

## Ticket Support UserTesting Form

Use this form to provide your UserTesting seat owner with the information they need to draft your UserTesting test.

**Requested by: Jocelyn Martinez**

**What are you testing? (Place an “x” next to the appropriate selection)**

Prototype **X**

Website     

App     

RECRUIT

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**Type of Device Participants Should Use (Place an “x” next to the appropriate selection)**

Computer **X**

Tablet     

Smartphone     

**Do you need any other countries besides the US?**

**No**

### **Screener questions:**

1. Which of the following companies do you buy online products from?

- Wix
- GoDaddy
- Squarespace
- 1&1
- Other company(s)

2. What GoDaddy products do you currently own?

- Domain(s)
- Website Builder (also known as GoCentral)
- Online Store
- Office 365
- Workspace
- Web Hosting
- Managed WordPress
- Search Engine Visibility
- Email Marketing
- SSL Certificate

- SmartLine
- Website Security
- Website Backup
- Main Street Hub
- Other, please specify

## TEST PLAN

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### Prototype/Website url:

<https://www.figma.com/proto/zv4310LJdqnhkqJnJZ3rPv/Prototype?node-id=7%3A459&viewport=1137%2C673%2C1&scaling=min-zoom>

**Intro/Scenario:** Imagine that you own a cPanel server hosted by GoDaddy. You are attempting to upload a server backup, however are having trouble doing so. You decide that contacting support to create a support ticket will be the best solution.

**Task:** Imagine that you are logged in to your GoDaddy account and have entered the dashboard for your cPanel server. Begin by clicking the “Contact Support” button.

**Task:** You have not created any support tickets. Where would you click to proceed?

**Question:** What do you think about what you see here?

**Task:** Imagine that you are creating a ticket for phone support to get help on uploading your cPanel server backups.

**Task:** Click on the description textbox to further describe the problem.

**Task:** Click on the phone support button to schedule an appointment.

**Task:** Schedule a phone appointment for today, August 3rd @ 11am.

**Question:** What do you think will happen when you click “Submit”?

**Task:** Select “Worried” for the “How do you feel right now?”

**Question:** What do you think will happen when you click on the "Go To Review" button?

**Task:** Click the "Go To Review" button on the screen.

**Question:** What is this page telling you?

**Task:** Click "Submit" to submit your ticket.

**Question:** What would you do next from here?

**Question:** Remember that you were having an issue uploading server backups. You came to GoDaddy to contact support on how to solve this problem. To do this, you submitted a ticket for a phone support appointment. What did you think about this process, overall?

**Please rate the following statements regarding the customer ticket support experience.**

**(Strongly Disagree - Strongly Agree - 5pt.) Please explain your ratings.**

- This process was simple.
- Each step in this process was clear.
- I felt confident submitting a ticket for support.
- I know what the next steps are for my phone appointment.
- The information was clear throughout the process.