before we get started, would it be okay if I record our voices (and your screen) during our session? I will only use it to improve my app and it won´t be shared outside of my project. Is that okay for you?

Alright! Do you have any questions so far?
Okay, then let´s go.

DEMOGRAPHIC QUESTIONS

For the beginning, I would like to collect some demographic data from you.

- Please select your age range:
    - 18-21 years
    - 21-25 years
    - 26-30 years
    - 31-35 years
    - 36-40 years
    - 41-45 years
    - 46-50 years
    - 51-55 years
    - 56-60 years
    - More than 60 years

- What is your current occupation?

- Do you use any special equipment, such as a screen reader with your computer or phone?

BACKGROUND QUESTIONS

As the next step, I would like to ask you short questions, that will help me to put your answers in the right context:

- Round about, how much per day do you use your phone?
- When you uncover that you are facing a problem of any kind, what are you doing? What are your first steps of solving that problem?
- Follow up question: So how many steps before you ask anybody for help?

OPEN-ENDED QUESTIONS

Thank you for answering those questions. Now I would like you to take a look at the prototype of Quickfix Assistance and to share your thoughts with me:

Take a look at the Homescreen.
Without clicking anywhere, what are your first impressions?
What do you like and what don´t you like?
Can you please share your thoughts with me, what do you think is the purpose of Quickfix Assistance?
Do you have any expectations what the app can do for you, when you look at the Homescreen?

DIRECT TASKS AND SCENARIO TASKS

In the following I will give you two scenarios. As you complete each activity, I would like you to think out loud and tell me what you are thinking and feeling while navigating through the app. Just one comment before starting: The Search Bar is not part of this test, so you will have to complete these tasks without it. Alright? Okay, then let´s go.

1. You are coming back home from a long day of work. You just want to relax, so you are planning to put on the dishwasher before falling on the couch. As you do, there is coming a high sound and waster is leaking from the dishwasher. As its after 6pm, you can´t call a mechanic, so you google quickly but don´t find an exact answer for your specific dishwasher. Using Quickfix Assistance for the first time, find a way to contact the expert you want to conduct for your problem

2. You are an influencer on the rise. After some popular posts on Instagram, you gained 8000 followers in two weeks and you see the chance to make a business out of your new popularity. As you don´t know what to do to become a successful influencer on the long run, you are looking for some professional assistance. Use Quickfix Assistance to get your needed expertise.

3. For the end, I would like you to complete a navigation. Please find the list of the experts you gave a like.

After-Scenario Questions:

1. Once you saw a first message from the expert when you opened the chatbox, the other time not. Can you describe me your feelings in each of these situations?

After-Scenario Questionnaire

1. Overall, I am satisfied with the ease of completing the tasks in this scenario.

	1	2	3	4	5	6	7	
strongly disagree	○	○	○	○	○	○	○	strongly agree

2. Overall, I am satisfied with the amount of time it took me to complete the tasks.

	1	2	3	4	5	6	7	
strongly disagree	○	○	○	○	○	○	○	strongly agree

Wrap-up

Okay, that´s it! Thank you very much for participating and helping me to improve my application. Before you go, do you have any questions or feedback for me?