

## THE PROBLEM

The product under test was desktop based accounting system. The focus of the client, by conducting the usability testing, was to measure a desktop product's capacity to meet its intended purpose and to make potential changes by evaluating the usability of application. The aim was to see how user friendly the product is by observing people at different stages of application usage while exploring the product to discover errors and areas of improvement.

Primary challenge was to discover the needs and expectations of users by conducting a focus group moderated by a task based questionnaire to generate results depicting the usability of the application.

Kualitatem QA team started off with the exploratory testing to get the understanding of the domain and how the application works in the first week. After getting familiar with the domain our testing team conducted usability test sessions tailor-made for the product with novice users.

## THE APPROACH

### The facilitator of QA team

7. Welcomed the participants (experienced internet users) and (the initial users) and introduced anyone else who was in the room.
8. Invited the participants to sit in front of the computer where the participants had to work.
9. Explained the general goal of the session to have the participants try out the product.
10. Asked participants profile questions and confirmed that the participants had signed the release form.
11. Explained thinking aloud by demonstrating it and had the participant do a think aloud exercise.
12. Asked, if the participants had any questions before starting.
13. Informed the participants from where to start.
14. The participants started exploring the product.
15. The participants worked on the scenario while thinking aloud. The note-takers took notes by observing users.

1. The session continued from scenario to scenario until the participants had done them all or the time allotted had elapsed.
2. Checklist by Kualitatem team was provided to the participants to get the information for analyzing the impacts from the proposals and to generate quality information.
3. Checklist consisted of 13 degrees of usability developed by Kualitatem team.
4. Our team maintains the standard of checklist by keeping the following points in view
  - Waiver
  - Entrance Questions
  - Task Based Questions
  - Exit Questions
  - Computer with internet connection and all required plug-ins
  - URL of working web site
  - Token of appreciation - food or gift certificate
  - Pen(s)
5. The facilitator of our QA team asked the end-of-session questions and then thanked the participant.
6. Kualitatem team compiled the checklists from both the participants and then made some analysis.

Our R&D has resulted in various Things "To Do" and Things "Not to Do" while facilitating the usability test. Some of them are:

Things to Do	Things Not To Do
Listen carefully	Fail to Listen
Encourage	Criticize
Be Neutral	Be Defensive
Speak English	Speak Geek
Answer questions with "What would you do?" or "What do you think?"	Lead user to the answer
Be Patient	Impatience, Rush

#	Usability Evaluations	Review Checklist Questions				%ag e	Sco re	Comment s
		Total	Ye s	No	N/A			
1.	Visibility of System Status	29	19	4	6	82.60	7	
2.	Match Between System and the Real World	20	12	2	6	85.71	7	
3.	User Control and Freedom	23	11	5	7	68.57	6	
4.	Consistency and Standards	51	28	4	19	87.50	7	
5.	Help Users Recognize, Diagnose, and Recover From Errors	21	12	5	4	70.59	6	
6.	Error Prevention	15	4	5	6	44.44	4	
7.	Recognition Rather Than Recall	40	21	5	14	80.77	7	
8.	Flexibility and Minimalist Design	16	5	6	5	45.45	4	
9.	Aesthetic and Minimalist Design	12	9	2	1	81.81	7	
10.	Help and Documentation	23	14	8	1	63.64	5	
11.	Skills	22	15	4	3	78.95	6	
12.	Pleasurable and Respectful Interaction with the User	14	11	2	1	84.61	7	
13.	Privacy	3	0	0	3	N/A	-	
<b>Total Score:</b>							<b>73</b>	

Figure 1: Analysis Usability Scorecard

## SUMMARY

The project carried a few challenges in the form of tight deadlines and the need for prior R&D. Our team met these challenges through following a structured and phased approach. R&D was carried out, application was analyzed and then functional testing was performed within multiple environments. Detailed supporting documentation was produced at each step to improve communication and traceability. This enabled the team to deliver precise results within time and enabled the client to launch a high quality product with reliability and confidence.