

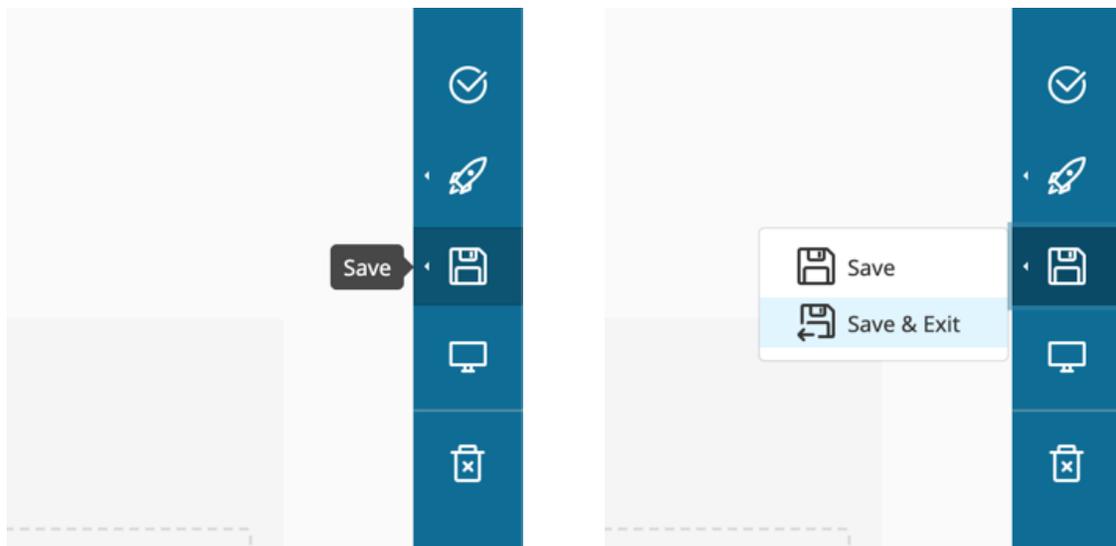
# User Testing Report

<b>Feature</b>	Grouped Buttons
<b>Goal</b>	Offer to Admin UI users a solution for grouping action buttons within Discovery and Action bars that reduces clutter while keeping efficiency.
<b>Type</b>	Remote quantitative live prototype
<b>Dates</b>	October 16 to 22, 2019 – Remote quantitative
<b>Personas</b>	Business & Technical Users
<b>Participants</b>	Developer community of Slack (26 participants)
<b>Minimum clicks</b>	11
<b>Estimated time</b>	31s

# MAIN FINDINGS

## Full button is the preferred solution for grouped buttons.

- **Full Grouped button's ease of use.** Button's interface is simple to understand and answers to the needs of test users.
  - Use case: User needs less time for task planned in prototype A. **Average time spent in task A was 16 seconds less than in task B. Users that completed both tasks finished task A with an average time of 42" seconds;**
  - **In task A, 33% of users needed the least number of clicks required, 2 clicks, when interacting with the new Full Grouped button.** In task B, only an 8% of users could complete the assignment with the least number of clicks, 2 clicks;
  - Poll included at the end of the prototype (Question: Choose your preferred Grouped button) reflects this. **66% of votes agreed with this option too.**



Screenshots 1 and 2. Views of Full Grouped button interaction flow.

## Usability approved. UX pending

- **Full Grouped button used in a real case scenario.** It would be necessary to complete this user testing series with qualitative interviews, reasons to justify it:
  - With the Grouped buttons user testing live prototype we have analyzed potential usability issues and picked the best option based in test results;
  - User interviews will give us the final clearance we need when putting this new component within the context of user's daily work needs. Feedback gathered from one of the user testers makes reference to this, when considering its potential frequency of use (see highlighted text box below).

