



685 Lambert Drive
Atlanta, GA 30324

404.874.8400

Arby's Fulfillment Usability Test Plan: Test 2

A test of usability for the Arby's Promonet system/environment implementation



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Introduction

Welcome to the Arby's Fulfillment Usability Test. Thank you for being a part of this important process. As an Arby's Fulfillment Tester, you are among the first to see the new Promonet Web-based promotional system, which is designed to meet Arby's important promotional and local marketing needs. Your feedback will be used to make changes and improvements to this system.

Purpose

The Usability Test Plan provides procedures for testing the Arby's Fulfillment Web-based system to ensure that the system is easy to learn and use in order to allow users to perform their jobs effectively and efficiently as related to online fulfillment. It is performed by Arby's personnel.

This document is one of 3 documents used in the Quality Testing Process for the Arby's Fulfillment system. The other two test plans are:

Comprehensive Test Plan

This document provides procedures for testing the entire Arby's Fulfillment Program, including the Web-based Promonet system, ITS and Arby's personnel roles and interactions, operations and production to ensure the process meets customer needs from beginning to end. It is performed by ITS personnel.

Functional Test Plan

This document provides procedures for testing the Arby's Fulfillment Web-based system for requirements, functionality and reliability. It is performed by ITS and Arby's personnel as required.

Audience

This guide is intended for ITS and Arby's personnel to use in order to complete usability testing of the Arby's Fulfillment system.

How to use this Document

This document will guide you through the steps needed to complete the Arby's Fulfillment Usability Test. Begin by reading through this document until you reach the **Start Testing** section. Then verify that you have all the requirements needed in the **Test Environment and Equipment** section. Once these requirements are verified, you can begin testing.

After you have completed the Arby's Fulfillment Usability Test, record your detailed results in the provided spreadsheet form, **Customer Test Issues Log**. Please forward this completed **Log** to the **Point of Contact** below.

Point of Contact

If you have questions or concerns during any part of this test, please contact:

[not for public disclosure]
Arby's Program Manager,
Imaging Technologies Services, Inc.
[\[not for public disclosure\]](#)

Legal

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Purpose of the Arby's Fulfillment Usability Test

The purpose of testing is to assure that the Arby's Fulfillment Web-based application meets the needs of the Arby's Corporation, its employees, franchisees, and indirectly, its customers. Through analysis of the testing results, ITS and its development team can make changes to it and other features to better serve Arby's personnel who will use the system in their daily activities.

Test Environment and Equipment

The Arby's Fulfillment Usability Test can be done at any standard computer station that meets the following system requirements:

- Windows 95, 98, 2000, NT, or ME; or Mac OS X
- 150 MHz or higher processing speed
- 56K modem or better; or Cable Modem / DSL
- Monitor capable of at least 1024 x 768 resolution
- Microsoft Excel 2003
- [Internet Explorer 5.x and above](#)
- Email access from the computer station used for this test
- Print capability

You will be provided with a spreadsheet titled **Customer Test Issues Log** to use to record the results of any issues or comments for each test scenario.

Choose a time when you can access your computer for an uninterrupted period of approximately 2 hours, the amount of time estimated to complete this process, including filling out the *Customer Test Issue Log* with the results of each test scenario.

Problem Statement and Test Objectives

This test assesses the functionality and ease or difficulty of the following tasks within the Arby's Fulfillment system:

Franchise and Company-owned Store User tasks

1. Manage individual user account
 - a. Login to the system
 - b. Edit user account information
 - c. Retrieve forgotten password
2. Place daily orders
 - a. Shop for items to ship to multiple locations
 - b. Checkout and print your order
 - c. View and track current orders

Corporate Admin User tasks

1. Manage locations
 - a. View locations and add users
 - b. Create new locations and add users
2. Manage items
 - a. Create items and assign to categories
3. Manage home page content
 - a. Add new articles to home page

Start Testing

To begin testing the Arby's Fulfillment system:

- 1 Open the Excel spreadsheet *Customer Test Issues Log* on your computer. Save this spreadsheet to your desktop on your local computer. Be sure to save it frequently as you add information to it.
- 2 Access the Internet on your computer.
- 3 Go to [not for public disclosure].
- 4 Complete the scenarios contained in each section below.
- 5 At the end of each scenario, use the spreadsheet *Customer Test Issues Log* to enter the results of any issues or comments for that scenario. Please be as detailed as possible, including screenshots as often as is feasible.
- 6 Once you have completed each section and scenario, send the completed spreadsheet *Customer Test Issues Log* and any related documents via email to:

[not for public disclosure]

Arby's Program Manager
Imaging Technologies Services, Inc.
[not for public disclosure]

Manage your user account

The following three scenarios test the individual user account management of the application.

Scenario 1: Login to the system

1 minute to complete

In this scenario, you login to the Arby's Fulfillment using a username and password assigned to you by your testing administrator.

- 1 Your assigned user name: *See Appendix*
- 2 Your assigned password: See Appendix
- 3 Login to system; accept the End User License Agreement if it appears, then view the *Arby's 6 Values* animation on the home page.

