

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
<b>Errors - Record and prioritize most critical errors based on your error classification.</b>									
<i>[Error rating 3] Unsure of where gift history was or how to access - took a while to locate</i>	Red		Yellow	Green			3	Potentially rename "your account" category to be more specific; add in tool tip for first time users or maybe make it a part of the onboarding/welcome messaging	Confusion around name of "your account" on bottom nav
<i>[Error rating 3] Confused about what needed to be updated after landing on profile page</i>	Red	Orange					2	Make instructions more clear about what information is required for your profile	
<i>[Error rating 2] Multiple attempts to understand where to go after completing a profile</i>							1	Create some sort of trigger or additional flow to guide users through the process	limit confusion about how to move forward
<b>Observations - What are people Doing, Thinking, and Feeling? Use active verbs.</b>									
<i>Able to quickly access the gift recommendation history through quicklinks on homepage</i>		Orange			Cyan	Blue	3	Keep quicklinks as it - maybe reassess what's highlighted?	
<i>Seamlessly moved through forgot password functionality</i>			Yellow				1		keep as is
<i>Easy to locate planner on bottom navigation</i>	Red	Orange	Yellow		Cyan		4		Confirmed through testing your planner is easy to identify on the nav & understand purpose
<i>Liked that gift history list included photo &amp; brief description for easy viewing</i>		Orange			Cyan		2		keep as is
<i>Easy to log out and log in through account sign in</i>		Orange		Green	Cyan		3		keep as is
<i>A little disorienting not to see homepage earlier on in the flow</i>				Green			1	once account created, bring users to homepage first before going on to finish profile/preferences	should see it earlier on; opportunity to build community in future versions through sharing gift recommendations, UGC, etc
<i>Add event to calendar made sense and was a clear process</i>		Orange		Green		Blue	3		keep flow as is
<i>Wished that reminders could be connected to Google cal</i>	Red			Green			1		potential future enhancement
<i>After saving an event would expect to see reminders list updated</i>	Red			Green			2	update reminders with new event once saved or view of calendar with hover state of newly created event	
<i>Would like to receive push notifications for calendar reminders</i>						Blue	1		potential future enhancement
<i>When scrolling through the calendar would like to use arrows in addition to dropdowns</i>	Red						1		conduct further testing to determine the best route to go? mobile may be easiest to use arrows
<i>Creating an account was easy to do and welcome message made sense</i>						Blue	1		keep create account as is, but look into welcome messaging (may be too lengthy)
<i>Gift attributes caused confusion and a lot of questions arose around what event tags meant</i>		Orange			Cyan	Blue	3	update copy on event tags to be more specific	
<i>Interested in searching by recipient name in gift recommendation history</i>					Cyan	Blue	2	consider adding additional gift rec attribute for recipient	
<i>Thought submitting a call request was easy to do</i>			Yellow				1		
<i>Found stylist icon through bottom nav in one attempt</i>	Red		Yellow				2		Stylist icon easy to identify
<i>Envisioning screenshots during onboarding to show you what the features will look like</i>			Yellow				1		
<i>Quickly understood filter/sort functionality as part of gift recommendation history</i>					Cyan	Blue	2		filter/sort on list had positive reaction
<i>Felt that "latest news banner" on pages other than homepage were distracting</i>				Green			1	Look into adjusting which pages global banner displays on and/or messaging	
<i>Once call is saved would have anticipated you could add to your calendar</i>				Green			1	Add option to add to event to calendar or potential future enhancement	
<i>Messaging of being overwhelmed during onboarding resonated</i>						Blue	1		
<i>Frustrated you can't go back during onboarding screens</i>	Red					Blue	2	Add back button to onboarding screens	
<i>Welcome messaging seemed to take a while to read</i>					Cyan		1		thinking it might be too much wording along with onboarding
<i>Not sure of location on bottom navigation after clicking between different categories</i>	Red						1	need to add in highlight to indicate which category user has clicked into	clear up confusion around "your account" and how the top nav differs from bottom
<b>Negative Quotes - Any negative soundbytes? Record them here.</b>									
<i>"Feel like it's a barrier to have to create an account before I can schedule a call to see if I want to use it" and "I would opt out if not able to access app features without creating an acct"</i>				Green	Cyan		2	think about adding ability to interact with the app without completing a full profile & preferences, potentially after create account	two people felt similarly about this
<i>"Didn't think of this as stressful, but now feeling like I'm stressed because of messaging"</i>					Cyan		1		
<i>"How would I use the date tag on {gift recommendation history}, what does it specify"</i>		Orange					1		

