

Easy & affordable user-testing



Ida Aalen / @idaaa

CPO, Confrere

ida@confrere.com

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confreere.com/user/test



No downloads, no sign-ups

Your visitors can go straight to the video call, without the hassle of usernames, passwords, and downloads.

Task 1

Read the title and the intro.

Write down 1-5 questions you expect will be answered on this page.

All you need is a link

To receive visitors over video, you need only send them a link to your Confrere. You can also place the link on your website, social media, calendar invitations, and on your text message and email booking confirmations.

Works with smartphones, tablets and computers

Webcams and microphones are usually built into smartphones, tablets, and laptops, so it's easy to begin using video calls with Confrere.

If you have a desktop computer, you may need to acquire a webcam and microphone, but there are many affordable options to be found.

Supported by all modern browsers

All modern browsers support the technology Confrere is built on (WebRTC). Over 90% of internet users already have a browser that is ready for Confrere, and in the coming year, this number will rise even more. Here are some of the browsers that support our video calls:

- On **Windows** you can use [Chrome](#), [Firefox](#), [Microsoft Edge](#) (version 15.150 or higher) and browsers built on Chromium.
- On a **Mac** you can use [Chrome](#), [Firefox](#), [Safari](#) (version 11.2 or higher) and browsers built on Chromium.
- On **Android** you can use [Chrome](#), [Opera](#), [Firefox](#) and [Samsung Browser](#).
- On **iOS** (version 11.2.5 or later) you can use [Safari](#).

For the best experience, we encourage you to update Apple products to the latest version of iOS, and Windows users to upgrade to for instance [Microsoft Edge](#) or [Chrome](#) rather than older versions of Internet Explorer.

Task 2

Read the text.

- Were your questions answered?
- Is there content that cut be cut or should be expanded?

#1

Micro-testing content.

- Time: 30 min+
- Price: Mostly free

Software Engineer Backend

- arbeidsoppgaver?
- lønn / fordeler
- hvor er det?
- kvalifikasjon? (utdanning / kompetanse?)
↳ need to have / nice to have

Software Engineer Backend

We at Confrere are making video software that lets professionals (e.g. doctors, psychologists, tutors, bank advisors) have video meetings with their clients right in the browser. This means our backend is highly dependent on scalable realtime messaging, delivered reliably, securely and according to regulations across the world.

Creating the infrastructure for our product is a tough and exciting problem where you will work together with an experienced (and friendly!) team.

Are you interested in joining us? Don't hesitate to e-mail us at hello@confrere.com, and tell us a bit about why you are interested in joining Confrere and your background. We'll take the rest from there.

TL;DR → need to have vs nice to have?

- RESTful services and Websockets, NodeJS, Amazon Web Services and PostgreSQL.
- Formal education is nice, but not necessary
- English language speakers are welcome
- Competitive salaries and stock options
- Remote friendly, with offices in [StartupLab](#) in Oslo
- As our fifth team member and second employee you'll have a strong impact, and work closely with a friendly team who have solved parts of these problems before

Way more details

Who are we looking for?

Your code shows that you put people first, and understand that the code you write will be read hundreds of times more than you write it. You care about uptime, performance, and building human friendly APIs.

You are pragmatic and can find compromises, but you'll speak up when you feel something is wrong or could be done better.

Why should you join Confrere?

Strong impact and no legacy

You'll be our fifth team member and our second employee. This means you'll have a strong impact on the product from day one, how it's formed, what problem it solves, and how it's built.

**Feedback on
needs, not
grammar and
typos**



Write down 1-3 questions you expect will be answered on this page.



No downloads, no sign-ups

Your visitors can go straight to the video conversation, without the hassle of usernames, passwords, and downloads.

Your answer

Write down 1-3 questions you expect will be answered on this page.





No downloads, no sign-ups

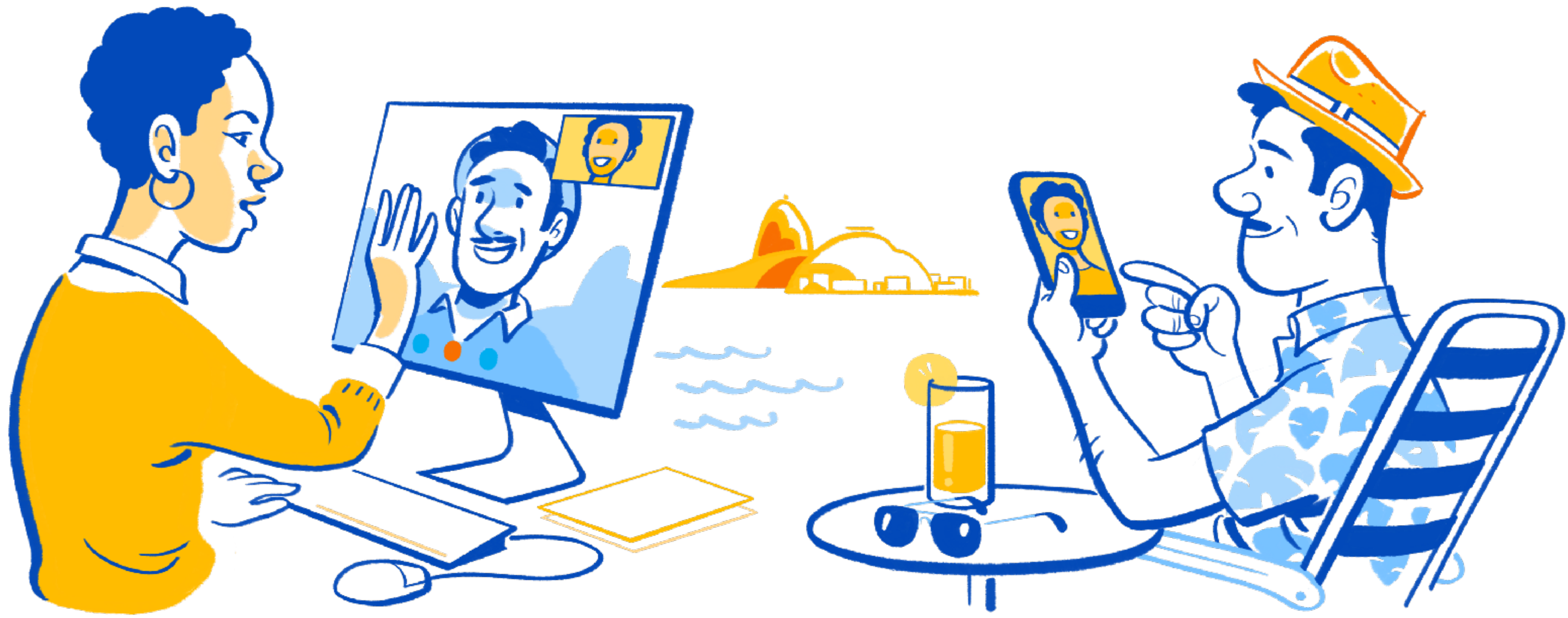
Your visitors can go straight to the video conversation, without the hassle of usernames, passwords, and downloads.

- What equipment is supported?
- Can this service be used on mobile devices?
- How can I know that it is safe?
- What is the flow like, step by step, when setting up a call?
- How much does it cost?
- How do you embed/link this on your own site?

User testing can be
easy & affordable.

Confreere.

