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# TIPPIE- SMARTPHONE HELP APP

— USABILITY EVALUATION —

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# Pilot Testing

We tried three four tasks with various apps and then decided which task could be used for usability testing.

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# USER PROFILES

## TO CREATE TIPPIES:

- 4 Users
- Advanced Beginners
- Familiarity of Terms: Screenshot,gesture.

## TO VIEW TIPPIE

- Novice user
- Basic Smartphone users

# TASK- Think Out Loud test

## TO WARM UP

The person was given a required times to **navigate through the app before the task.**

If questions were asked to us regarding the app: we would ask them what do you think the function or only as last resort tell them the function

## TASK

To attach a **photo** from the gallery to a **whatsapp conversation.**

(the task has to begin from whatsapp and not attaching from gallery and sharing it)

## QUESTIONNAIRE

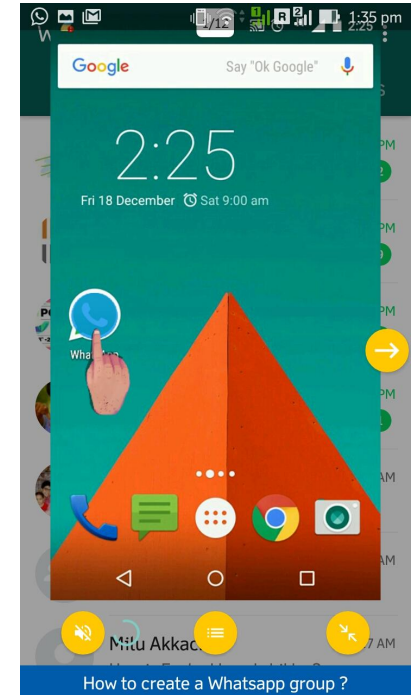
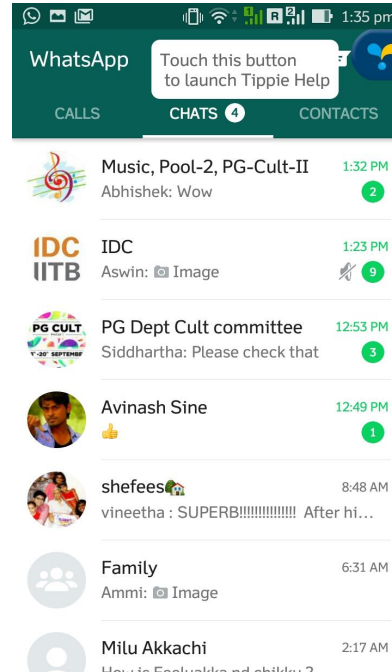
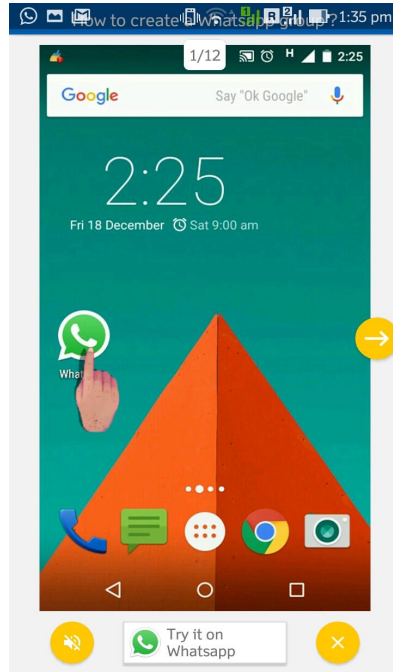
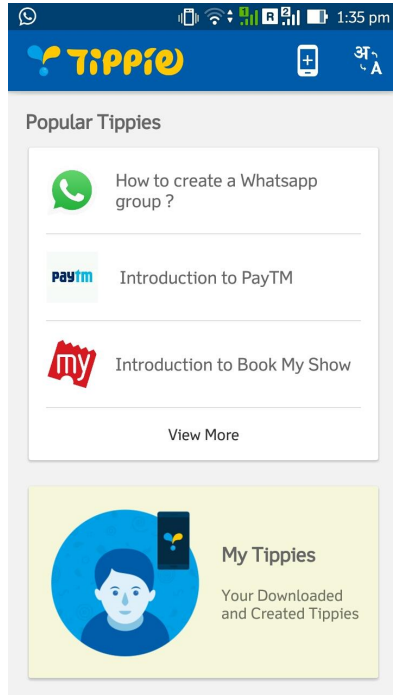
After completion of task a questionnaire is given to identify the for the retention factors from the app.

