

SkyTeam China Usability Test Plan

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Status: **DRAFT**

Focus: <http://www.skyteam.com/zh/>

Action required: Review

Test details: 60min each user online

Date action due: 8 Jan Shanghai Time

Task	Objectives	Test tasks	Comments	Needed
1	<p>Testing Section(s):</p> <ul style="list-style-type: none">Lounge Finder <p>Found in: Flights and Destinations Airports and Services (Lounge Finder)</p>	<p>For upcoming travel to the United States, you want to make sure the airports you will visit have SkyTeam lounges.</p> <p>According to the website, is there a SkyTeam lounge in San Francisco? How about Vancouver BC Canada?</p> <p>Do the lounges have wireless Internet wifi?</p>		
2	<p>Testing Section(s):</p> <ul style="list-style-type: none">SkyTips <p>Found in: Airports and Services (Sky Tips)</p>	<p>You will have 4 hours at San Francisco airport. What is there to do in the airport? You heard there is a museum- is it free of charge?</p>		

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3	<p>Testing Section(s):</p> <ul style="list-style-type: none"> Global Meetings (for organizers of events, travel agents – subgroup 3 organizer) <p>Found in: For Your Business (Global Meetings)</p>	<p>To arrange a meeting, what does the SkyTeam offer:?</p> <p>Can you register your event?</p>	<p>QUESTION- DO WE WANT USERS TO REGISTER FOR AN ACCOUNT OR LOGIN??</p>	
4	<p>Testing Section(s):</p> <ul style="list-style-type: none"> Round the World booking tool <p>Found in: Home> Global Travel Planning</p> <p>Flights and Destinations section</p>	<p>You want to see if SkyTeam allows for discounts if you book with them.</p> <p>What does the website offer for helping with reservations?</p>	<p>NOTE button link is broken:</p> <p>http://roundthe-world.skyteam.com/B2C/-Consumer-Tool/zh/Home/WelcomePage</p> <p>Server Error in '/B2C' Application.</p> <p><i>Runtime Error</i></p> <p><small>Description: An application error occurred on the server. The current custom error settings for this application pre the local server machine.</small></p> <p><small>Details: To enable the details of this specific error message to be viewable on remote machines, please create a <code><!-- Details: To enable the details of this specific error message to be viewable on remote machines, please create a <code></code></code></small></small></p> <pre><!-- Web.Config Configuration File --> <configuration> <system.web> <customErrors mode="Off"/> </system.web> </configuration></pre> <p><small>Notes: The current error page you are seeing can be replaced by a custom error page by modifying the 'defaultRed</small></p> <pre><!-- Web.Config Configuration File --> <configuration> <system.web> <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.> </system.web> </configuration></pre>	

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5	<p>Testing Section(s):</p> <ul style="list-style-type: none"> Information in general (for people interested, media – subgroup 4 information seeker) <p>Found in: Flights and Destinations</p>	<p>What are the benefits of using the SkyTeam network?</p> <p>Does SkyTeam have a mobile app?</p>		
6	<p>Testing Section(s):</p> <ul style="list-style-type: none"> Information in general (for people interested, media – subgroup 4 information seeker) <p>Found in: Home page social media area (lower right)</p>	<p>You want to check the SkyTeam Facebook page to see what they are saying. How about SkyTeam Weibo?</p> <p>What stories are they sharing?</p>		
7	<p>Testing Section(s):</p> <ul style="list-style-type: none"> Find Flights, Flight Status <p>Found in: Airports and Services > Services > Find Flights (or from home left infographic= 1052 A destination for exploration) or top left home Find Flights.</p>	<p>You would like to see if flights are available for a business trip next week.</p> <p>Leaving Shanghai and arriving in New York City. What flights does the SkyTeam website offer?</p> <p>What is the status of a flight arriving FROM Los Angeles to Shanghai?</p>	Does flight status exist?	

Other questions for users: **(Client / LabBrand to list)**



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