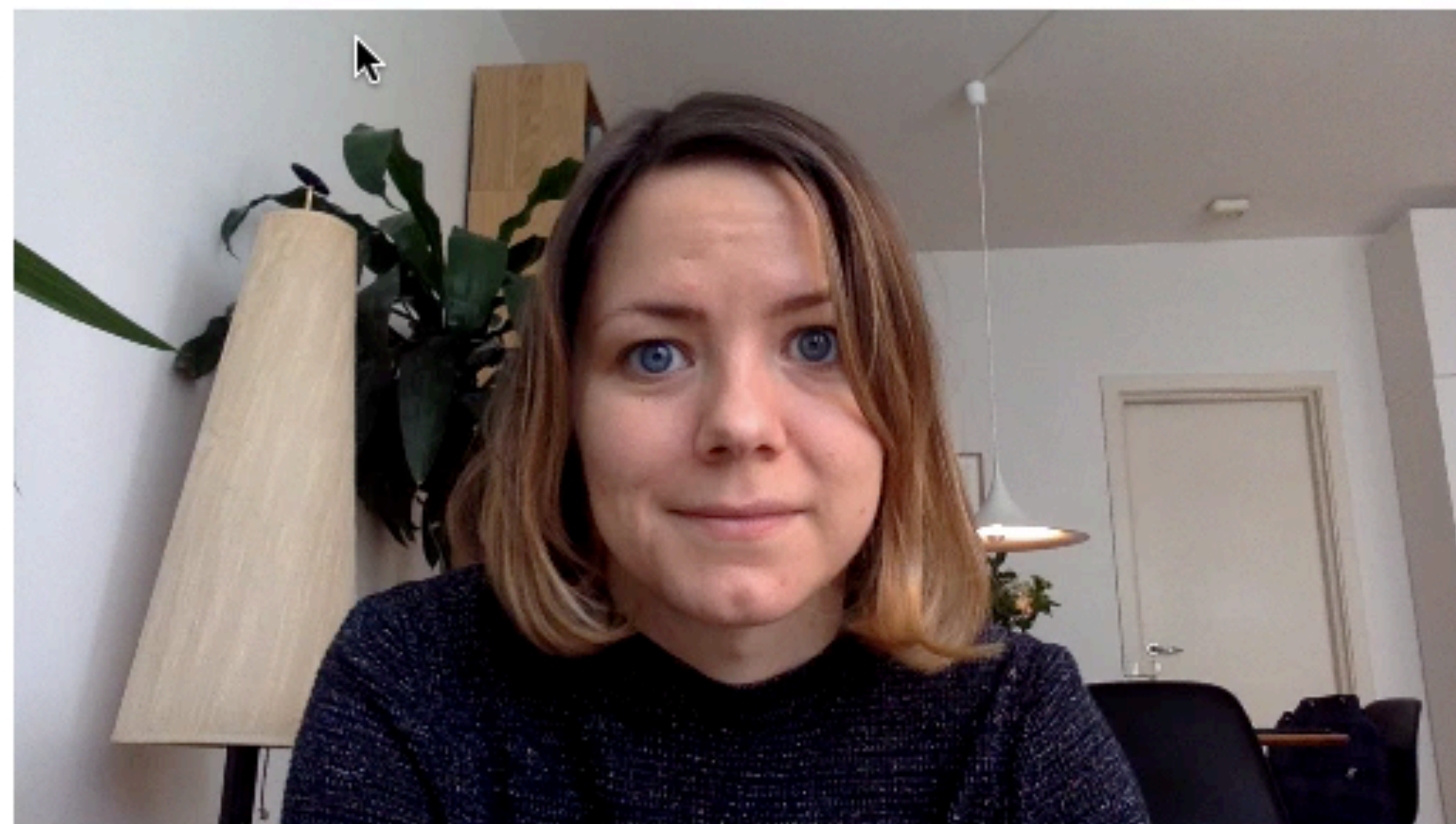








CONFREERE



Selected camera

FaceTime H ▾

Selected microphone

Default - Built-in ▾

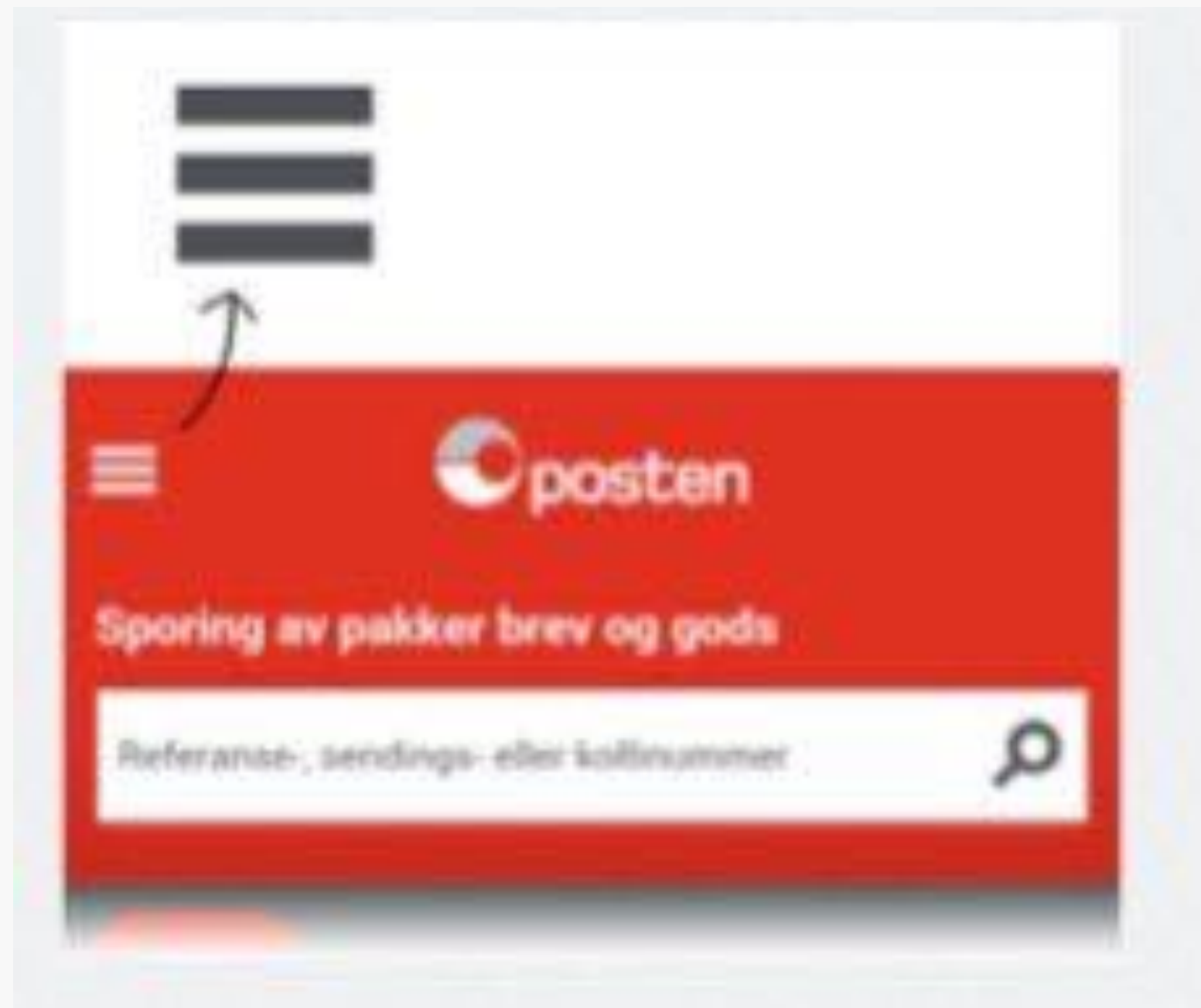
Test speakers

Play

I'm ready, notify Dag-Inge Aas

[Back](#)

Do you recognise this icon?



Mobile:

53%

said no

Desktop:

73%

said no

Survey with 4273 respondents, 2014

Colleagues
are not your users.

Designers
are not your users.

Content strategists
are not your users.

The table below shows four studies, in addition to the current one, that on average heuristic evaluations find around 36% of the problems in usability tests (ranging from 30% to 43%).