# EVALUATION- Think Out Loud Test

**So we had a booklet with each screenshot required to complete the task:**

- 1.To note the keywords that they use when they navigate when they get stuck in each screen
- 2.To plot the maximum points that they get stuck

# EVALUATION- Think Out Loud Test



Screenshots for evaluating

# Challenges

Challenge 1

## **WHEN USER REQUESTS FOR HELP**

Most users ask for help during the task and expect you to guide them out of the problem

Challenge 2

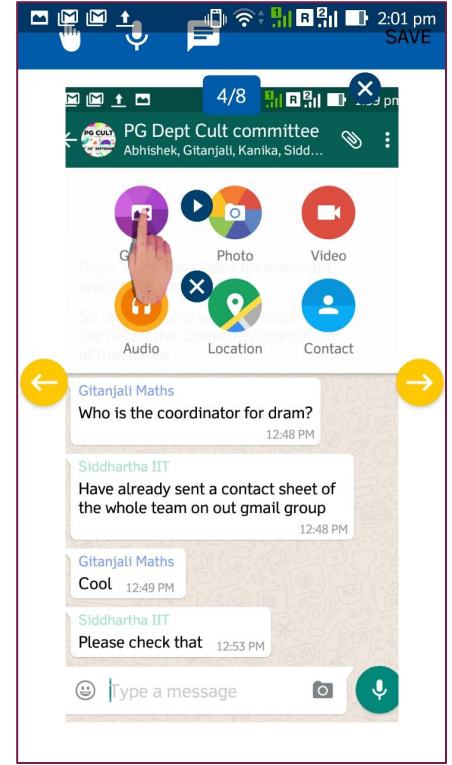
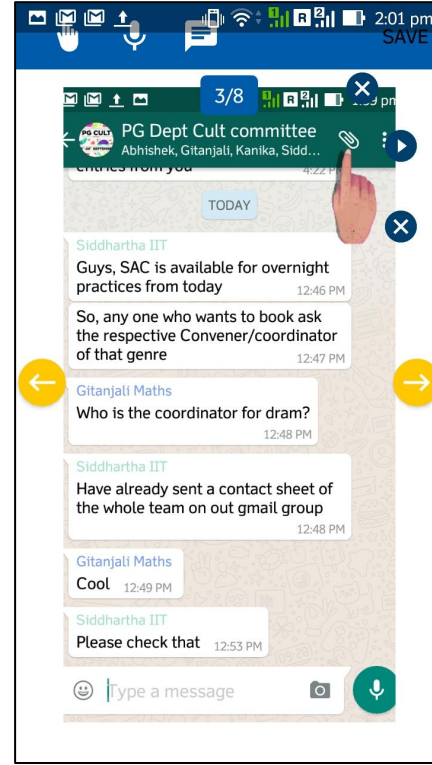
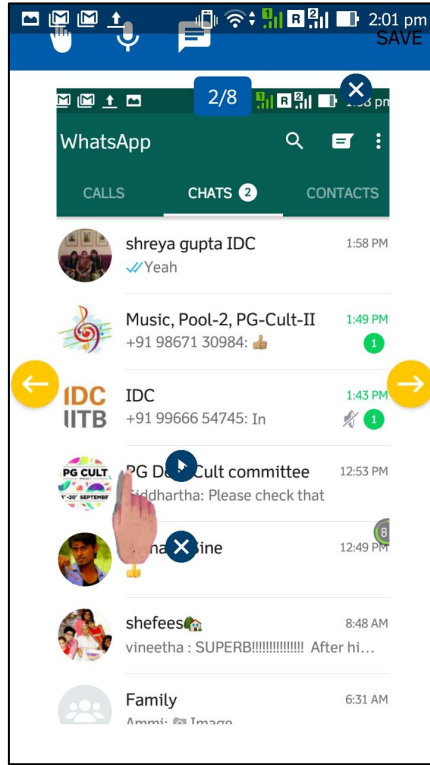
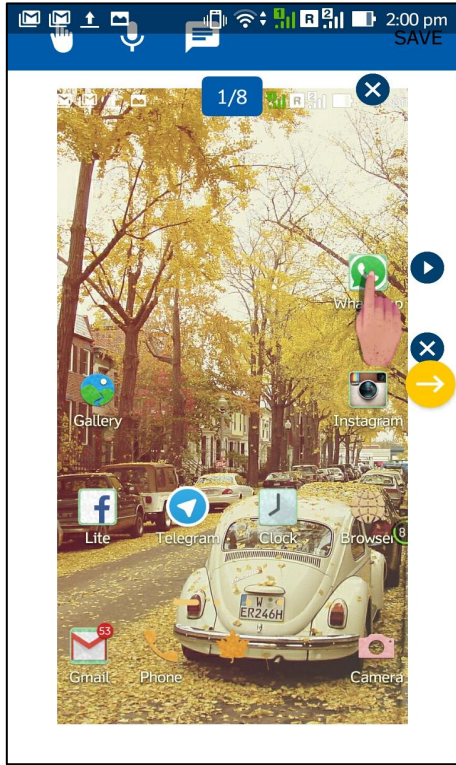
## **STUCK POINTS**