- 4 Log your feedback in the *Customer Test Issues Log*.

Scenario 2: Edit your user account information
4 minutes to complete

In this scenario, you change your account information to protect your account from security risks.

- 1 Click the *My Account* link at the top of the page.
- 2 Click **Change Email** and change the email address currently listed to your real email address.

Note: You need to have access to this email account from the computer station you are using for this test.
- 3 On the Edit User Account page, click **Change Password** and change your password to a new password of your choice.
- 4 Change your security question to a new question of your choice.
- 5 On the Edit User Account page, click the **Contact Information** tab and enter your mailing address, phone and fax numbers.
- 6 Log out of the system.
- 7 Log your feedback in the *Customer Test Issues Log*.

Scenario 3: Retrieve forgotten password
2 minutes to complete

In this scenario, you have forgotten your password. You can retrieve it using your email account.

- 1 Go to the *Login* area.
- 2 Click the **Forgot your Password?** link and retrieve your password.
- 3 Login to the system using your retrieved password.
- 4 Log your feedback in the *Customer Test Issues Log*.

Place daily orders

The following two scenarios test the daily orders functionality of the application.

Scenario 1: Shop for items to ship to multiple locations

8 minutes to complete

In this scenario, you search for items to add to your shopping cart and ship to multiple locations.

- 1 In the Shopping area, locate the items in the list provided by your test administrator and add to your cart.
- 2 Select two different locations of your choosing to which to ship three copies each of these items. You may distribute the copies among these locations at your discretion. Log out of the system
- 3 Log your feedback in the *Customer Test Issues Log*.

Scenario 2: Checkout and print your order

6 minutes to complete

In this scenario, you will review, checkout and print your order.

- 1 Login to the system and access the *My Cart* area.
- 2 Review your order that you previously placed and checkout.
- 3 Choose the fastest possible shipping method available for each location.
- 4 Choose to be invoiced for your payment method.
- 5 Print a copy of your final, submitted order.
- 6 Log out of the system.
- 7 Log your feedback in the *Customer Test Issues Log*.

View and track current orders

The following two scenarios test the order tracking functionality of the application.

Scenario 1: Track your order by date

1 minute to complete

In this scenario, you view the orders already placed by date.

- 1 Login to the system and search for your order by the date placed.
- 2 View and print a copy of your order and return to the home page.
- 3 Log your feedback in the *Customer Test Issues Log*.

Scenario 2: Track your order by order number

1 minute to complete

In this scenario, you will view the orders already placed by order number.

- 1 Using the order number printed on your previous order, search for and view your order details.
- 2 Log your feedback in the *Customer Test Issues Log*.

Manage locations

The following two scenarios test location management functionality of the application.

Note: Only users in the roles Corporate Admin User will have permission to complete these scenarios.

Scenario 1: Add users to locations

5 minutes to complete

In this scenario, you will add users to a test location.

- 1 Access the *Manage Locations* area and view the details for Test Store 0000.
- 2 To this location, add two users who are not currently listed with rights to this location.
- 3 Log your feedback in the *Customer Test Issues Log*. Please list the users you added to this location.

Scenario 2: Add new locations and assign users

8 minutes to complete

In this scenario, you add a new location and assign users.

- 1 Access the *Manage Locations* area and add a new location named [Your first name and last name] Store. Complete all fields of information required.
- 2 To this location, add two users who are not currently listed with rights to this location.
- 3 Log your feedback in the *Customer Test Issues Log*. Please list the users you add to this location.

Manage items

In the following scenario you test the item management functionality of the application.

Note: Only users in the roles Corporate Admin User will have permission to complete these scenarios.

Scenario 1: Add new items and assign them to a category
8 minutes to complete

In this scenario, you add a new item and assign it to a category.

- 1 Access the *Manage Items* area and add a new item named [Your first name and last name] Workbook. Complete all fields of information required.
- 2 Assign this item to the Workbooks category.
- 3 Log your feedback in the *Customer Test Issues Log*.

Manage home page content

In the following scenario you test the home page content management functionality of the application.

Note: Only users in the roles Corporate Admin User have permission to complete these scenarios.

Scenario 1: Add a brief article to the home page
8 minutes to complete

In this scenario, you add a brief article to the home page using the dynamic content management tool.

- 1 Access the *Manage Home Page* area and add a brief headline and sentence to the home page in the section of your choosing.

- 2 Preview the page before publishing.
- 3 Log your feedback in the *Customer Test Issues Log*.

Evaluation Measures

This Usability Test of the Arby's Fulfillment system uses self-reported performance measures and subjective measures. These measures will be evaluated and used to improve the Arby's Fulfillment system.

Your time and opinions are very valuable to us. Thank you for completing this test of the Arby's Fulfillment Web-based system. Please be sure to record your results in detail in the spreadsheet titled *Customer Test Issues Log* and send it via email to the **Point of Contact** above. Once you have returned your *Issues Log*, you may be asked to complete a short survey regarding your overall experience.

Appendix

Test User Accounts

Name & Title	Username	Role	Email	Password