

# IMS User Testing

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## Personas

### Ursula

- staff member of the store (a store manager)
- worked at the store for a while
- used to all IT system (current point of sale), probably uses **Windows**, not tech savvy
- age range [40-60]
- would be trained to use the system

### John

- part-time staff student (clerk)
- hired to work just for 2 weeks
- works as part-time employee
- age range [18-22]
- tech savvy, and not used to the old ways
- doesn't know too much about ISBN / Textbooks
- will be trained to use the system
- uses Windows

### Albert

- Rafter Employee
- customer service representative
- will be trained to use the system
- uses mac / windows

# Scenario 1: Receiving Task

## Test Condition 1

You are a store manager at Rafter University. Use the Inventory Management tool to receive a shipment.

....

*To User Testing Coordinator: Provide two boxes with books: five identical books, several mixed and couple that don't have a bar code. All books should have a quantity of 0.]*

...

## Test Condition 2

You are a store manager at Rafter University. Use the Inventory Management tool to receive a shipment.

....

*The same as condition 1, but the book quantities are NOT zero.*

...

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## Work Model

**Persona:** Store Manager or Clerk

**Assumptions:**

- Shipment has arrived (a box filled with books)
- Scanner is plugged into the computer
- These books are preloaded into a database

**Intent:** To receive this shipment

**Sub-Intent:** Enter all inventory items into the system **correctly**

Open IE Browser



Log In (school is already picked out)



Click on the Inventory Icon



Click on the search bar



Scan a book



Add a number



Click Save



Repeat -> Scan a book

## Scenario 2: Inventory Review

### Test Condition

You are a store manager at Rafter University. You need to check if the “in stock” quantities are accurate—the inventory quantity number in IMS should be equal to the physical number of books on the shelf. Please correct the quantity if different.

....

*Allow the user to walk to the shelves and check the inventory for correct quantity amounts.*

*123342343, quantity 25 (correct 25)*

*123342343, quantity 3 (correct 50)*

*123342343, quantity 30 (correct 10)*

...

### Work Model

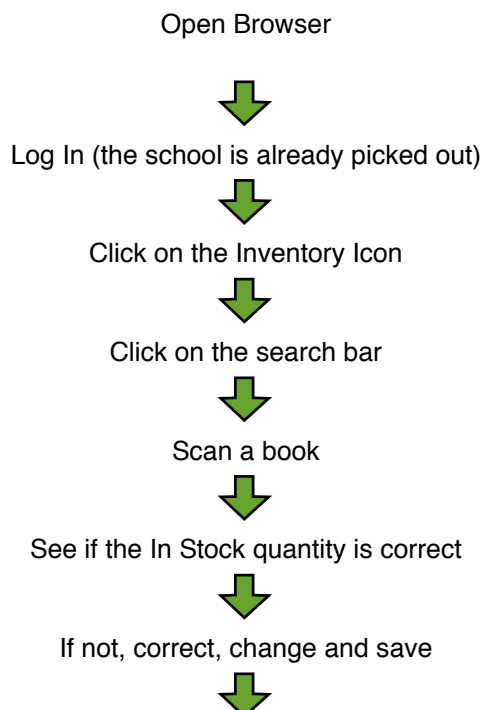
**Persona:** Store Manager or Clerk

### Assumptions:

- Books are received into the inventory
- The user will use an iPhone to do the task

**Intent:** To check if the inventory is accurate

**Sub-Intent:** Correct quantity number if needed



Repeat -> Scan a book

## Scenario 3: Check progress of “needed books”

### Test Condition

You are a store manager at Rafter University. One of the books is backordered and you need to check the status of that book. Check the status of ....

Psychology by Myers, ed. 8.

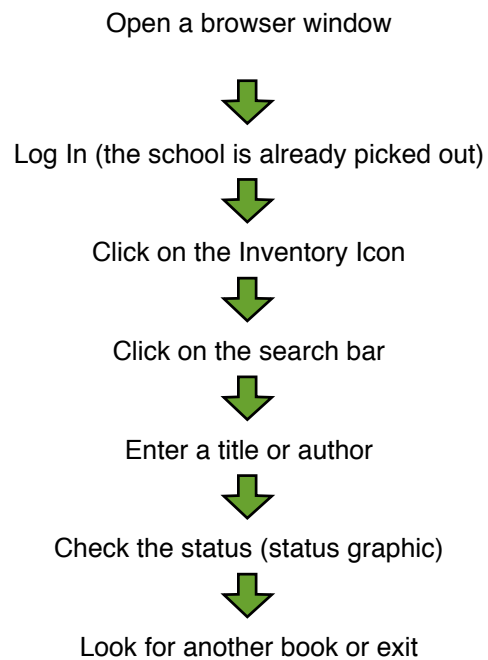
### Work Model

**Persona:** Store manager or clerk

**Assumptions:** The books are already received into the inventory.

**Intent:** Checking the progress.

**Sub-Intent:** To see if there is a potential problem.



## Scenario 4: A Problem with Your Inventory

### Test Condition

You are a customer service representative for Rafter. John the store manager is calling you in panic. The school needs 50 books for the Biology 101 class, but when he checks the inventory, the “in stock” number is below 20. John doesn’t know what to do.

You need to figure out why they don’t have enough books. Use the inventory management tool to find relevant information that can help John.

The problematic book is Campbell Biology, ISBN 9780321558237.

### Work Model

**Persona:** Rafter Customer Service

**Assumptions:** The store manager called Rafter CS as the last resort.

**Intent:** Help the store manager with the current problem.

**Sub-Intent:** Find relevant information quickly on the IMS website.

