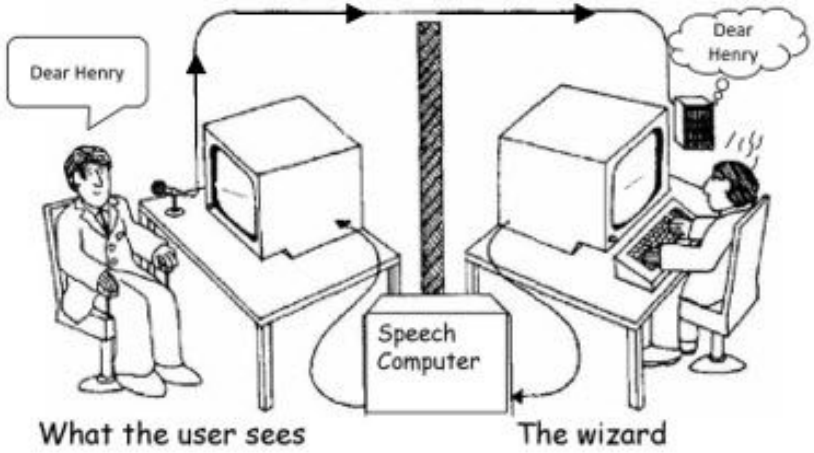
# Prototype Testing

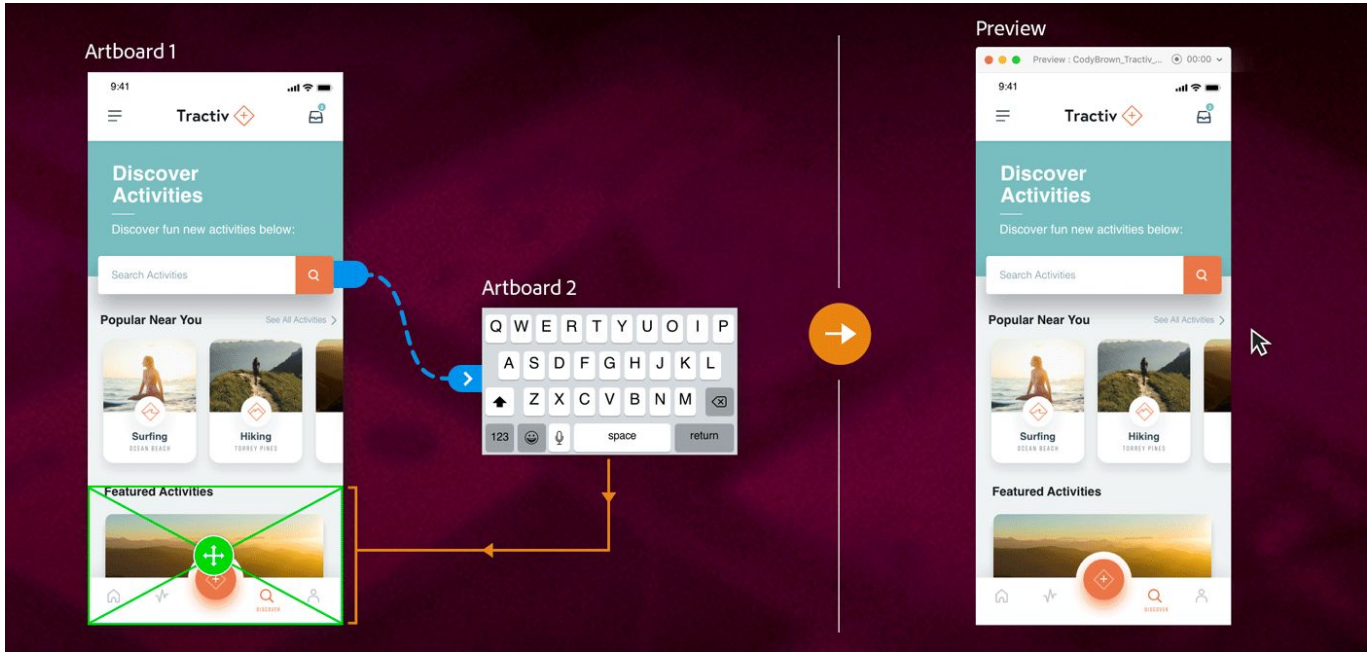
TicketChain

# Wizard of OZ

*Wizard of Oz testing – The listening type writer IBM 1984*

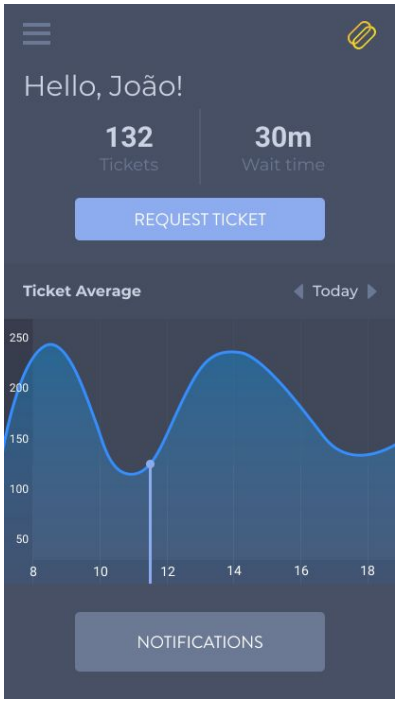


# Wizard of OZ

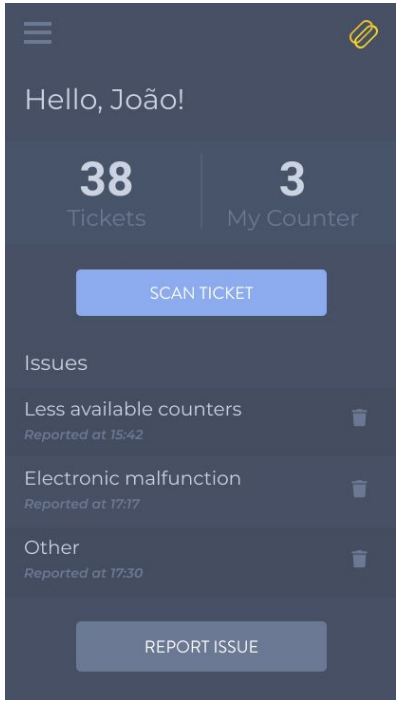

Artboard 1
9:41
Tractiv
Discover Activities
Discover fun new activities below:
Search Activities
Popular Near You
See All Activities
Surfing
Hiking
Featured Activities
Artboard 2
Q W E R T Y U O I P
A S D F G H J K L
Z X C V B N M
123
space
return
Preview
Preview : CodyBrown_Tractiv_...
00:00
9:41
Tractiv
Discover Activities
Discover fun new activities below:
Search Activities
Popular Near You
See All Activities
Surfing
Hiking
Featured Activities

