

Timeframe

Currently targeting the week of 9/14, likely Thursday and Friday 9/17 & 9/18.

Themes and Issues to Test

1. Improved UX for CallMe number selection
2. QuickShare workflow
3. Updated start meeting options formerly known as the Audio/Web Toggle
4. CC Scheduled meetings (just the entry on the home screen)
5. Dial-out to participants (just the concept and location)

Will Not Test:

- Position of notifications.
- Join a conference workflow

User segments to test with

1. ReadyTalk customers who use QuickLauncher, at least 2 who use QuickShare
2. ReadyTalk customers who do not use QuickLauncher
3. Level 3 Sales Reps, at least 2 we haven't tested with before

We will need at least 6 people lined up per segment in hopes of reaching 5 testers per each segment.

Steve is currently working on recruiting testers. Patrick has given his OK to reach out directly to the sales reps at L3 that we've already spoken to.

Prototype

[link redacted]

Script	What are we looking for?
<p>Thank you for participating today.</p> <p>Do you use Desktop Connect/QuickLauncher application today? How often? What do you like about it most or use the most often? What frustrates you the most about it? Do you schedule meetings in Conference Center?</p> <p>Have you ever participated in a usability test before?</p> <p>Remember:</p> <ul style="list-style-type: none"> • You are not being tested, our app is being tested • Please think out loud when possible so we know what your reaction is. • Feel free to ask questions though I may or may not answer them • Today we'll be testing a clickable prototype. Some things will work and some won't. 	<ul style="list-style-type: none"> •
<p>Setup Flow</p> <p>So, you may be wondering why you're looking at this screen. Let's say that you've just installed our newest desktop app, and this is the what you'll see when you first launch the application. Normally this would automatically go away, but for the purposes of this test you'll need to click on it to get it to move on.</p> <p>[click]</p> <p>What would you do next? (if needed) Please go ahead and fill out the form.</p>	<ul style="list-style-type: none"> • Do they understand the initial setup workflow? • Do they understand why we're asking for a call me number? • What is their reaction to the three-step process?

<p>Home Screen Is this what you expected to see? Can you talk me through what you're seeing here? Can you tell me what the differences are between these?</p>	<ul style="list-style-type: none"> • What is their reaction to the home screen? • Does this have the information they need/expected? • Do they attach any meaning to the icons shown? • What about colors? • Do they understand the different icon used for CC meetings?
<p>Start Scheduled Meeting Flow Now that you've got it set up, let's say we've been transported to the past and it's now 9a on Sep 16... what would you do next? What do you expect to happen when clicking on the meeting vs the "start" button? Let's say you realize you want to start this call on a different phone number. How would you go about entering a new one?</p>	<ul style="list-style-type: none"> • Where do they click to start their meeting? On the calendar entry line? On the Start word on the line? On the icon? • Did they use the tabs along the top? • How does the start workflow work for them? Any stumbling blocks? • What was their reaction when they clicked on the calendar entry? • Are they able to figure out how to change phone numbers? • Do they have any issues figuring out how to enter a new phone number?
<p>Instant Meetings Flow How often do you start meetings ad hoc? How would you go about doing that from here?</p> <p>Additional actions icons (on hover) Did you notice that additional icon? What does that mean to you? (if needed) Can you hover over that icon please? Based just on what you see here, what would expect to happen when you click on that? (if needed) Go ahead and click on that small icon... is that what you expected? Can you tell what to do next based on what you're seeing here?</p>	<ul style="list-style-type: none"> • How important/common are ad hoc meetings? • Where do they click to start their meeting? Instant meeting or do they go to the Host page? • Can they find and understand the additional actions icon and menu? • Do the options provided for Web Meeting make sense?

<p>Let's say you're already talking to someone on the phone and you just wanted to share your screen? How would you go about doing that from here?</p>	
<p>Start Meeting Screen</p> <p>Is this what you expected? If not, what did you expect to happen? Can you describe to me what the system is doing right now?</p> <p>What would you do next?</p> <p>Add new number (CallMe flow) Let's say that you're in a new to you conference room that you have several meetings in today. How would you add that number here?</p> <p>Can you tell what kind of meeting will be started from here? How would go about just starting the call from here without the web?</p> <p>[Audio & Web Meeting - click "calling your phone" to continue.] [Audio only meeting - click "starting audio now" to continue.] [Web only meeting - click "starting web meeting" to continue.]</p>	<ul style="list-style-type: none"> ● Were they quickly able to find the Start Meeting button? Or, were they unsure what to do next? ● How much exploration of the interface do they do? ● Do they expect the call to go through when they select a number from the drop down? Or do they expect that they have to click the button? ● Do they notice the audio lobby? ● Do they find the "Add new number" in the new call me flow? ● What's their reaction to the process of entering a new number? ● What stumbling blocks or confusion do they have?
<p>Dialing Status</p> <p>Is this what you expected? If not, what did you expect to happen? Can you describe to me what the system is doing right now? What would you do if you realize you entered the wrong phone number?</p>	<ul style="list-style-type: none"> ● Is it clear that the system is calling them? ● Do they understand the cancel button?
<p>Call Connected / Meeting Running</p> <p>Is there any way to tell that your meeting is running? Is there anyone else on the call right now? How would you add someone else to this call? (intentionally vague)</p>	<ul style="list-style-type: none"> ● Do they see the tab change? The button disappear and selector change state? ● Do they see/understand the audio lobby? ● Do they want to see which phone number they're connected to?

<p>to see where they gravitate)</p> <p>(If needed) Can you dial out to add someone to this call?</p>	<ul style="list-style-type: none"> • Can they find/understand Email Invite, Link Invite and Dial Other in?
<p>End Call</p> <p>Let's say that you've now wrapped up your call and you're ready to go to your next meeting. What would you do now?</p>	<ul style="list-style-type: none"> • Do they understand how to end a call from the interface? Would they use it or prefer just to hang up the phone?
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<p><i>Alright, we've concluded the usability test.</i></p> <p><i>Do you have any feedback or questions?</i></p>	