hoteling

Mobile Usability Testing

August 2015

TASK:

"Search for trip you'd like to go on. Find a hotel that suits your needs and make a payment"
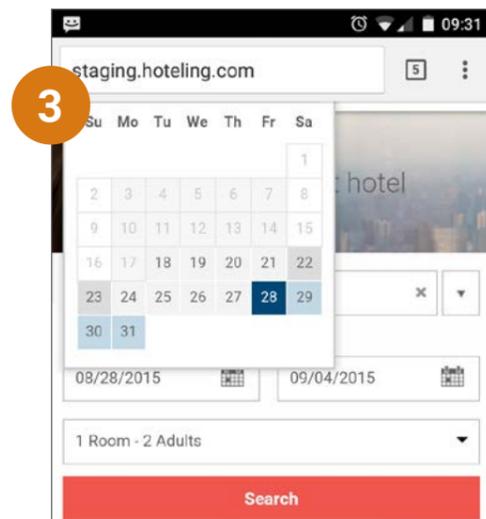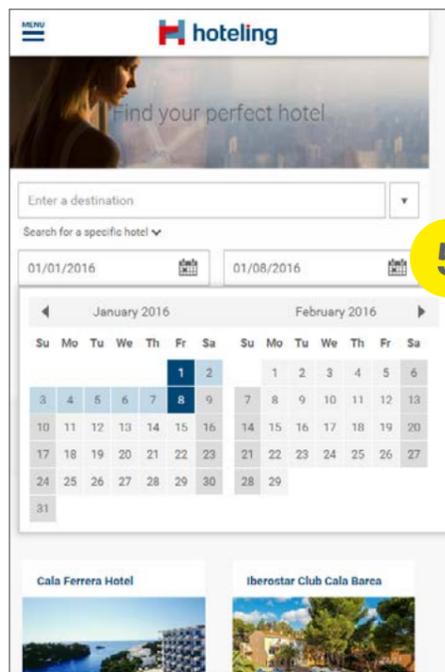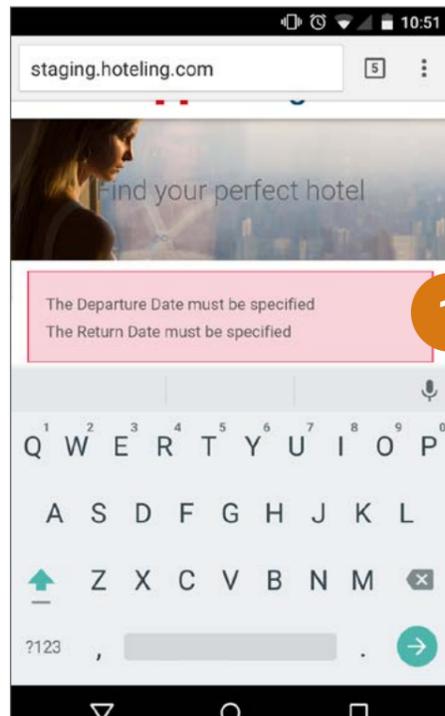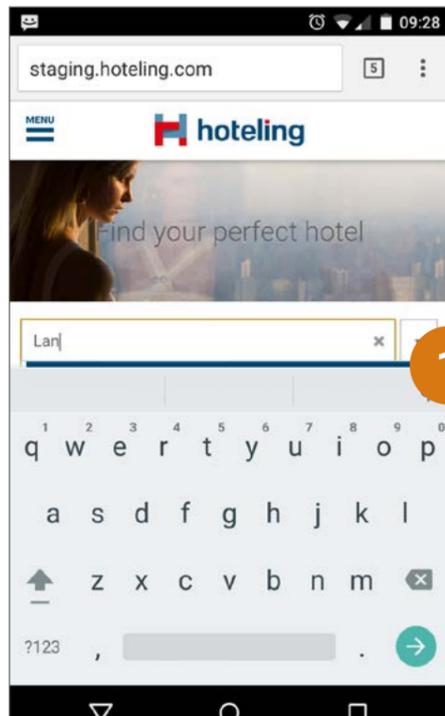
ISSUE SEVERITY

1 **Critical**

2 **Major**

3 **Minor**

Site search

1

Predictive Destination list was obscured by the keypad – user didn't know how to select or add a destination and triggered an error.