# Tests

## User View




## Worker View



# Client View

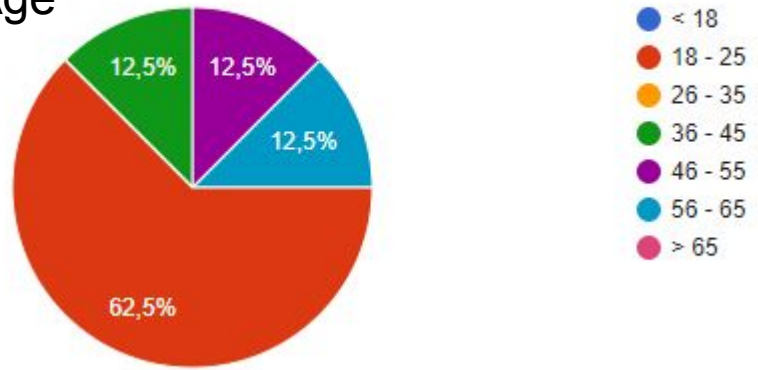
- **Request a Ticket** — The client should request a ticket and be able to tell what number was attributed to their ticket.
- **Average Wait Time** — The client should visualize what the average waiting time is at the moment of the test.
- **Show Ticket for Scan** — The client should present its ticket for scanning and be able to tell what counter was attributed to them.
- **Custom Notification** — The client should go into advanced mode change the notification settings.

# Worker View

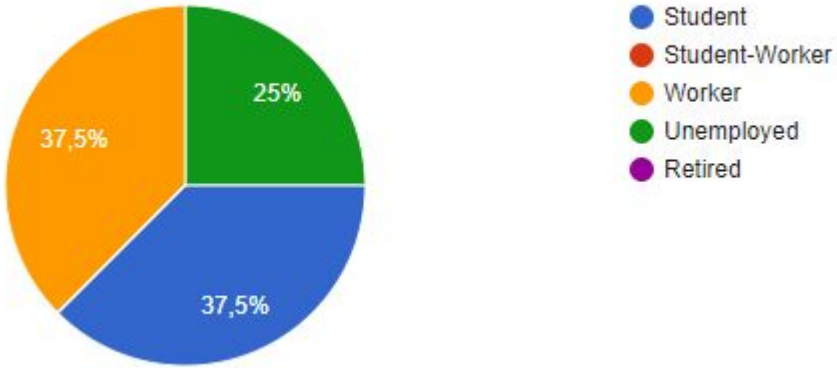
- **Check In** — The worker should check in and be able to tell what counter was attributed to them.
- **Scan a Ticket** — The worker should scan a ticket, indicating the number of the ticket in the app.
- **Change Counter** — The worker should change the counter, selecting a new counter number.
- **Report an Issue** — The worker should report an issue of electronic malfunction, and write a description of the cause of the issue.

