

Warranty — Bulk Upload Usability Script

1. GOAL

Determine the effectiveness of the Bulk Upload feature within the warranty widget, and more specifically error handling within a Bulk Upload.

2. INITIAL QUESTIONS:

1. What is your current role?
2. How long have you been with insert external company or GE Aviation?
3. How often do you use the Warranty widget?

3. PROTOTYPE:

Let's pretend you have come to the warranty widget and already created a claim. After you created the claim header this is the screen you see.

Let's pretend you already have a file in mind, how would you do a bulk upload of line items?	Completed? (yes or no)
Now that you have done a bulk upload and you see that there are some errors, how would you fix these errors?	Completed (yes or no)
With the ESN errors, how would you change them all to 123456 at the same time?	Completed (yes or no)

How would you change the single Event Date error to 4/19/2019?	Completed (yes or no)
Now that all of the errors are resolved, how would you get back to the claim screen?	Completed (yes or no)

4. FOLLOW UP QUESTIONS:

1. How does this Bulk Upload feature compare to what you have now?
2. Would you be interested in continuing to participate in user testing for Warranty in the future?