



Maze version - Usability Test MT

Capstone #2

Responses

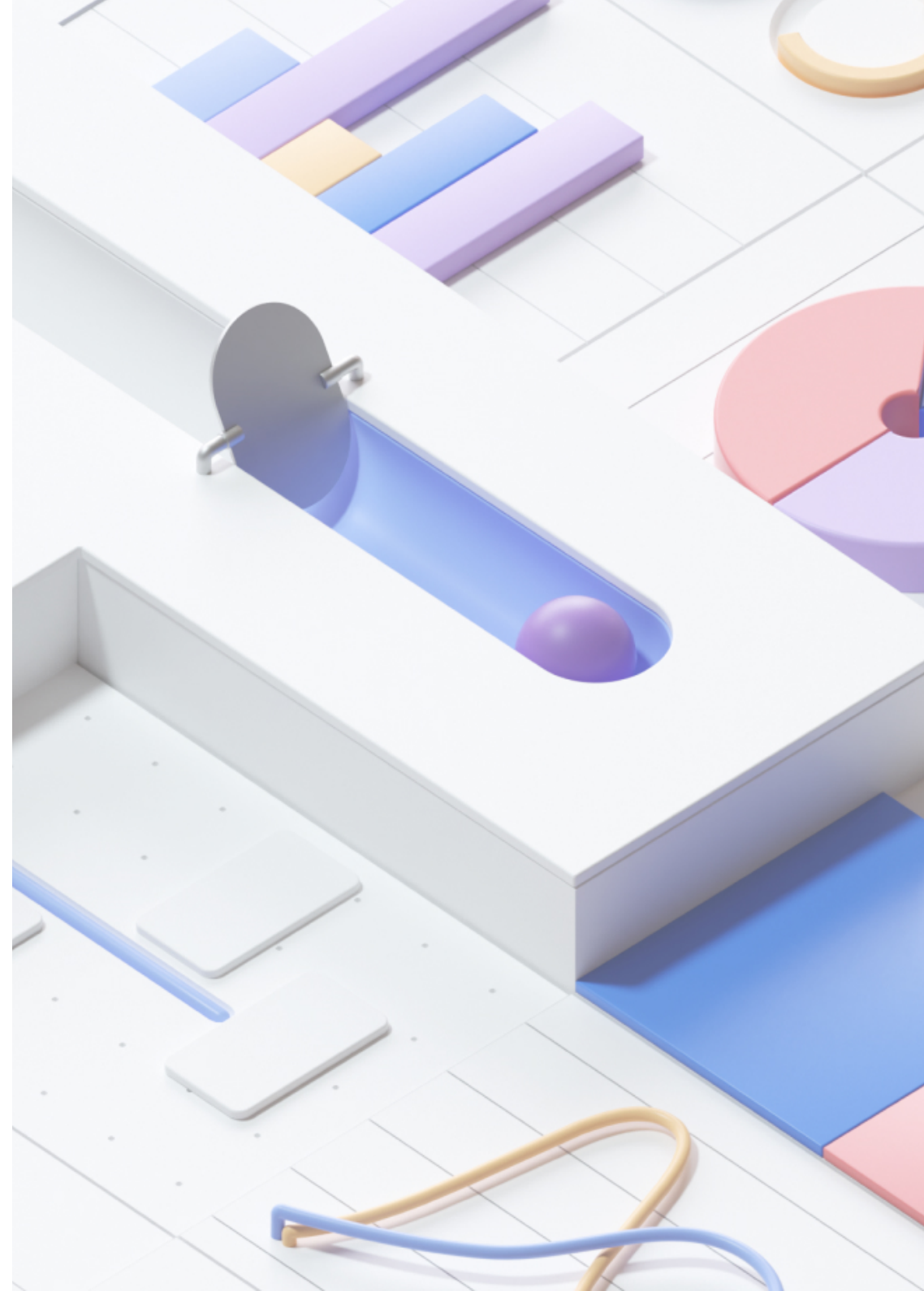
16

of blocks

14

[See online report ↗](#)

Downloaded on the 3.2.2023



Project Background

Context Screen

I have designed a new customer service chat feature "Mint Teller" for the Intuit Mint app and with your help, I want to see how well it works.

