

Hi, and welcome. My name is Mackenzie, I will be walking you through the usability test today. I want to start by thanking you for taking time out of your schedule to participate.

I am a designer working on an Alexa Voice Skill called, "Sous Chef." If you don't know what a voice skill is, it's an app that is used with a voice interface. Meaning you interact with it by speaking to it.

Today, I am testing if users are able to efficiently use the skill and execute a task to completion without any major hiccups or errors with the skill. I want to stress we are testing the skill here. Nothing you say or do is wrong. Everything here is focused on the skill, not you.

Do you have any questions before we begin?

Per the consent form you signed earlier, I want to remind you that you are being recorded. I want to again confirm that you are okay with that?

Great... Lets get started.

1. Do you mind telling me how old you are?

2. Have you ever used a voice assistant before? If yes, how often would you say you use it, and for what purpose?

3. Do you cook? If yes, how often?

4. What group would you categorize yourself in as a cook? (Beginner, Intermediate, Chef)

Tasks

1. You woke up late and have to get the kids out the door to school. You no longer have time to prep the meal you planned. Use Sous Chef to find a quick breakfast recipe to make.
2. Once the breakfast recipe you chose starts, you realize the serving size is for a dozen and you only need to make for four. Change the portion size mid way through making the recipe.
3. After changing the recipe size you realize you need to re-measure out your ingredients to the appropriate portions. Ask Sous Chef to repeat the ingredient list to get the right portions.
4. Surprise, the bus gets there early. Cancel the recipe or save for future use. Give the kids a pop tart and get them out the door.

Follow Up Questions:

1. Could you rate this task on a scale from 1-5 (1 being easiest, 5 being hardest)
2. What about the skill or task did you like?
3. What about the skill or task did you not like?
4. What were you feeling when executing the task?

Wrap Up:

That is the end of the tasks and questions I have. I appreciate your assistance in evaluating Sous Chef, and figuring out where we can improve. Do you have any questions for me?

Great, well that wraps up our session. Thank you!