User Testing 1 (Vimbox Administrator)

Testing Details

Venue: Vimbox Administrator Office (Blk 18 Tradehub 21, 18 Boon Lay Way 609966)

Date: 11th August 2016

Time: 10am – 12pm

Duration: ~ 1 hour

Objectives

1. To gather feedback on the User Interface of Vimbox web application system.
2. To identify possible usability issues with functions of Human Resource Module, Sales Module and Ticket Module.

***Disclaimer: The purpose of this user testing is to meet our objectives as listed above, on the *usability of the application's interface* and **NOT a test of the participant's abilities**. If you feel uncomfortable at any point in time during the test, please alert any members of Genesis and proceed to leave. Participants are **NOT obligated to complete the entire task list** of this test. ***

Task List

Task 1a: Login as a Vimbox Administrator

Login Credentials:

Username:	<yourname>@vimbox.com
Password:	12345678

You're now logged in as a Vimbox Administrator.
Upon logging in, you should be able to see the dashboard as a Vimbox Administrator with a welcome message.

Task 1b: Create a new full-time employee as Vimbox Administrator

Employee Type	Full Time
First Name	<Your Name>
Last Name	<Your Name>
NRIC	7 numbers and choose one alphabet
Date Joined	Any date before 12th August
Mailing / Registered Address	Any address
Phone / Fax / Home Number	Any 8 numbers
Department	Choose 1
Designation	Choose 1
Basic Salary	Any amount
Contact Person Name	Any name
Relationship	Sister/brother/father/mother choose 1
Contact / Office Number	Any 8 numbers
Username	
Method of Payment	Cheque/Cash choose 1

Bank Name	Any bank
Account Name	Any name
Bank Account Number	Any number

You have now successfully added a new full-time employee with your name.

Task 1c: Viewing of All Full-Time Employees under Vimbox

You would like to see all the full-time employees working with Vimbox.

1. List out all the names of employees you see in the list:

Task 1d: Edit a Full-Time Employee Information

*Your colleague, <**Variable**>, has changed his/her particulars.*

You would have to edit the respective changes in the system so that the employment information is updated.

<***Variable***>*:*

1. *Hakim → Rena (has changed her address to Jurong West St 25)*
2. *Wayne → Rena (has changed her phone number to 98765432)*
3. *Rena → Hakim (has changed his emergency contact number to 67899876)*
4. *Poo Teck → Hakim (has changed his bank name and account to HSBC / 888-88888-88*

Task 1e: Viewing of an individual employee information

We want to make sure that you have updated correctly to the respective employee on the previous task.

1. Hakim → check whether Rena's address has been updated to Jurong West St 25.
2. Wayne → check whether Rena's phone number has been updated to 98765432.
3. Rena → check whether Hakim's emergency contact number has been updated to 67899876
4. Poo Teck → check whether Hakim's bank name and number to HSBC / 888-88888-88

Task 1f: Creating a leave application

Earlier you have decided that you are going to take leave during the December holiday from 12th December to 15th December.

1. Add new Leave.
2. Select yourself as the intended employee
3. Here you can tell how many paid leaves and paid MC you would have left.
   i. Paid Leave Left: _______ days
   ii. Paid MC Left: ________ days
4. Set Leave Type as "Paid"
5. Set Leave Name as "Leave"
6. Set Start Date as 12th December 2016, 9am
7. Set End Date as 15th December 2016, 12pm

Task 1g: Viewing of all Leave applications from Vimbox Employees

You would like to see all the VimBox full-time employees leave applications.

1. List out all the names of employees you see in the list: (don't repeat the names!!!)

Task 1h: Viewing of individual leave applications only

You would like to view only your own leave applications in Vimbox.

Search for your name (don't have to write full name to search, eg. search for Khai instead of Khairul Anwar)

1. List out all the Leave Dates and Duration you see in the current list: (don't repeat the names!!!)

Task 1h: Generating pay slip for the month of August for all employees

You as an administrator would be able to generate all your employees' pay slip with all its calculation pre-computed. This would also mean that your employees CPF contribution would be automatically set aside for you and deducted accordingly from their base pay.

1) Under Human Resource, click on pay slips.
2) Use "Fast Create" and input the date of payment as 31st August.

You would be redirected to pay slip overview page.

Input your Pay Slip ID here: _______________

You have completed the Human Resource module. Remember to leave comments as you go along the task list. Be it user interface or functionalities wise. ☺

Task 1i: Create Sales Enquiry

You received a call from customer named Mr David Tan. He wants to enquire on certain things regarding moving.

