



Traveler

# Remote Testing

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# Moderate Testing

- Task (1/5)

Technical test

Reminders

Observer

Session

## 1. Themes



### Objective:

- Play a soundscape based on a selected theme.

### Task and Scenario:

- You're feeling stressed and want to relax by listening to something calming.

### Success Metric:

- Select one of the 5 soundscape themes and play it.

### Notes:

- What features could be added to the home screen and playback to improve the user experience?

# Moderate Testing

- Task (2/5)

Technical test

Reminders

Observer

Session

## 2. Top 10



### Objective:

- Find and play the #1 soundtrack from the Top 10 list.

### Task and Scenario:

- There are many soundtracks to choose from, and you want to know which ones are the most popular.

### Success Metric:

- Navigate to the "My Place" section and select the Top 10 tab to play the #1 soundtrack on the list.

### Notes:

- Where was it easy to find the Top 10 (Home, My Place)?

# Moderate Testing

- Task (3/5)

Technical test

Reminders

Observer

Session

## 3. Sleep Better



### Objective:

- View tips for better sleep.

### Task and Scenario:

- You're having trouble sleeping and want to find some practical tips to help you sleep better.

### Success Metric:

- Open the sleep tips from either the home screen or the "Meditate" section.

# Moderate Testing

- Task (4/5)

Technical test

Reminders

Observer

Session

## 4. Playlist



### Objective:

- Create a playlist.

### Task and Scenario:

- You want to create a playlist that you can listen to during specific moments of your relaxation time.

### Success Metric:

- Navigate to the "My Place" section, select the "Playlists" tab, and create a new playlist.

### Notes:

- How difficult was it to create the playlist?

# Moderate Testing

- Task (5/5)

Technical test

Reminders

Observer

Session

## 5. Sound Effects



### Objective:

- Activate sound effects.

### Task and Scenario:

- You want to have a more immersive experience or you have a surround sound system and want to activate some effects to improve the sound quality.

### Success Metric:

- Play any soundtrack and activate some sound effects.

### Notes:

- How tedious was it to find the effects? Was it intuitive?

# Moderate Testing

## Task

- Technical test (1/3)

## Reminders

## Observer

## Session

## Tool Features / Phone Call Script



### Introduction

- Greetings: "Good morning, how are you?"
- Purpose of call: "Next week, we'll be conducting a usability test for our product. To prepare, I'd like to walk you through a few quick tests."
- Tools: "We'll be using Zoom and Maze.design. I'll send you the links by email if you don't already have them."

### Zoom Setup

- Audio: "If you're not using a computer, please click the microphone icon at the bottom of the screen to unmute yourself."
- Video: "On your computer, please click the camera icon at the bottom of the screen to enable your camera. If possible, find a well-lit spot so we can see you clearly."
- Screen sharing: "On your phone, please click 'Share Screen' and then 'Entire Screen.' Please note that we'll be able to see everything on your screen."

### maze.design

- Instructions: "For this test, we'll be using Maze.design. Please open the link I sent you and take a look around. There's a sample test on the homepage so you can get a feel for how it works."

# Moderate Testing

Task

- Technical test (2/3)

Reminders

Observer

Session

## Tool Features / Phone Call Script



### Consent Form

- Review: "I've attached a remote consent form to this email. Please read it over and let me know if you have any questions. If you agree to participate, please sign and return the form."

### Conclusion

- Thank you: "Thank you for your time. I look forward to working with you next week."

### Additional Notes

- Be polite and professional throughout the call.
- Be patient and clear with your instructions.
- Be prepared to answer any questions the user may have.
- Take notes of any feedback the user provides.



# Moderate Testing

## Task

- Technical test (3/3)

## Reminders

## Observer

## Session

## Recording Consent Form



Thank you for participating in our remote moderated usability test

**Purpose of recording:** We will be recording your session to allow team members who cannot be here today to observe your session and benefit from your feedback.

### Consent

**Statement:** I understand that my usability test session will be recorded.

**Permission:** I give Stiven Sepúlveda permission to use this recording for internal use only, for the purpose of improving the designs being tested.

**Participant's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Moderate Testing

Task

Technical test

- Reminders

Observer

Session

## User reminder



**Subject:** Reminder: Usability Test Tomorrow

**Hi Jesus,**

I hope this email finds you well.

I'm writing to remind you that we have a usability test scheduled for tomorrow at 6:30 PM."

### **To prepare for the test:**

- Please send us the signed consent form if you haven't already done so.
- Have your phone and computer charged and ready to use.
- If possible, have a pair of headphones ready to use.

**We will send you the Maze link during the test.**

**Thank you for your time and participation.**

**We look forward to talking to you tomorrow!**

**Best regards,  
Stiven Sepúlveda**

# Moderate Testing

Task

Technical test

Reminders

- Observer

Session

## Observer Documents



### Observer Documents

#### 1. Temáticas

**Objective:**

- Play a soundscape based on a selected theme.

**Task and Scenario:**

- You're feeling stressed and want to relax by listening to something calming.

**Success Metric:**

- Select one of the 5 soundscape themes and play it.

**Observed Problems:**

**Note**

Was the initial and playback screen missing any items that the user would you have wanted to complete?

### Observer Documents

track from the Top 10 list.

tracks to choose from, and you want to know popular.

" section and select the Top 10 tab to play the

unos

to find the Top 10 (Home, My place)?

# Moderate Testing

Task

Technical test

Reminders

Observer

- Session

## Initial script



**Hi, Jesus, thanks for joining us. I'm Stiven.**

- Before we start, is it okay if we call you Jesus?
- Okay, great. I have a colleague here with me. They'll be silently observing the session, looking for ways we can improve the app.

**Were you able to connect to both devices without any problems?**

- Is there anything else we can help you with?
- Is it okay if we start recording?

**[Wait for confirmation, then start recording]**

**Now, I'm going to ask you to start screen sharing from your phone.**

- We'll send you the Maze link in the chat to start the test.

**[Give the user control of the presentation to show their screen]**

**Final thanks and greetings:**

- Thank you so much for your help, Jesus. Your comments and observations were very helpful.
- Is there anything else you'd like to add about the app or this test? Well, thank you very much.
- We'll keep in touch. Have a good night.

# Moderate Testing

Task

Technical test

Reminders

Observer

Session

**Thank You**

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