

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

The screenshot shows the FilesApp interface for a usability study. On the left, a sidebar contains navigation options like 'Usability studies', 'Shares', 'Collect', 'Activities', and 'Workspaces'. The main content area is titled 'Usability studies' and features a search bar and a 'FilesApp' logo. Below the logo, a 'Content' section lists recent files: 'Product_Strategy.docx', 'YTD - Forecasts.xls', and 'conference_2016.mp3'. A 'FilesApp' card indicates the study was 'Completed' on 'Apr 14, 2017'. On the right, a 'FilesApp' header includes an 'Invite' button and a close button. Below this, there are two buttons: 'Try out this study' and 'Restart this study'. The 'Tasks (4)' section lists four tasks with their completion status and average time:

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

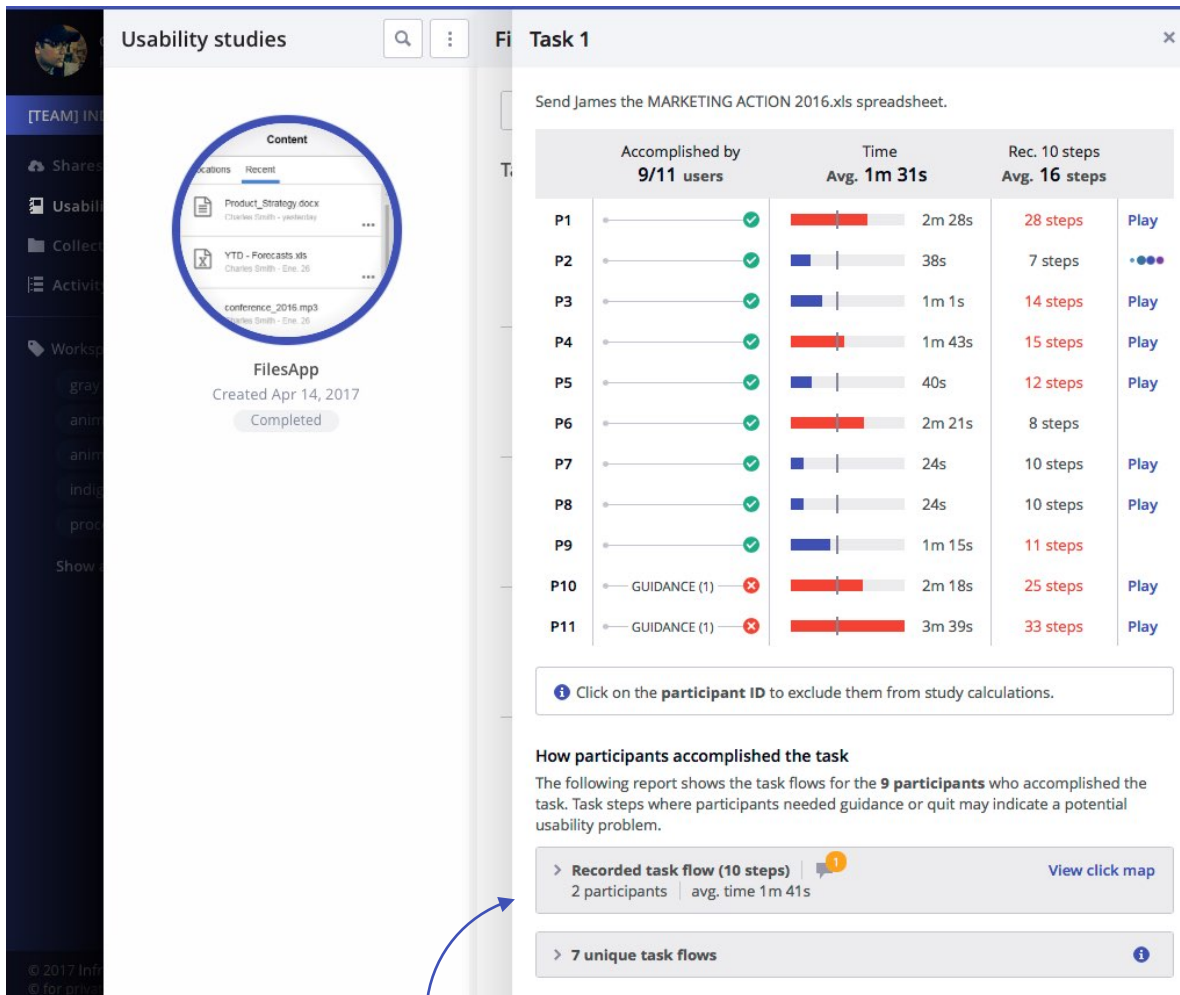
Time

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.