When user gets stuck at certain points and we are not sure how to solve  
-our mix-up with the app

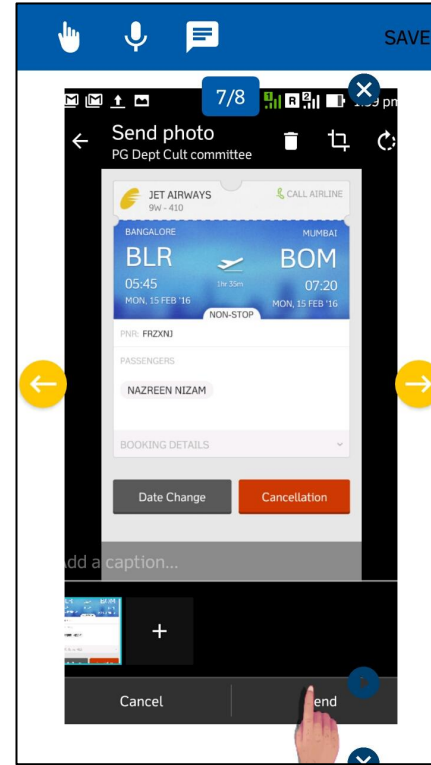
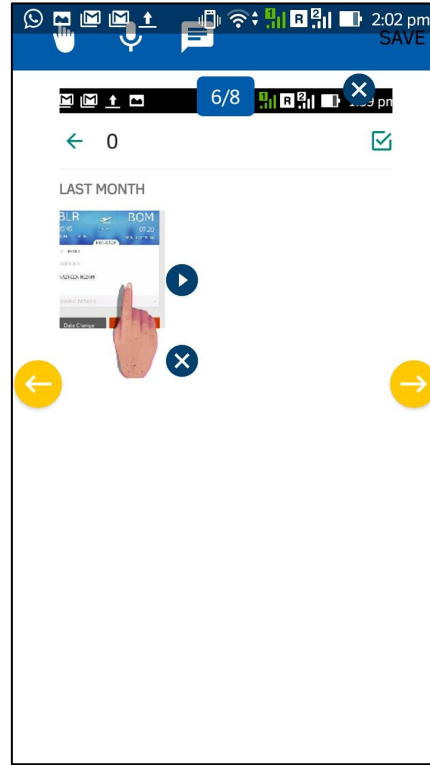
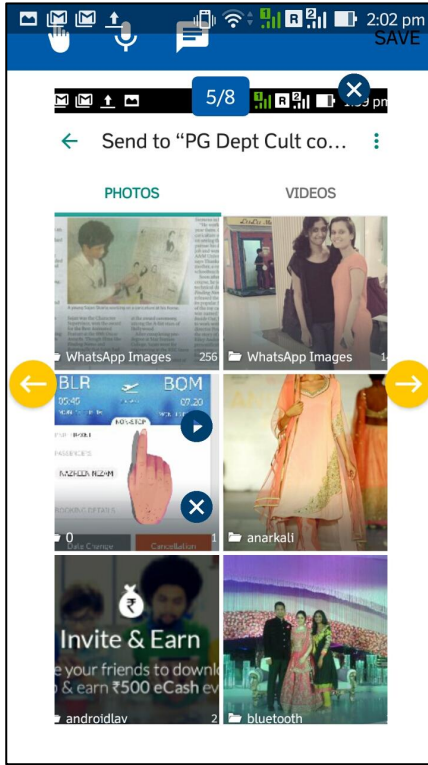
# TASK