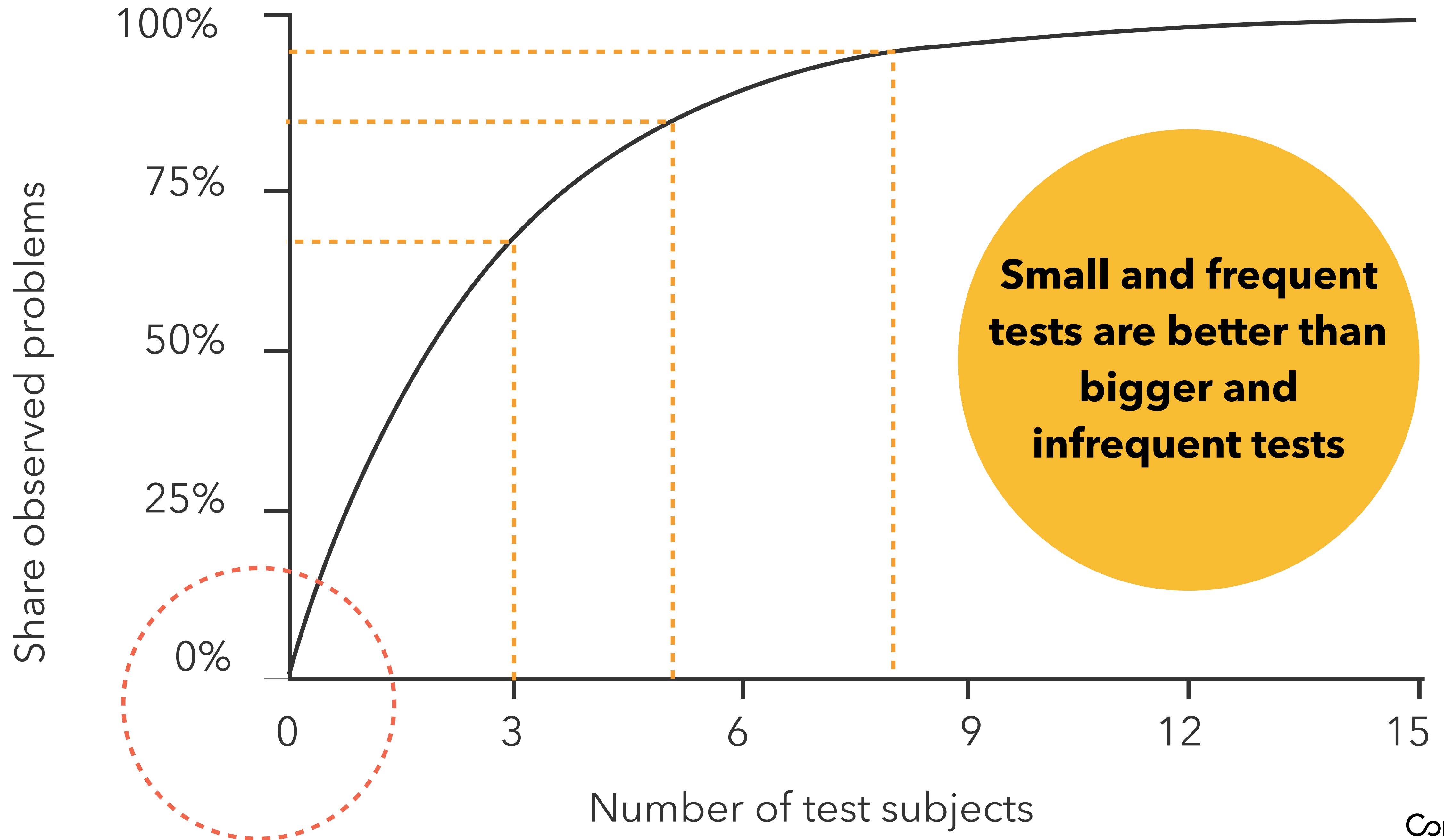
Study	In HE not UT (False Alarm)	In UT not HE (Misses)
Current Study	9%	68%
Doubleday	40%	39%
Law & Hvannberg	38%	32%
Law & Hvannberg	46%	48%
Hvannberg et al.	37%	60%
Average	36%	49%

1 in 3
problems found
by experts are
false alarms

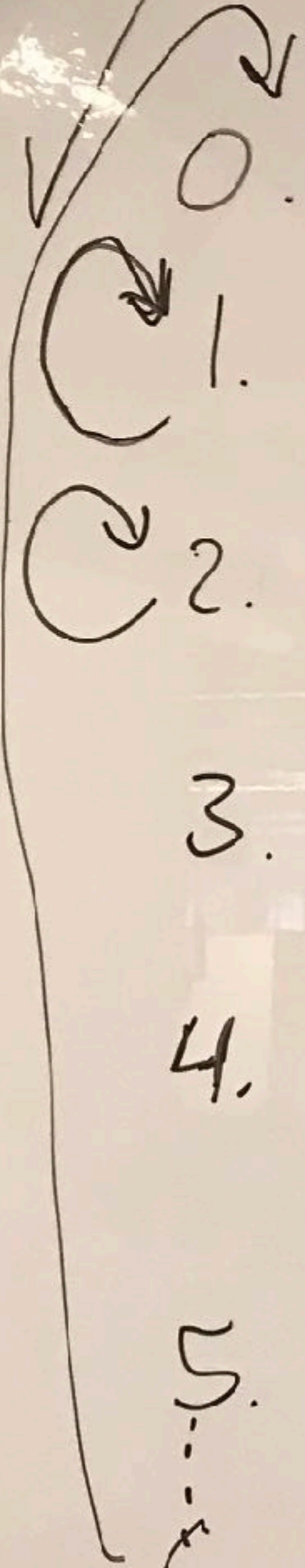
1 in 2
user problems
are overlooked
by experts

5

$$N (I - (I - L)^n)$$







- 0. BRUKERTEST, IKKE-BRUKERE
USER TESTING
- 1. BRUKERFEST, POTENSIELLE KUNDER (MED OSS)
USER TESTING W/CUSTOMERS
- 2. BRUKERTEST, POT. KUNDER w/ KLIENTER
USER TEST W/CUSTOMERS & CLIENTS
GRAFISK NORSK LTD
- 3. POT. KUNDER BRUKER DET SELV, ANBEF. KONTROLVERT BRUK
PILOT
- 4. POT. KUNDER BRUKER DET SELV
→ LUKKET CLOSED MVP . BETALT PRODUKT. MVP
PILOT
- 5. ÅPEN (MEN MANUELL)
OPEN MVP
- 6. SELF-SIGNUP
SELF-SIGNUP

User testing is
real users solving
real tasks.

Have you done
user testing?

What we want to find out:

Is it clear to physicians
that they can use Confreere
for video appointments?

Our question

≠

User task

Open & explorative

What would you do to find a video calling service that's suitable for physicians?

Partially open

Go to confrere.com.
What would you do to figure out whether this is suitable for physicians?

Specific & measurable

Could you find the page which explains how Confrere is HIPAA compliant?

Open & explorative

- If you want to find more problems
- It's ok to give different tasks to different people
- More realistic, but also more time-consuming

Partially open

Specific & measurable

- When you know there's a problem, but you want to figure out why
- Easier to measure and compare
- Can be leading

5 techniques

#1

Microtesting content.

- Time: 30 min+
- Price: Free

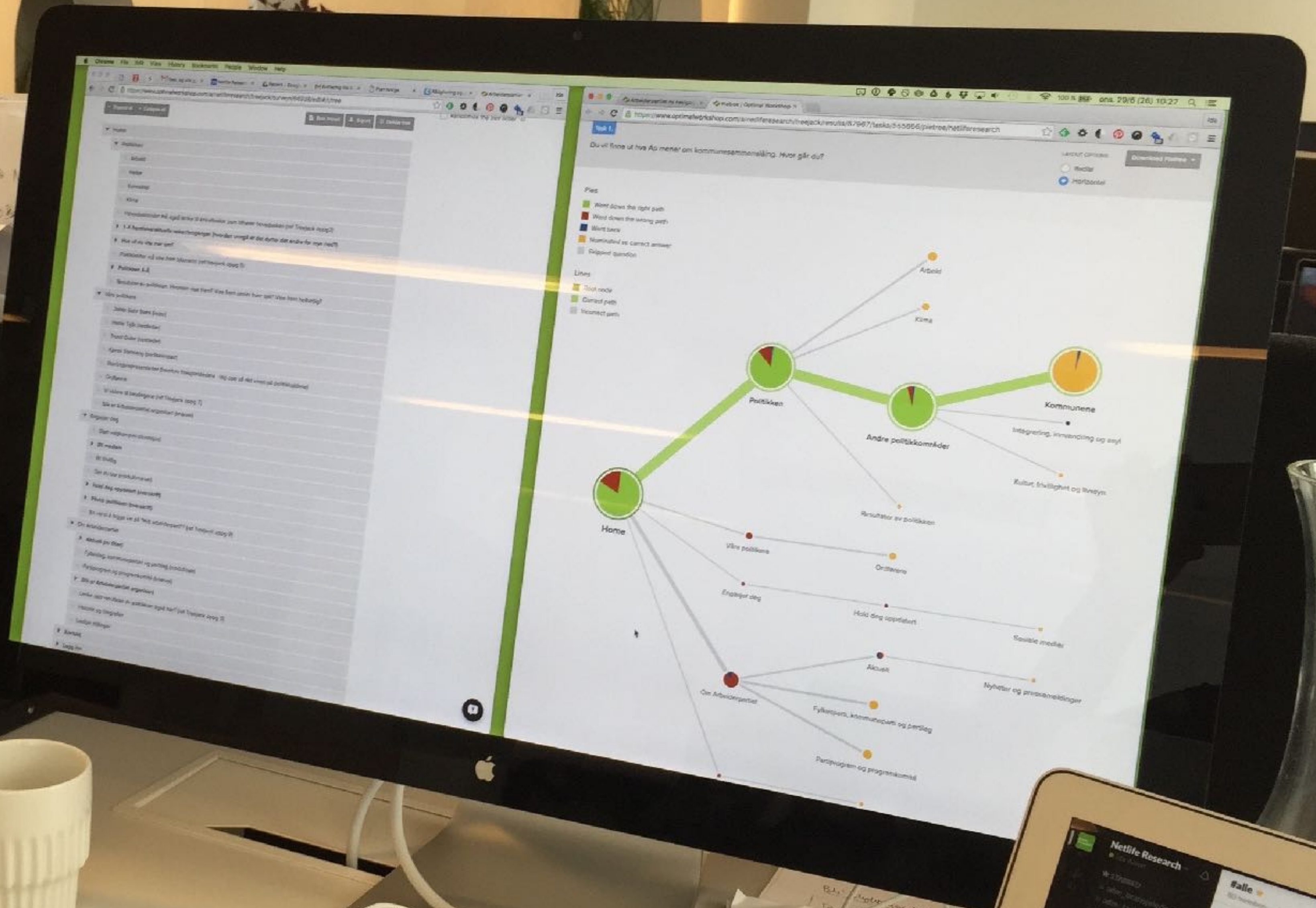
#2

Information architecture

- Time: 30 min+
- Price: Free / \$99-199 per month

EKSAMENSOPPGAVE

Emne: Interaksjonsdesign og brukervenlighet
Studieprogramkode: Interaksjon



Task 1 of 3

[Skip this task](#)

Imagine that you're wondering whether there are any technical requirements to use Confrere.
Where would you click?