# Results

Age




Occupation

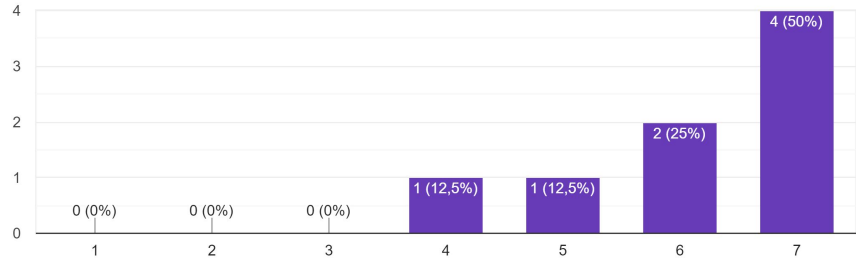



We performed tests with 8 users

# Results

I completed the test case with ease

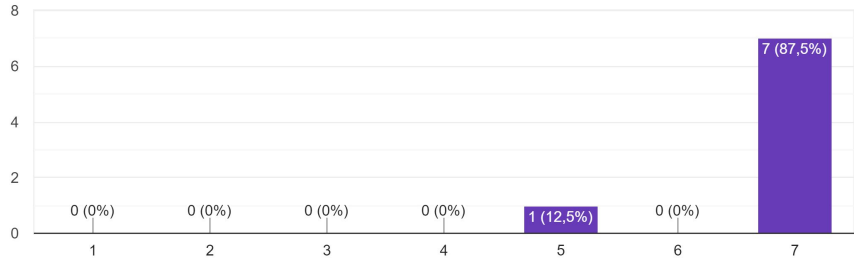
8 respostas




User

I completed the test case with ease

8 respostas

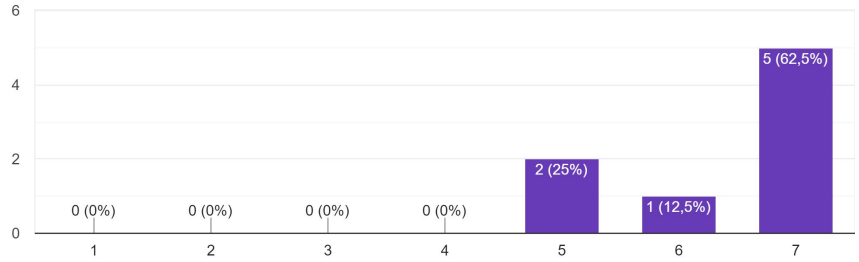



Worker

# Results

The interface elements were clear and easy to comprehend

8 respostas




User

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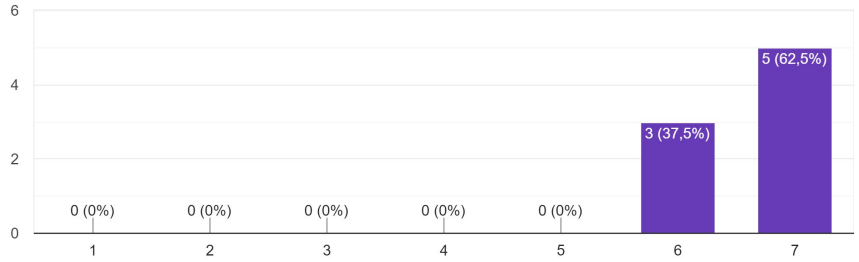
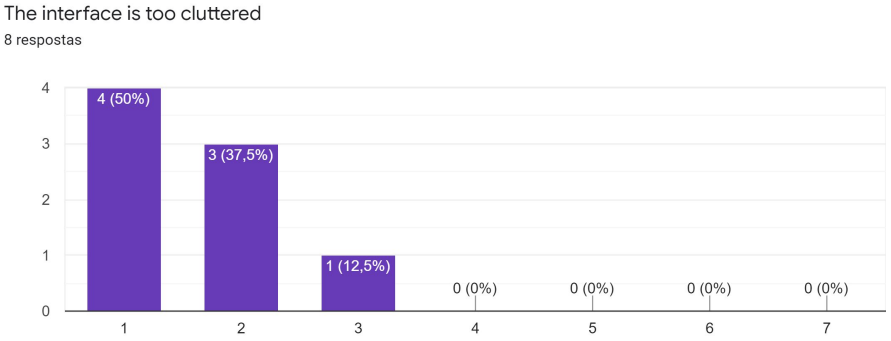
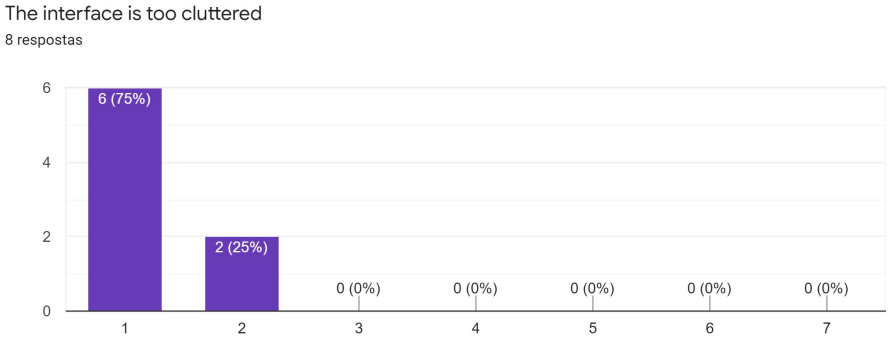



Worker

# Results




User

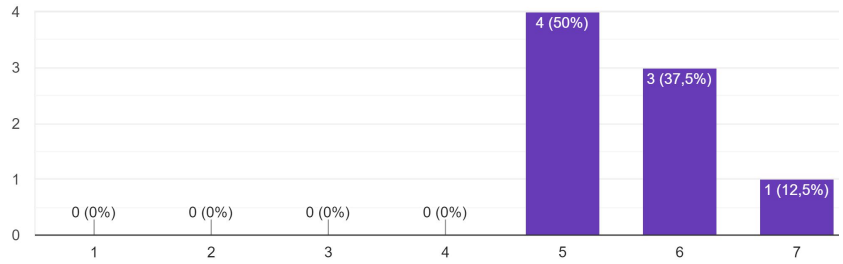



Worker

# Results

The interface elements were visually appealing

8 respostas




User

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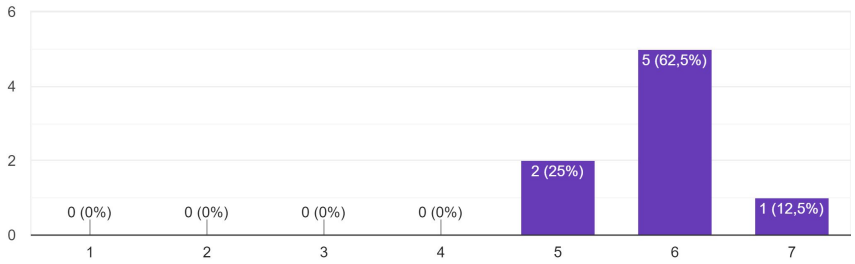
8 respostas