To Attach a picture to Whatsapp conversation from Gallery





SEQUENCE OF TIPPIE TO BE CREATED

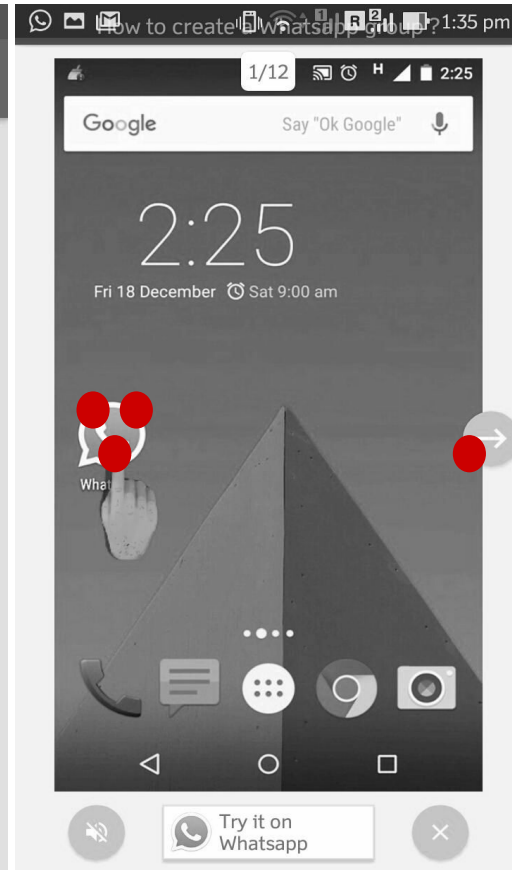
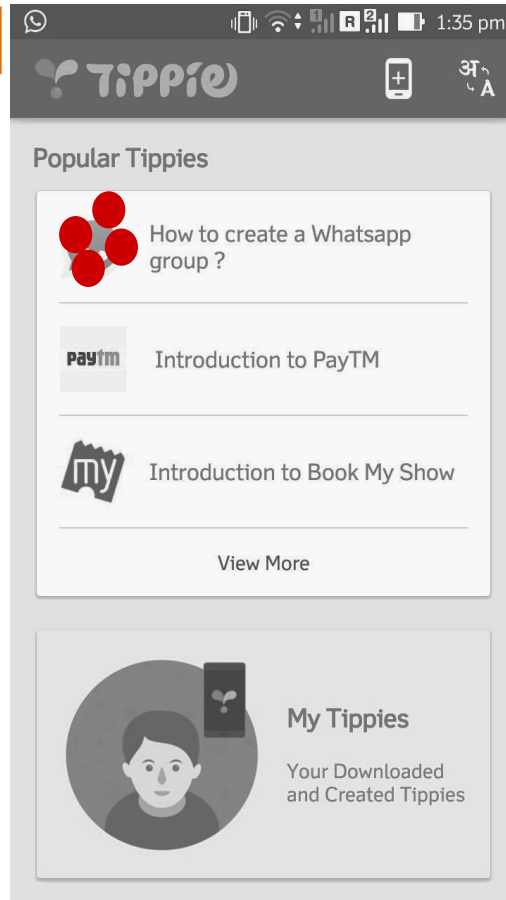


