

Prototype

Testing Script I

Introduction

Hello, my name is XXXXXX, and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything. We're asking people to try using our mobile app that we're working on so we can see whether it works as intended. The first thing I want to make clear right away is that we're testing the application, not you. You can't do anything wrong here. I would appreciate if you perform the tasks by thinking out loudly. This will be a big help to me.

Scenario

Charlie is a young professional and also happen to be a client of new bank called FIGO Bank. You have recently downloaded a new app launched by the bank. This application helps you develop healthy spending habits by setting up saving goals, learning saving tips and monitoring your progress. An app account has been already created.

Usability Testing

Testing Script II

General Questions

- Please tell me your name, age and place of residence.
- What is your occupation?
- What devices do you currently use?
- Are you using any financial/budgeting applications?
What are your favorites?

Task Specific Questions

Task 1: Login to the app using face recognition feature

- Firstly, I would like you to sign in the app by using the face scan (choose: Voice and text)

Task 2: Understanding & navigating the home page

- What is your first impression of this app? What do you think you can do here?
- What do you think the tree stands for?

Task 3: Setting up goals

- Imagine you are trying to buy a car and your goal is to save an X amount within two years. How would you set up this goal in the app?

Task 4: Check details of a tree (goal) and find saving opportunities

- Please explain what you are seeing on this page. How do you think you can implement this goal? (Please explore the Saving Opportunities and strategies and let me know what you think.)

Task 5: Awards Page

- Submit the goal and explore other trees that you planted in the past. Check a goal that you have already achieved. Please check your award status.
- Anything major to note?

Usability Testing

Testing Output

	Login to the app by face scan	Understanding and navigating the home page	Set up goals	Check details of a tree (goal) & find saving opportunities	Awards page
Tester A	YES	YES	YES	NO	YES
Tester B	YES	YES	YES	NO	YES
Tester C	YES	NO	YES	NO	YES
Tester D	YES	YES	YES	YES	YES
Tester E	YES	YES	YES	NO	YES
Task Average	YES 5/ 5	YES 4/ 5	YES 5/ 5	YES 1/ 5	YES 5/ 5

Usability Testing

Tasks Analysis

Task 1: Login to the app using face recognition feature

No issues were identified at this stage and all the users felt the log-in stage easy to navigate through.

Task 2: Understanding & navigating the home page

No major issues were identified on the home page. However, concerns were raised around the text size (too small) and the absence of a CTA to let the user explore the yard.

Task 3: Setting up goals

The main concern was related to the quick transition of robot chat screens. The users wish they had more time to explore the content.

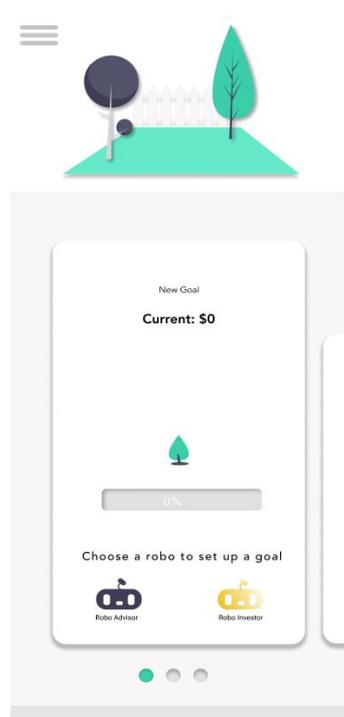
Task 4: Check details of a tree (goal) and find saving opportunities

Several opportunities for improvement were identified at this stage: revisiting the goal page details and providing more background information about the chart to the user. Changes required: replace the calendar with a summary of the goal based on the chat with the robot, change the savings strategies checklist format.

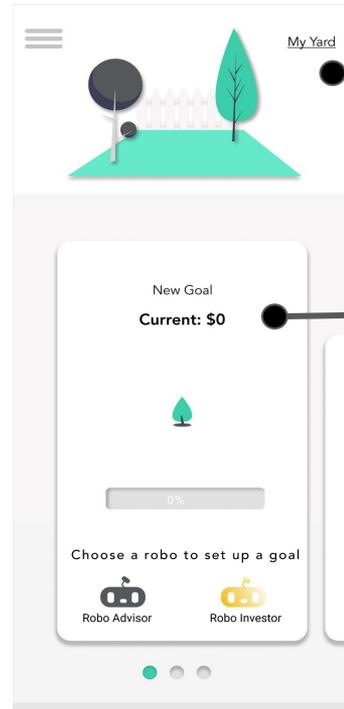
Task 5: Awards Page

No concerns were identified at this stage.

Version 1



Version 2



My Yard

Added
"My Yard" Link

Increased font
size

Version 1

Saving Strategies

- Set-up a restricted budget for your groceries
- Set up monthly deposits into your savings account
- Set up spare change transfers into your savings account
- Investment strategies

Set up strategies settings

Submit

Version 2

Saving Strategies

Feel free to explore the additional strategies below:

- Set-up a restricted budget for your groceries
- Set up monthly deposits into your savings account
- Set up spare change transfers into your savings account
- Investment strategies

Set up strategies

Replaced check box feature with the check mark feature. The list includes all the possible strategies including the one suggested by the robot. The user could choose an alternative strategy(ies) to what the robot suggested. "Submit" CTA was removed since the goal confirmation page was moved to an earlier step in the process.

03

Buying a Car

Goal: \$10,300

Current: \$0



Your Suggested completion date

September

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Version 1

[edit](#)

Buying a Car

Goal: \$10,300

Current: \$0



Changed the progress bar to "0"

Current setting: \$500/month
Your will reach your goal by 11/22/2020

Replaced the calendar with the goal summary and the end date based on the information provided to the robo chat

Payment:

Auto Deposit
Chequing ***1245

[Edit](#)

Recommended For You

Version
2

Accessibility

WCAG AA APPROVED

Foreground Color: #55575A, Background Color: #FFFFFF, Contrast Ratio: 7.24:1

Normal Text

WCAG AA: Pass
WCAG AAA: Pass

The five boxing wizards jump quickly.

Large Text

WCAG AA: Pass
WCAG AAA: Pass

The five boxing wizards jump quickly.

Graphical Objects and User Interface Components

WCAG AA: Pass

Text Input

- Set-up a restricted budget for your groceries
- Set up monthly deposits into your savings account
- Set up spare change transfers into your savings account
- Investment strategies

Set up strategies

Foreground Color: #F8F6F6, Background Color: #55575A, Contrast Ratio: 6.73:1

Normal Text

WCAG AA: Pass
WCAG AAA: Fail

The five boxing wizards jump quickly.

Large Text

WCAG AA: Pass
WCAG AAA: Pass

The five boxing wizards jump quickly.

Graphical Objects and User Interface Components

WCAG AA: Pass

Text Input

Robo Advisor: What are your Financial goals ?

Charlie Gunn: I want to pay off my car but save money to buy a house someday. I dont know how

Robo Advisor: Lets generate a plan how we can achieve these goals.



How would you like your Robo Advisor to communicate with you

Voice & Text

Text only