

Usability Test Script | Usyra Financial Web App

Prepared by - *Md Mahadi Hassan Rabbi*

Moderated Remote Testing - *(WhatsApp / Zoom / Google Meet)*

Duration - *10 - 15 minutes per session*

Recording - *With participant's consent*

** Indicates required question*

Participant Information

1. **What is your full name? ***

2. **What is your email address? ***

3. **Where are you currently located? (City and Country) ***

1. Introduction

Dear Participant,

Thank you for joining today's usability test session.

My name is Mahadi, and I am the designer responsible for the **"Usyra"** Financial Web App. I will be your guide through the session today. This test aims to assess Usyra a digital banking platform which is a digital banking platform for secure money transfers, integrated account management, and smart notifications and user experience.

It is important to acknowledge that –

- There is no testing of you - rather, ** we are assessing the application.
- We are interested in your truthful opinions - ** there are no right or wrong answers.
- Feel free to speak your thoughts loudly as you interact with the application such as, ** (I expected this to be here, or I'm not sure what this button does).
- Please inform me if you have any questions or require a break at any time.

I would like to record this session (screen and audio) with your permission in order to review it for analysis at a later time. The recording will be strictly confidential and used exclusively by the Usyra development team.

Meeting Links

You can join the meeting using either of the following platforms:

◆ Google Meet -

<https://meet.google.com/dfg-krsz-onb>

◆ Zoom Meeting -

<https://us05web.zoom.us/j/85784243419?pwd=ZVaM39bb97oa1wIuVLSNAhLYjkt7Df.1>

◆ **"Usyra"** Financial Web Application **Prototype Link**

[Click Here....](#)

Skip to question 4

2. Demographic Questions

4. **I. What is your age range?** *
- (Please tick the appropriate box)*

Check all that apply.

- ☐ Under 18
- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55+

5. **II. What is your current occupation?** *
- (Select the closest match)*

Check all that apply.

- ☐ Student
- ☐ Freelancer
- ☐ Small business owner
- ☐ Government employee
- ☐ Private sector professional
- ☐ Unemployed
- ☐ Other: _____

6. III. How often do you use digital banking or finance apps? **(Please tick the appropriate box)**Check all that apply.*

- ☐ Daily
- ☐ A few times a week
- ☐ Weekly
- ☐ Rarely
- ☐ Never

7. IV. Which finance-related apps do you use regularly? **(Select all that apply)**Check all that apply.*

- ☐ PayPal
- ☐ Venmo
- ☐ Wise
- ☐ Revolut
- ☐ Cash App
- ☐ Your local bank's app [Chase, BofA, DBBL, bKash, etc.]
- ☐ Google Pay / Apple Pay
- ☐ Wechat, Alipay, Union Pay
- ☐ Payoneer
- ☐ Other: _____

*Skip to question 8***3. Background Questions****8. I. Have you ever transferred money online using a web or mobile app? ****(Select all that apply)**Check all that apply.*

- ☐ Yes
- ☐ No

9. **II. What features do you usually look for in a financial or banking app? ***

(Select all that apply)

Check all that apply.

- ☐ Easy login/signup process
- ☐ Quick money transfers
- ☐ Transaction history
- ☐ Security and fraud alerts
- ☐ Bill payments
- ☐ Expense tracking
- ☐ Customer support
- ☐ Other: _____

10. **III. Which device do you typically use for financial transactions? ***

(Select all that apply)

Check all that apply.

- ☐ Smartphone
- ☐ Tablet
- ☐ Laptop/Desktop
- ☐ Other: _____

11. **IV. Do you have any concerns when using digital financial platforms? ***

(Select all that apply)

Check all that apply.

- ☐ Security risks (fraud, hacking, etc.)
- ☐ App usability (confusing UI navigation)
- ☐ Speed or performance issues
- ☐ Privacy concerns
- ☐ No concerns
- ☐ The data being used in other companies such as OPEN AI
- ☐ Other: _____

4. Open-Ended Questions

12. **I. What are your first impressions of the homepage? ***

13. **II. Looking at the options such as Dashboard, Account Overview and Notifications & Security Alerts. What do you expect to find inside each of those sections? ***

14. **III. If you were a first-time user of this financial app what would you try to do first? Why? ***

15. **IV. Do any of the section titles feel unclear or confusing to you? ***

5. Direct Tasks & Scenario Tasks

I will assign you a few brief tasks. Please try to complete each task in an approach that aligns with your own personality and to thoughtful loudly as you do so.

16. Task 1 - Account Registration

*

Scenario- *You are a new user who wants to start using Usyra.*

Action- *Sign up for a new account.*

Check all that apply.

- ☐ Completed successfully
- ☐ Needed help
- ☐ Could not complete
- ☐ you can add mobile verification(otp or security print) but not the robot verification
- ☐ Other: _____

17. Task 2 - Dashboard Exploration

*

Scenario- *You've just logged in and want to explore what's available.*

Action- *Navigate through the dashboard and describe what each section offers.*

Check all that apply.

- ☐ Found features easily
- ☐ Some confusion
- ☐ Overwhelming/unclear
- ☐ Other: _____

18. **Task 3 - Money Transfer**

*

Scenario- You want to send money to a friend using the app.

Action- Locate and complete a money transfer to a saved contact.

Check all that apply.

- ☐ Completed successfully
- ☐ Took extra time
- ☐ Could not find the feature
- ☐ Other: _____

19. **Task 4 - View Notifications**

*

Scenario- You want to check your most recent alerts and security updates.

Action- Find and review the latest smart notifications.

Check all that apply.

- ☐ Located easily
- ☐ Some hesitation
- ☐ Could not locate
- ☐ Other: _____

20. **Task 5 - Transaction History**

*

Scenario- You want to review your recent financial activity.

Action- Navigate to the transaction history and check your last few transactions.

Check all that apply.

- ☐ Found easily
- ☐ Took time to locate
- ☐ Not clear where to go
- ☐ Other: _____

6. Wrap-Up Questions

21. **I. What did you like most about using the Usyra app? ****(Select all that apply)**Check all that apply.*

- ☐ Clean and modern design
- ☐ Easy to navigate
- ☐ Helpful features
- ☐ Fast performance
- ☐ Clear instructions
- ☐ Other: _____

22. **II. What did you dislike or find frustrating? ****(Select all that apply)**Check all that apply.*

- ☐ Confusing interface
- ☐ Hard to find certain features
- ☐ Slow or laggy
- ☐ Unclear instructions or labels
- ☐ Too much information/cluttered
- ☐ small few things are missing
- ☐ Other: _____

23. **III. How confident would you feel using Usyra for real financial transactions?** *

(Select all that apply)

Check all that apply.

- ☐ Very confident
- ☐ Somewhat confident
- ☐ Neutral
- ☐ Slightly unsure
- ☐ Not confident at all
- ☐ Other: _____

24. **IV. Would you consider using this app if it were available?** *

(Select all that apply)

Check all that apply.

- ☐ Yes
- ☐ Maybe
- ☐ No

25. **V. Do you have any additional feedback or suggestions for improvement?** *

(Please comment below)

Google Forms