

4.2 - Usability Test Methods

Benefits, Challenges & Recommendations

Usyra Financial Web App, it is essential to evaluate different usability testing methods. Since Task 4.1 focuses on a real-world task-based experience for users such as **login, money transfers, reading and notifications**. Selecting the right testing approach directly affects data quality and product refinement.

1. Moderated In-Person Testing	
Benefits	Full visibility into user reactions-body language, confusion and satisfaction.
	Provides quick user behavior-based updates.
	Improves participant connection, especially for trust-based apps like Usyra .
Challenges	Requires physical space, time coordination and local availability.
	Limited participant diversity due to geographical constraints.
Solutions	Use this for local user essential tests.
	Remote sessions can be used to cover additional demographics and zones.

2. Moderated Remote Testing <i>(as used in Task 4.1)</i>	
Benefits	Aligns perfectly with the approach detailed in Task 4.1 using Zoom, WhatsApp and Google Meet.
	Enables real-time observation and clarification while being more convenient and cost-effective.
	Provides access to a geographically diverse user base.
Challenges	Potential technical concerns <i>(screen-sharing, internet connectivity)</i> .
	Harder to read body language or environmental distractions.
Solutions	Provide setup instructions and test connections before the session.
	Task 4.1 suggests remaining the session brief <i>(10–15 minutes)</i> to prevent weariness and focus on critical tasks.

3. Unmoderated Testing	
Benefits	Customizable for large groups and timely UI/feature flow feedback.
	Users test in their natural environment, offering realistic behavioral data.
Challenges	Lack of participation might cause incomplete tasks or incorrectly applied instructions.
	No chance to get more information or feedback.
Solutions	Use clear, step-by-step task instructions and screen-recording tools like Loom or ApowerSoft.
	After the test, conduct brief surveys or interviews for context.

Conclusion

The **Usyra** app's financial nature requires confidence, simplicity of use and security, thus **moderate remote testing** as utilized in Task 4.1.

The right balance between accessibility and insight. For well-rounded product validation occasional **in-person** sessions for richer observation and unmoderated scalability tests are recommended.

Usyra will provide a user-centered intuitive and dependable experience by strategically using all three methodologies for each testing step.