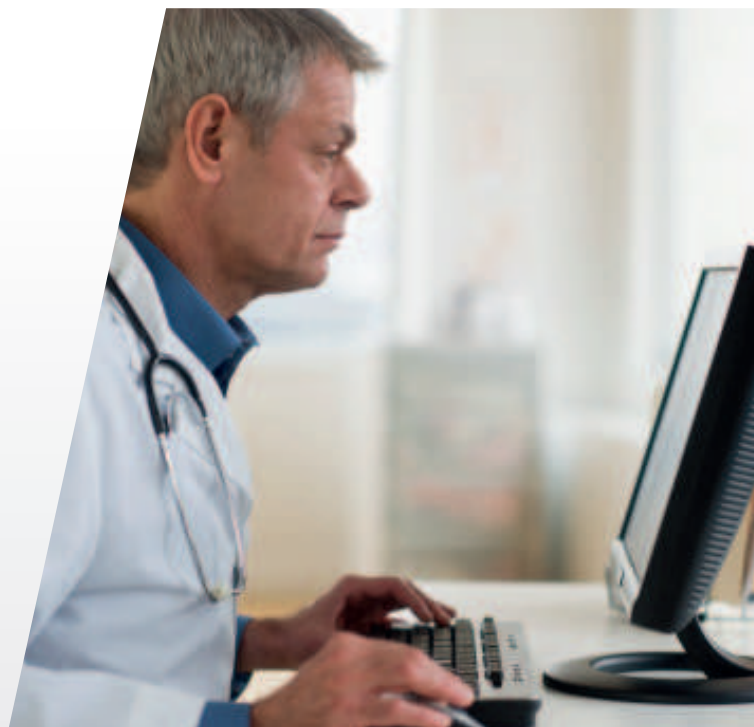# Adusso

Better Usability

Usability testing in
real context of use

UX BLACK BOX

Testing a product with real users gives concrete results

Adusso's usability testing services help our clients efficiently discover the most important usability aspects in product and service development.

The way of recognizing what's important is based on the test users' instantaneous feedback and captured user interactions.

- Our usability testing service requires less manual work compared to traditional user studies making it more cost efficient.

- Testing can be conducted in a real operational environment.

- Testing setup requires no special arrangements by the client.

- Testing can be utilized in every stage of product development cycle.

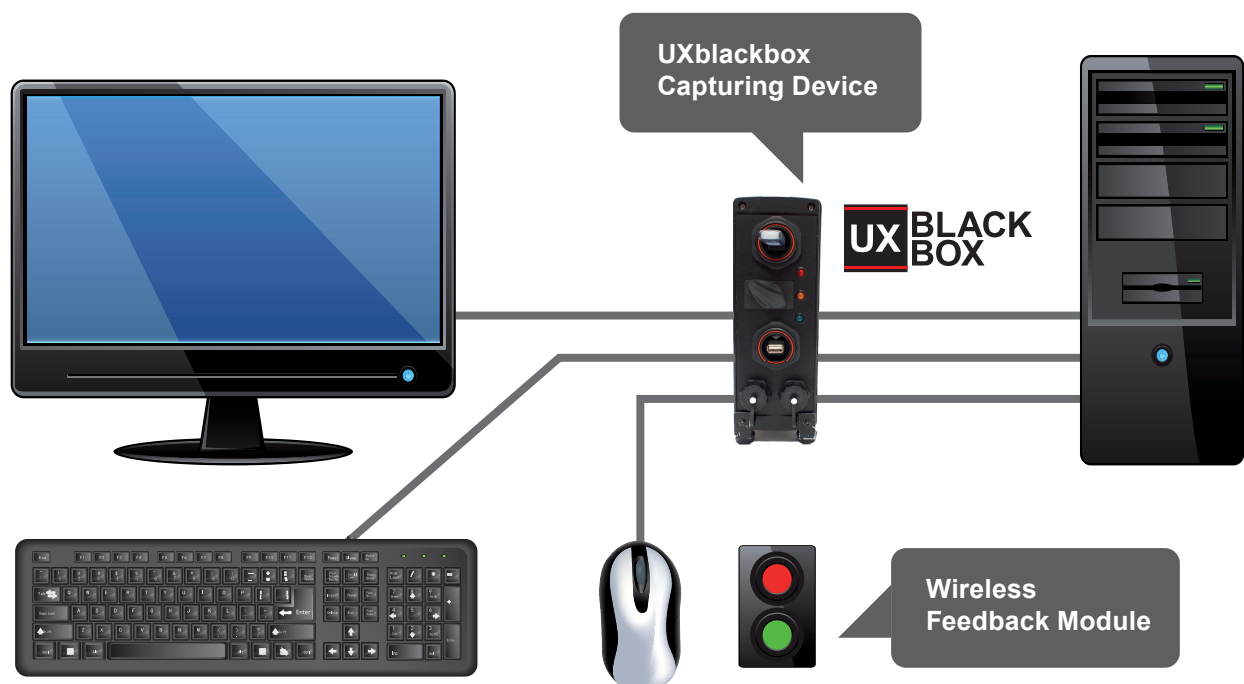## Adusso's method for software usability testing

Events of use are captured during the usability testing session exactly as they happen. The user indicates the good and bad moments of use for further analysis.

A dedicated hardware device captures mouseclicks and keystrokes with display output recording. In addition to these, audio output from the computer can be recorded or a microphone can be used for user-spoken comments.

User has a feedback module to indicate pleasant and problematic moments of use.

For further usability analysis, the captured interactions between the user and the software are examined. User tagging is the key for understanding how the users end up to the critical events of use and deal with them.

Usability specialists are not present in the actual testing session which minimizes the observer effect.

UXblackbox
Capturing Device

UX BLACK BOX

Wireless
Feedback Module

Well utilized information from real context of use makes UX design easier

How to conduct usability tests in practice

1. Usability testing for software begins with figuring out the client's needs and objectives.

2. Testing is planned including schedules and user profile. The way of recruiting the users is agreed.

3. Testing schedules are adapted individually for each person according to when the users can be reached.

4. A quick brief is given for the users and they can continue the test session with UXblackbox setup prepared.

5. After the session, the recordings are picked up and the user is informed on how the findings can be followed up.

6. The gathered information is analyzed and findings are included in a report. Recommended actions are presented for relevant usability issues and each one's priority is considered including feasibility.

7. Together with developers, the findings are addressed in a hands-on workshop. Problematic and pleasant user experiences can be gone through with actual video examples from the test session.

Test plan and finding the test users	▶	User conducted testing in operational environment	▶	Analysis and results	▶	Actionable findings delivered to the developers

Adusso's usability testing method is outstanding in many ways

Adusso	Traditional methods
Familiar environment of use	Usability testing lab
No software configuration	Software client for moderated testing
Natural use without disturbing observation	Pre-defined tasks with moderator guidance
Real-world data	Prefabricated dummy data
User-centered issue identification	Expert-biased problem recognition
Competent analysis and reporting makes it cost efficient	Laborious tasks for planning, observing and analysis

Example uses of our testing services:

Deployment testing for an information system in the office

➜ Lower total costs by faster deployment and improved learning

Hallway testing for a new web service at the promotion stand

➜ User experience at the first impression can be addressed before full launch

User experience observation for a construction machine

➜ Better ergonomy and work safety with practical design for an improved product

Usability testing for a healthcare information system in the hospital

➜ Sofware utilities which really support patient care and medical diagnostics

 Adusso

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