

## Basic Questions

### Objective:

To understand users' past experiences and habits related to digital products and automobiles.

- What kind of mobile device (or devices) do you use, like smartphones or tablets?
- What kinds of things do you spend time doing on your mobile devices?
- Do you use your car manual to find out what alert symbols mean? If so, has that been helpful?
- Do you often use your GPS on your phone while driving?
- When faced with automobile issues, what steps do you take to sort out the problem, and what have you had difficulties with?
- If an unfamiliar warning symbol comes on your car's dashboard, what is the first thing you do?

## First Screen Tour

Before the users start doing anything, ask them to look at the first screen and tell you what they make of it:

- What strikes you about it?
- What do you think you can do with it?
- What the app is for?
- Just look around and do a little narrative, but please don't "click" (or tap) on anything just yet.

## Scenarios & Tasks

Present users with 2 scenarios and ask them to try doing some specific tasks related to this app.

### Note

- <https://xd.adobe.com/view/c5418d17-d787-41b7-9d26-739089d33a14-9012/?fullscreen&hints=off>
- Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated.

## Scenario 1

Imagine you're driving down the road and coming to a stop at a red light. You notice that your car makes a funny jittery noise every time your car sits idle. Soon after, an unfamiliar warning light comes on your dashboard. You safely pull over on the side of the road to park to see if you can understand the issue. You open your Car Companion app on your mobile phone and scan your dashboard. *The app recognizes the symbol.*

### Tasks:

- Task 1:** What do you do after the glowing symbols appear in your application?
- Task 2:** Now, look up what that symbol means.
- Task 3:** What do you do to find the video tutorial to help you understand more about the top potential issue you are facing?

## Scenario 2

You find that the problem likely has to do with your spark plug. You explore the content to learn more. After reading up on the issue, you realize the spark plugs need to be replaced. But you are undecided if you want to fix the issue on your own or take it to a mechanic.

### Tasks:

**Task 4:** How would you start to price the parts needed to fix the issue so you can make an informed decision?

You have decided to go to a mechanic instead of fixing the problem yourself, but you are anxious about the cost of the repairs.

**Task 5:** Where do you go to get a basic price range for the repairs you need?

To get to the mechanic, you'll need to hire a tow company.

**Task 6:** Find the phone number of a towing company so that they can tow your car to the mechanic.