RECOMMENDATION:
When user clicks on destination, the screen scrolls to position the field at the top of the top of the screen.

2

User searched for 'Canary islands' but was told 'Oops no destination found'. (NB. if they proceed then Gran Canaria is selected but as they were shown the error message they didn't proceed)

3

User opened the date picker which appeared above the fields - the month/year was off the screen so the user didn't know which month or how to change it.

RECOMMENDATION:
A design has been created where the screen scrolls to position date fields at the top and the calendar appears below making it visible

4

User could not see that the date field needed filling in as the error styling was minimal
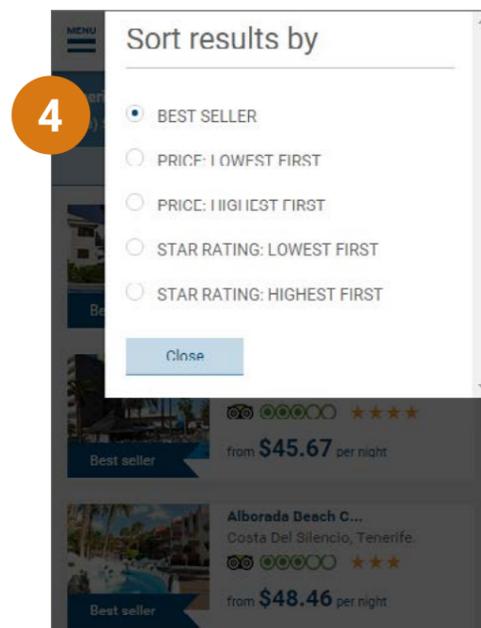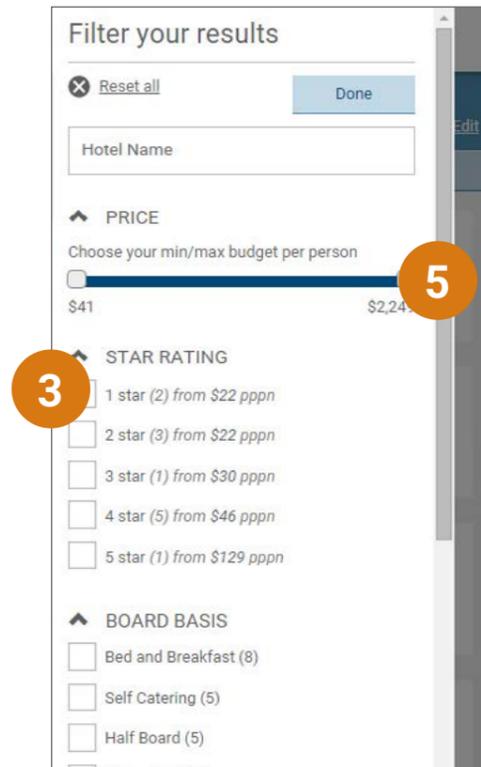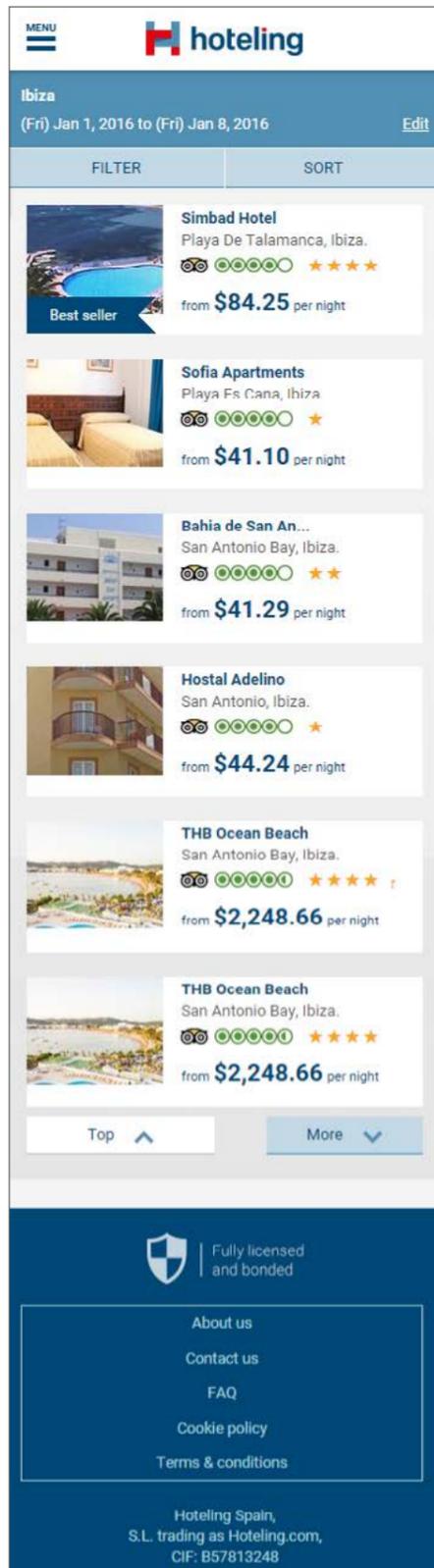
RECOMMENDATION:
Logged as bug to fix: http://svrjira1:8080/browse/CLYD-1037