*Special Feedback – From poll in user testing  
Option A selected*

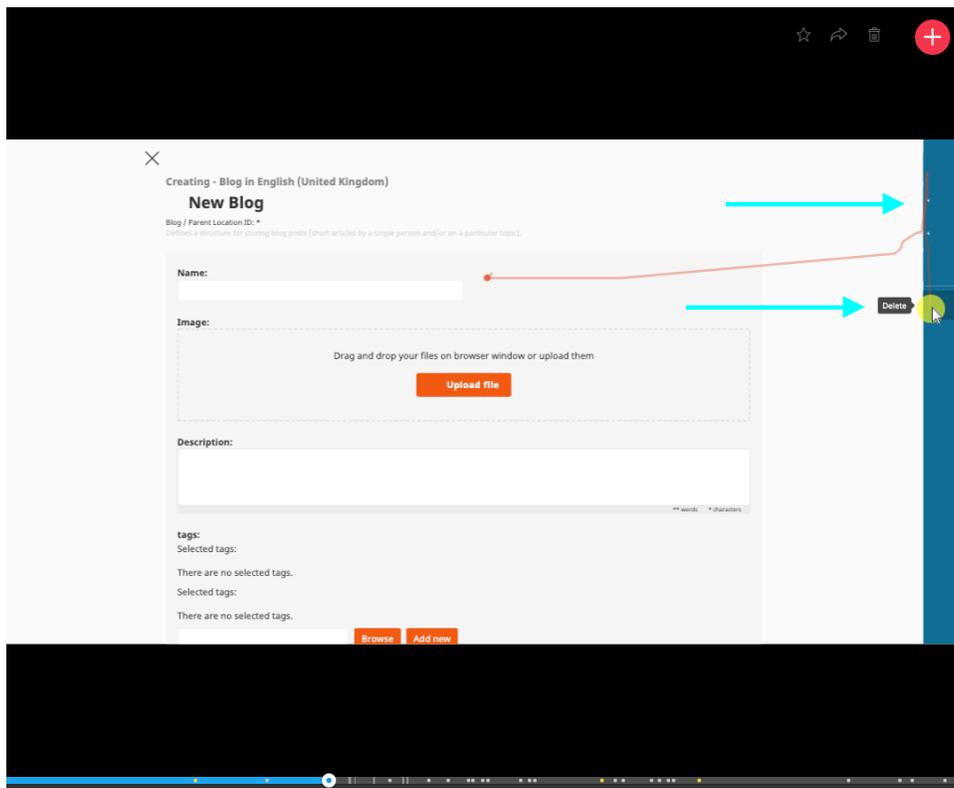
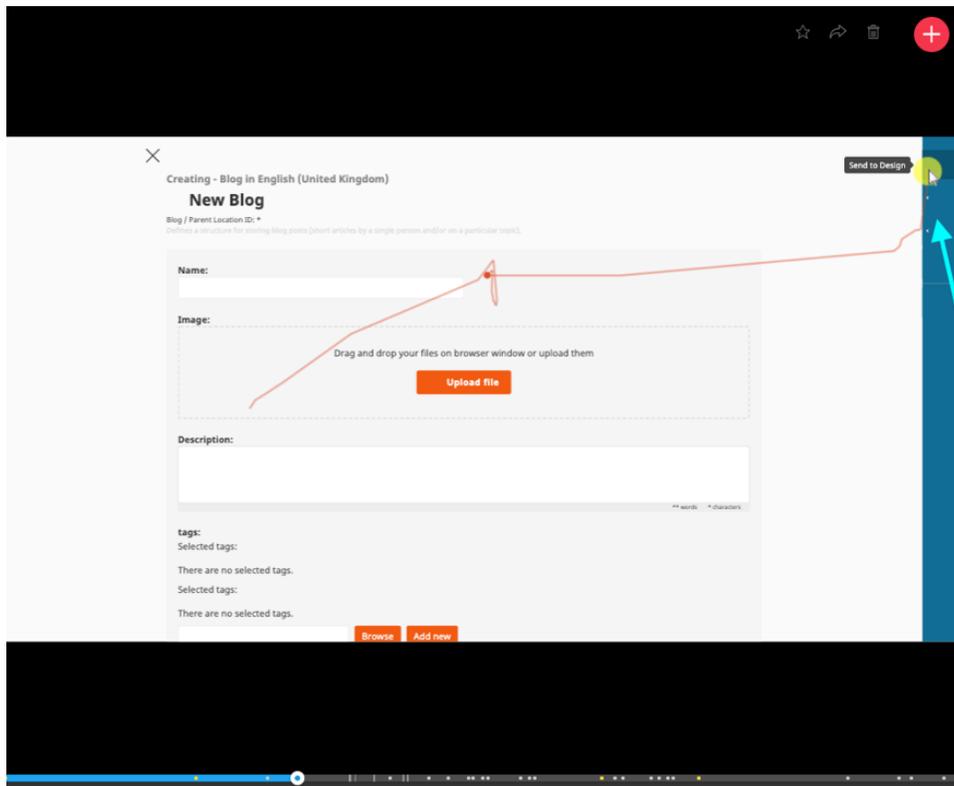
*At first glance, I think it would prevent me from clicking the wrong button, especially because it is just an icon. However, I might feel differently after having used the system for a few weeks, and that's an important detail to keep in mind.*