****Tip:** Keep track of any feedback & thoughts as you will be asked follow-up qu...



16
Testers

Complete the On-Boarding

Prototype Test

Begin by opening the Mint Teller chat.



16

Total testers



16.7%

Misclick Rate



39.7s

Avg Duration



100.0%

Avg success



0.0%

Avg bounce

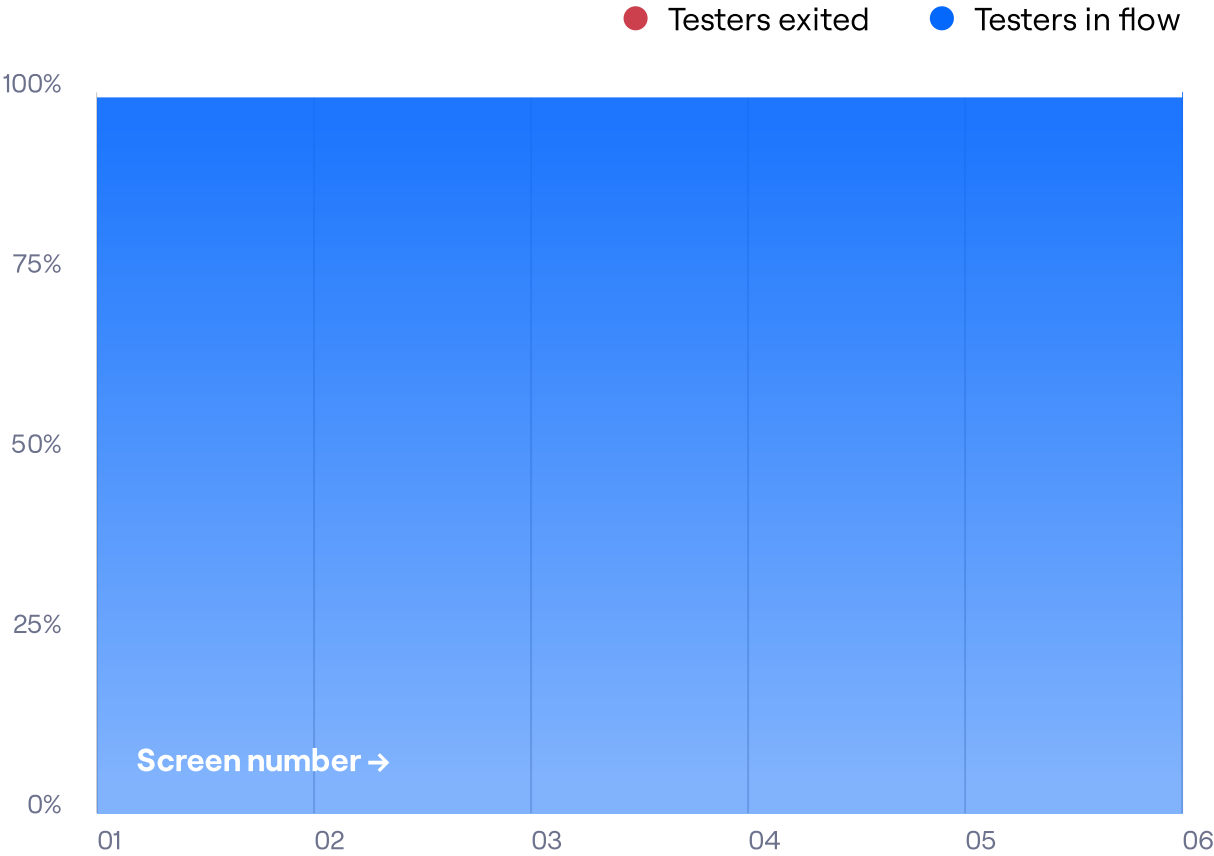
Success Metrics

Understand your maze's success and drop-off rate for all screens in the path



100%

It's time to celebrate...100% of testers completed this mission via the expected path. Congrats!



