

Introduction

Hello and thank you for taking the time to participate in my usability study. I will be reading from a script so i don't miss out on anything and I give the same information to my other users. Today I will research how you use the email Whoosh Mail wireframe I have created. Once I have the information it will then be discussed and we will use this as feedback. I would like you to please to speak your thoughts out loud and walk me through what you are thinking and why?

Are there any other questions before we begin?

Thank you for your time.

Background

- What is your profession?
- How many times do you use online emails?
- Have you had any experiences with Emails?
- Is there a favourite Email service you like to use?

Task

Can you create & send out an email via Basic User & an Admin User & also view a report?

If you can create a template on the homepage, then send it to an audience, view the review for the 'Basic user & Admin user' and view a report.

Please speak your thoughts out loud.

Conclusion

- Overall did you enjoy anything whilst using the prototype mail site, please explain?
- Did you find anything frustrating whilst using it, please explain?
- Is there any other feedback you have from using the mail site?

Thank you for your time.