

User Test 2

A3XY

Objectives

1. Students should find the BPM portal and Trade Finance portal user friendly.
2. Students should like the web interface of the portal.
3. Students should understand the process of LC Application and Document Presentation.

Data You Will Collect

- Observations
 - i. Important Incidents (All).
 - ii. Participant comments and feedback (All).
 - iii. Time spent by users to complete each task (1).
- Questions
 - i. “What can you change about the applications?” (All)
 - ii. “Name one feature about the application you really like.” (All)
 - iii. “Do you understand the details of LC Application process and Document Presentation process better with hands-on experience?” (3)
 - iv. “Was the application easy to use?” (1)

Recruiting

Our target audience would be students who are taking Corporate Internet Banking or any other banking module this semester. The students had negligible or very little experience in using IBM BPM or any other related technologies. Students understand basic terminology involved in banking and Trade Finance but are not well versed with the full process.

Environment

All tests would be conducted at the convenience of our test participants. The team members will carry their laptops with active internet connection to the place where the participant is comfortable to give the test.

Script

Hello everyone! My name is **Pooja**. I welcome you to my group A3XY's user testing. A big thank you for taking out time from your busy schedules to help us out, we really appreciate it. Let me introduce you to the rest of my team -

- **Aditya and Aayush** are in charge of recording all observations and feedback
- **Akshita** is in charge of taking photographs
- **Akshat and Yashraj** will provide you with any technical assistance you might need during the test
- And I will be your facilitator

Before we start, we would like you to take note of three things -

1. This user test is strictly to test our application. It is, in no manner what so ever, a test of your abilities. Hence, should there are any concerns regarding the usage of the app, please voice them up immediately. During the course of this test, you are encouraged to think out aloud. This is to facilitate us to better understand your thought process and possibly, understand you as a user better.
2. Secondly, we will be taking a few photos of you conducting the test. These photos shall be kept private and will only be used as a part of our project.
3. And finally, please remember to fill out the questionnaire. This will help us consolidate your feedback and find ways to improve our application to better serve users.

Before beginning with the test, let us first introduce our project and applications and how to use them.

<Short presentation on the project and demo of IBM BPM>

Now you can start using our application using the handouts given for the steps. For any assistance, please ask for our help.

<Wait for the participants to complete the test>

One last survey, please fill up our post-test survey in the handout provided.

Thank you so much for giving us your valuable time and feedback for this user test. Good bye and have a good day ahead!