▼ Home

Why Confrere?

Pricing

Try for free

Use cases

Resources

About us

Sign in

Imagine that you're wondering whether there are any technical requirements to use Confrere.
Where would you click?

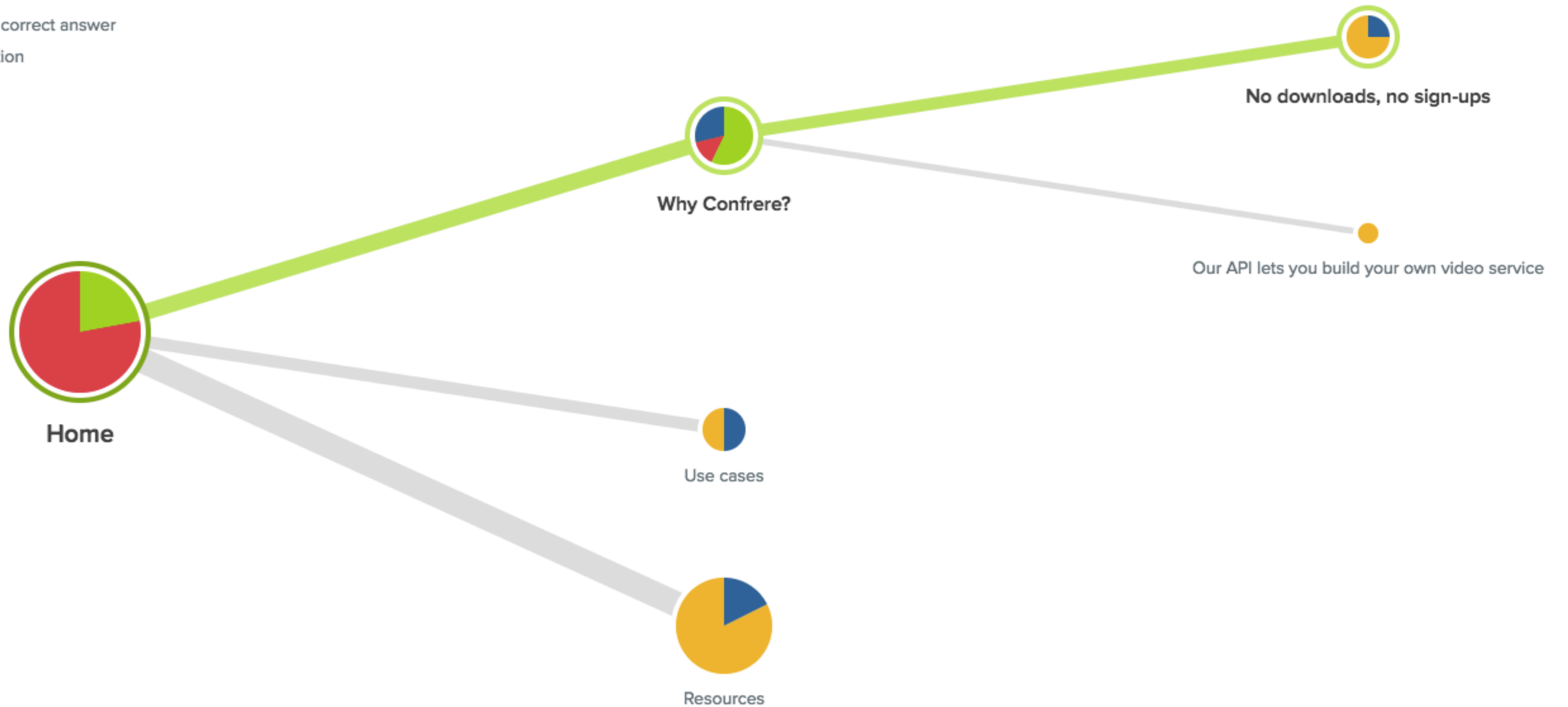
- Radial
- Horizontal

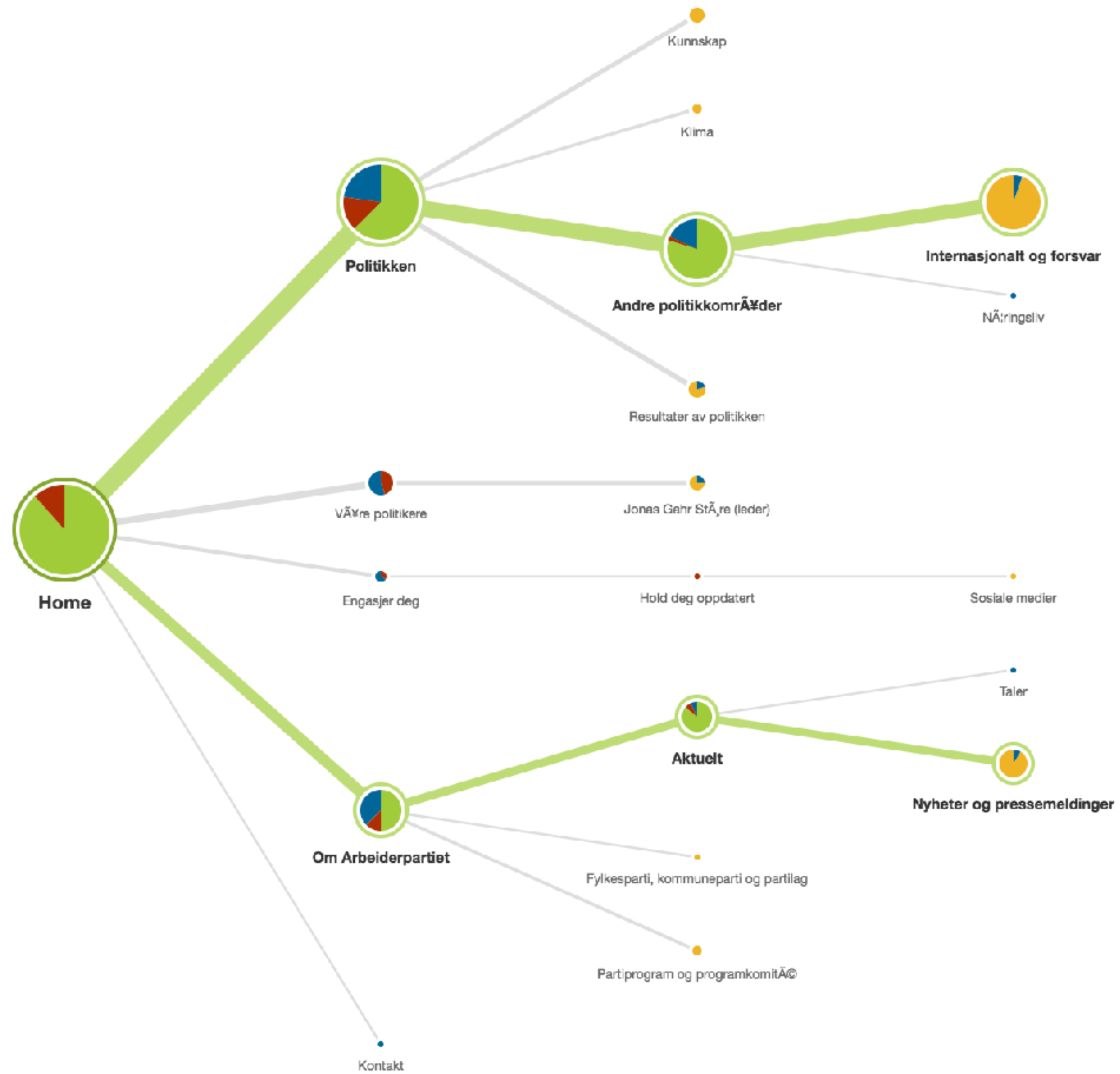
Pies

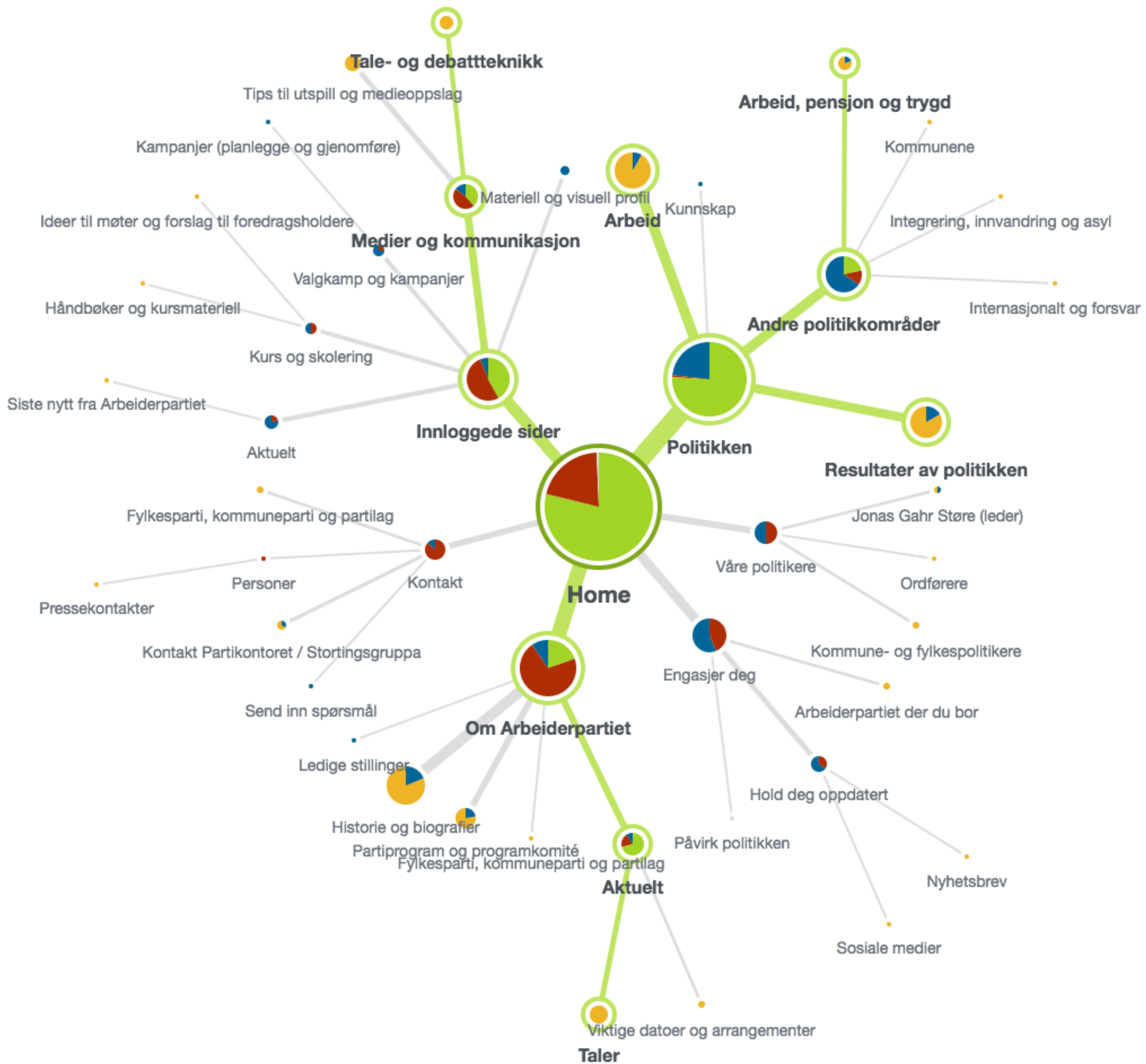
- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines

- Root node
- Correct path
- Incorrect path





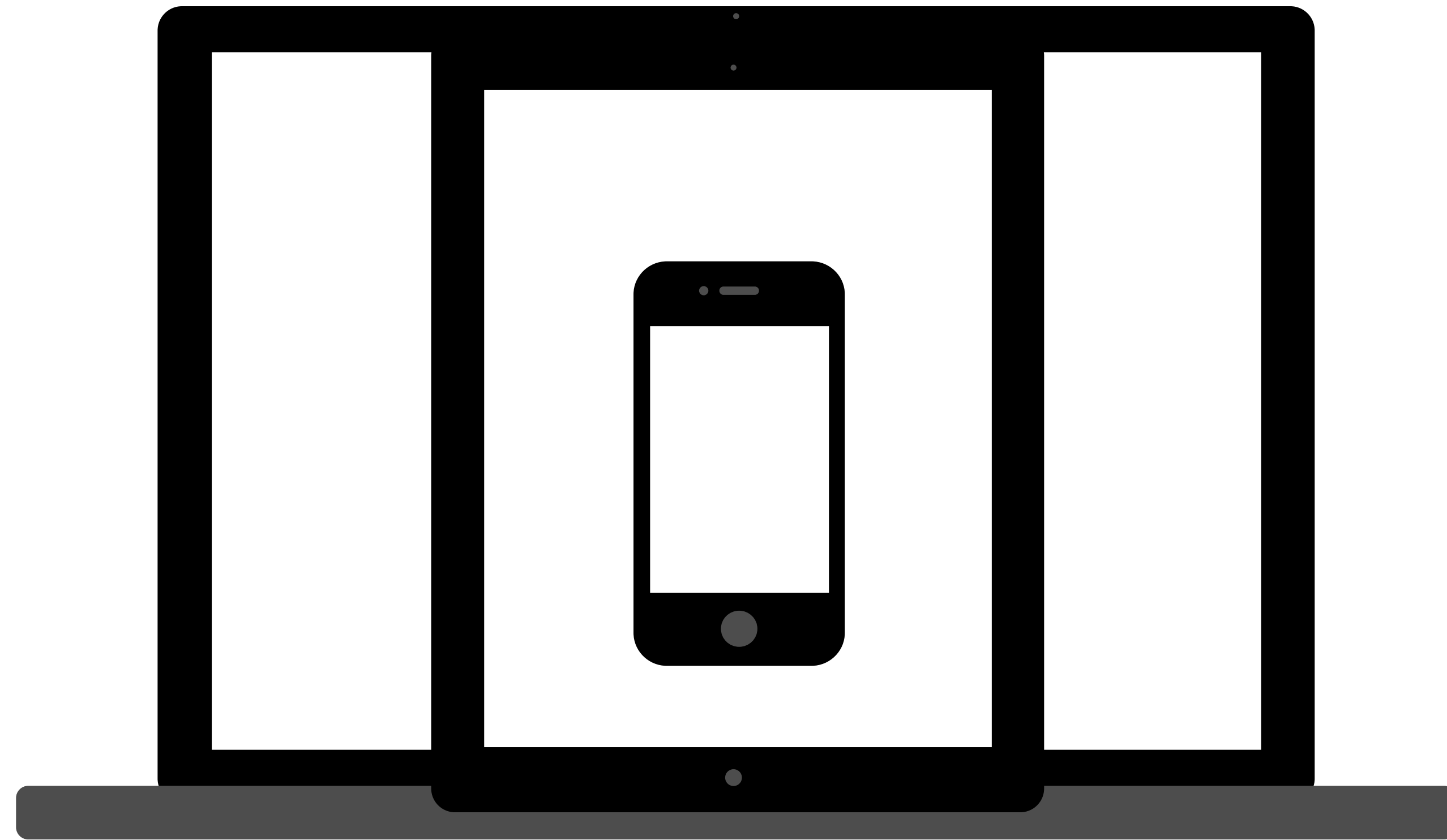


#3

Get out.

- Time: 1-4 hours
- Price: Snacks

It's this easy:



stige

Hvorfor er skole viktig for deg?

Hva er ditt forslag for bedre skole?

oversikt:

ditt forslag:

Hvorfor er det viktig at Arbeiderpartiet jobber for dette forslaget?

HVA ER DITT FORSLAG?

Jeg har et forslag om

Kort fortalt går forslaget mitt ut på at...

Hvis jeg skal utdype forslaget, vil jeg si at...

Selv er jeg er opptatt av denne saken fordi...

Det er viktig at Arbeiderpartiet tar dette med i partiprogrammet sitt fordi...

SEND INN FORSLAGET

HVA ER ET

- Konkret
- Konkret
- Konkret



What is your proposal?

I live in

Bergen

and have a suggestion school ▼

What is your suggestion - briefly summarized?

Get coding into the curriculum

99

Would you like to deepen your proposal



Why is school important to you?