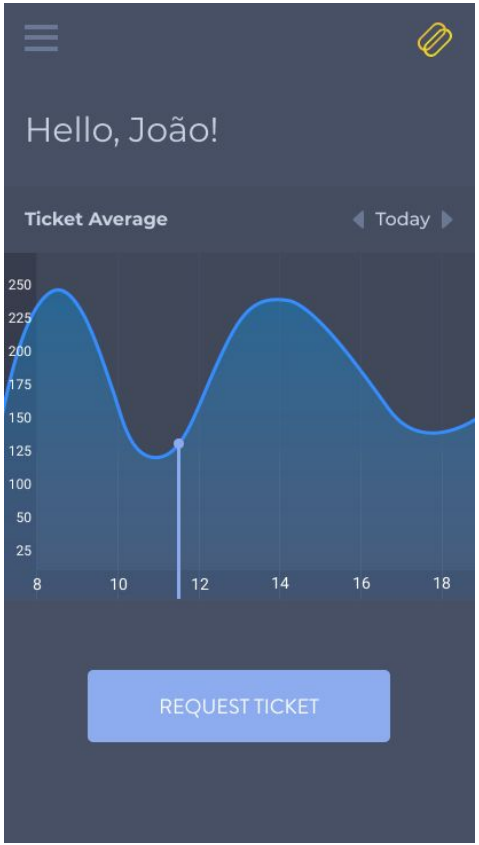


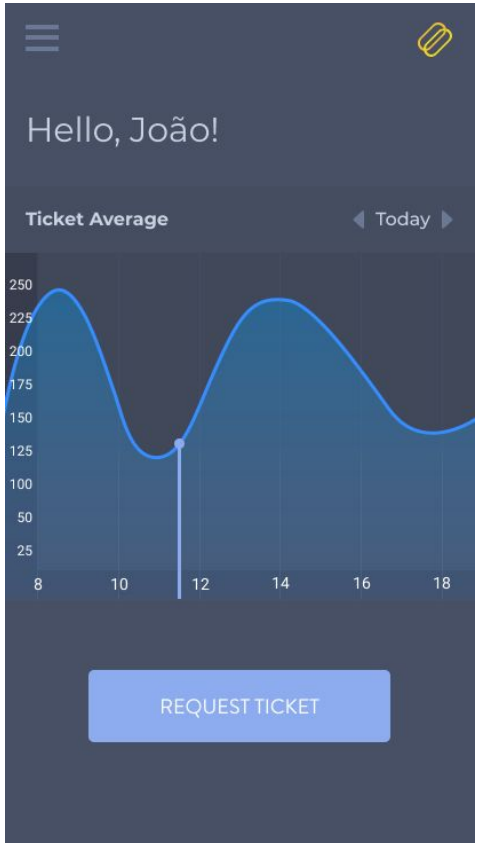

Worker

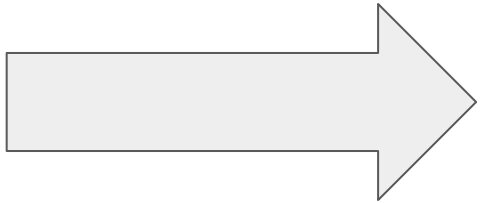
# Feedback

# Client Request Ticket Page - Simple

- Graph might not be intuitive for elder people
- Color Scheme might also be a problem



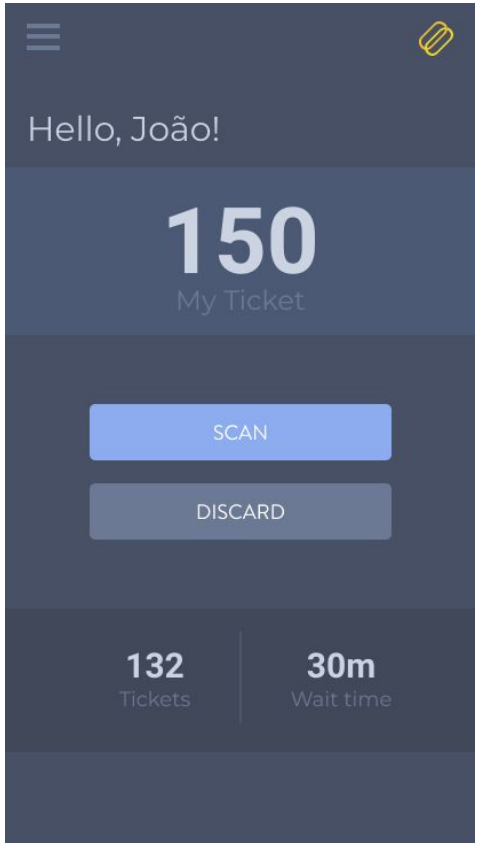

Hello, João!
Ticket Average
Today
250
225
200
175
150
125
100
50
25
8
10
12
14
16
18
REQUEST TICKET

