SkyTeam China Usability Test Plan

Document authors: Frank Spillers, Brett Ao

Status: DRAFT

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

Action required: Review

Date action due: 8 Jan Shanghai Time

Test details: 60min each user online

Task	Objectives	Test tasks	Comments	Needed
1	**Testing Section(s):** • Lounge Finder **Found in:** Flights and Destinations Airports and Services (Lounge Finder)	For upcoming travel to the United States, you want to make sure the airports you will visit have SkyTeam lounges. According to the website, is there a SkyTeam lounge in San Francisco? How about Vancouver BC Canada? Do the lounges have wireless Internet wifi?		
2	**Testing Section(s):** • SkyTips **Found in:** Airports and Services (Sky Tips)	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?		

LabBrand - SkyTeam Usability Testing

Task	Objectives	Test tasks	Comments	Needed
3	**Testing Section(s):** • Global Meetings (for organizers of events, travel agents – subgroup 3 organizer) **Found in:** For Your Business (Global Meetings)	To arrange a meeting, what does the SkyTeam offer:? Can you register your event?	QUESTION- DO WE WANT USERS TO REGISTER FOR AN ACCOUNT OR LOGIN??	
4	**Testing Section(s):** • Round the World booking tool **Found in:** Home> Global Travel Planning Flights and Destinations section	You want to see if SkyTeam allows for discounts if you book with them. What does the website offer for helping with reservations?	NOTE button link is broken: http://roundthe-world.skyteam.com/B2C/-Consumer-Tool/zh/Home/Wel-comePage 	

LabBrand - SkyTeam Usability Testing

Task	Objectives	Test tasks	Comments	Needed
5	**Testing Section(s):** • Information in general (for people interested, media – subgroup 4 information seeker) **Found in:** Flights and Destinations	What are the benefits of using the SkyTeam network? Does SkyTeam have a mobile app?		
6	**Testing Section(s):** • Information in general (for people interested, media – subgroup 4 information seeker) **Found in:** Home page social media area (lower right)	You want to check the SkyTeam Facebook page to see what they are saying. How about SkyTeam Weibo? What stories are they sharing?		
7	**Testing Section(s):** • Find Flights, Flight Status **Found in:** Airports and Services > Services > Find Flights (or from home left infographic= 1052 A destination for exploration) or top left home Find Flights.	You would like to see if flights are available for a business trip next week. Leaving Shanghai and arriving in New York City. What flights does the SkyTeam website offer? What is the status of a flight arriving FROM Los Angeles to Shanghai?	Does flight status exist?	

LabBrand - SkyTeam Usability Testing

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