WhatsApp 2nd and 3rd Usability Test Briefing & Affinity Map

Test Briefing

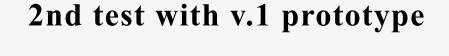
Participants

6 Participants currently live in Turkey and Taiwan.

Use VoIP everyday.

Moderated in-person.

Moderated remote.



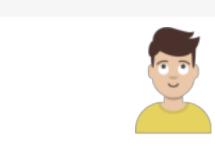


Defne Yildiz

- 10 years old
- Turkey
- StudentUses WhatsApp everyday.
- Talking to friends and follow school information.

Test briefing

- 1. Understand the announcement and what it is trying to tell her.
- Complete every tasks without problem.
 (The only problem is that she could not understand "Linkedin", so I spelled for her. Then, problem solved.)

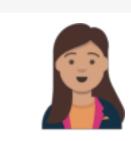


Eray Yildiz

- 39 years old
- Turkey
- Project Manager
- Uses WhatsApp everyday.
 For business and personal.

Test briefing

- 1. Completed every tasks.
- About "send Linedin snap" during share-screen call. He missed the "send snap" icon at bottom bar, so he redo the process from beginning.
 Stopped screen share --> start screen share --> select Likedin --> pick "Send Snap".



Jessica Chang

- 39 years old
- Taiwan
- Overseas Sales
- Uses Line everyday.
 For business (before) and personal.

Test briefing

Completed every tasks even through remote test.
 Everything is clear to her.



Yu-hua, Lin

- 63 years old
- Taiwan
- RetiredUses **Line** everyday.
- For personal.

Test briefing

She completed the tasks with my guidance.
 She said, normally she would not read the announcement.



Mhei Firat

- 39 years old
- Turkey
- Full time mother.
- Uses WhatsApp everyday.
 For personal and school.

Test briefing

- For the pop-up new feature announcement, she thought it could be a fraud.
- 2. In task of sending snap during screen share call. She forgot which icon to pick.



- Ayse Defne Firat
- 9 years oldTurkey
- Student
- Student
- Uses WhatsApp everyday.
 For school.

Test briefing

- 1. Fully understand the announcement.
- 2. Direct complete all tasks.