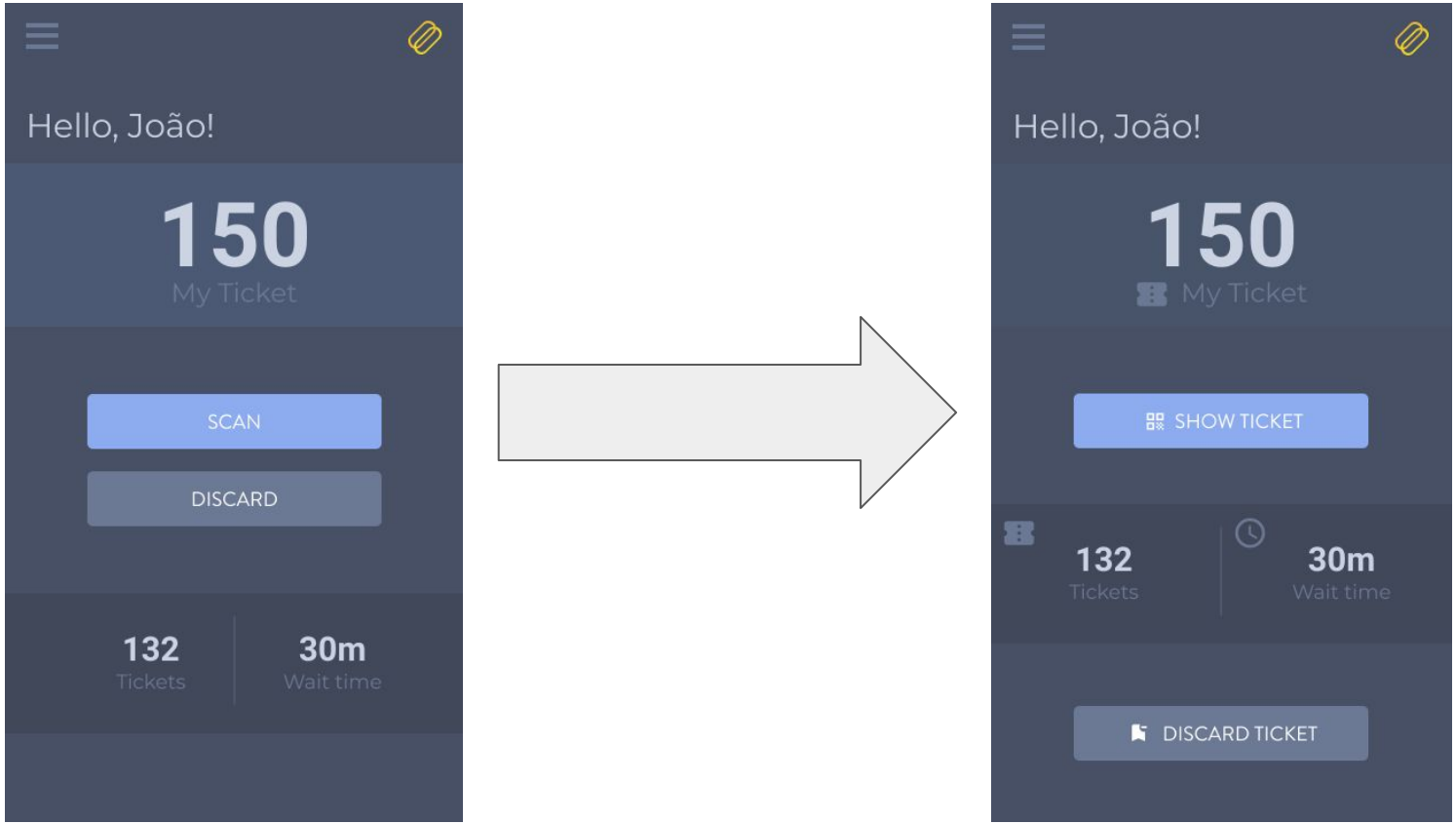


Hello, João!
Ticket Average
Time Slot
People Amount
8h - 10h
237
10h - 12h
110
12h - 14h
241
14h - 16h
162
16h - 18h
124
Not crowded
Semi-crowded
Crowded
REQUEST TICKET

# Client Ticket Page - Simple

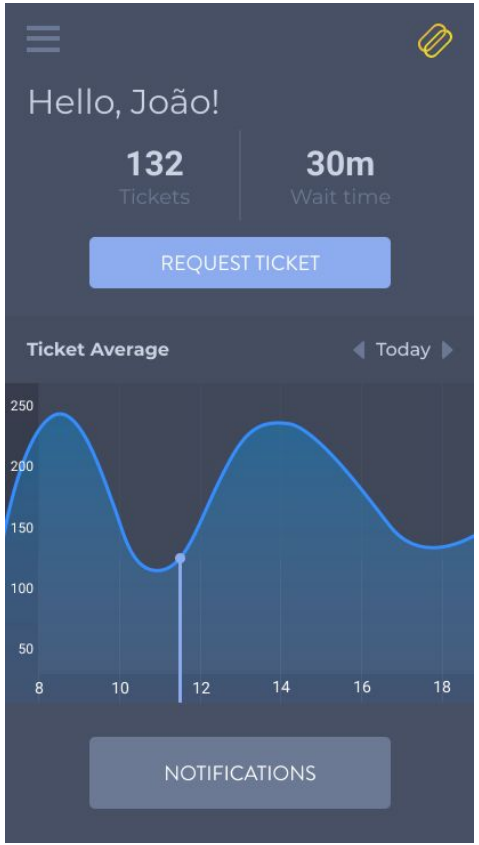
- “Scan” was not an intuitive name
- Scan and Discard button are to close and the user might miss click

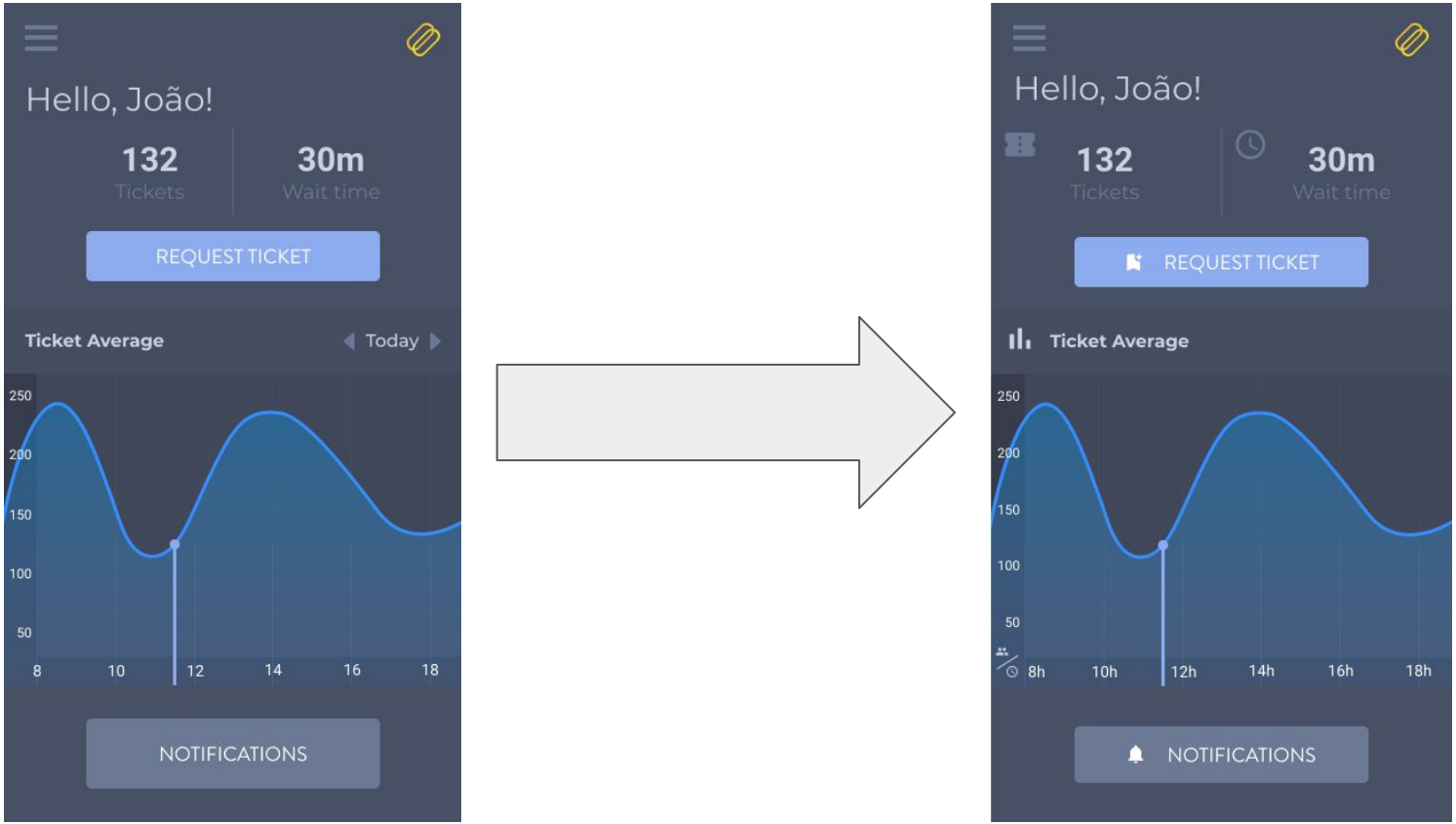



Hello, João!
150
My Ticket
SCAN
DISCARD
132
Tickets
30m
Wait time
Hello, João!
150
My Ticket
SHOW TICKET
132
Tickets
30m
Wait time
DISCARD TICKET