5

User wants to select a year in the future but has to press the 'forward' arrow 11 times.

RECOMMENDATION:
Make the month and year a select menu

Property Results

ISSUES

1 **Filters are not remembered if you return to this page**

RECOMMENDATION:
Back journey to remember filters

2 **User wanted to see adult friendly/good for couples options but had no way to filter or see tags of this. User would have left site if they couldn't find this info.**

3 **Filters – there is a 5s lag on the filter so you don't know if it's been selected. Users tap lots of times creating a lag.**

RECOMMENDATION:
Log as bug to fix. http://svrjira1:8080/browse/CLYD-1028

4 **Sort options - there is a 5s lag on the sort options so you don't know if it's been selected. Users tap lots of times creating a lag. The hit area is really small too.**

RECOMMENDATION:
Log as bug to fix. Make the text label clickable. http://svrjira1:8080/browse/CLYD-1029

5 **Price slider very difficult to slide** http://svrjira1:8080/browse/CLYD-1039

6 **Page position not remembered if you return to this page**

7 **User unsure if a filter has been applied.**

RECOMMENDATION:
After filtering, show a loading graphic.

8 **User expected to see the 'number of hotels' shown. This would also help when they apply filters as they can see the change has been applied**

9 **User wanted to search for a specific hotel but couldn't find how to do this**

