


Tome e-Sports Mobile App User Testing

Tasks:

- **Ask users to find the screen within the e-sports social media feature to look up their favorite teams, players, or tournaments to factor into their media feed results.**

See if they can make sense out of why the settings page of that feature will allow them to look these things up.

- **What I learned:**

- The initial impressions of the possible interactions on the screens for this task were correct except for the *brain* icon.
- A *trophy cup* icon may be more suitable than the *brain* icon for the matches and drafting feature.
- The '*Country of Origin*' text would make more sense if it said '*Country for Favorites*'.
 - Any mention of 'Favorites' should be replaced with a .
- Narrowing down tournaments isn't necessary because there is a small number of tournaments.
- The search function should have more activatable space in the top bar.
- The place holder text of the search function should be shown in a subtle way prior to activating the search function.

- **Ask users to reach the reply text editor to reply to the original post of a thread.**

Find out how they would imagine the submission process of a post/reply to be.

- **What I learned:**

- Almost everyone was able to complete this task on their own.
- A little plus sign should be added for the *create a thread* button icon/button.
- Get rid of the *reply to a thread* button and replace the user profile button under the original post with a reply button like its replies.
- Add usernames in small text on the main screen of the feature, next to the thread titles in the same box.

- Add settings options to the feature for sorting results.
 - Take out the *signature* setting and replace the space with a gallery of premade avatars for the user's profile picture.
 - Should be able to press a '*post*' or '*submit*' button in the lower right corner of the text editor box.
 - When a user submits a reply to the original post of a thread it should redirect to the thread page at the initial scroll position with the user's reply right below the original post, and when a user submits a reply to a reply it should redirect to the thread page and automatically scroll to the user's reply.
 - The *text formatting* buttons should get smaller and move up to the top edge of the onscreen keyboard in a fixed position while the user is typing in the reply box.

- **Ask users to select a recent match and find the quickest way to see a page for a live match.**

See if they use the Game 1, Game 2, Game 3 navigation bar from the recent match's page to get to the live match. If they go back and select a match from the list of on-going matches, then encourage them to find another way to navigate to that page from the page of the recent match.

 - **What I learned:**
 - People had a pretty good idea of where they could be lead to from the initial screen of the matches and drafting feature.
 - The term '*match*' is too ambiguous and '*series*' should be used instead. After the last game of an *on-going series* is complete, the games should get added to the list of *most recent series*.
 - Should add a label in the *odds* containers like '*blue team odds*' and '*red team odds*'.
 - Add a green check next to the winning team.
 - Move the *team kill score* below each team name respectively.
 - Squeeze down the size of the *odds* containers slightly.
 - All the statistics should be hidden, but a user can reveal the stats for each player/champion individually by *long pressing* to show a temporary popup. Show *K/D/A* here instead of *K/D*.
 - The middle area with player stats should be replaced with the champions that were banned in that game.

- *On-going series* should show the real-time positions of each champion and update the screen every few seconds along with the teams' *towers' status*.
- Even more stats should be shown on the other side of the mini map if the user *tapped/clicked* on it to turn it around.
- Add a *VODs* or *stream* button to select from an on-going or recent series' page; when pressed, it could show all the media sources available in a temporary popup.
- On the main page of the feature, when a user *long presses* a game time/date it would replace the text with the *team kill scores*.

- **Ask users to look up a character in the drafting simulator and use it in a match-up simulation.**

See if they understand how it would work once its fully functional with code.

- **What I learned:**

- People were able to guess the possible interactions of the drafting simulator after visiting the page.
- The drafting simulator should know the order of how the champions are picked in a real game and force the user to pick in that order by switching the text '*selecting the blue team*' or '*selecting the red team*' after every teams' turn to pick.
- The backside of the mini map should be shown with a bar graph of percentages of roles picked for each team prior to all the picks being selected.
- After a champion is selected, a user could *long press* each one of them individually in the *selection slots* causing a temporary popup to appear with suggested champions to replace the current pick for better odds against the other team's picks.
- The same interaction above should occur with an *empty selection slot* too. In addition, all of the champions that fit into that role could be highlighted in the listed champions section of the page.
- Throughout the matches and drafting feature the champions *selection slots* should always be ordered specifically based on roles. Top to bottom, the first slot should be *the top laner*, the second slot should be *the jungler*, the third slot should be *the*

mid laner, the fourth slot should be *the support*, and the fifth slot should be *the carry/adc*.

