

Usability Test Script: Low-Fi

Test Script Revisions

Task 2

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

Task 3 (New Task)

The order isn't ready, send the order back to “preparing order”

Task 4

Contact Relay and find a way to resolve the issue.

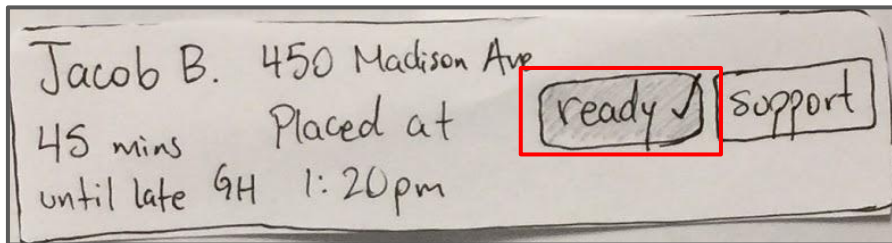
Usability Testing: Low-Fi

Unmarking Orders Ready

6/6 users were able to unmark the order ready **but:**

- 2/6 users tried to unmark order clicking support button
- 1 user thought that a new order needed to be created

Medium Issue



Low-Fi Order Card

Analysis:

- Users are noticing the “support” button before the “ready” button
- Users are not aware they can click the “ready” button to unmark order

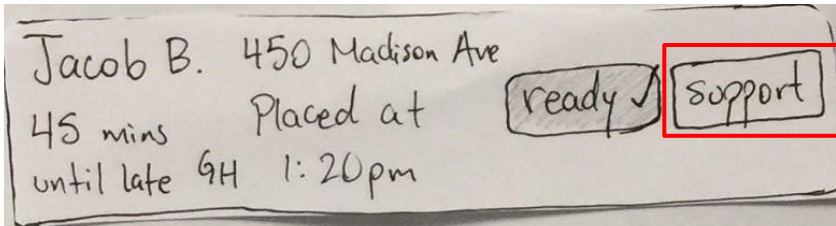
Usability Testing: Low-Fi

Contacting Relay

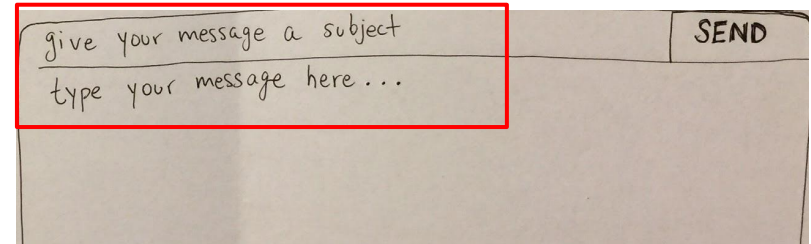
6/6 users were able to locate 'support' button and contact Relay but:

Medium Issue

- 3/6 users felt that the message process was too long for something urgent
- 2/6 users were confused about the exact function of 'support' button



Low-Fi Order Card



Low-Fi Message Box

Analysis:

- Users want a more streamlined message system for time urgent issues.