## Other Interesting Findings

- **Tooltips.** The addition of grouped buttons as a new component in our UI Guidelines would mean also the need of tooltips to reinforce users' interactions, given that the need we have is to reduce clutter in Discovery and Action bars. Iconography and tooltips support discoverability of required actions. Based on user testing results, we could observe that **tooltips reinforce interaction and are enough clear for performing tasks requested.**
  - Use cases: When asked to click on Save & Exit button, tooltips help to identify the specific button.



Screenshot 3. View of Action bar's heatmap when users moved their cursors over it.



Screenshots 4 and 5. View of user testing showing cursor path over Action bar buttons and tooltips displayed.

## Special Notes From Testing Sessions

- a) **Experimentation with Grouped buttons.** Given that we launched a remote quantitative testing, users had more freedom to experiment with grouped buttons' behavior. This is a consequence of a non-guided testing session.



Screenshot 6. View of user testing heatmap, showing extra clicks made when displaying and closing dropdown menus included in grouped buttons (circles added).

As edge cases of remote user testing, it is interesting to reflect that some particular users seemed to not to remember the task and just played around the UI. In one particular case, the given user clicked on "Save" button several times, instead of "Save & Exit" as asked.

b) **Distractions within the live prototype.** The option of a live prototype was the right one, given the need of testing out grouped buttons behavior with our users. However, the addition of extra buttons within the Editing interface, enabled but without any possible feedback to users (like Upload image and both Browse and Add new tags), generated unexpected distractions and increased tasks completion times.



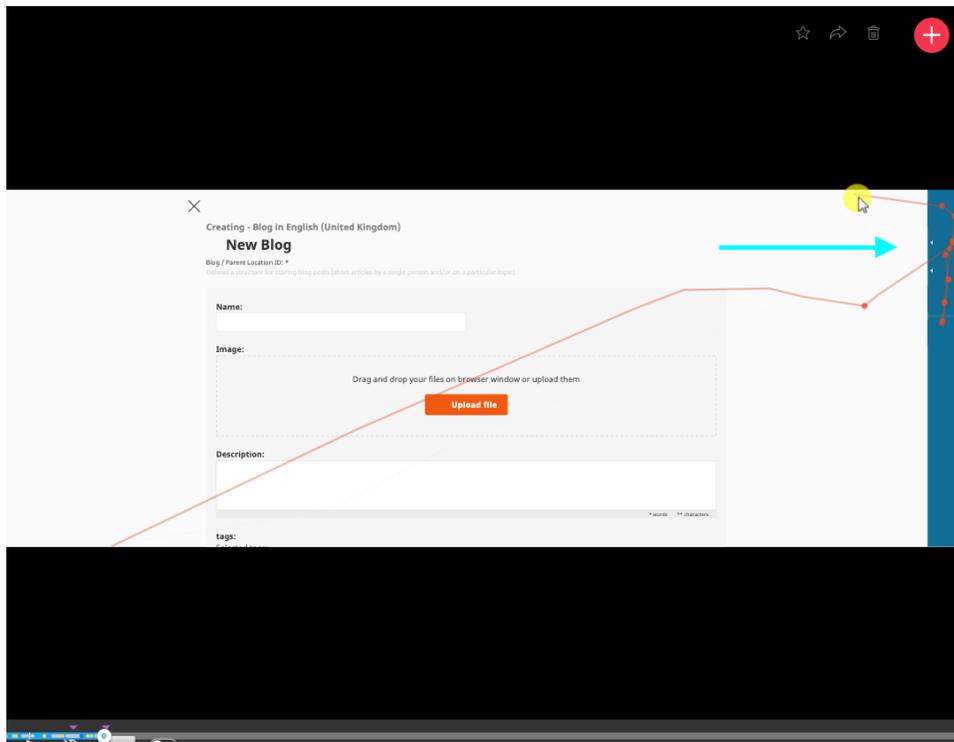
Screenshot 7. View of user testing heatmap, showing extra clicks made when trying to interact with tags filed type buttons (circle added).

