

**Tioga – Draft User Study Plan**  
**Total Study length – 60-75 minutes**

**Introduction and paperwork – 10 minutes**

**Background questions – 15 minutes**

1. How many communication devices do you currently own or use?
  
2. Do these have separate phone numbers?
  
3. Do you have anything setup that forwards calls from one device to another?
  
4. Do you use certain devices to filter calls from certain people (example – only your boss and your wife are given your mobile number)?
  
5. How do you communicate to your business associates/clients that you are unavailable or do not wish to be disturbed?
  
6. How well does this system work for you?
  
7. Is the ability to setup different behaviors for different sets of people, a feature you would use?
  
8. Do you use IM for work communications? Are there times when you want to be available on IM, but not by phone? Or vice versa?

9. Do you actively use your email based calendar program? Is this reliable enough that much of your availability could be derived from it?
  
10. Describe your ideal setup for how you would manage your availability for both IM and phone. Who are some of the people that you communicate with most frequently? What rules would you setup for managing your availability? Would any of these rules be dependent on who the person is? How would you manage multiple phone/communication devices?

*Evaluator should work with user to create a diagram that shows the user's preferences visually and ask user to confirm it is correct. Some users will need more help with creating their conceptual model, so evaluator will walk user through the process by asking specific questions where appropriate.*

## User Tasks – 30 minutes

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### Dashboard - Contacts

(cover Availability section while talking about icons, so that user doesn't guess based on provided information)

1. What do you think this section is showing you? (point to contacts)

*Make sure they understand that this is showing people in their local address book/directory/whatever they prefer to call it (not a corporate/global directory)*

2. What would you expect to happen when you click on one of these names?

*See whether they expect to chat, open an address book entry, or something else*

3. What do you think these round symbols to the left of the photo mean? (point to availability icons)

*Tests that the icons are understandable*

4. What do you think the icons to the right of each name mean? (point to device icons)

*Tests that the icons are understandable'*

5. In the left column you have the words Preferred, Blocked, Marketing, My Staff, and Customers? What do you think these mean?

*Find out if the user recognizes these as Groups or Filters or something else entirely*

6. In the menu bar, click on Contacts. There are many more contacts listed here than on the Dashboard. Why do you think this is? What subset of contacts would you want to have on the Dashboard?

*Use this question if user doesn't get the concept in question 4 to help flesh out their understanding of filtering contacts and perceived usefulness*

7. Add a new contact.
  - a. Think about the person you know that has the most methods for how they can be reached. Are all the options you would need for tracking that information available here?
  - b. How would you expect to lookup a contact who was not already in your address book?
  - c. What would you do if you wanted to assign a label (group) that isn't present on this screen?

*Checks that user translates "+Contact" as Add a Contact, verifies that all information the user would want is present here, and checks whether the user sees searching the directory as searching a local or corporate (global) directory. Also checks whether user noticed and is happy with "+Label" on previous screen or expects to have the functionality on the Add a Contact screen.*

## Device Management

8. Imagine that you've just been given a new mobile phone to use for work. Using this application, add the new phone and set it up so that your desk phone rolls over to your mobile phone if you don't answer after 10 seconds.

*This will test whether a user understands the device management capabilities.*

## Dashboard – Availability

9. Using this application, change the availability status for the person currently logged in to “Offline”.

*This will check that user can find and change their availability*

## Availability Rules

10. Now, imagine that you (Jane) do want to accept IM's when you are Offline. You also want to forward calls to voicemail instead of accepting them. Use this application to change this status to use your preferred settings.

*This will test the ease of editing existing availability rule and discover whether the user does this from the Dashboard or by going to Availability Rules*

11. Imagine that you wish to receive an SMS message anytime one of your Preferred Contacts leaves you a voicemail. Use this application to change this to your preferred setting.

12. What would you do if you wanted to review a summary of all the availability settings?

