

# INDIGO.DESIGN

## Sample Usability Report

This sample report shows details for 1 of 4 tasks.  
When you conduct a usability study for your prototypes, the reports can viewed directly in your personal or group workspace

Usability studies

FilesApp

Try out this study

Restart this study

Tasks (4)

1. Send James the MARKETING ACTION 2016.xls spreadsheet.  
Accomplished by 9/11 users  
Time Avg. 1m 31s
2. Find the file size for PRODUCT STRATEGY.doc  
Accomplished by 11/11 users  
Time Avg. 16s
3. Link DROPBOX to your SharePlus app  
Accomplished by 11/11 users  
Time Avg. 32s
4. Delete the first 6 CLIENTS and LEADS from the LOCAL SALES group  
Accomplished by 11/11 users  
Time Avg. 38s

### Results overview

Study results are updated in real time, as soon as a participant completes a task.

#### Accomplished by

No. of participants who achieved the task goal vs. total no. of participants

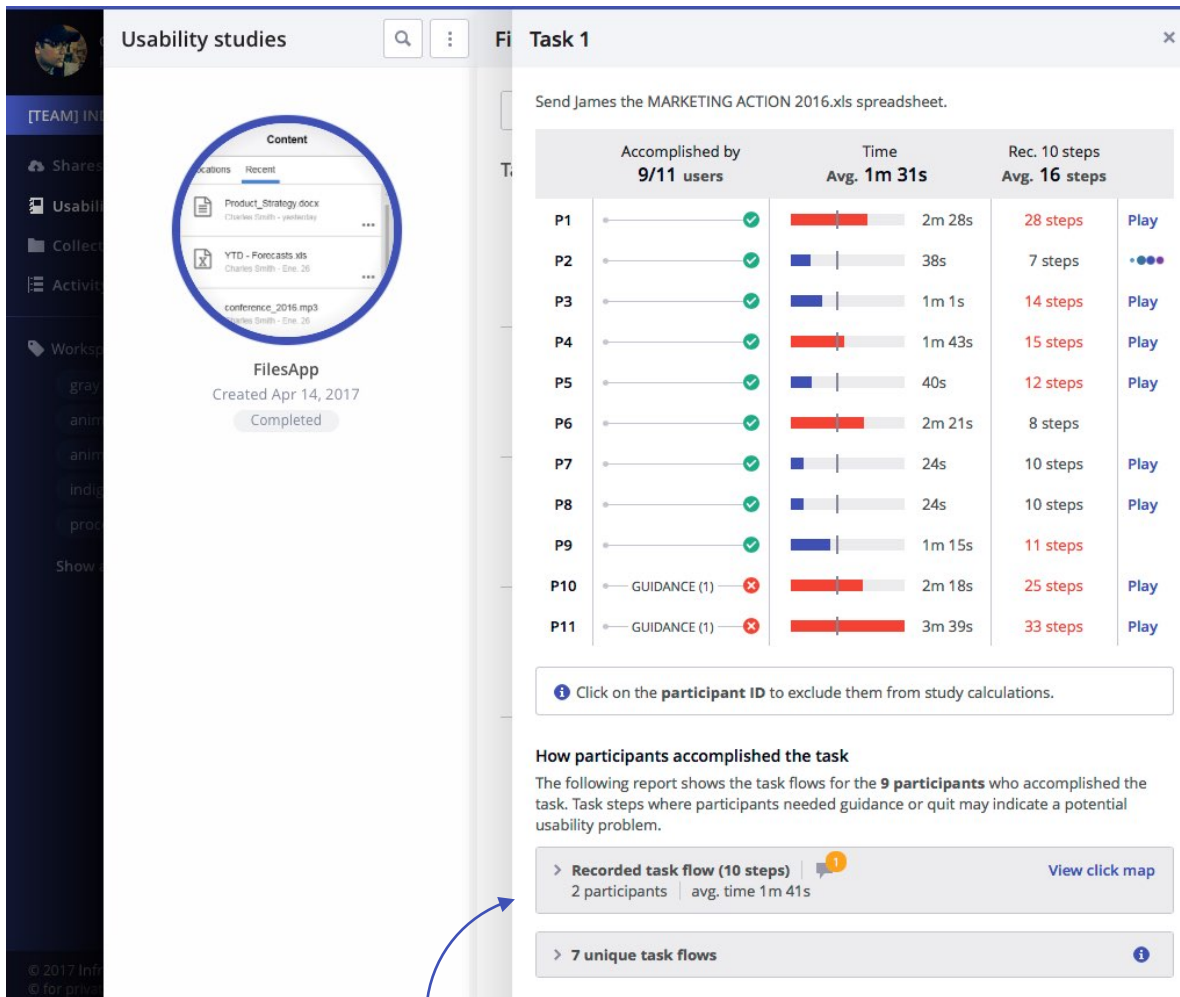
#### Time

Time taken to complete a task, reported as an average for all participants.

#### What to look for?

Ideally, all participants should be able to complete the task goal, or reach the last step of the task flow, without assistance.

In this example, only 9 of 11 people were able to complete task 1. So this is the task we need to inspect in more detail. See next page for task 1 details.



