User Testing 2 (Operations)

Testing Details

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

Date: 21st August 2016

Time: 630pm – 8pm

Duration: ~ 1.5 hour

Objectives

1. To gather feedback on the User Interface of Vimbox web application system.
2. To run through the whole sales process from inputting customer details to assigning a moving supervisor for the particular job.
3. To identify possible usability issues with functions of completed modules (Sales, Site Surveyor, Operations)

***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 sound off to any member of Genesis, and you are free to leave. Participants are **NOT obligated to complete the entire task list** of this test. ***

Task List

Task 1a: Login into Moving Supervisor Account

Login Credentials:

Username:	<yourname>@movingspvr

Password:	12345678

You're now logged in as a Vimbox Moving Supervisor.

Task 1b: Viewing of all confirmed/assigned jobs

1) Press on "Supervisor Jobs"
2) By default, you will be viewing the overall operation schedule for the month.

Task 1c: Take Attendance

As an assigned moving supervisor, you are able to allocate movers (part time/full time) to your job.

  i. *After assigning, you are able to take attendance for them to indicate whether they are present/absent/late.*

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

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

~ End of Tasks ~

User Testing 2 (Sales)

Testing Details

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

Date: 21st August 2016

Time: 630pm – 8pm

Duration: ~ 1.5 hour

Objectives

4. To gather feedback on the User Interface of Vimbox web application system.
5. To run through the whole sales process from inputting customer details to assigning a moving supervisor for the particular job.
6. To identify possible usability issues with functions of completed modules (Sales, Site Surveyor, Operations)

***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 sound off to any member of Genesis, and you are free to leave. Participants are **NOT obligated to complete the entire task list** of this test. ***

Task List

Task 1a: Login into Sales Account

Login Credentials:

Username:	<yourname>@sales

Password:	12345678

You're now logged in as a Vimbox Sales.

Task 1b: Create a new Sales lead w/o Site Surveyor

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

You as a salesperson needs to check whether David is in your customer database.

3) Key in "David" and click on search.

4) If no result found, please click "Add New"

    a. Choose a Salutation as "Mr" if you're a guy / "Ms"

    b. First Name: David

    c. Last Name: Tan

    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

5) *Else, please select "Mr David Tan" as your customer.*

Mr David wants to move his house from one address to another. As a salesperson, you ask him for the rest of the relevant information and he gave you 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 stuffs 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 Confirm. The slot is now booked.**

Task 1c: Create a new lead and assign a Site Surveyor

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

ii. *Check "Site Survey" under Lead Type:*

iii. *You would be able to see Site Survey Details box.*

iv. *Input the Survey Date to 18th August*

v. *You are not sure which Site Surveyor is available on that specific day.*

vi. *Click on "View Schedule"*

vii. *A popup window called "Schedule" will appear*

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

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

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

xi. *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. ☺

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

~ End of Tasks ~

User Testing 2 (Site Surveyor)

Testing Details

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

Date: 21st August 2016

Time: 630pm – 8pm

Duration: ~ 1.5 hour

Objectives

7. To gather feedback on the User Interface of Vimbox web application system.
8. To run through the whole sales process from inputting customer details to assigning a moving supervisor for the particular job.
9. To identify possible usability issues with functions of completed modules (Sales, Site Surveyor, Operations)

***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 sound off to any member of Genesis, and you are free to leave. Participants are **NOT obligated to complete the entire task list** of this test. ***

Task List

Task 1a: Login into Site Surveyor Account

Login Credentials:

Username:	<yourname>@ss

Password:	12345678

You're now logged in as a Vimbox Sales.

Task 1b: Viewing of Schedule

You would like to view your own schedule.

6) Press on "My Schedule"

7) By default, you will be viewing your daily schedule.

8) You can choose to view it weekly or monthly as well.

9) *How many pending & completed assignments when viewing monthly schedule?*

  a. *Pending: _____*

  b. *Completed: _____*

Task 1c: Start on pending survey

You have been assigned by a salesperson to do a site survey for one of our customers.
Throughout this process, you will be on your iPad.

xii.   *Click on "My Sites"*

xiii.   *Click "Start" on the current pending task given for the day.*

xiv.   *You will be brought to another page to start your site survey process.*

xv.   *To start, click on "Add new area"*

xvi.   *You can rename the current area to "Living Room".*

xvii.   *Add a few items. (mixed of special items & normal items)*

xviii.   *Save survey (this will save your current task)*

xix.   *Complete survey (this will end your task)*

xx.   *By completing the survey, you are almost completed with your designated task. You now have to ask customer if he/she wants to confirm the move.*

  a. *Yes*

     i. *Click on DOM.*

  ii. *Confirm with the customer an available DOM with timings. If the particular slot is booked beforehand, the slot will be marked in red. Save it.*

  iii. *To safely confirmed, customer have to sign on agreement/quotation to indicate that he/she wants are ready to proceed with the next phase.*

  iv. *Upload the signed agreement for reference else it would not be counted.*

  v. *Save.*

 b. *No.*

  i. *Ask the customer if want to book a DOM first and think it through later.*

  ii. *This will only mark the booking as pending (orange).*

  iii. *Save.*

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

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

~ End of Tasks ~