SEQUENCE OF TIPPIE TO BE CREATED

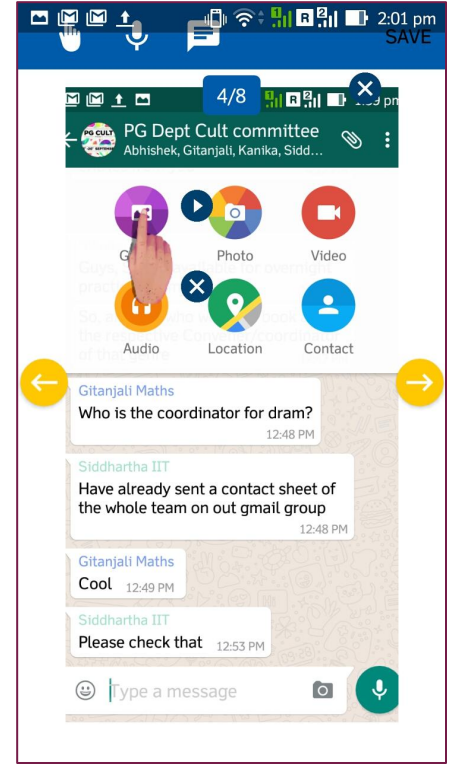
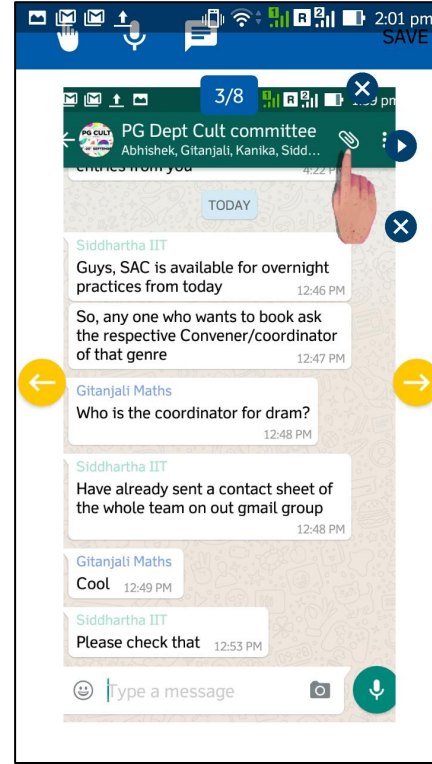
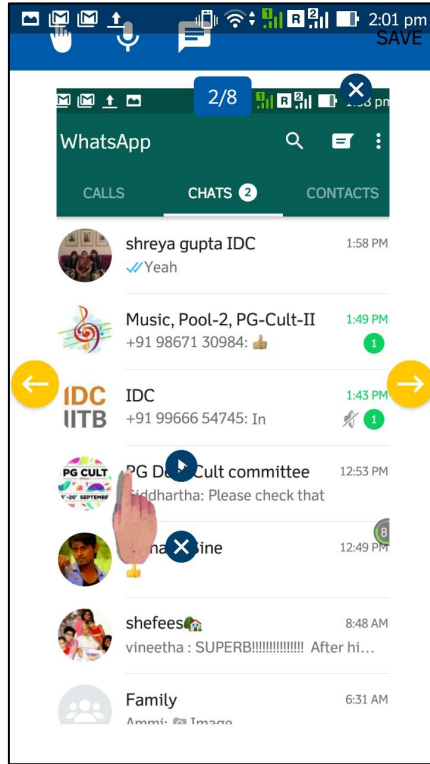
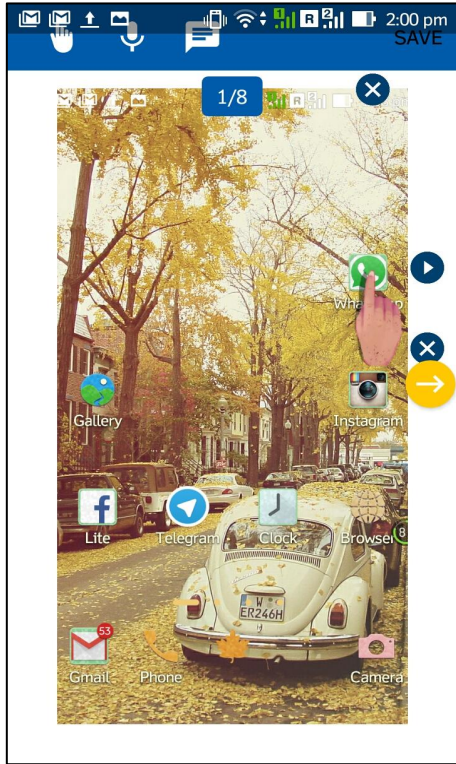
# QUESTIONNAIRE

