

Warranty User Testing 1

1. GOALS

Determine the effectiveness of the Warranty widget, with regard to the new create and edit claim header processes, and validation states

A. Sub-Goals

- a. Test how the user reacts to no longer being able to pick their claim number
- b. Test the process of creating a new line item with and w/o an error

2. INTRODUCTION

This section of user testing is dedicated towards testing the effectiveness of some changes within the Warranty widget. The claim number will now auto-generate based on the information input during the claim creation and duplication processes. There are also changes to the look and feel of validation states when creating a new line item.

a. Standard User Questions

- i. How long have you been at _____?
- ii. What is your role at _____?
- iii. Which GE Aviation digital products do you currently use?
- iv. Within Portals, which widgets are you currently using?
- v. Which widgets do you find the most helpful? Why?
- vi. Which widgets do you find the least helpful? Why?
- vii. How often do you use the Warranty widget?

3. SCENARIOS

Each task is defined with sub-tasks and questions to prompt the user as they are participating in the testing. Remember to prompt the user to explain what they are seeing on the screen, what they think buttons and titles mean, and what they are trying to do.

A. Opening the New Warranty Widget / Introduction

The user is accessing portals for the first time today to create, and submit a new claim in the warranty widget.

We are going to move on to some scenarios. Just to give you a heads up, this data is not representative of real numbers, we just put it in the prototype so you would get the idea.

- i. Scenario (to be read to participant): Imagine you have come to MyGEAviation to submit a claim. When submitting the claim, pretend you work for Lufthansa Cargo AG and you are submitting a claim for a GE90 engine.

- j. From this dashboard, how would you start a new claim?
- k. Take a second to look at this screen, do you notice anything similar or different to the current new claim screen?
- l. This prototype is only clickable screens, and you can't actually input any of the info, so go ahead and click in any field to populate all of the form fields.
- m. Is this what you expected to happen?

B. Editing Claim Header

- n. Let's say you get to this screen and you realize the engine family is wrong. How would you edit this?
- o. Stop here for a moment. Is this what you expected to happen?

C. Add Line Item w/o Error

- p. Let's say you want to add a line item, let me see how you would do that from this screen.
- q. What do you think about this step by step interaction that you just took to create a line item?
- r. How would you add the line item now that you have all of the form fields filled in?

D. Add Line Item with Error

- s. Let's say you want to add another line item, go ahead and let me see how you would do that again
- t. How do you think you would fix this error?
- u. Let's pretend that these are the only two line items you needed to add, and you are ready to submit the claim. Let me see what you would do.

4. CLOSING QUESTIONS

Follow-up questions for the user after completing the scenario

A. Usability Questions

- i. How does this product compare to what you have now?
- ii. What are a few things you like about this product?

- iii. If you had three magic wishes to improve this product, what would they be?

B. General Questions

- i. Would you be interested in continuing to participate in user testing as we move forward with the designs of this system?