**USER TEST 2**

Objectives of our UAT

* To evaluate the efficiency and effectiveness our product purchase process based on time taken and number of successful transactions.

Sample Size

* 20 People, by which 15 are customers of our Client

Date of Testing

* 11 March to 11 April 2016

Task :

Browse through Crystal Natural Product’s full product range and perform a purchase. The task will end when the payment process is completed and order is reflected in the order history page.

Response Slip :

|  |  |
| --- | --- |
| **Time taken :** |  |
| **Completed Process? :** |  |

Responses Gathered:

|  |  |  |
| --- | --- | --- |
| **Timetaken recorded in seconds** | **Profile (Client Customer or not)** | **Completed Process?** |
| 80 | No | Yes |
| 60 | No | Yes |
| 83 | No | Yes |
| 79 | No | Yes |
| 72 | No | Yes |
| 73 | Yes | Yes |
| 63 | Yes | Yes |
| 88 | Yes | Yes |
| 90 | Yes | Yes |
| 82 | Yes | Yes |
| 65 | Yes | Yes |
| 72 | Yes | Yes |
| 84 | Yes | Yes |
| 77 | Yes | Yes |
| 75 | Yes | Yes |
| 72 | Yes | Yes |
| 79 | Yes | Yes |
| 80 | Yes | Yes |
| 79 | Yes | Yes |
| 87 | Yes | Yes |

* As of 8 April 2016, the Average Time Taken is 1 minute 17 seconds.
* Of which, 100% has no problem in completing the task of making a purchase.