

Move Participants

Usability testing

r2.4

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UX Team

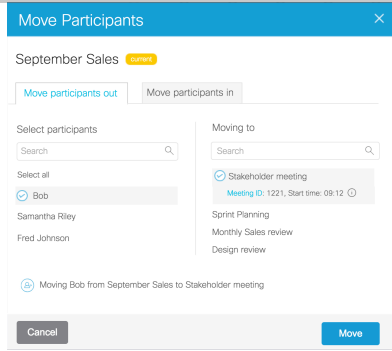
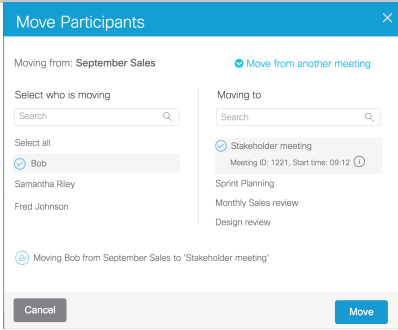
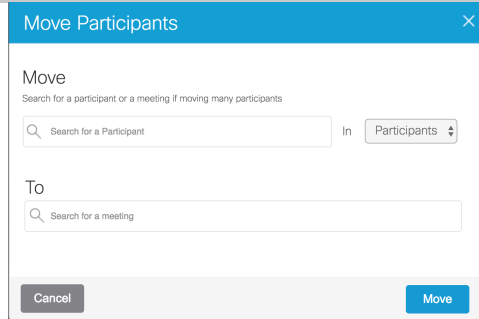
Summary

Colin and Myself have looked at quite a few designs before deciding to take 3 designs forward for testing. RITE method was applied for usability testing hence we were able to discard, improve and achieve favourable convergence for a design.

- 11+ participants representing 7 companies took part in our usability testing sessions. Out of which 4 operators and 4 admins have opted for design 2 (Move out only)
- 2 admins have favoured design 1 (Tabs In/Out)
- FCG group was only shown design 2 once we had consensus for design 2
- None of them wanted a search only design hence design 3 was dropped after initial screening
- Peer test also revealed that design 2 was a favourite amongst testers

Classic case of “Don’t make me think” as with Tab design users would have to decide which route they need to go and understand the ins and outs every time they open the tool. Move Participant for all our candidates means “Move Out” from any meeting to any meeting.

Hence number two was preferred.

Customer	Design 1 Tabs In/Out	Design 2 Move out only	Design 3 Search only	Suggestions
				
David Maw (UEN) Works as admin and Operator when required	Had two sessions: 1st session: Didn't notice move into tab, found difficult to understand out and in tabs. Asked us to change terminology. 2nd session: Showed the improved tabs with his own labels. He was able to understand but he didn't like the tab design and opted for design 2	Likes design 2 and feels it's simple and clean. Felt operators will find this easy to understand compared to tabs.	David didn't like the search only design but opted for search to be used as part of design 2 So move from another meeting would have search that can search for any meeting or participant both	Wanted to add move confirmation toasts, meeting duration and didn't notice the info icon so we need to increase the size for meeting details

Petra (MVC.de) Operator	Design 1 was tricky. Thought Tab that says out will select participant who is moving out while Tab IN will allow to choose meeting this participant is going into Found it quite complex and confusing	Likes design 2. Seems faster than 1 She feels its al about Moving Participants Out. If this tool didn't support moving in Petra would have gone to the meeting itself selected participant and moved.	Would rather browse through lists of participants and meetings than search. She feels it will take more time to search and select rather than browse	Need a toast to confirm action Wanted to apply this to breakouts as well Right click to get list of meetings or 3 dots in main window for contextual window
Michael & Rob: (Admin/Sales/Managerial) Kyle (Operator) Yorktel	Kyle finds this design to be confusing. Rob (Admin/Head) found this confusing Michael (admin) finds this better but when Rob and Kyle went for Design 2 he too dropped this and went for Design 2	Kyle (operator) and Rob liked this design and then Michael (admin) did as well. Kyle finds this to be quicker, simple and easy to understand. Kyle asked for meeting ID and brief info about meeting so user can confirm the right meeting. This is how and when we started meeting info which got favourable response from all subsequent testers	Kyle would avoid searching as it is time consuming and would rather browse through a list. A list will also provide assurance. Room names etc are difficult to search for as these can be device names hence browse is better	Would Move from lobby to another meeting. Would want right clicking within main window Likes Summary and number of participants

Fabian (leads MM operation) Orlando Torres (Operator) Alex (Head/Admin) Swiss Re	Orlando (operator) Did not understand design 1 Same as Petra thought the first tab would select participants and second would select meeting he's going to. Fabian (lead MM) got the tabs right fairly quickly and explained how they would work.	Orlando found this easy to understand and navigate. Even after getting 1 wrong and this one easier to understand Orlando opted for design 1 as he saw his manager getting the tabs easily and felt pressured to comply but then Fabian and Alex both opted for design 2 as Orlando got this right and they found this easier as well. In the end all 3 opted for design 2.	Search was not shown to them They use room names for devices so one can understand why they would avoid searching	Orlando would scroll rather than search. Orlando felt a bit nervous sitting amongst managers Right click on main window. Likes drag and drop from Codian Likes the meeting info and asked to add host name
George Thomas (Admin) TATA	This design looks like you're adding a participant Moving into meeting is tough Even after finding it confusing initially George (admin) went for design 1 rather than 2	Finds this a little confusing. Thought design 1 was more intuitive. When asked if we are to proceed with design 2 he said he will not have any reservations	Would browse and then search hence search was not shown to him	Concierge service. Requires renaming of device names. Understand he is an admin and Operators may think differently. Likes meeting info

Brian Grace (Admin/Sales) IMT Global	This design looks like you're adding a participant Moving into meeting is tough Even after finding it confusing initially George (admin) went for design 1 rather than 2	Finds this a little confusing. Thought design 1 was more intuitive. When asked if we are to proceed with design 2 he said he will not have any reservations	Would browse and then search hence search was not shown to him	Concierge service. Requires renaming of device names. Understand he is an admin and Operators may think differently. Likes meeting info
Massimo Campolucci And many others (Admin/PM/ICT) FCG Group	Design 1 was not shown to this customer	Design 2 was simple to understand. Didn't notice the "move from another meeting" link wanted to move it closer to the meeting title Found meeting info and summary useful. Spotted the info icon for extra info. Expect participant to be moved to any meeting not just current	Design 3 was not shown to this customer	Breakout is not a pressing requirement for FCG. They have shared quite a few requirements including templates issue, moving devices from TMS as well as CMS, screen grabs etc