MOBILE USABILITY TEST	P1	P2 F	93 P	4 P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your error classification.								
							Potentially rename "your account" category to be more specific; add in tool tip for	Confusion around name of "your
[Error rating 3] Unsure of where gift hstory was or how to access - took a while to locate						3	first time users or maybe make it a part of the onboarding/welcome messaging	account" on bottom nav
[Error rating 3] Confused about what needed to be updated after landing on profile page						2	Make instructions more clear about what information is required for your profile	
[Error rating 2] Multiple attempts to understand where to go after completing a profile						1	Create some sort of trigger or additional flow to guide users through the process	limit confusion about how to move forward
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.								
Able to quickly access the gift recommendation history through quicklinks on homepage						3	Keep guicklinks as it - maybe reassess what's highlighted?	
Seamlessly moved through forgot password functionality						1	, , , , , , , , , , , , , , , , , , ,	keep as is
Easy to locate planner on bottom navigation						4		Confirmed through testing your planne is easy to identify on the nav & understand purpose
Liked that gift history list included photo & brief description for easy viewing						2		keep as is
Easy to log out and log in through account sign in						3		keep as is
A little distorienting not to see homepage earlier on in the flow						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
Add event to calendar made sense and was a clear process						3		keep flow as is
Wished that reminders could be connected to Google cal						1		potential future enhancement
							update reminders with new event once saved or view of calendar with hover state	
After saving an event would expect to see reminders list updated						2	of newly created event	
Would like to receive push notifications for calendar reminders						1		potential future enhancement
When scrolling through the calendar would like to use arrows in addition to dropdowns						1		conduct further testing to determine th best route to go? mobile may be easiest to use arrows
Creating an account was easy to do and welcome message made sense						1		keep create account as is, but look into welcome messaging (may be too
Gift attributes caused confusion and a lot of questions arose around what event tags meant						3	update copy on event tags to be more specific	lengthy)
Interested in searching by recipient name in gift recommendation history						2	consider adding additional gift rec attribute for recipient	
Thought submitting a call request was easy to do		-				1	consider adding additional grit rec attribute for recipient	
Found stylist icon through bottom nav in one attempt						2		Stylist icon easy to identify
Envisioning screenshots during onboarding to show you what the features will look like						1		Stylist icon easy to identity
Quickly understood filter/sort functionality as part of gift recommendation history						2		filter/sort on list had positive reaction
Felt that "latest news banner" on pages other than homepage were distracting						1	Look into adjusting which pages global banner displays on and/or messaging	liller/sort off list flad positive reaction
Once call is saved would have anticipated you could add to your calendar						1	Add option to add to event to calendar or potential future enhancement	
Messaging of being overwhelmed during onboarding resonated						1	Add option to add to event to calendar or potential ruture enhancement	
Frustrated you can't go back during onboarding screens						2	Add back button to onboarding screens	
riustrated you can't go back during onboarding screens							Add back button to onboarding screens	thinking it might be too much wording
Welcome messaging seemed to take a while to read						1		along with onboarding
Not sure of location on bottom navigation after clicking between different categories						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
Negative Quetes Any negative soundbytes 2 Beaard them have								
Negative Quotes - Any negative soundbytes? Record them here. "Feel like it's a barrier to have to create an account before I can schedule a call to see if I want to							think about adding ability to interset with the app without completing a full profile 9	
use it" and "I would opt out if not able to access app features without creating an acct"						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
"Didn't think of this as stressful, but now feeling like I'm stressed because of messaging"						1	profesiones, potentially after create account	two people left similarly about this
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"When I was trying to click on communication log, just wanted to see what each category was"	1		
"I thought this was going to be filter by stylist"	1		
"Is there a way for me to save gifts I've come across" and "Not really sure what I'm doing on {gift recommendation history} page- are these recs from stylist or things I've saved"	2	could be update to business requirements and future development	interest in including both options as part of gift history, try and simplify for users
"Might wonder exactly what you're doing with gifts from the splashpage"	1		
"I assume this is the homepage, even though I didn't see it before"	1		further supports observation/action item to show homepage to user sooner in their journey
"People can get impatient with reading lost of screens. Is it possible to condense? {onboarding}	1		
"Quick link buttons feel redundant and make me wonder how they're different"	1		most other testers found this feature helpful
"I was able to create a profile, but I wish it would move into the preferences- like part of the flow"	1		supports action item for updating flow to better move users through process of profile creation and next steps
"For me, it got lost" "Looked at bottom on nav first, but couldn't find it" {gift rec history}	1		
"I would rather just get into the app when clicking skip" and "Don't typically use intros, kind of annoy me and I'm capable of using app and figuring out how to use it"	1	Update skip option to move straight to create account page	
"I'm used to 'your account' being up to, top right"	1		look into naming of your account category - similar to feedback from errors
"Are these fields mandatory or could I just proceed" {profile}	1		need to clarify what is required as part of profile update revamp
"I can't imagine using this as a birthday reminder b/c I use Google calendar- so unless it talks to talk"	1		potential future enhancement
"Info button - what am I going to get out of that"	1		will keep in mind but keep as is for now
"What does status mean" {once call confirmed}	1	update verbiage and/or add in tool tip	
Positive Quotes - Any positive soundbytes? Record them here.			
"Annoying to remember all that stuff {events}, feel like it would be helpful to have all in place"	1		
"Flexibility with how to use the app is appealing, but not everyone might want to use to full extent"	1		
"I think that was very straightforward" {adding event to calendar}	1		
"I like that you can filter and sort versus it just being a list" {gift recommendation history}	1		
"I like the graphics on {the stylist page} and feeling they bring"	1		
"Definitely get that the intention is for some sort of gift or exchange"	1		
"Yes- I'm intrigued." {overwhelmed onboarding messaging}	1		
"I would want to know about subscription plans for sure"	1		
"Going to find presents for people- very transparent"	1		
"{Onboarding screens} give a good overview of all features that I can use"	1		