10 **User accidentally tapped through to a hotel when they were scrolling up and down the page**
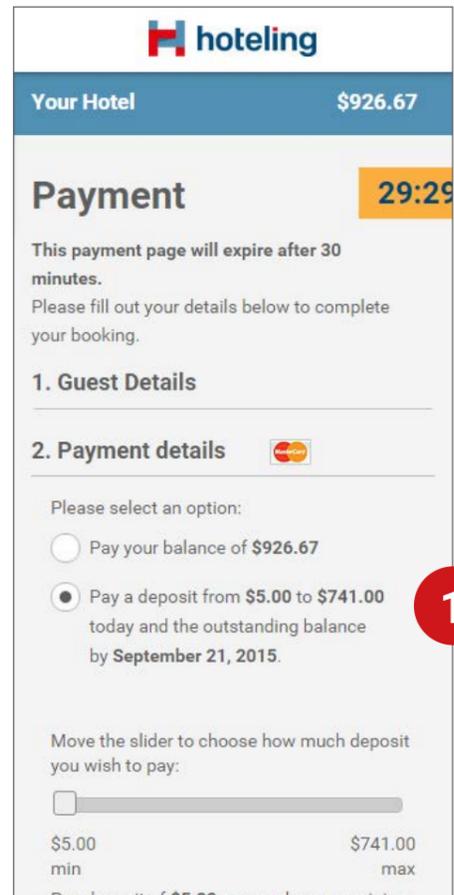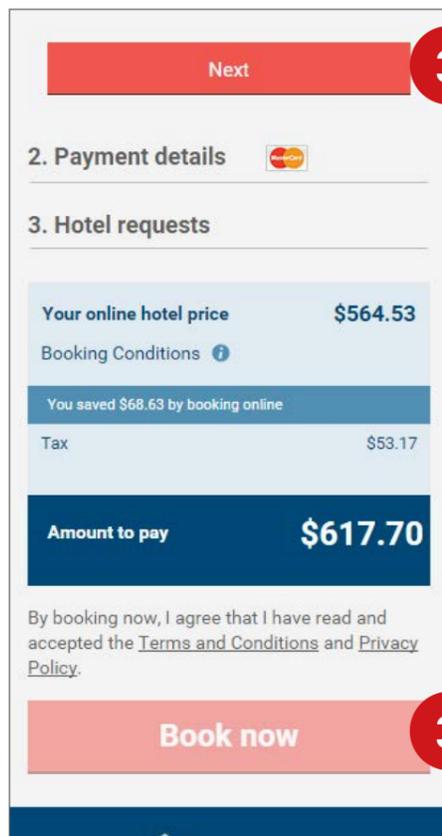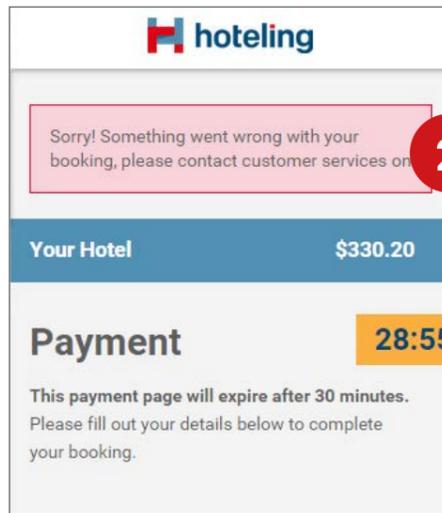
Property Landing