# Client Request Ticket Page - Advanced

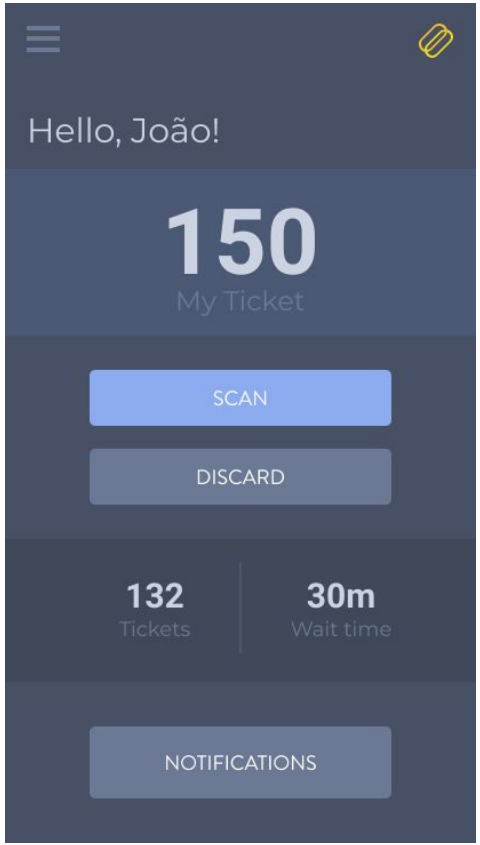
- Lack of icons
- Graph with no labels makes it harder to understand
- Since we are showing a ticket average, there is no point in giving the option to check a different day

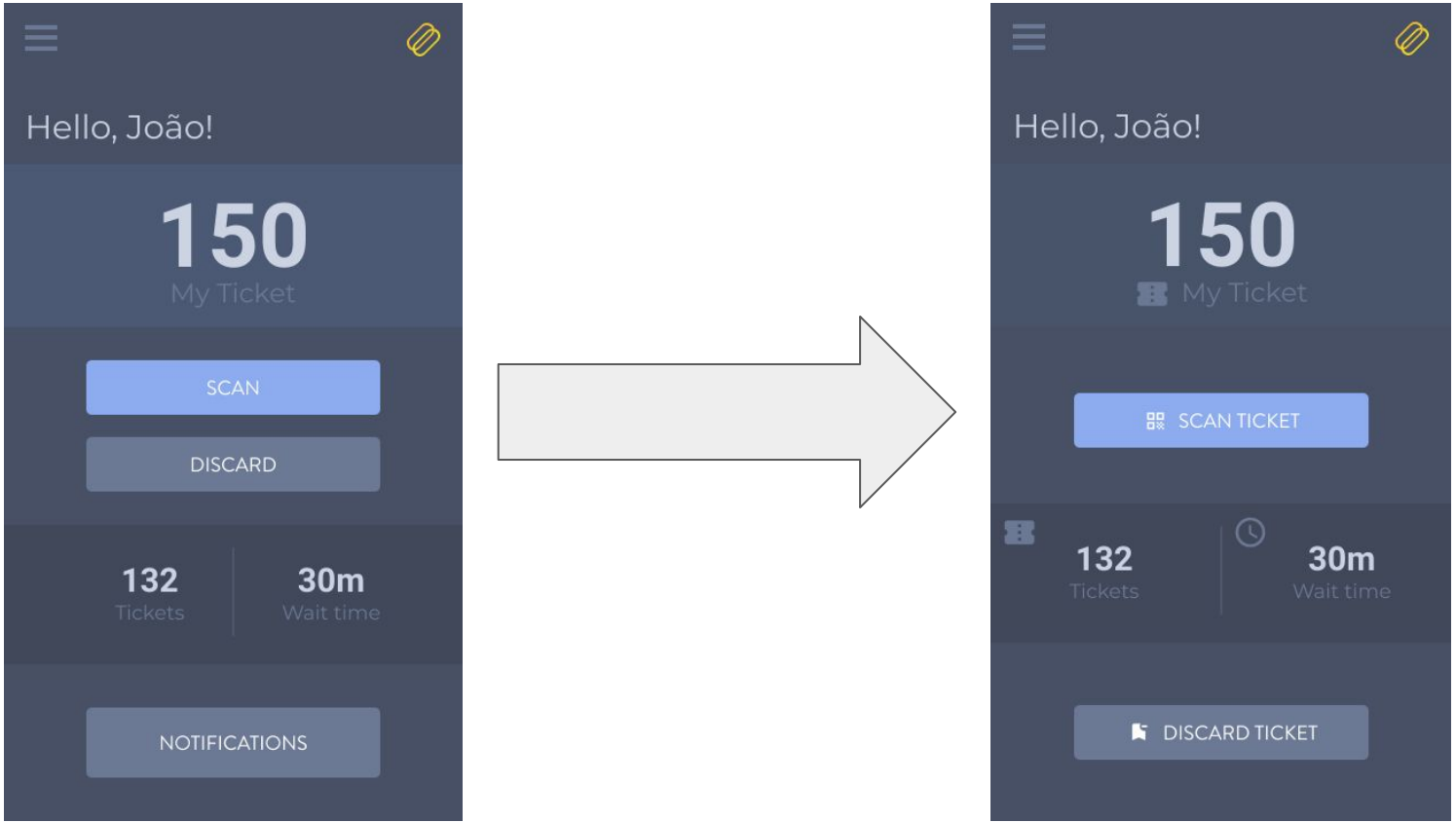



Hello, João!
132
Tickets
30m
Wait time
REQUEST TICKET
Ticket Average
Today
250
200
150
100
50
8
10
12
14
16
18
NOTIFICATIONS
Hello, João!
132
Tickets
30m
Wait time
REQUEST TICKET
Ticket Average
250
200
150
100
50
8h
10h
12h
14h
16h
18h
NOTIFICATIONS

