

Usability Test Script

Intro

At the very beginning, have a 1-2 minute small talk to relax and make the participant feel comfortable, for example chatting about the weather, where they have located atm or comment on something you see on their end.

My name is XXX and I am a User Researcher working on XXX. Thanks for agreeing to participate in this feedback session! The goal of our meeting is to gather your feedback on new designs of XXX wallet.

Before we start, I want to emphasise that we are looking for your open and honest feedback. There are no right or wrong answers. Remember that we are testing the prototype of an app, not you, and you can't do anything wrong here.

As you use the app, I'd like you to think out loud as much as you can: tell me what you're looking at, what you're trying to do, and what you're thinking and feeling. Any of your feedback will be extremely helpful for us.

I will start with a few opening questions.

This session will be recorded so I can view the video later.

Are you ok for me to record the session?

Do you have any questions before we begin?

Okay, I am beginning the recording. [START RECORDING]

Opening Questions

- What is your experience with Bitcoin?
- What wallets have you used?
- Have you ever sent Bitcoin through the Lightning Network?

I'm now going to send you the link to the app that we will be testing. This is not a real app but a test version of the real app itself. (send figma prototype link in zoom chat)

For the purposes of this test we will assume the following:

Here you will create a scenario that is essentially the end goal that the person will complete.

What we'd like you to do

- Onboard yourself onto the wallet
- Set up the wallet
- Pay for a drink

Let's Imagine this scenario:

- Let's pretend that you are completely new to lighting
- You live in XXX
- You are going to your first ever bitcoin meet up
- You hear that they will be accepting lighting payments at the meetup
- You want to buy yourself a drink
- You are just about to leave to the meetup and take the train
- You want to quickly onboard yourself onto a lightning wallet so you can pay at the event
- At the cafe there is a menu board with a qr code which you can then take a photo of to pay
- You already have a bitcoin wallet on your phone and you transfer 10 000 sats from your bitcoin wallet to the lightning wallet

Do you have any questions?

Two methods:

Method 1: Exploration

*** Interviewer perspective to always encourage the user to think out loud by using the below questions.*

Show a page/screen and explore it by asking questions for each step of the flow:

- a. What do you think about this page?
- b. What can you do on this page?
- c. What do you expect to happen when you click X?
- d. What do you expect to see on the next page?
- e. What do you think this means?
- f. What is the most confusing part of this page?
- g. What would you most want to change about ...?

Method 2: Less structured

*** It's best to allow the tester full freedom to perform the process on their own and leave the whole process uninterrupted.*

- Why did you do X?
- What did you like about this page/flow?
- What did you dislike about this page/flow?
- What's most confusing or annoying about ...?
- What would (did) you expect to happen when you ...?
- What was missing for you in this flow/page?

- What would you change?
- What could work better?
- Which things did you like the best about ...?
- On a scale of 1 to 7, where 1 is very difficult and 7 is very easy, how would you rate this page/process? (Follow up: and why?)
- How would you rate parts of the interface that explained how XXX works?

After the testing is complete

1. Turn off the recording
2. Thank the participant for their time
3. Pay them with lightning
4. Ask if they would be interested in future research and if we can save their e-mail to contact them