[https://docs.google.com/forms/d/1QgZ6CMKxMEBDOSd5S\\_HeFfjcHRW\\_fQ9X9-odKB0iEow/viewform](https://docs.google.com/forms/d/1QgZ6CMKxMEBDOSd5S_HeFfjcHRW_fQ9X9-odKB0iEow/viewform)

# OBSERVATION



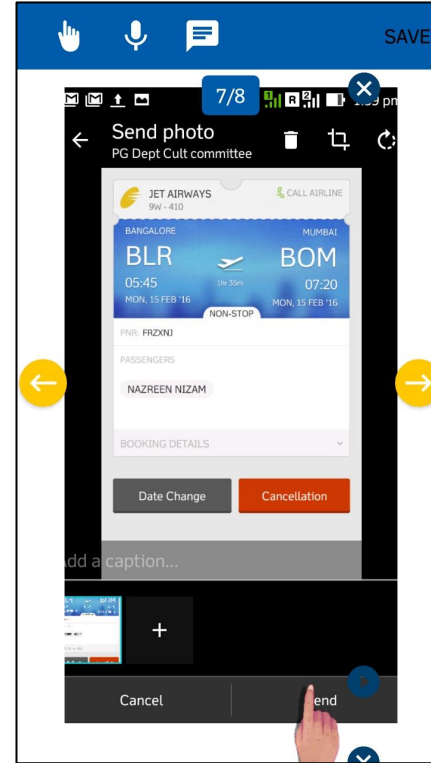
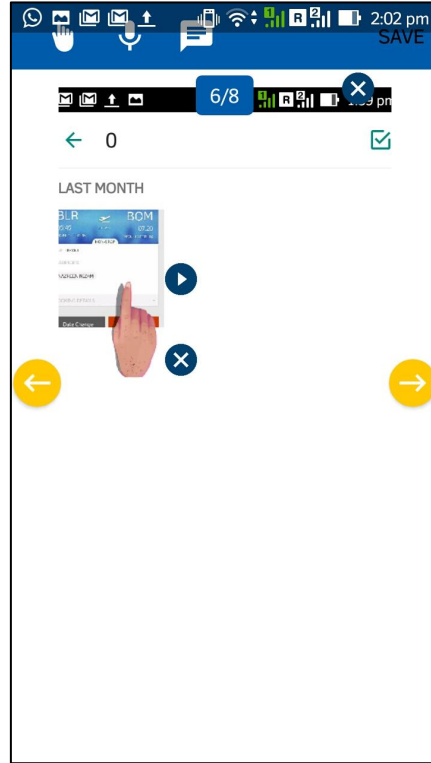
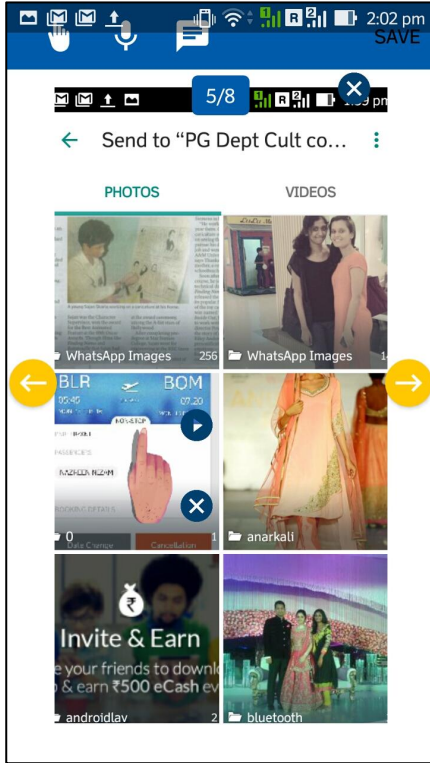
# SUCCESSFUL NUMBER OF SCREENSHOTS



USER



# SUCCESSFUL NUMBER OF SCREENSHOTS



# Impact

Then we showed them the TIPPIE created by us!  
Once they observed us making a tippie they found it much easier and one of them even repeated and created the tippie again!

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