

Tigerspike | ADP

Sales Beacon User Testing

We have split the testing into two parts. In the first part we are testing the current iPad app. In the second part we are evaluating the iPhone prototype. For the iPad, we will use the latest version of the app. We will use high-fidelity designs, which will be put into Invision to create click-through prototypes, for the iPhone.

SE + DM iPad (SE-iPad, DM-iPad)

OBJECTIVE

To test the viability, placement, interpreted meaning and function of the date picker on the iPad.

HYPOTHESIS

When prompted to change the date in Rollcall, Sales Executives + District Managers will use the date picker in the app.

PRE-TEST QUESTIONS

Tell us about the last time you wanted to view historical data in the app.

Walk us through the experience.

How did you accomplish these tasks?

SCENARIO/USE CASE

You want to view **(historical date)** for your Rollcall data.

TEST

(Setup) Tester walks the user through the following Scenario and steps. User starts from Dashboard (Default landing page).

1. View your Rollcall data for **(historical date)**.

POST-TEST QUESTIONS

What do you think the calendar icon does in this app?

Which section(s) of the page do you think the calendar applies to?

How often do/would you use this in your work?

DM iPhone Prototype (DM-iPhone-01)

OBJECTIVE

To test District Manager knowledge, discoverability and usability of the Earnings Estimator.

HYPOTHESIS

District Managers will be able to locate the Earnings Estimator in the "More" section of the tab bar, go into the section and demonstrate how they use the tool to make sales goals.

PRE-TEST QUESTIONS

Tell us about how you went through the process of deciding your sales goal for the month of July. Walk us through your experience.

What steps did you take to get the necessary information?

SCENARIO/USE CASE

You are trying to see how much you'll make if all of your sales from the previous month come through.

TEST

(*Setup*) Tester walks the user through the following Scenario and steps. User starts from Dashboard (Default landing page).

1. If you wanted to calculate this number, where in the app would you go first? Take the necessary steps.
2. Let me know when you feel you have completed this task.

POST-TEST QUESTIONS

Was the Earnings Estimator where you expected it to be?

Did you have trouble figuring out how to use it?

What, if anything, about the process was confusing or frustrating?

Have you used this tool before this test? If yes, does this tool make your job easier? If no, did you find it useful today and would you use it in the future?

SE iPhone Prototype (SE-iPhone-01)

OBJECTIVE

To test Sales Executive knowledge of the app's drill-down capabilities.

HYPOTHESIS

Sales Executives will drill down to the deepest point of the app using the steps outlined in the user flow.

PRE-TEST QUESTIONS

Tell us about a time this past month when you were trying to get more information about your team member's numbers.

Walk us through your experience.

What steps did you take to get the necessary information?

SCENARIO/USE CASE

You are trying to see more detail in your team member Brian Rigby's transactions. You want to find the most detailed record available to see what items were sold in the deal and confirm data entry is correct.

TEST

(*Setup*) Tester walks the user through the following Scenario and steps. User starts from Dashboard (Default landing page).

1. Review Transaction Details for Brian Rigby's WTD Transaction for the Tri-State Sales Office Penn Color Inc Technologies RS4943.
2. Let me know when you feel you have completed this task.

POST-TEST QUESTIONS

Was the drill-down process obvious?

Could you easily tell which items were clickable?

Did you find the information provided in the tables useful?

Could you easily review the tables at the size they were presented?

SE+DM iPhone Prototype (SE-Phone-02, DM-Phone-02)

OBJECTIVE

To test the viability, placement, interpreted meaning and function of the share icon on the prototype.

HYPOTHESIS

When prompted to share a screenshot to Daniel Hall, Sales Executives + District Managers will tap the share icon, enter the email address and send.

PRE-TEST QUESTIONS

Tell us about the last time you were trying to communicate quickly with your colleague about your numbers. Walk us through your experience. What steps did you take to perform the necessary action?

SCENARIO/USE CASE

You want to share a screenshot of your Rollcall to Daniel Hall, but you don't want to have to take a screenshot with your device because it takes too long. (DM - you want to send to your boss to highlight your improvement over the last period. SE- you want to keep your team member on track, because they are falling behind)

TEST

(*Setup*) Tester walks the user through the following Scenario and steps. User starts from Dashboard (Default landing page).

1. Share an image of your Rollcall page with Daniel Hall.
2. Let me know when you feel you have completed this task.

POST-TEST QUESTIONS

Did you recognize the share icon? Did you know what it meant?

Could you easily find the share icon on the prototype?

Does this tool make your work easier?

How often do/would you use this in your work?

SE + DM iPhone Prototype (SE-Phone-03, DM-Phone-03)

OBJECTIVE

To test the discoverability of the segmented controls and expand feature of Rollcall Summary.

HYPOTHESIS

When prompted to change the date or expand various sections of Rollcall Summary, Sales Executives + District Managers will be able to find and use the appropriate icons/controls.

PRE-TEST QUESTIONS

Tell us about the last time you wanted to view detailed graph data in the Rollcall Summary.

Walk us through the experience.

How did you accomplish this task?

SCENARIO/USE CASE

You want to view the expanded version of your Rollcall data to find the graph with Sales data for September.

TEST

(*Setup*) Tester walks the user through the following Scenario and steps. User starts from Dashboard (Default landing page).

1. Expand the Rollcall data. Find the graph with the Sales data for September.
2. Let me know when you feel you have completed this task.

POST-TEST QUESTIONS

How easy was it to expand the Rollcall Summary data?

Were you able to easily identify the expand icon?

How often do you/would you view expanded data from your Rollcall Summary?

Did you expect that rotating your device would change the view to landscape orientation?

Did you expect that tapping the expand button would change the view to landscape orientation?