# Client Ticket Page - Advanced

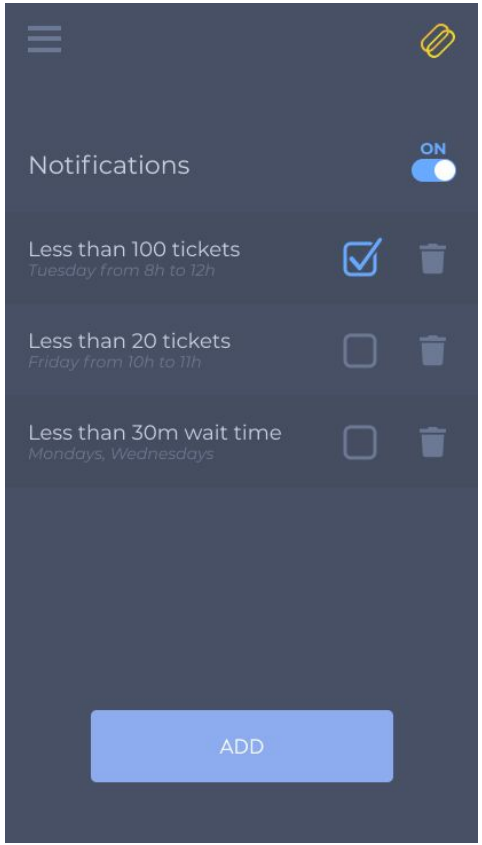
- Notifications button is not necessary in the view since the user already has the ticket

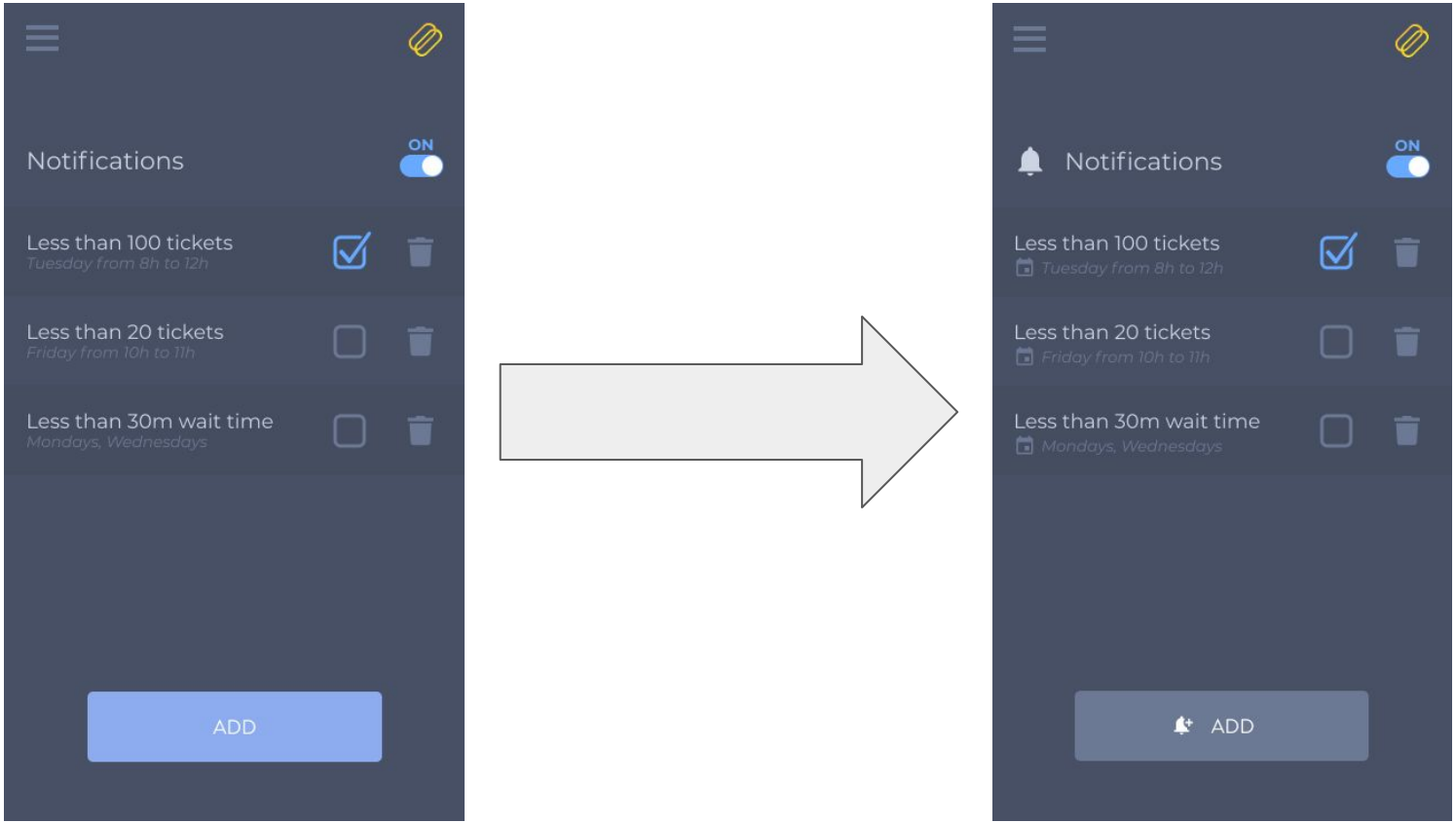



Hello, João!
150
My Ticket
SCAN
DISCARD
132
Tickets
30m
Wait time
NOTIFICATIONS
Hello, João!
150
My Ticket
SCAN TICKET
132
Tickets
30m
Wait time
DISCARD TICKET