ISSUES
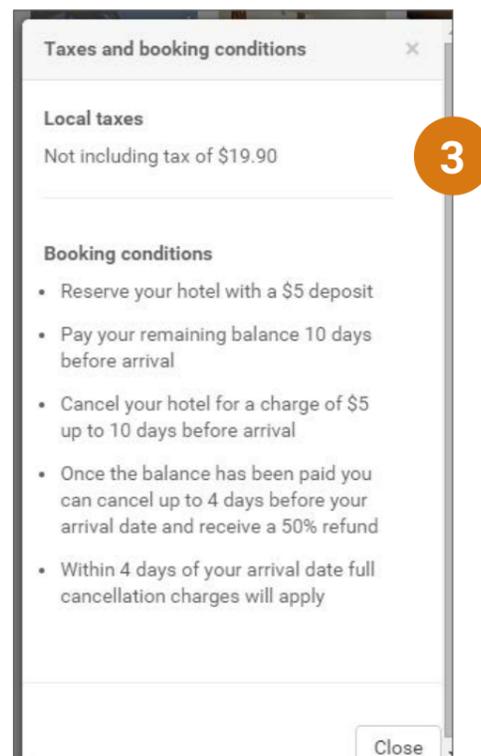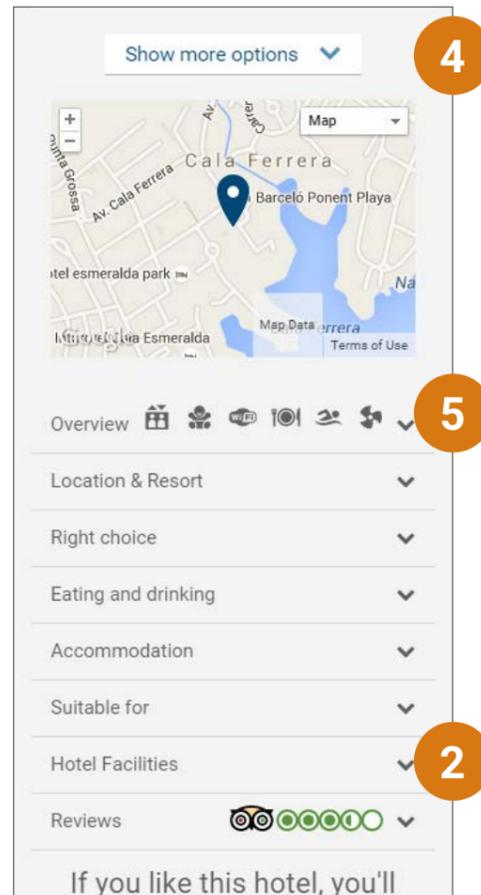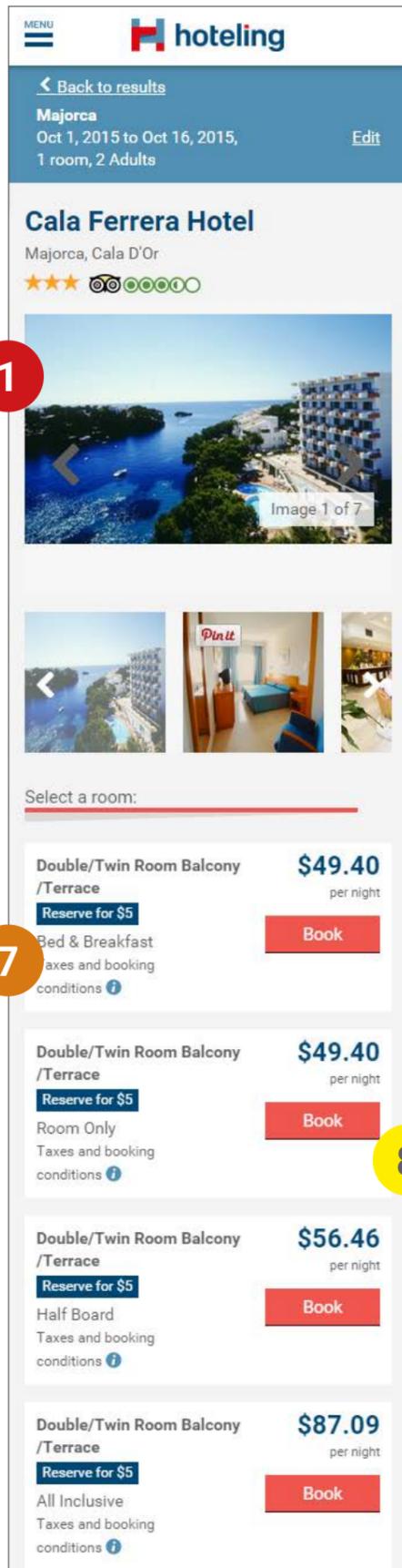
1 User wanted to see 'adult friendly/good for couples' options but had no way to see this. User would have left site if they couldn't find this info. (This issue is noted in Property Results too however it needs considering on Property landing for Meta users)

2 The accordion with info about the hotel - when a section is open and you scroll your scroll-tap closes the accordion making the page jump and at times (due to the page jump) you see the recommended hotels.

RECOMMENDATION: Logged http://svrjira1:8080/browse/CLYD-978

3 Unsure of what the tax amount was – assumed it could be per night

RECOMMENDATION: Clarify that it is the total amount for the trip

4 'Show more options' – button which shows more room types – this was easily missed and thought to be part of the map.

