

# Nano Tool Usability Test Scenarios June, 2007

## Explanation of Scenarios

The following are the test scenarios for the Nano Tool Usability Test:

1. Search for a site by FAN
2. Search for a site by Keyword
3. Create a B2B Site
4. Add user to B2B Site
5. Change B2B site contact information
6. Restrict Motorola phone in buy flow of a B2B Site
7. Add Promotion to B2B site
8. Change default shipping
9. Create a Blackberry only version of a B2B Site
10. Change welcome message
11. Change B2B site to browse only
12. Add a new rate plan
13. Disable B2B site

Each scenario is explained in detail in the sections below.

### ***Scenario 1 – Search for a site by FAN***

User will be instructed to search for a site by FAN. This Scenario is a pre-scenario to Creating a Site as the first task when creating a site is to ensure that site doesn't already exist. The FAN number to search for will be: **4646464**.

### ***Scenario 2 – Search for a site by Keyword***

User will be instructed to search for a site by Keyword. This Scenario is a pre-scenario to Creating a Site as the first task when creating a site is to ensure that site doesn't already exist. The search terms will be decided on by the user, but we anticipate the terms to include some or all of these words: **Gotta Getta Bagel**.

### ***Scenario 3 – Create a Site***

User will be given a PRC Ticket form that contains information for a fake company. User will be instructed to Create a Site based on the PRC Ticket.

### ***Scenario 4 – Add user to B2B Site***

User will be instructed to add a user to the site they just created. User will be given a Change Request containing the user information to be added.

### ***Scenario 5 – Change B2B site contact information***

User will be instructed to change the site contact information. User will be given a Change Request containing the information to be changed.

### ***Scenario 6 – Restrict Motorola phone in buy flow of a B2B Site***

User will be instructed to restrict the ability for a site to purchase a Motorola phone. User will be given a Change Request containing the information to be changed.

### ***Scenario 7 – Add Promotion to B2B site***

User will be instructed to add a promotion to a site. User will be given a Change Request containing the information to be changed.

### ***Scenario 8 – Change default shipping***

User will be instructed to change the default shipping information for a site. User will be given a Change Request containing the information to be changed.

### ***Scenario 9 – Create a Blackberry only version of a B2B Site***

User will be **asked to describe** how they would change the ability for a site to see anything other than Blackberry devices. User will **NOT** be expected to perform this task in the tool.

### ***Scenario 10 – Change welcome message***

User will be instructed to change the welcome message for the site. User will be given a Change Request containing the information to be changed.

### ***Scenario 11 – Change B2B site to browse only***

User will be instructed to change the ability for users of a site to only be able to browse for products and features. User will be given a Change Request containing the information to be changed.

### ***Scenario 12 – Add a new rate plan***

User will be instructed to add a new rate plan for a site. User will be given a Change Request containing the information to be changed.

### ***Scenario 13 – Disable B2B Site***

User will be instructed to disable a site. User will be given a Change Request containing the information to be changed.

## User Scenarios

The following are the test scenarios for the Nano Tool Usability Test:

1. Search for a site by FAN
2. Search for a site by Keyword
3. Create a B2B Site
4. Add user to B2B Site
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The steps you will take for each scenario are outlined in the sections below.

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### ***Scenario 1 – Search for a site by FAN***

Search for a site by FAN. The FAN number to search for will be: **4646464**.

### ***Scenario 2 – Search for a site by Keyword***

Search for a site by Keyword. You may use as many or as few search terms as you like. The site you are searching for is: **Gotta Getta Bagel**.

### ***Scenario 3 – Create a Site***

A new site needs to be added to the Premier Control Center tool. Use the PREMIER Profile Form provided to create a new site.

#### **Scenario 4 – Add user to B2B Site**

Add the following **TCM** user to the Gotta Getta Bagel site:

User Type: TCM  
Approver: Yes  
First Name: Bob  
Last Name: Bagel  
Login: bbagel  
Email: bob@bagel.com

Add the following **CRU** user to the Gotta Getta Bagel site:

Type: CRU  
CRU Login: gottagettabagel

#### **Scenario 5 – Change B2B site contact information**

Change the street address for Gotta Getta Bagel site to:

New Address: 5678 Greenwood Ave N

*NOTE: This change will not be saved in the system at this time.*

#### **Scenario 6 – Restrict Motorola phone in buy flow of a B2B Site**

Gotta Getta Bagel site called in a request to no longer allow the Motorola phone model **V365** to be purchased by their employees.

#### **Scenario 7 – Add Promotion to B2B site**

Gotta Getta Bagel site needs the following promotions added to their site:

- BlackBerry 8800 now available for as low as \$199.99 with New Activations
- \$50 off BlackBerry 8800 with Unlimited Data and Voice Plan
- BlackBerry 8800 \$199.99 w/ Unlimited Enterprise Data & Voice Plan w/ Push To Talk or UNL TeleNav with New Activations

### **Scenario 8 – Change default shipping**

Gotta Getta Bagel site needs their default shipping carrier set to:

- FedEx

And their shipping type set to allow for Next Day Delivery

- Free 2<sup>nd</sup> Day Delivery

### **Scenario 9 – Create a Blackberry only version of a B2B Site**

Gotta Getta Bagel site decided to change their site and now they only want Blackberry devices available to their employees.

**Please describe** how you would accomplish this task. You are welcome to use the tool as a reference, but you will not actually be performing this task in the tool.

### **Scenario 10 – Change welcome message**

Please add the following Welcome Message to the Gotta Getta Bagel site:

Welcome! AT&T welcomes Gotta Getta Bagel employees to the AT&T Store built just for you.

### **Scenario 11 – Change B2B site to browse only**

The access controls need to be changed for the Gotta Getta Bagel site. Please change the CRU user login to be “Browse Only”, which would give them Read Only permission.

### **Scenario 12 – Add a new rate plan**

The Gotta Getta Bagel company needs a new rate plan added to their site. Please add the following rate plan to their list of Current Plans on their site:

- Nation 1350 w/Rollover \$79.99 - SKU 123467393
- Nation 2000 w/Rollover \$99.99 - SKU 123198345

### **Scenario 13 – Disable B2B Site**

Gotta Getta Bagel site has been too much trouble for our company to manage. In addition, the feeling is mutual and they decided to go to SprintPCS instead. Please disable this site.