

# Usability Testing – CMA Join flow – Session 01

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## Participants (3)

Secretarial, managerial, admin background. Very little technical knowledge.  
Will be good if we can get a mix of Ages  
All Windows users. Chrome browser.

## Test Objectives

- 1) Email
- 2) Join Options

## Test breakdown

1. Welcome
2. Task
3. Feedback

## Welcome

Thank you for taking part in our research. Please think aloud and share your thoughts while carrying out the tasks. There is no right and wrong answer so please share your suggestions and experience to help us improve.

For the sake of this test please assume that you are working for a large organisation and your name is Barbara German.

PS: We are using place holder images and please ignore any glitches you come across using this prototype. Thanks

## Participant Group 1

### Task 1

You have received an email to join our 'Daily Stand up' meeting.

**Your task is to join this meeting using your home or desk phone as you don't want to share your video**

PS: You don't have to dial any numbers as the numbers provided are fictitious

Feedback:

1. Please share your thoughts on how you would normally attend a meeting and what can we do to help you?

### Task 2

You have received an email to join our 'Daily Stand up' meeting.

Imagine you're attending this meeting with your colleagues. You are in a meeting room and a conference phone is sitting on a table.

You decide to join the meeting using your computer so you can present your work to remote colleagues. Also, you don't want to use your computer for Audio as it will be difficult for your colleagues to participate.

**Please join this meeting using your computer for video and selecting that the system calls you on the speaker phone using the number "019278864".**

Feedback:

1. How was your experience? What worked and what didn't work for you?
2. Do you understand what Call In and Call me means?
3. Are screen names or display names important when joining a meeting?

## Participant Group 2

### Task 1

You have received an email to join our 'Daily Stand up' meeting.

You have joined the meeting in person. There are lots of people standing around a monitor where the designer is presenting the new designs to some remote managers as well. You really want to view the presentation so instead of squeezing through the crowd you decide to join the meeting using your email invite.

**Using the invite how would you join this meeting so that you can view presentation and not hear any other audio or video?**

Feedback:

How was your experience?

Do you understand what presentation only means?

### Task 2

You have received an email to join our 'Daily Stand up' meeting. Imagine you're in a meeting room with your colleagues and your computer is connected to a large screen monitor so that everyone can take part in this meeting.

**Please join this meeting using your computer for video (so that it can be projected on this large monitor) and a conference phone (deskphone) to dial into this meeting so that everyone can hear and speak.**

PS: You don't have to dial any numbers as the numbers provided are fictitious

Feedback:

1. How was your experience?
2. Have you tried this in any of the meetings you have attended?
3. When would you like to see this dialing number? Is it before you entering the meeting or after?

## Participant Group 3

### Task 1

You have received an email to join our 'Daily Stand up' meeting.

You don't want to show yourself as you join this meeting?

**Please share how you would join this meeting without showing your video?**

Feedback:

1. How was your experience?
2. How can we improve this experience?

### Task 2

You have received an email to join our 'Daily Stand up' meeting.

You are in a video conferencing room and want to join the meeting using the video system provided in the room. The video system has an instructions card that says that you need a video address to join a meeting using this video system.

**From this email invite please join the video conference using the video system?**

Feedback:

1. How was your experience?
2. What would you call this video equipment: a video device, a video system or a room system?
3. A video system calling you on your phone or video device. Do you expect this when joining a meeting?