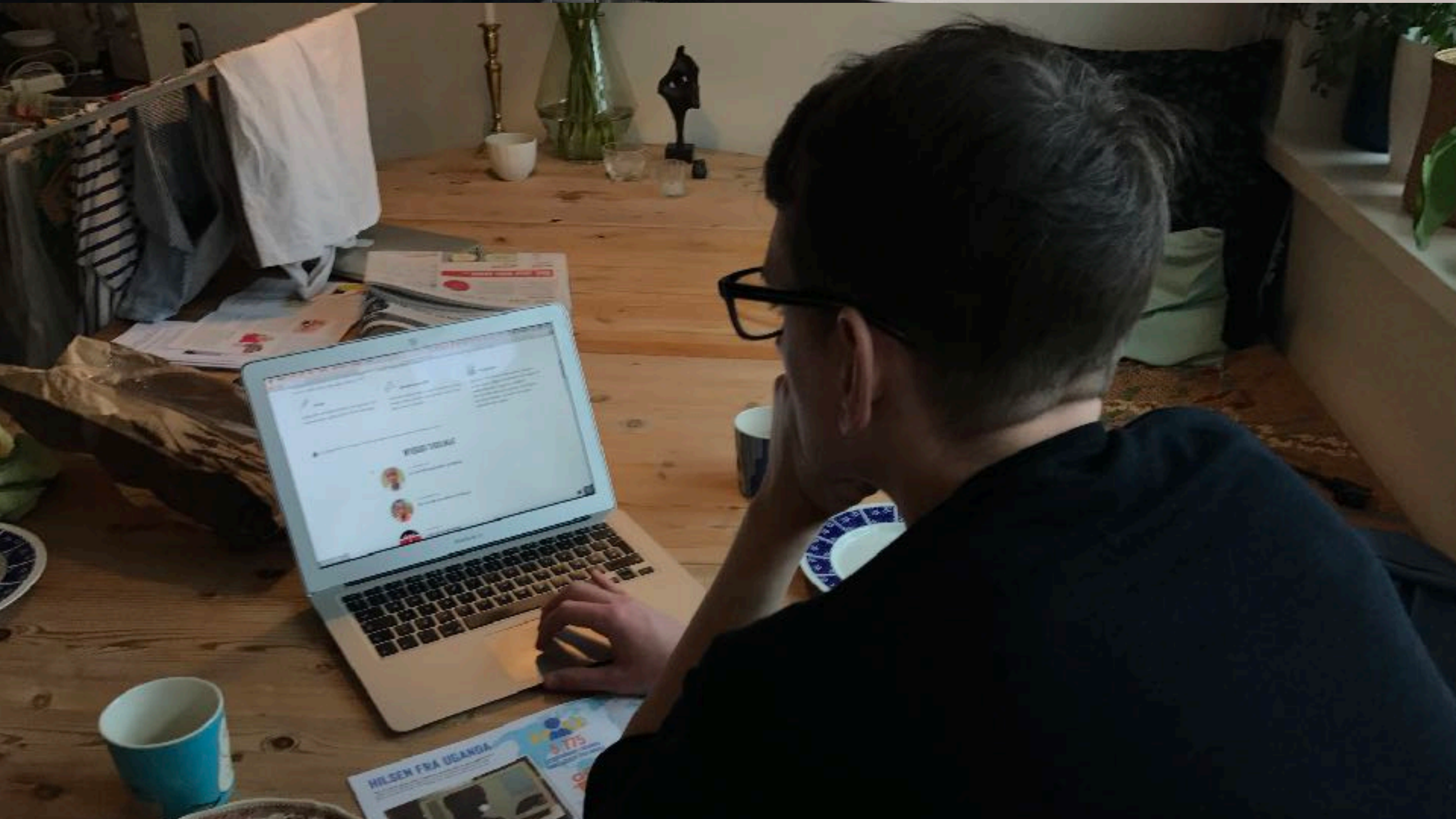
(Translated
by Google)

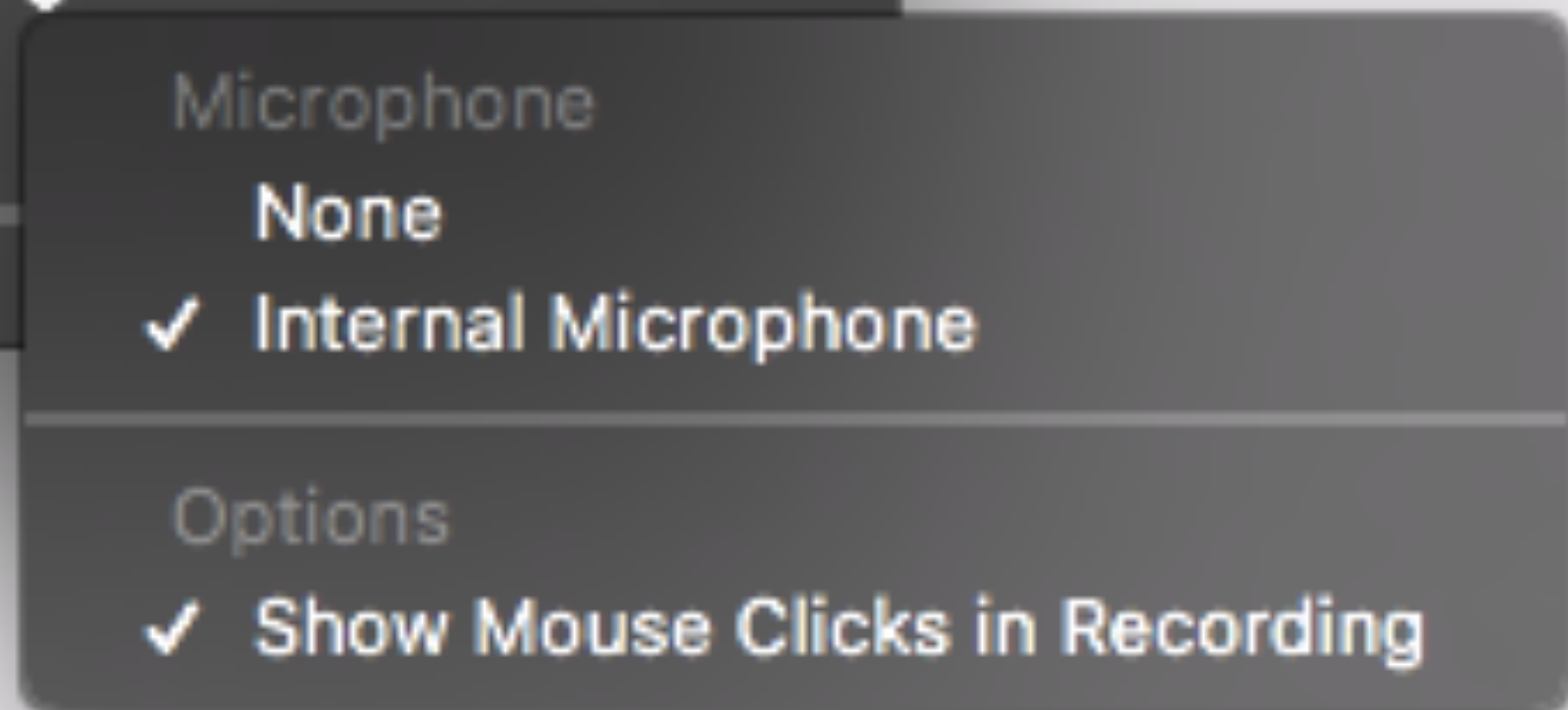
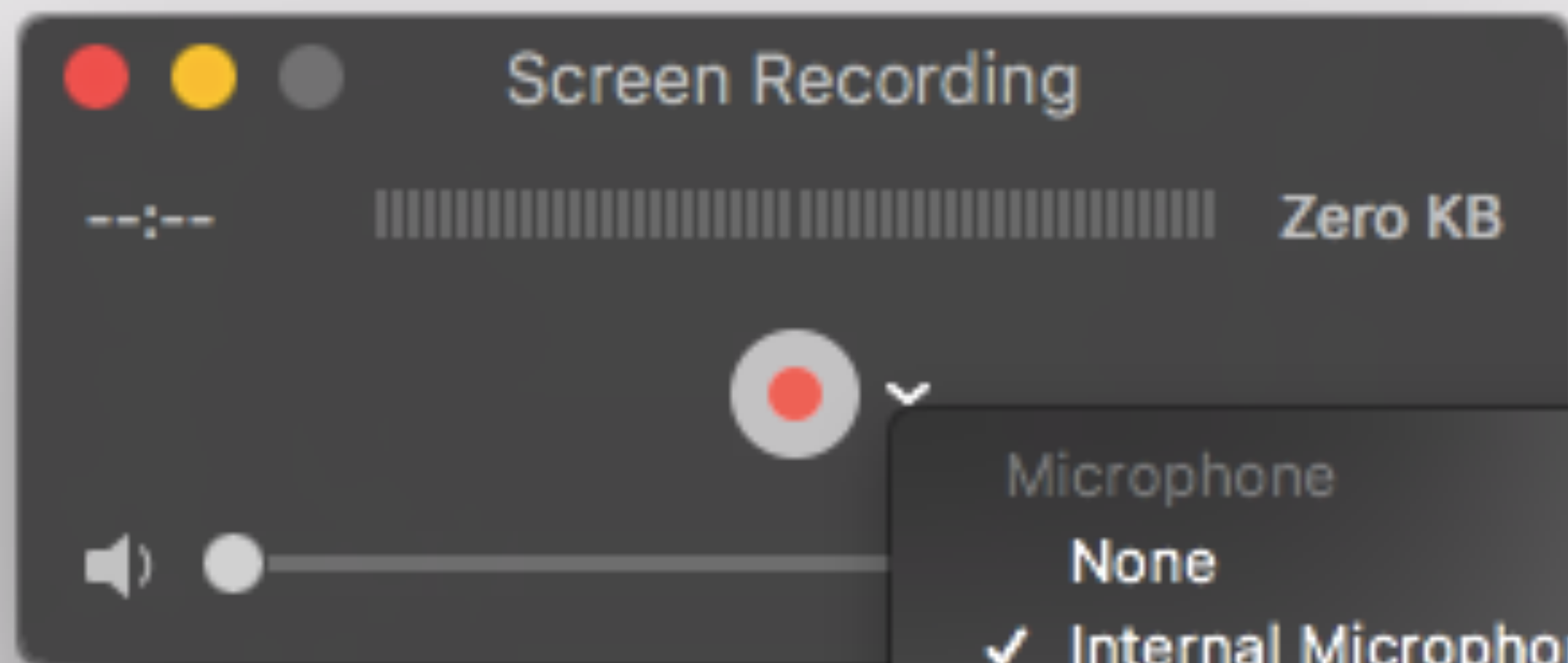
Would you like to say a little more about what the proposal means in practice? Do you have some background information about why this is a good and important suggestion?

