



Usability Testing

By Emmanuel Francis



Quikr
Aasaan hai badalna

Usability Testing



The Users

Karthik M

22, Student

Shikha P

23, Student

Darshak N

29, Professor



KARTHIK M

22, Student

The Tasks

TASK 1

Search & Share the cheapest 15" MacBook Pro

You are a student and wish to buy a laptop, but don't have a great budget . Hence you're looking for best deals in used MacBooks and would share it with your 'Mom' on WhatsApp.



The Tasks

TASK 2

Go to Seller Dashboard and upload multiple ads

You want to get rid of several things in your household , and want to get rid of all of them in one go (instead of uploading Ads again and again)



The Tasks

TASK 3

Choose Services and Find Packers and movers for Mumbai to Chennai

You happen to get a promotion and have to shift cities from Mumbai to Chennai . You're currently living in a 1BHK Flat and want to take you household items along with a bike that you currently own.



The Tasks

TASK 4

Create an Alert for "Villas/Bungalow on sale"

You are a businessman/woman and wish to buy a 4BHK Fully Furnished Villa within 1,12,00,000, but is unable to find one at the moment on QuickR. So you create an alert when a property with your requirement pops up on the portal.





Qualitative Analysis

Qualitative Analysis

TASK 1 TASK 2 TASK 3

Completion Rating

100%

40%

100%

Time Taken

2m 14s

4m 26s

2m 5s

Error Per Task

0.0

1

0.0

Assistance Required



● Level of Difficulty

Low

High

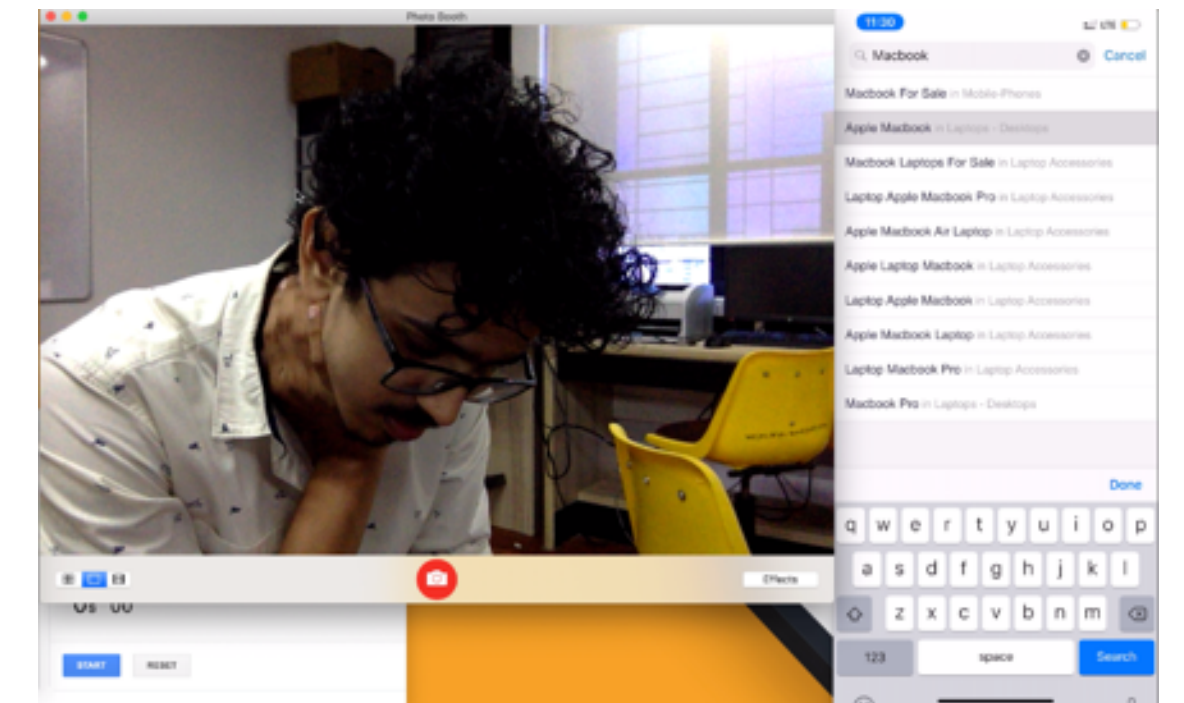
Med

● Emotional Response

Felt Good

Gave up

Curious



NOTE : Performed Screen Recording of Mobile and Video Recording of the User



Quantitative Analysis

Quantitative Analysis

- Design Suggestions

TASK 1 NA













TASK 2 Seller Dashboard needn't be a separate section











TASK 3

- Search should be visible by default
- Should fetch current location (default)



Your Feedback

QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
How was the overall experience of the app to complete the task given ?				
How did you find the navigation used?				
How did you find the layout of the content?				

QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
How was the visibility of the icons?				
What do you think about the language used in the app?				
How did you find the amount of scrolling while completing the task?				



SHIKHA P

23, Student

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Qualitative Analysis

Qualitative Analysis

TASK 1 TASK 2 TASK 3

Completion Rating

100%

40%

100%

Time Taken

2m 14s

4m 26s

2m 5s

Error Per Task

0.0

1

0.0

Assistance Required



● Level of Difficulty

Low

High

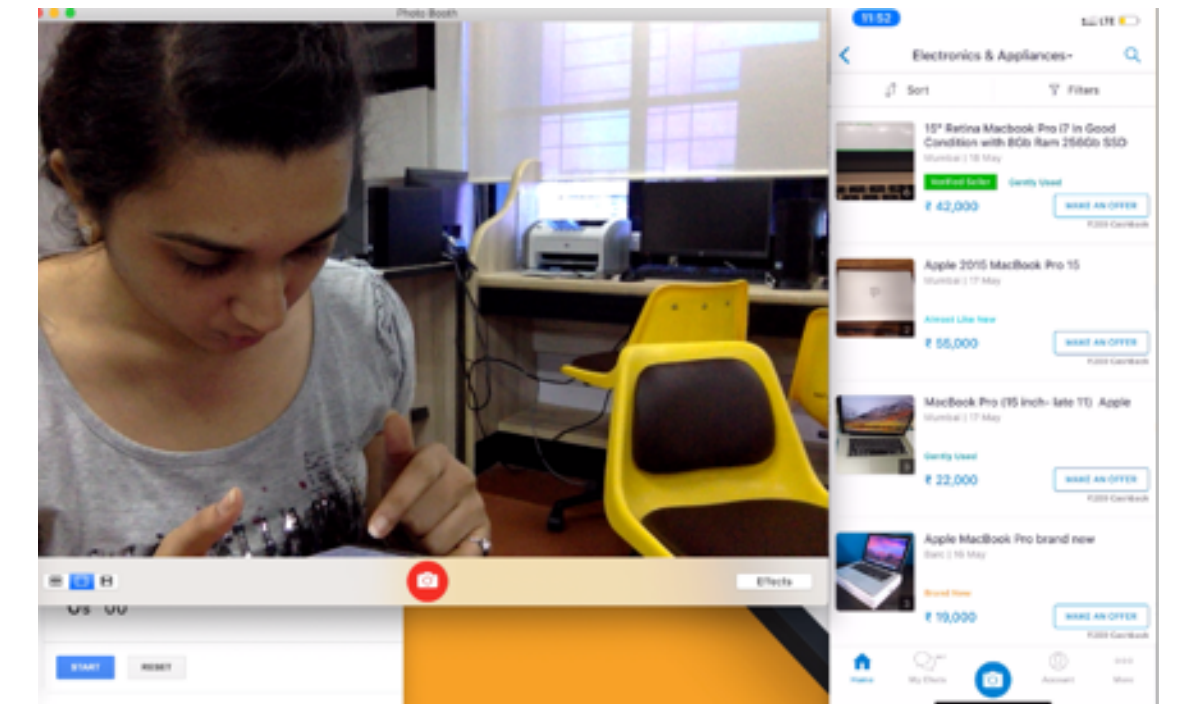
Med

● Emotional Response

Felt Good

Gave up

Curious



NOTE : Performed Screen Recording of Mobile and Video Recording of the User



Quantitative Analysis

Quantitative Analysis

- Design Suggestions

TASK 1 NA

TASK 2 Seller Dashboard needn't be a separate section

TASK 3













- Search should be visible by default
- Should fetch current location (default)














Your Feedback

SHIKHA P

23, Student

QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
How was the overall experience of the app Of complete the task given ?				
How did you find the navigation used?				
How did you find the layout of the content?				

QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
How was the visibility of the icons?				
What do you think about the language used in the app?				
How did you find the amount of scrolling while completing the task?				



