

## Big Basin Paper Prototype Study

### Questions

- 1) **Image#1** - explain that this screen represents a Windows desktop.
  - a. What do you think these icons mean?
  - b. What does the rectangular box do?
  - c. How could these work together?
- 2) **Image#1, 2, possibly 3** - Imagine that you want to contact Andrew Biggs but can't remember whether he is listed as Andrew or Andy.
  - a. What are some of the different ways you could find him?
  - b. How would you expect the search results to be sorted?
  - c. Did the actual sort match your expectations?
  - d. What is the difference between the top 5 names and the bottom 5 names?
  - e. What would you expect to do or see if Andrew Biggs did not come up in the search results?
- 3) **Image#1, 4, 5** - Currently you are viewing this application in a minimized view.
  - a. What would you do to bring up a full window?
  - b. Was the terminology and location of the command intuitive?
- 4) **Image#5** -Point to icons on Contacts tab
  - a. What do these icons mean?
- 5) **Image#5** - Close to the top there are 3 tabs.
  - a. What would you expect to find in the sections for Events and Spaces?
- 6) **Image#9, 10** – (Show Events tab)
  - a. Go down the list one by one. For each, tell me what kind of communication this is, whether it has already happened, and what the icons mean.
  - b. What would you do if you only wanted to see your voice messages?
  - c. Is the information that is shown by default helpful? What would you do if you wanted to see more info about these events?
- 7) **Image #11** - Show the Events tab with dot (cover up the info underneath)
  - a. What does the red dot on the Events tab mean?
- 8) **Image #11, 13**- How would you reestablish communication with someone in your events history?
- 9) **Image#15 (wait until user answers 1<sup>st</sup> question before showing)** - Imagine that you chose to make a voice call using this application.
  - a. What would you expect to happen after you initiate the call?
  - b. (Show conversations) – Who is the caller and who was called?
  - c. What options are presented by the icons shown?
  - d. What is the arrow at the bottom center for?
- 10) **Image#15, 19, 20** - What if, during this voice call, you both decide to escalate to a video-conference? How would you do this?
- 11) **Image#20** - When you switch to videoconferencing, a new icon appears. What do you think this is for?