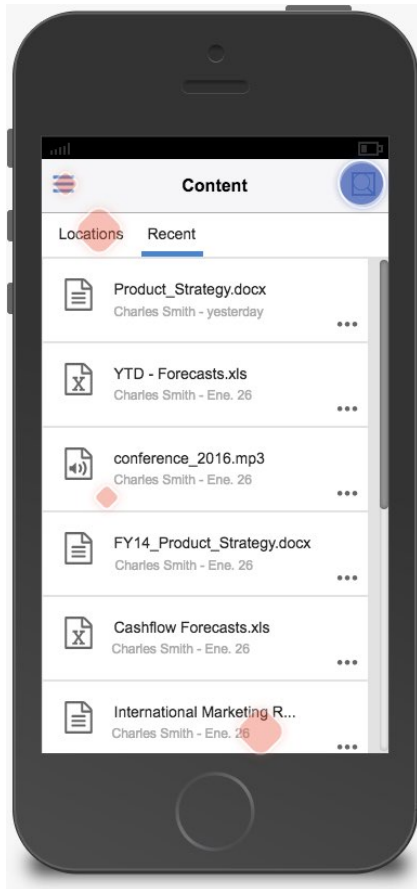
The no. of steps are marked in red when it exceeds the expected number of steps. For example p1 needed **28 steps** to complete the task. Click the step count to launch the click-map report.

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.

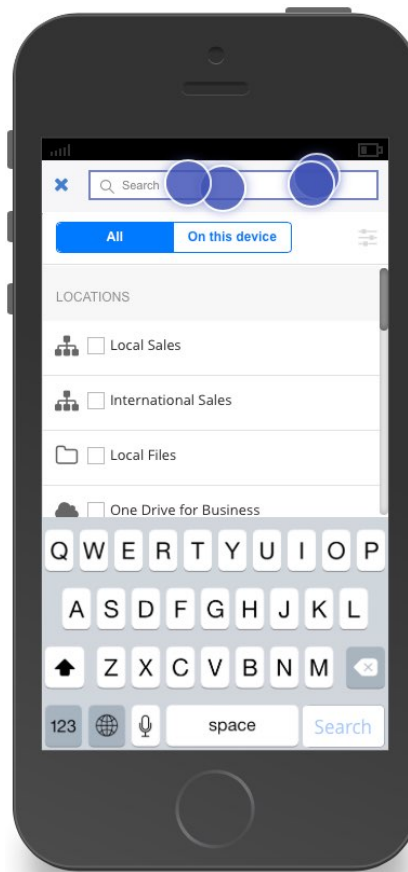
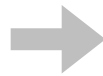
Click-Map report for Task 1

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



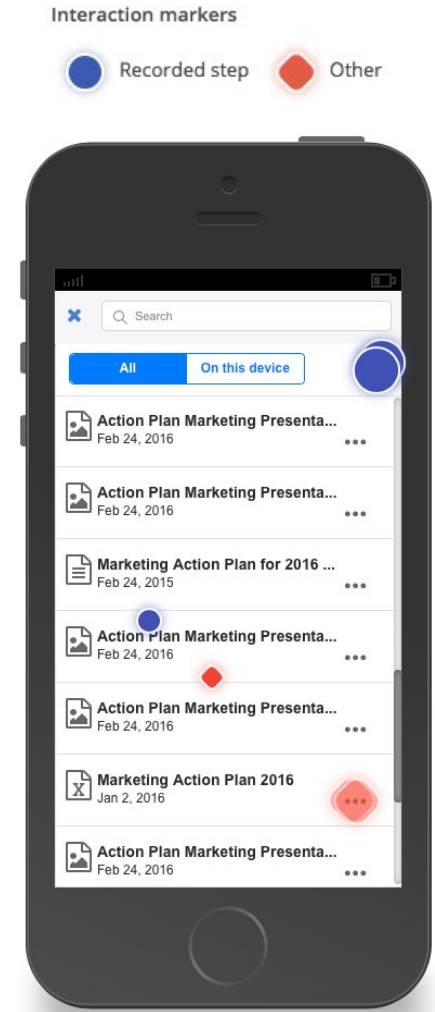
Start

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

The screenshot shows a video player interface for 'Task 1'. On the left, there is a 'Comments for task 1 - P1 (1)' sidebar with a comment from George A. posted 2 minutes ago. The main video area shows the task instruction: 'Send James the MARKETING ACTION 2016.xls spreadsheet.' Below this is a smartphone displaying a 'Content' list with files like 'Product_Strategy.docx', 'YTD - Forecasts.xls', 'conference_2016.mp3', 'FY14_Product_Strategy.docx', 'Cashflow Forecasts.xls', and 'International Marketing R...'. At the bottom, a video player timeline shows a progress bar with a play button, volume, and settings icons. A legend at the top right identifies blue circles as 'Recorded step' and red circles as 'Other'. Handwritten blue annotations with arrows point to the comment section, the task instruction, and the timeline markers.

switch tasks

Jump directly to interesting events