RECOMMENDATION: Make it a blue CTA, change wording to 'Show 8 more rooms' - raised http://svrjira1:8080/browse/CLYD-1031

5 Facility icons – hover message triggered is incorrect to the icon the user pressed, the line height of this message is incorrect so appears broken.

RECOMMENDATION: Log as bug to fix. http://svrjira1:8080/browse/CLYD-1030

6 Trip advisor reviews – the 'show more reviews' button is appearing on top of the content incorrectly.

RECOMMENDATION: Log as bug to fix.

7 User wanted to know more about what was included in the rooms

8 User would like to see the total price of the holiday at this point.

RECOMMENDATION: Add the total price in the room table

Payment page

Sorry! Something went wrong with your booking, please contact customer services on

Your Hotel $330.20

Payment 28:55

This payment page will expire after 30 minutes.
Please fill out your details below to complete your booking.

Your Hotel $926.67

Payment 29:29

This payment page will expire after 30 minutes.
Please fill out your details below to complete your booking.

1. Guest Details

2. Payment details

Please select an option:

○ Pay your balance of **$926.67**

● Pay a deposit from **$5.00** to **$741.00** today and the outstanding balance by **September 21, 2015**.

Move the slider to choose how much deposit you wish to pay:

$5.00 min $741.00 max

Next

2. Payment details

3. Hotel requests

Your online hotel price $564.53
Booking Conditions ⓘ

You saved $68.63 by booking online

Tax $53.17

Amount to pay   **$617.70**

By booking now, I agree that I have read and accepted the Terms and Conditions and Privacy Policy.

Book now

ISSUES

1 **Deposit radio button could not be selected.**

RECOMMENDATION: Log as bug to fix
RECOMMENDATION: We make the text clickable as well as the radio button
Raised: http://svrjira1:8080/browse/CLYD-1033

2 **The details entered caused an error message asking the user to contact Hoteling however no number was present.**

3 **User uncertain about whether to press Next or Book now**

RECOMMENDATION: Button text to be more explicit 'Next: Add payment details'.
We could hide the Book now button until everything is complete.

Payment page

1 **User entered the wrong amount of digits for the card number – realistically they may not do this with their own card however its hard to differentiate the 16 figures.**

RECOMMENDATION:
Add a space between each set of 4 numbers

2 **User felt there was a price jump (on the payment page the price is the total which the user has not seen before)**

RECOMMENDATION:
Show the price per night and the total price in the summary at the top of the page.

3 **User wanted to see the dates they had selected, just to be sure they were correct before paying.**

RECOMMENDATION:
Add the dates to the summary bar at the top.

4 **Deposit slider was difficult to use by touch. One user couldn't work it at all as they couldn't 'grab' the slider handle.**

RECOMMENDATION:
Make the slider control a lot bigger on mobile raised - http://svrjira1:8080/browse/CLYD-1032

Payment page

ISSUES

1 **User was unsure why there was an online discount – it wasn't mentioned at any point before in the journey**

2 **2 users added their name in the email field causing them to error**

RECOMMENDATION:
Make email the last piece of info and split fields with @. Add labels to the fields

3 **Country list was too long and full of irrelevant countries.**

RECOMMENDATION:
Pre-populate the field with the country the site is based in (still provide a drop-down of other countries). Also position that country at the top of the list.