#4

Lab test on a budget.

- Time: 1 day for planning and recruiting, 1 day for the actual test
- Price: Rewarding users





VIDEO calls, tailored to your business.



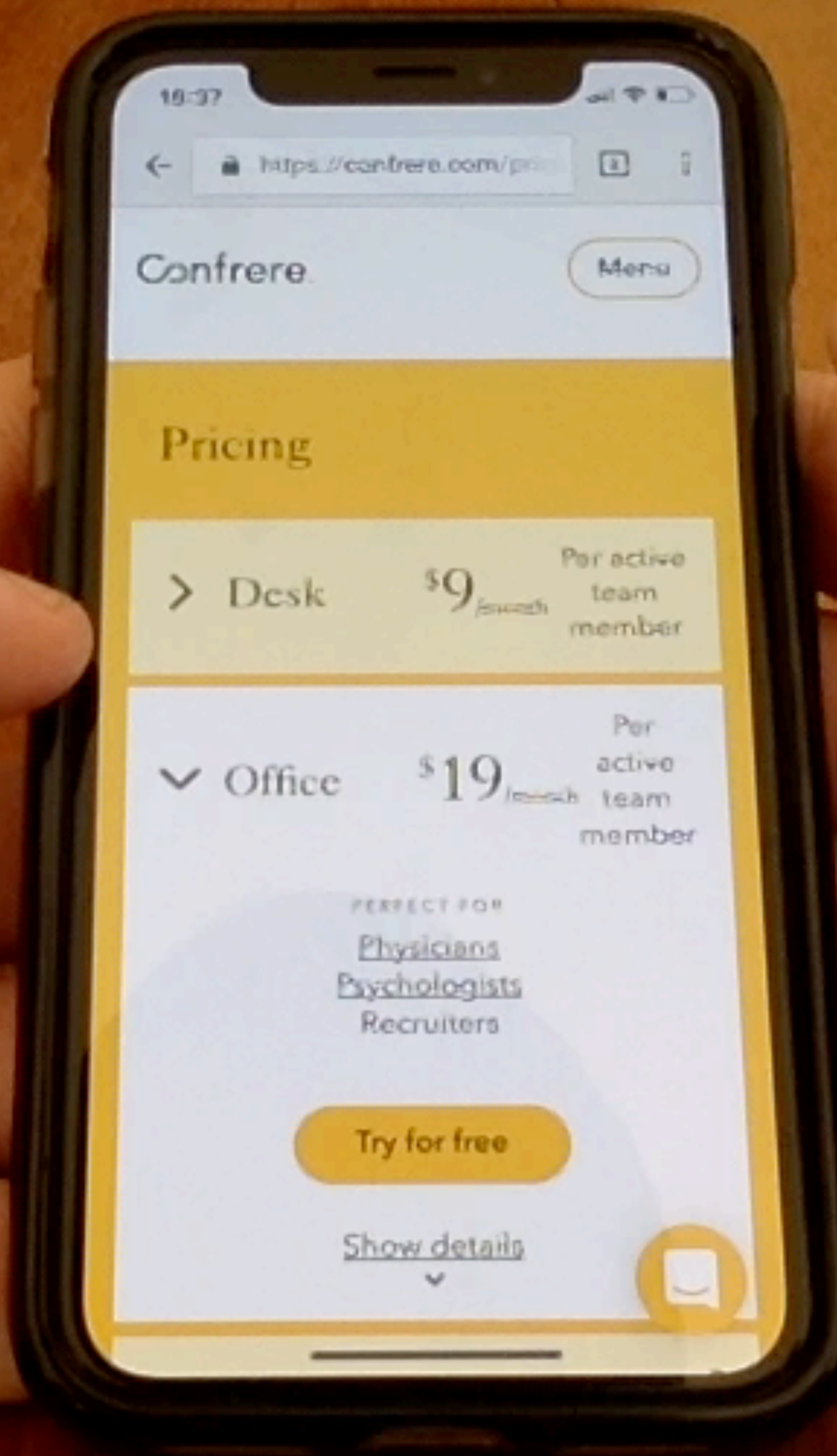
Try for free

...or see [pricing](#)





«Hugging»



18:37 📶 🔋

← <https://confreer.com/pricing> 📄

Confreer Menu

Pricing

> Desk **\$9**_{/month} Per active team member

▼ Office **\$19**_{/month} Per active team member

PERFECT FOR
[Physicians](#)
[Psychologists](#)
[Recruiters](#)

[Try for free](#)

[Show details](#)
▼



If you need observers:



Help the person
think out loud


A photograph of two women sitting at a table with a laptop. The woman on the right is pointing at the laptop screen while the woman on the left looks on with a thoughtful expression. A speech bubble is overlaid on the image, pointing towards the woman on the left.

What are you thinking about?

**Help the user
think out loud
and ask open
questions**

I'm looking for the menu...





What do you think might happen if you click there?

**Make
sure you're
not helping
the user**

What happens if I click here?

How do you lead a test,
without leading the user?

The team who has designed the site need help figuring out if it's really working.

I've made the design for the new website and I'd love to hear what you think!



**Thank you! Let's move on
to the next task.**

**You're really good at this!
You're solving all the tasks!**



There's really a big room for improvement here. Thank you for helping us identify this!

It would have gone so much faster if you had just clicked the menu-button.



Sigh...



**The user
is there to help
you**



Don't listen.
Observe.

Rationalization

Michael S. Gazzaniga:

“The Interpreter”

<http://youtu.be/mJKloz2vwlc>



Differentiate between...

Observation

What the person did and said during the task

Interpretation

Why you believe the person did what they did

Improvements

What you believe could be a solution to the problem

Example

Observation

- The user did not click the “Buy”-button

Interpretations

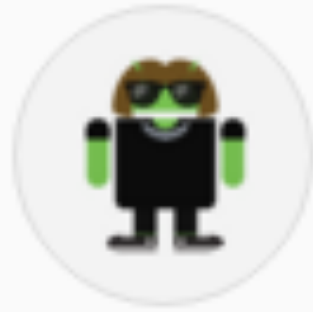
- The button should be placed elsewhere
- The button has the wrong color or shape
- The microcopy “buy” sounds too committing
- The user didn't think they really were supposed to “buy” since it's just a test

#5

Was this helpful?

