TEST SCRIPT

Title: Smart Mobile Sensing for Measuring Quality of Experience in Urban Public Transports

Version: 1.0 - Initial Prototype Usability Testing

Date: March 27th, 2012

PERSONA AND CONTEXT:

You are a worker/student in London with a fixed or semi-flexible schedule. Besides, you go to your workplace/school every day by urban public transportation. You downloaded the application so you expect it to suggest you better routes and you were guided through simple explaining steps on how it works. Plus, you have with you a watch that can read heart beats, compatible with the application.

SCENARIO 1:

Today you go to work and you want to collect the data from the journey to support the application's inferences.

Tasks:
1.1. You enter the bus/metro. Start collecting the application data for the trip.
1.2. Connect your smartphone to your watch, so you collect personal affective data.
1.3. Check that the application is receiving data from your personal device.
1.4. While travelling you want to navigate through the application. What is the delay time of the current vehicle you are in?
1.5. You have to make a call so you go out of the application. When you are finished, view your profile.
1.6. You realize your profile is wrong so you want to edit. Change preferred temperature to between 18ºC and 20ºC.
1.7. You arrived to your workplace/school stop. Stop sensing.
1.8. You received one notification... Enter your feedback of the trip.

SCENARIO 2:

You have had the application for some time and gathered enough personal preferences data from your trips. Today you want to go play tennis with a friend but you do not have a car, so you go by public transportation.

Tasks:
2.1. Plan trip from the closest bus/metro stop to the tennis complex. What journey would you choose? Why?
2.2. You realize you will play tennis at this time every week and you do not want to check conditions of the lines every time. Find a way to receive notifications in the following weeks if the conditions are not the best for you.

2.3. You finished your trip and you received one notification... But you are late and do not have time to respond now.

2.4. When you get home you remember to review trip. Review the inference. You do not agree with the comfort inference. Change it.

SCENARIO 3:

You are coming back home from work in the afternoon. However, today there is a special event in the city center making public transportation more crowded than normal. You receive a pop-up message in your smartphone.

Tasks:

3.1. How are you going to get home?

3.2. You have to go shopping first in a different local than your neighborhood. What is the best way to go? (Change destination)