UT 4 Summary

**Objective**

The main objectives of UT 4 are to gather receptiveness of our functionalities via Provision phone.

1. Receptiveness of Functionalities from Users via Provision application
   1. Login **⁄**
   2. Survey **⁄**
   3. Redemption with QR Code **⁄**
2. Heuristic Feedbacks (Designs) **⁄**
3. Satisfaction Level and Learnability with Application **⁄**

**Tester Profile**

Altogether, there are **42** responses. Their age group range from 18 to 26. Majority of them were of age 21 (26%).

Gender wise, we have 23 males (55%) and 19 females (45%).

For internal validity purpose, 26 out 42 (62%) seated for our user test previously.

To understand user lifestyle usage, 55% were iPhone user while 38% were Android user.

**Analysis Results**

Matrix for filtering repetitions

|  |  |  |
| --- | --- | --- |
| **% Repetition** | **Description** | **Color** |
| <0% - 5% | Minor Repetition | Green |
| <= 5% – 20 % | Moderate Repetition | Purple |
| >= 20 | Major Repetition | Red |

1. **Login**

**Issues:**

- Long login process

- Login failure when asked to permit application from posting on user’s behalf. (Error msg: Please update to latest version)

- Registered as user but not shown in the Profile. (Error msg: Please update to latest version)

1. **Survey**

**Font Size**

- 65% gave a neutral stand for the font size from our external survey (lime survey). 16% expressed that it was smaller than average while 17% stated that it was bigger than average.

**Easiness**

- 86% feel that it was easy to do the survey (7 and above). Out of the 86%, 62% gave a score of 8 and above.

**Limesurvey issues**

- Last question of ranking. Selected option does not tally with output selection.

- Submission of survey was not recorded and brought forward to a Limesurvey page.

**Issues**

- No credits accounted after completion of survey

- After clicking submit, error message “/www/..” appeared before success page comes out.

**User Experience**

**Satisfaction Level –** 83% were pleased with the app. Score of 7 and above.

**Easiness to use the app** – 86% finds it easy to use the app. Score of 7 and above.

**Issues**

- Spelling error such as “OKK” button

- Slow response time upon clicks

**Improvement(s):**

**-** Question size could fit whole iOS screen.

- Quality control the survey question and template. If not, it will look back on the app. (Sageby, take note).

- Add more color to the survey page

- Can add a redemption button after completion of survey.

**-** No horizontal scrolling

1. **Redemption Module**

Easiness for redemption

- 84% gave a score of 6 and above for redeem a reward using the application

Distinguishable between store and wallet function

- 73% find it okay.

Receptiveness of QR Code

- 63% find it exciting

**Crash Alert**

- Reward > Wallet > Ok > Crashed

**Issues**

- No credits accounted after completion of survey

**Improvement:**

- Display cumulative credits earned at the top right hand corner at every page.

- Grey out area that can’t be redeem

- Instruction Tab about the app.

- Highlight how store and wallet are related

- Show redemption history

**4. Application User Experience**

**Satisfaction Level –** 83% were pleased with the app. Score of 7 and above.

**Easiness to use the app** – 86% finds it easy to use the app. Score of 7 and above.

**Issues**

- Spelling error such as “OKK” button

- Slow response time upon clicks

**What we did badly**

The app was too buggy for user test. There was confusion from bug crashes from login process to redemption process. Store feature was buggy and hence, nothing were shown in wallet. There were lack of quality control for Limesurvey template and questions.

Test users did not arrive as per scheduled which causes unforeseen bottleneck and also no show occurrences.

**What we did well**

There was a proper demonstration of process flow via 3 booths for different purposes. Proper instructions were given from the Testers to the users. All equipment’s are working fine. There were minimal waiting times.

**What are the main to-do changes to our app**

|  |  |
| --- | --- |
| **Issues** | **Assigned** |
| Review UT 4 Summary | Tee Jun |
| Login Failure | Luo Jia |
| Profile Issue (Affecting New users) | Luo Jia |
| Feedback to George about Survey Questions and Template as it affect user experience | Tee Jun |
| Error message appeared in iFrame | Luo Jia |
| Spelling error “OKK” | Jun Hao |
| Performance Profiling | Jun Hao |
| Lazy Loading (Solution, implement at all the list, pull down to refresh) | Mervyn Lee |
| Improve on Login intuitiveness | Mervyn Lee |
| Future questionnaire to ask about (store VS rewards) - KIV | Tee Jun |
| Crash Alert (First Time users) | Luo Jia |
| Cumulative Credits Arrangement | Mervyn Lee |
| Shown credit on store voucher details page (KIV)  - Due to lagginess problem | Mervyn Lee |
| Disable credits which user can’t claim when they have insufficient fund (KIV) | Luo Jia and Mervyn Lee |
| Walkthrough (After everything has been confirmed). Can add in Setting as well. | Mervyn Lee |