- Time: 15 min+
- Price: Often free

Share this:   



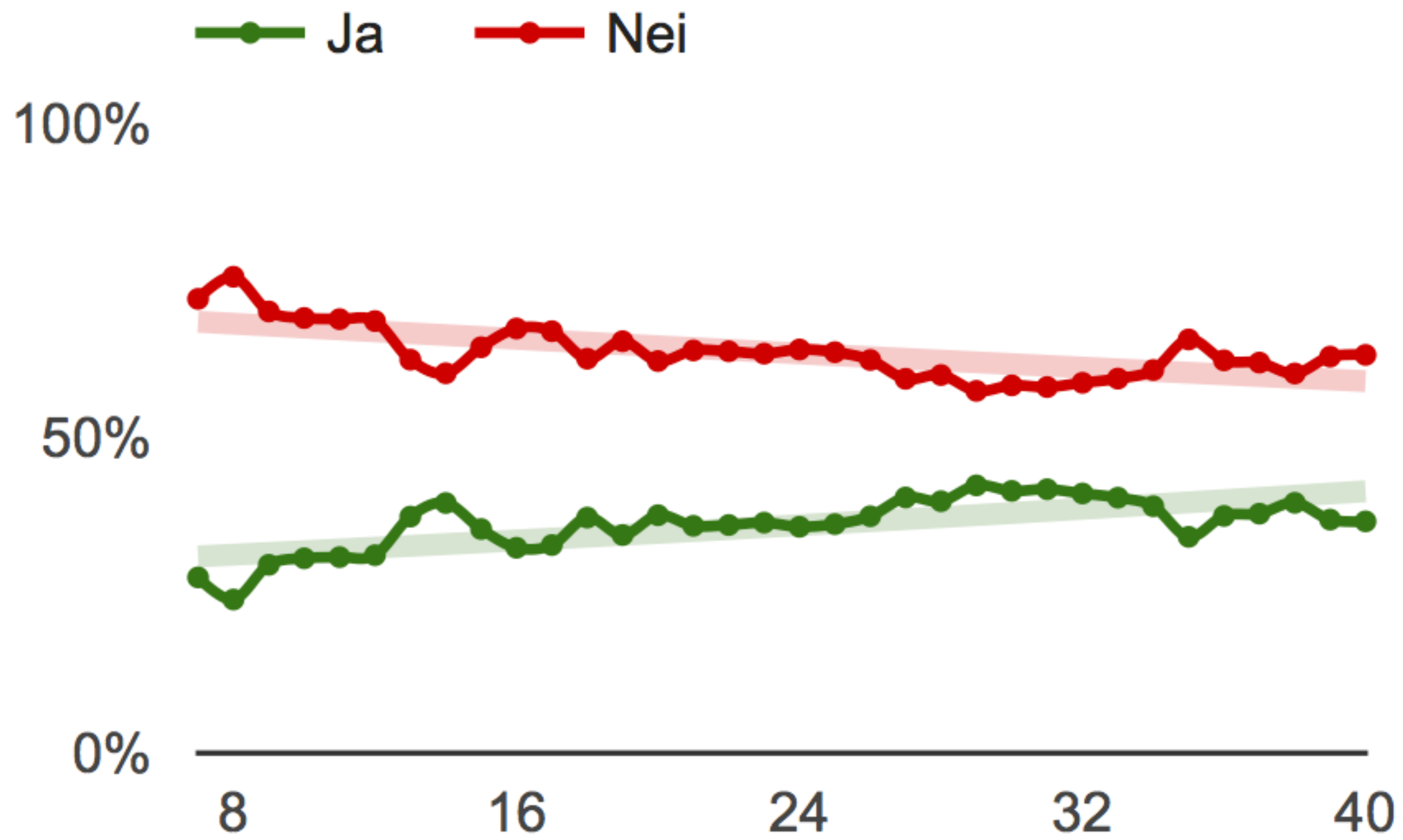
Vivian is a Gmail expert and the author of this help page. Leave her feedback about this help page.

Was this article helpful?

YES

NO

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/skole-og-utdanning/eksamen-og-elevvurdering/privatiste	0,7 %	236	1	1	0,1 %		0,1 %	
/skole-og-utdanning/eksamen-og-elevvurdering/privatiste	0,7 %	234	3	3	0,5 %		0,4 %	
/skole-og-utdanning/eksamen-og-elevvurdering/	0,6 %	202	2	6	0,3 %		1 %	
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Sum av 373 undersider		32 984	209	385	35,2 %		64,8 %	



Choose Confrere for your video calls.

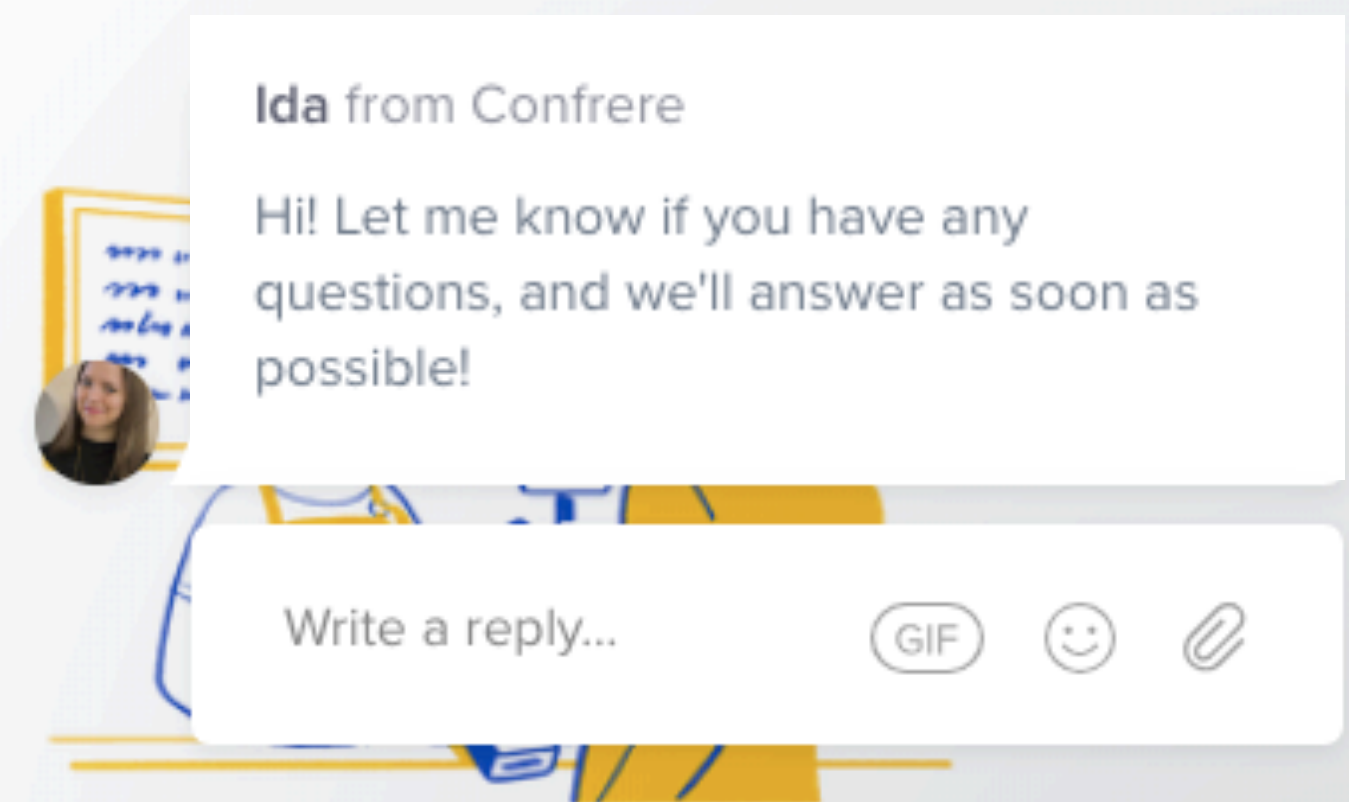
Tailored to businesses that offer services and consulting via video.



No downloads, no sign-ups



Safe and secure video



Sell your services directly from



Hi! Let me know if you have any questions, and we'll answer as soon as possible!



1mth · In-app



does your system have video "roll over" technology. For example, if a customer instigates a video call but one of my agents is busy, will your technology direct the call to the next available person?

1mth · 

Hi! Let me know if you have any questions, and we'll answer as soon as possible!



1mth · In-app



does your system have video "roll over" technology. For example, if a video call but one of my agents is busy, will it the call to the next available person?

<https://confrere.com/features>

Edge (16.16299), Windows 10

1mth ·

5 methods:

1. Microtesting of content
2. Information architecture
3. Get out
4. Lab test on a budget
5. Was this helpful?



**confrere.com/
usertest**

5 methods:

1. Microtesting of content
2. Information architecture
- 3. Get out**
- 4. Lab test on a budget**
5. Was this helpful?



**confrere.com/
usertest**

**You learn so
much more
meeting people
face to face!**



Thank you!



Ida Aalen / @idaaa

Chief Product Officer

ida@confrere.com

confrere.com/usertest