

Usability Testing Results

Initiate a chat with a potential co-owner

Usability Findings

6 / 6 users **succeeded** in initiating a chat with a potential co-owner.

- All users initiated the chat via the “Chat Now” button next to the individual’s profile picture.
- 1 user indicated that they wanted to initiate a chat from the “Quick View” window on the Matches page.

Analysis

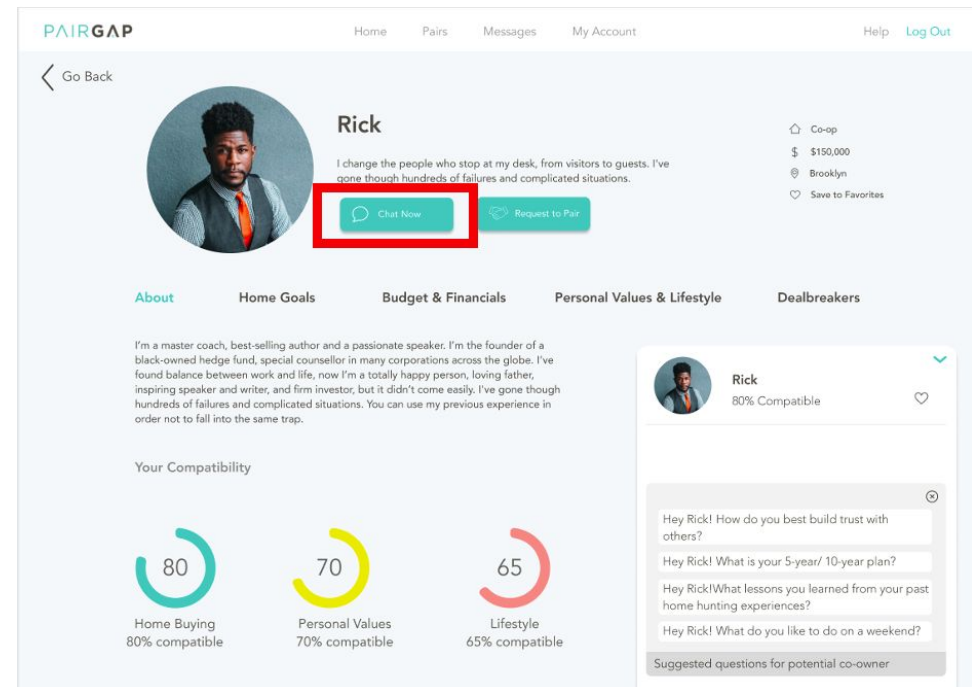
All users found the chat function easy to use and intuitive.

Giving users options to freely type a message or send a prompted question creates a variety of interaction options for the user as they search for a co-owner.

Recommendation

No recommendations at this time.

Score: Success



Users were able to easily open the chat window via the “Chat Now” button and send a message.

This is a good way to get the first steps going on finding a co-owner.”

Usability Testing Results

Sending a request to pair with a match

Usability Findings

6 / 6 users **succeeded** in sending a request to pair with a match

- All users automatically knew to click on the “Request to Pair” button near the individual’s profile picture.

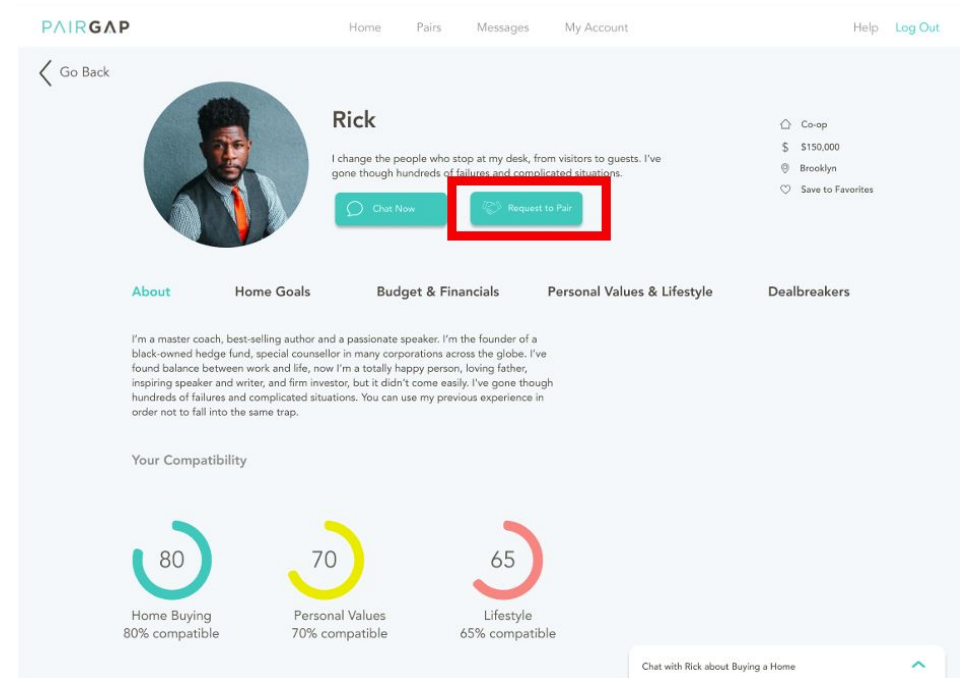
Analysis

Users found this task to be extremely easy. It is convenient for the user to instantly request to pair once they have completed their due diligence in chatting/communicating with their potential co-owner.

Recommendation

No recommendations at this time.

Score: Success



Users experienced no trouble at all with this task.

“All you do is click this when you’re ready.”