| ERROR RATING | MOBILE USABILITY TEST   | P1 | P2 F | 93 P  | 4 P5    | TOTAL         | POSSIBLE SOLUTIONS & NEXT STEPS   | ADDITIONAL NOTES   |
|--------------|---|----|------|-------|---------|---------------|---|--|
|              | Errors:   |    |      |       |         |               |   |  |
| 1            | Attempted to search using multiple ingredients.   |    |      |       |         | 1             | Could potentially add a help message for if multiple ingredients are heard and system is unable to process complex requests. Another option would be to search for the first ingredient heard so the user is at least provided something. |  |
| 1            | Attempted to search for "Chinese food" which was currently unavailable.   |    |      |       |         | 1             | The long term goal would be for recipes to be searchable by cuisine type, this function was just not currently available.   | Different cuisines are more elaborate than others, with different sub-cuisines depending on region. Users could be looking for something more traditional that might not be offered. |
| 0            | Requested the cook time for chicken as opposed to a recipe. ("What is the cook time for chicken?")                      |    |      |       |         | 1             | Currently not considering this a usability issue since this is not an intended feature.   | This could be a goal for a future iteration if data showed people were searching for information like this .   |
| 1            | Participant did not use recipe of the day prompt when looking for recipe suggestions, even through prompt was provided. |    |      |       |         | 2             | Potential learnability issue. Could potentially add occasional "try saying" messages if welcome prompt is not sufficient.   | Users would typically get the welcome prompts that would include preferred invocations.  |
|              | Observations:   |    |      |       |         |               |   |  |
| 1            | Did not use persona name during the session.  |    |      |       |         | 3             | Users were more familiar with the Alexa system, and used "Alexa" more commonly to invoke the skill.   | 2 out of 5 users started using "Roux" after hearing the persona name more during the session. This could vary user to user.  |
| 0            | Was particular about recipe selection and listened to several choices before deciding.                                  |    |      |       |         | 3             | Behavioral observation that participants know what they like and what they are looking for, even if they don't have "something in mind."  |  |
| 1            | Expressed desire for specificity and finding different types of cuisine.  |    |      |       |         | 1             | See line 4  |  |
| 2            | Used polite verbiage during session.  |    |      |       |         | 2             | Add utterances that recognize polite verbiage requests.   |  |
| 0            | Responded conversationally to "How does that sound?"  |    |      |       |         | 2             | Behavioral observation that participants responded to conversational system prompts in kind and would follow with learned prompts.  |  |
| 1            | Wanted to be taught preferred invocations.  |    |      |       |         | 1             | Users would typically get the welcome prompts that would include preferred invocations.   | Noting the observed importance of demonstrating key prompts to users upfront or having suggestion phrases noted in line 6.   |
|              | Negative Quotes:  |    |      |       |         |               |   |  |
| 2            | "People like me will be looking for very specific dishes."  |    |      |       |         | 1             | If a user searches for something like "spaghetti with marinara sauce" ideally the system can provide a relevant recipe or something similar.  | The system currently allows for {meal item} searches but could update prompts to include closest relevant search prior to no_recipe_found or help prompt.                            |
| 2            | "Non-traditional food dishes will probably be an issue."  |    |      |       |         | 1             | See notes from Line 4   | See notes from Line 4  |
| 2            | "I wouldn't want the recipes to repeat."  |    |      |       |         | 1             | Add checks in programming to ensure that a recently heard recipe would not be repeated within a designated time period.   |  |
| 0            | "Not a lot of good options."  |    |      |       |         | 1             | The same participant noted that the variety was good but there weren't a lot of good options so this opinon might not be reliable.  |  |
| 2            | "After the third option I would close Alexa and pull up my own recipe."   |    |      |       |         | 1             | If users are able to search with more specificity, this could potentially avoid users having to go through a list of more general recipes that don't suit their needs.  | Behavioral observation on the amount of time a user is potentially willing to spend looking through choices before closing out the skill.  |
| 2            | "I started off asking for chicken, I guess I did the wrong thing"   |    |      |       |         | 1             | Help prompts could potentially store and include phrases from users initial request.  | User started off with an incorrect utterance that included chicken. They ended at lunch recipes that did not have chicken in them.   |
| 1            | "I would like it to pick up more keywords."   |    |      |       |         | 1             | See line 22   |  |
|              | Positive Quotes:  |    |      |       |         |               |   |  |
| 0            | "Very simplistic to use."   |    |      |       |         | 2             | N/A   |  |
| 0            | "It was pretty easy to hear the quick suggestions of the recipes without going too far into it."                        |    |      |       |         | 1             | N/A   |  |
| 0            | "I like that it gives suggestions if someone is indecisive."  |    |      |       |         | 1             | N/A   |  |
| 0            | "The variety is wonderful."   |    |      |       |         | 1             | See Line 20   |  |
| 0            | "Very relatable to other voice activated systems."  |    |      |       |         | 1             | N/A   |  |
| 0            | "I didn't think that was an error or something I did wrong, I just thought I needed to provide clarification."          |    |      |       |         | 1             | N/A   |  |
| 0            | "When the recipe was being explained it didn't take too long."  |    |      |       |         | 1             | N/A   |  |
|              |   |    |      |       |         |               |   |  |
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