As recommendation for upcoming live prototypes, this kind of buttons should be kept only if they offer actual feedback to the users, and also because the intention is to offer a real case scenario with the live prototype. If that is not the case, they should be better removed, given that they not add value to the user testing session.

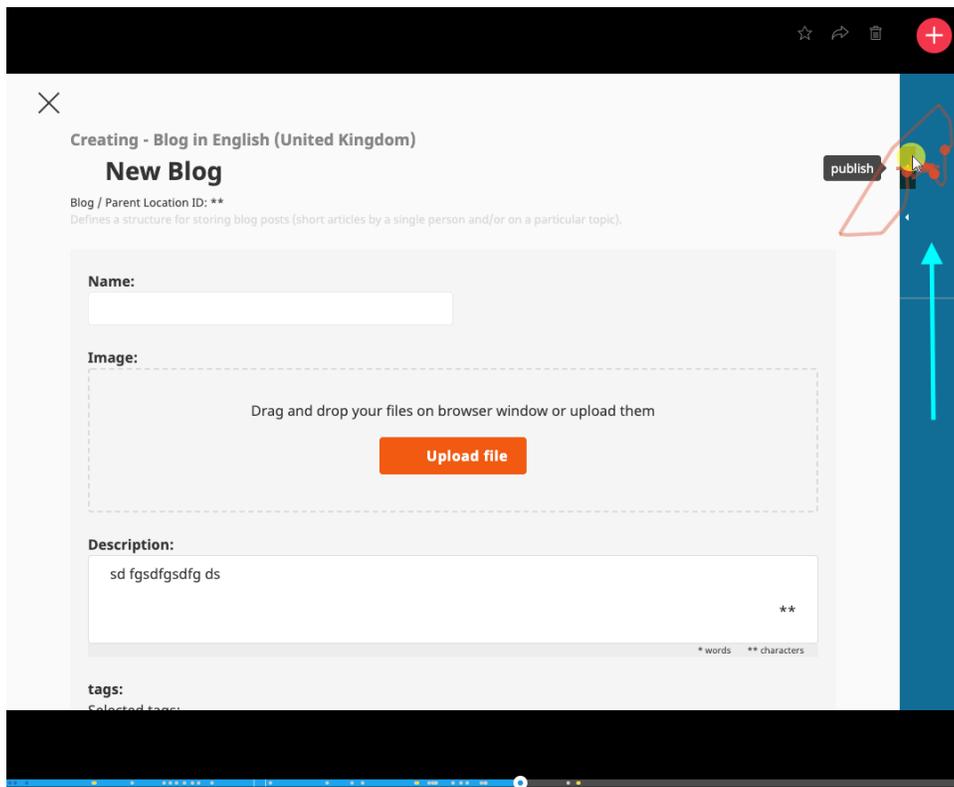
c) **Frustration in task B.** Users come to the second task (B) of the testing session with a pre-built expectation for the goal to achieve in the task and the possible behavior expected for the grouped buttons, given that the UI for tasks A and B look the same. The results of these two pre-assumptions were the following:

- Users spent less time when finishing the task (fastest user to finish task B needed 4 seconds, compared to the fastest in task A that needed 10 more seconds than in the first case);
- Users made a fruitful use of tooltips, that helped them to reinforce their decisions when clicking on the requested action button;
- Despite the alternative UI design showed in task B for the grouped buttons, users were able to understand quickly the new behavior (32% of users that completed both tasks needed only one more click than the defined two clicks within the grouped button for the requested action).
- But a sensitive group of them (25% of users that completed both tasks) struggled to discover the new grouped button behavior offered in task B and clicked on buttons' surfaces repeatedly expecting to get the dropdown as in task A.

Note: It is important to highlight that we didn't perform an A/B testing session as UX standards define it should be done. Hence, part of this expected frustration came from the combination of a remote testing session (with all the freedom, but any guidance except the modals displayed), and the absence of written clues for the user that there will be two alternatives. This last decision offered clear positive testing results from the usability perspective.



Screenshot 8. View of user testing showing user clicking on buttons surface without getting any feedback in task B (arrow added).



Screenshot 9. View of user testing showing user clicking on buttons surface without getting any feedback from them and finally hovering over split button's surface in task B (arrow added).