See how many people completed the task as expected vs. other flows

## Task 1 details

Send James the MARKETING ACTION 2016.xls spreadsheet.

### Accomplished by

A check indicates that a participant completed the task without any guidance.



If they use guidance, the task is marked as failed and marked accordingly.



### Recorded number of steps (Rec.) vs. actual

Shows the number of steps or interactions attempted by each participant as they try to complete the task.

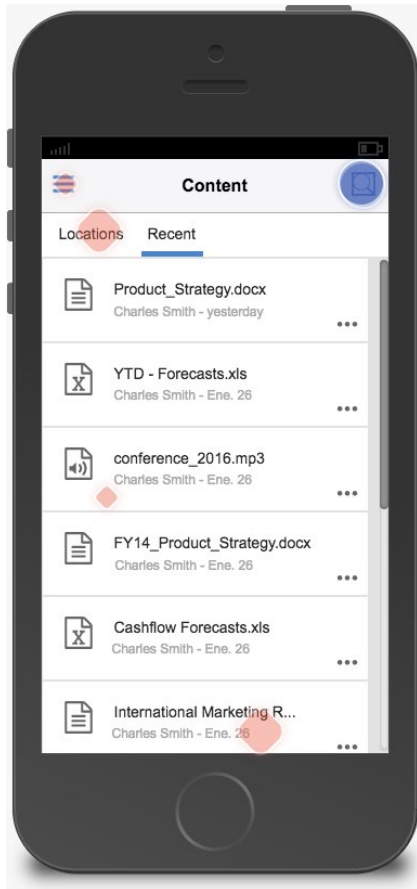
The no. of steps are marked in red when it exceeds the expected number of steps. For example p1 needed **28 steps** to complete the task. Click the step count to launch the click-map report.

### What to look for?

Anything marked in red is a leading indicator for potential issues. For example, if the average time required is shown in red, it implies that the participant took longer than average.

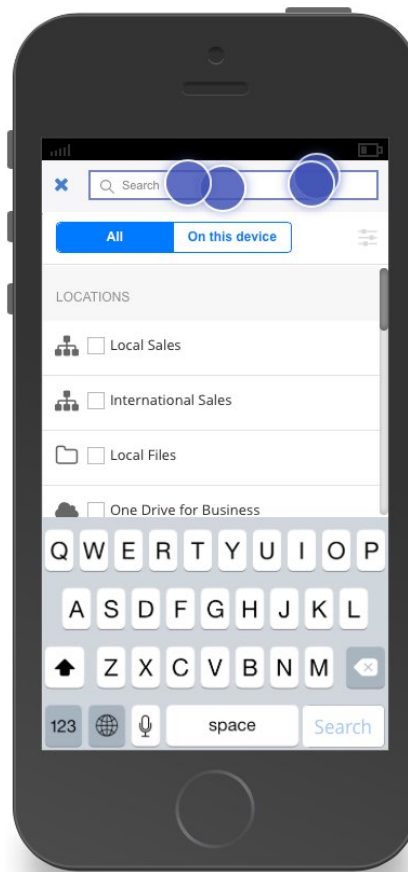
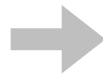
# Click-Map report for Task 1

Task 1: Send the marketing action plan spreadsheet to your team



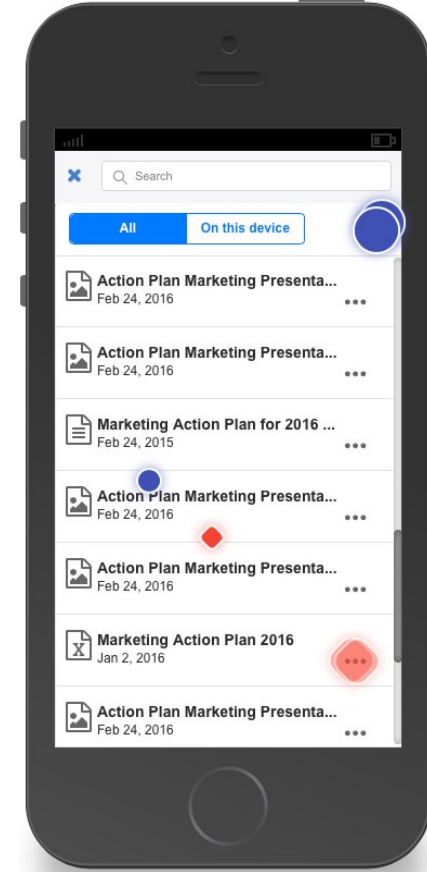
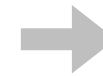
Start

The placement of the markers indicate participants were more inclined to browse for the file than trying to search. The expected interaction was to search.



Step 1 of 10

Once they reached step 2, there was no confusion about where they had to tap/click. This is evident from the tight clustering of blue interaction markers.



Step 2 of 10

The task required participants to find a spreadsheet. However, instead of using the filter, participants managed to locate the file by scrolling. It's marked in red because that interaction was not designed in the prototype.

# Video Player (Task 1 - participant 1)

Interaction markers

Recorded step (blue circle) Other (red circle)

Add & Manage comments added to the video

Switch participants

switch tasks

Jump directly to interesting events