You as an administrator needs to check whether David is in your customer database.

1) Key in <your name> and click on search.
2) If no result found, please click "Add New"
    a. Choose a Salutation as "Mr" if you're a guy / "Ms"
    b. First Name: <your first name>
    c. Last Name: <your last name>
    d. Click on "Add". Is it a successful submission? If No, state the reason:

       ____

    e. Enter either Contact or Email Address: 12345678 / david.tan@test.com
3) *Else, please select "Mr David Tan" as your customer.*

Mr David wants to move his house from one address to another. You as the administrator ask him for the rest of the relevant information:

i. *Check "Residential"*
ii. *Date of Move (DOM): 16th August 2016*
iii. *Moving from postal code: 520110 (Unit number: #11-11)*
iv. *Moving to postal code: 050335 (Unit number: #10-10)*

He knows the few items that he is moving and is able to give exact details of the items.

i. Check "Sales" under Lead Type

ii. Customer Item List:

a. *Box quantity: 5*
b. *Item: Arm Chair, Qty: 1*
c. *Special Item: Piano, Units: 10, Qty: 1, Additional Charges: $100*

iii. Vimbox Item List:

a. *Box quantity: 0*
b. *Material Item: Bubblewrap, Quantity: 2, Charges: $20*

iv. Services:

a. *Add "Moving" and "Packing" services and close the window*

v. Comments & Remarks:

a. *Cmt: careful with the piano. (Comments from Customer)*
b. *Rmk: <leave it blank> (Remarks from Vimbox on the customer)*

vi. Click Save and bring you to "My Leads" page.

Task 1j: Editing a current lead on the same customer

Oh no! The customer called in and said there is an additional item to be moved out too.

i. *Click on "Edit" under <your name>*
ii. *Add Bookshelf under item.*
iii. *Put quantity as 1 and press Ctrl+Shift to activate its hotkey instead of clicking on the "add item" button. It can work both ways*

Task 1k: Assigning a Site Surveyor

You are picking up another call and this time and the customer requests for a site surveyor to come down to their place to take down the things required to move.

i. *Check "Site Survey" under Lead Type:*
ii. *You would be able to see Site Survey Details box.*
iii. *Input the Survey Date to 18th August*
iv. *You are not sure which Site Surveyor is available on that specific day.*
v. *Click on "View Schedule"*
vi. *A popup window called "Schedule" will appear*

vii. *You will be able to see a few site surveyors with all their schedules in if any.*

viii. *Click on any white box you see and insert the relevant details*

ix. *Click on Address dropdown and select the "moving from address" and press "+" button*

x. *Click on Assign*

You have completed the Sales module. Remember to leave comments as you go along the task list. Be it user interface or functionalities wise. ☺

Task 1k: Creating a Ticket and assigning it to yourself

Your customer called you to give you feedback on the sales process.

i. *Click on "Create ticket"*

ii. *Click on Search and look for <your name> and press select*

iii. *Assign it to <your name>*

iv. *Subject: Testing from <your name>*

v. *Description: testing 123 from <your name>*

vi. *Press Submit Ticket*

You will be redirected back to My Tickets page after submitting.

1) *Can you see your ticket under My Tickets tab? Answer: YES / NO*
2) *Can you see your ticket under "Assigned Tickets"? Answer: YES / NO*

Task 1k: Editing a current ticket

You need to update your ticket after discussing with your boss.

i. Change your "Assigned To" someone else instead of you.

ii. Press on Update Ticket

You will be redirected back to My Tickets page after submitting.

1) *Can you see your ticket under My Tickets tab? Answer: YES / NO*
2) *Can you see your ticket under "Assigned Tickets"? Answer: YES / NO*

Task 1k: Resolving a ticket

You can now resolve a ticket which has been assigned to you.

i. Go to "Assigned Tickets" tab
ii. Click on "Resolve" and input the relevant solution inside.

Task 1l: Viewing of all pending/resolved tickets in the system

You can view all the tickets in the system by going to "Ticket Forum".

1. List out 3 tickets and their status in the current list.

You have completed *the Ticket module. ☺*

Task 1m: Change password and log out

i. Go to the top bar and click on your name.
ii. Click on Change Password and update your password to your own preference
iii. Please logout to complete this task.

You can now proceed to the feedback form to input on overall experience and functionalities. Please give us your honest feedback.

Thank you.

~ End of Tasks ~