# Client Notifications Page - Advanced

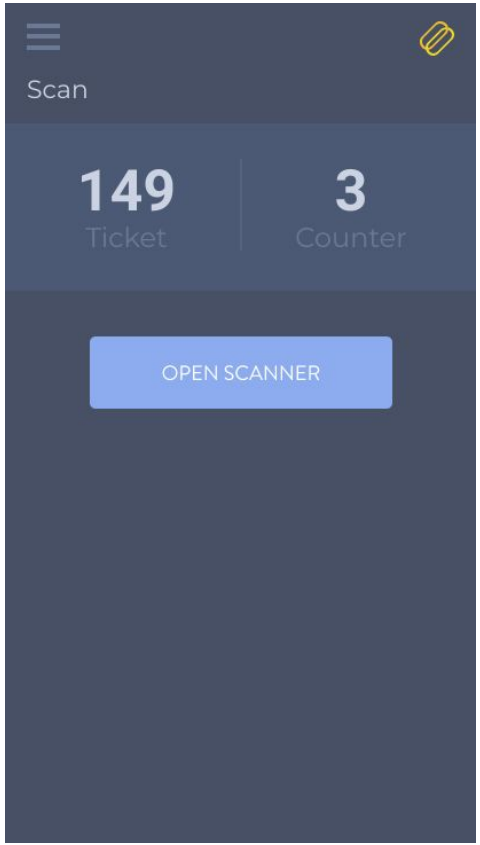
- The “Add” button gives the perception that it is a “Save” button and all the users clicked the button since they were trying to save their changes.

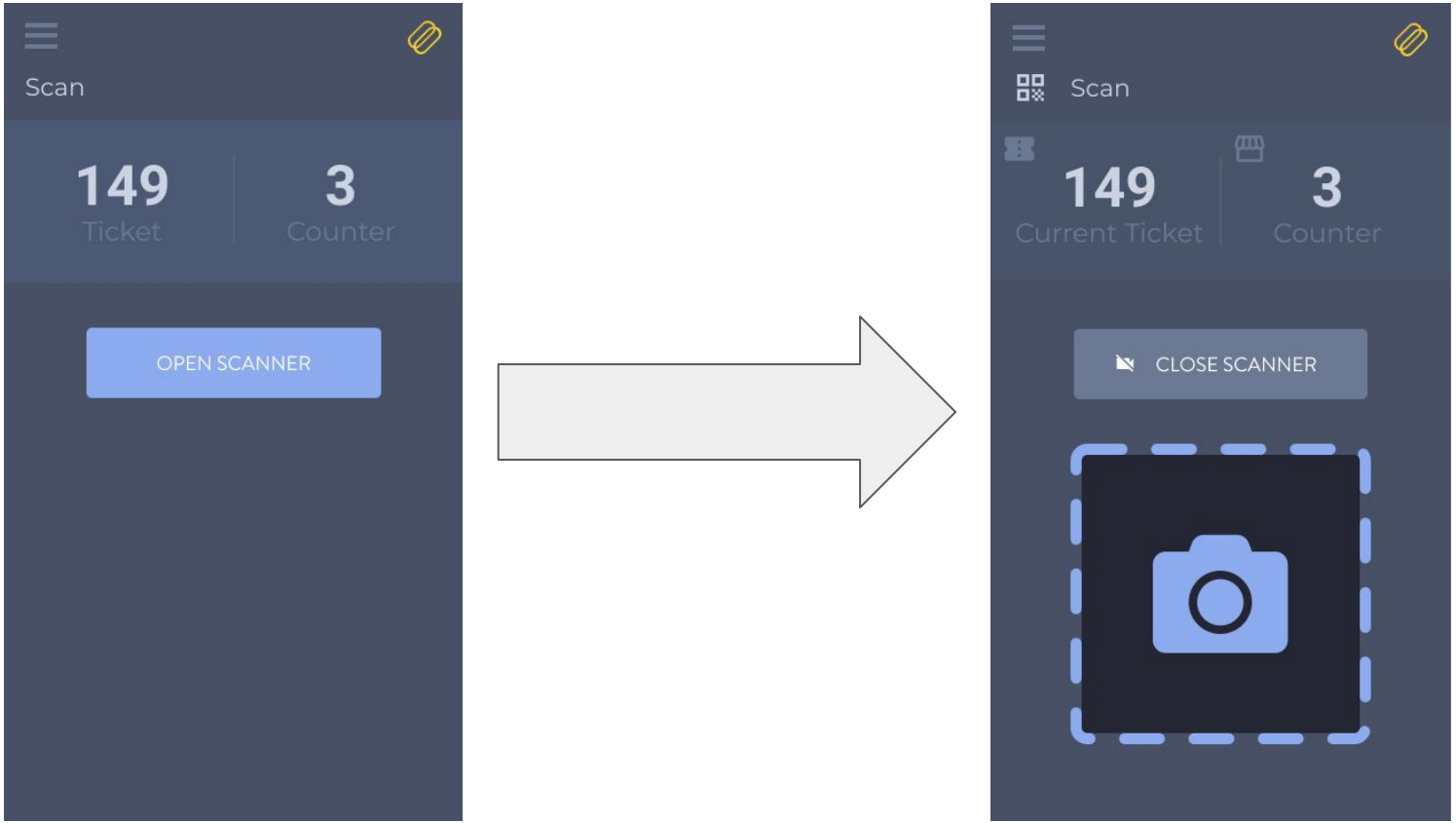



Notifications
ON
Less than 100 tickets
Tuesday from 8h to 12h
Less than 20 tickets
Friday from 10h to 11h
Less than 30m wait time
Mondays, Wednesdays
ADD
Notifications
ON
Less than 100 tickets
Tuesday from 8h to 12h
Less than 20 tickets
Friday from 10h to 11h
Less than 30m wait time
Mondays, Wednesdays
ADD

# Worker Scan Ticket Page

- Having a button to show the scanner is unnecessary and an extra step for the worker, which consumes valuable time




Scan
149
Ticket
3
Counter
OPEN SCANNER
Scan
149
Current Ticket
3
Counter
CLOSE SCANNER