- If a user wanted to switch up the default lanes, they could drag the champion icons around on the mini map manually after the teams' drafts have been completed.
- A user can remove champions they selected in the order of which they were picked by showing an *X* in the corner of the champions' *selection slots* that can be removed with a *press*.

- **Ask users to locate all the settings options of the app.**

See if they understand what each option does. Discuss that the settings will differ depending on which feature you're looking at and how that will be explained during the onboarding process.

- **What I learned:**

- There was some confusion with the settings segregation at first and all agreed it would be better to show a universal settings navigation page for all the settings to be accessed from any of the main pages when the gear button is selected. It makes more sense to go to the settings to select what a user wants to edit the settings for rather than going to what you want to edit the settings for first before being able to edit its settings.

- **Final thoughts and ideas:**

- Almost everyone agreed that the drafting simulator is the best feature and should be highlighted more in some way.
 - The drafting simulator could be assigned its own *main page tab* and replace the community forum feature. Instead of the community forum feature, the social media feed feature should have a comments section for each story.
 - The users that had experience with the competing app, theScore, said Tome e-Sports was much cleaner and provided more advanced features.

Interview Script

I have been utilizing the UX Design process to create a mobile app for gamers and e-sports fans to have a central hub that does everything possible to facilitate e-sports immersion for the most popular computer game in the world, League of Legends (LoL). The goal is to allow the user to receive news media updates catered and filtered by their preferences, interact with community discussions related to e-sports media and competitors, and simulate potential match-ups or break down existing ones to find out which team has the advantage based on their settings configuration.

Remember this is only a prototype and I will ask you to imagine how some advanced functions may work that could follow the steps/pages you're lead to. There are no wrong or right responses; so, feel free to speak your mind with out hesitation. I will be giving you more specific tasks within these features to make sure the app is designed in the most convenient way and provides the best possible experience. Take your time and don't try to rush through each page. Try to make sense of everything you see and let me know if anything confuses you. The idea behind this exercise is to help me learn how I can improve this mobile app by combining all the ideas or criticisms I receive comprehensively.

There are other e-sports related mobile/web applications out there that work for LoL and other video games. I encourage you to think about how these applications may compare to mine if you have any personal experience with them. We can discuss these thoughts at the end of the session in more detail.

For the beginning of the session, act as if you are a first-time user (if you're not), recall the things you thought about during your first impression of the prototype, and offer new feedback as we go through the following tasks as well.

1. The first page you see is the landing page of the application that first-time users will see after going through the onboarding process that will explain certain aspects of the application that may not be as obvious to you. Familiarize yourself with the navigation bars and the content of the page before selecting anything. (Automatically logging you into the application).
2. As you can see, the first feature you discover upon launching the application will be the e-sports social and news media feed. Which navigation buttons

do you think will lead you to other features in the application? Explore what you can do within this feature before we proceed to accomplishing tasks in other features, such as looking up a story.

3. (If they notice the settings options ask) see if you can find where to search for your favorite teams, players, or tournaments to factor into your media feed results.
4. Now I want you to navigate to the community forum feature of the app. Make sense of what you see and what you expect to find before actually interacting with anything on this page.
5. See if you can find the page with a text editor to reply to the original post of a thread you selected.
6. How would you expect the application to behave when you submit a reply?
7. Next I would like you to navigate to the Drafting Simulator Feature where you will find lists of live and recent matches. Examine all the information on the initial screen of the feature without selecting anything.
8. Find the page of a recent match. What information do you see? Is there too much or too little information on this page? What changes or additions would you like to see here?
9. See if you can find the quickest way to see the page for another match.
10. Is the score more important than the on-going match time?
11. Next I would like you to find the page where you can simulate a custom draft.
12. What do you think you can accomplish or learn from this page?
13. Look up a character that you may want to select for a simulation. Now use the character you found with the search function. Do you understand what interactions are implied in this feature? What interactions/behaviors would

you expect to find in this feature?

14. Lastly, find all of the other settings options in the application. What do you think each option does? Should all the settings be combined into subsections that can be accessed or navigated from one universal settings page that the settings button leads to from every other page?

Concluding Question:

What makes this application better or worse than similar competing applications? and what makes it stand out or what would you change/add?