DARSHAK N

29, Professor

The Tasks

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The Tasks

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Qualitative Analysis

Qualitative Analysis

TASK 1 TASK 2 TASK 3

Completion Rating

100%

30%

50%

Time Taken

2m 14s

0m 00s

0m 00s

Error Per Task

0.0

2

0.0

Assistance Required



● Level of Difficulty

Medium

High

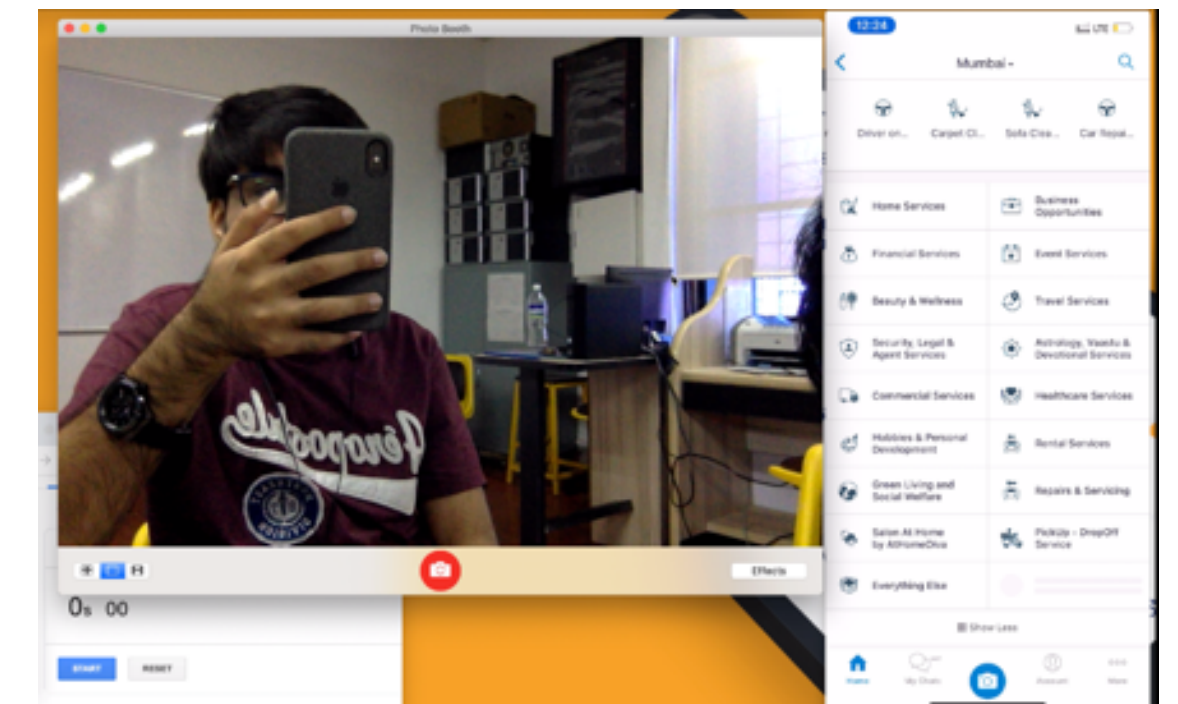
Med

● Emotional Response

Neutral

Gave up

Gave up



NOTE : Performed Screen Recording of Mobile and Video Recording of the User



Quantitative Analysis

Quantitative Analysis

- Design Suggestions













TASK 1 NA













TASK 2 NA

TASK 3 NA



Your Feedback

QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
How was the overall experience of the app to complete the task given ?				
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QUESTIONS	POOR	AVERAGE	GOOD	EXCELLENT
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Key Issues + Recommend Fixes

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Key Issues	Severity Level	Recommended Fix
Share Icon Placement	5.0	Change Position of Icon
Filter for Cheapest	4.0	Add a Filter
Global Search not working	4.5	Can be solved from the Backend
No Current Location Option	1.0	Provision to detect Location
Search Bar hidden when choosing From and To details	4.0	Show Search Bar irrespective of scroll position



Quikr
Aasaan hai badalna

THE END

Qualitative Analysis

	TASK 1	TASK 2	TASK 3	Examples
Completion Rating	100%	40%	100%	Rating 1-5
Time Taken	2m 14s	4m 26s	2m 5s	11m 20s
Error Per Task	0.0	1	0.0	Value
Assistance Required	✓	✓	✓	YES or No
● Level of Difficulty	Low	High	Med	Low Med High
● Emotional Response	Felt Good	Gave up	Curious	Literal Feelings

Qualitative Analysis

	TASK 1	TASK 2	TASK 3	
Completion Rating	0.0	0.0	0.0	Rating 1-5
Time Taken	0.0	0.0	0.0	11m 20s
Error Per Task	0.0	0.0	0.0	Value
Assistance Required	0.0	0.0	0.0	YES or No
● Level of Difficulty	0.0	0.0	0.0	Low Med High
● Emotional Response	0.0	0.0	0.0	Literal Feelings