4 **Deposit slider – the deposit amounts are under the slider and are obscured by your hand.**

RECOMMENDATION:
We should move the slide control underneath the 'pay deposit of $XXX.XX…' sentence

5 **Zip codes are Numeric.**

RECOMMENDATION:
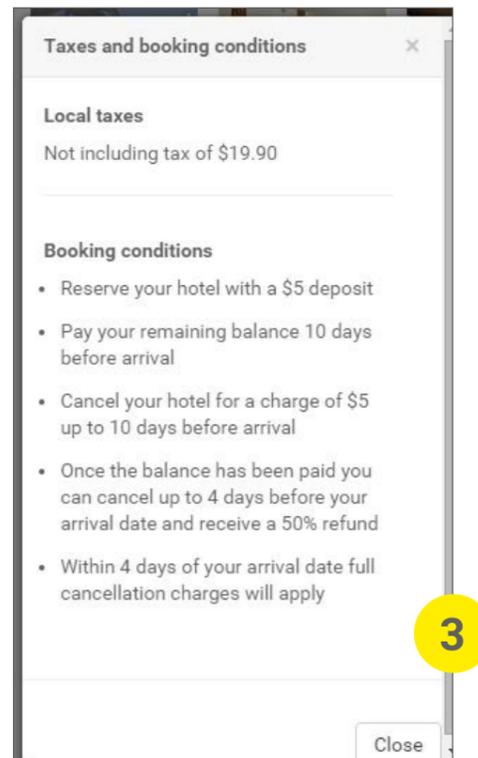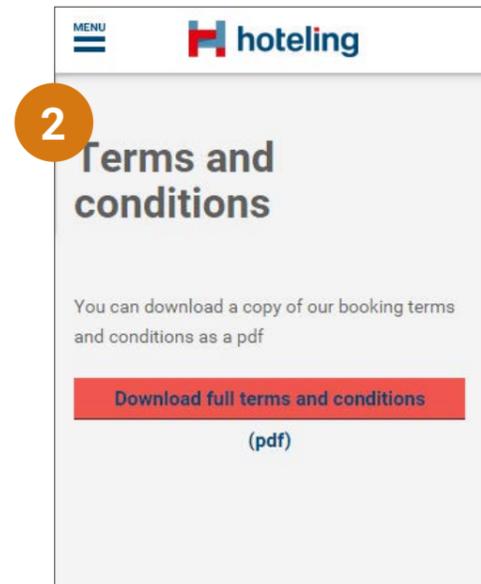Load the numeric keypad (only for US or countries with numeric zip/post codes)
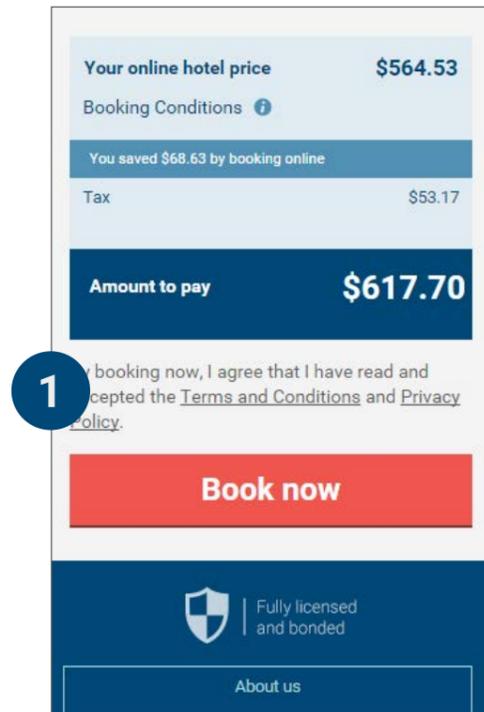
6 **After pressing the Hotel request 'next' button the user wasn't sure what to do next.**

RECOMMENDATION.
Scroll down the page to reveal the Book Now button

Terms & conditions

ISSUES

1   **The user selected the T&C's link here**

2   **After reading the T&C's document, the user was unsure how to get back to payment page.**

RECOMMENDATION:
Add the most important info from T&C's pdf to the page - this could be booking conditions, cancellation and deposit info.

3   **The user wanted to check the full T&C's after viewing the booking conditions – just to clarify cancellation policy. (They ended up doing this from the payment page at the end of their journey - this is not ideal as we do not wish to interrupt the payment process unnecessarily)**

RECOMMENDATION: Add a 'full T&C's' link in each Booking conditions pop up