Full path analysis

Screen 1

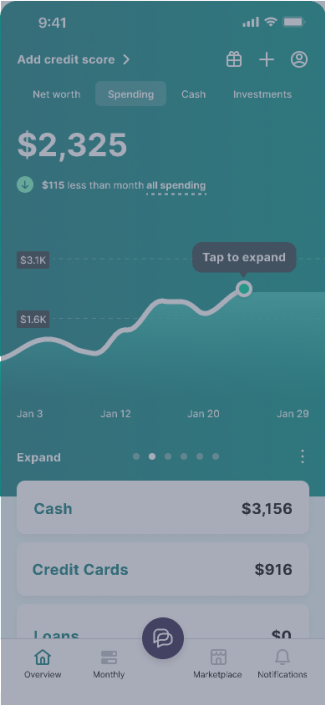
Dashboard

AVERAGE DURATION

MISCLICK RATE

9.4s

13.0%



Screen 2

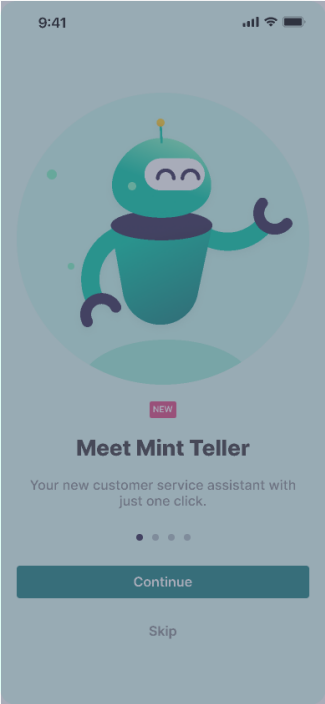
Mint Teller On-Boarding (1/3)

AVERAGE DURATION

MISCLICK RATE

6.2s

6.0%



Screen 3

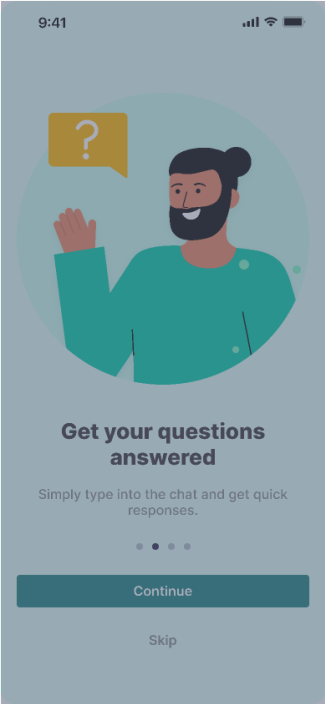
Mint Teller On-Boarding (1/3)

AVERAGE DURATION

MISCLICK RATE

4.5s

0.0%



Screen 4

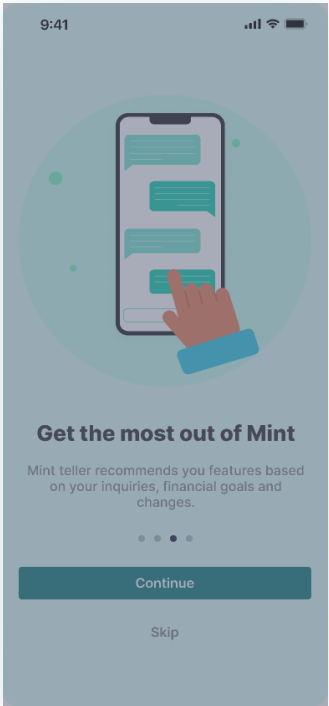
Mint Teller On-Boarding (1/3)

AVERAGE DURATION

MISCLICK RATE

14.8s

0.0%



Screen 5

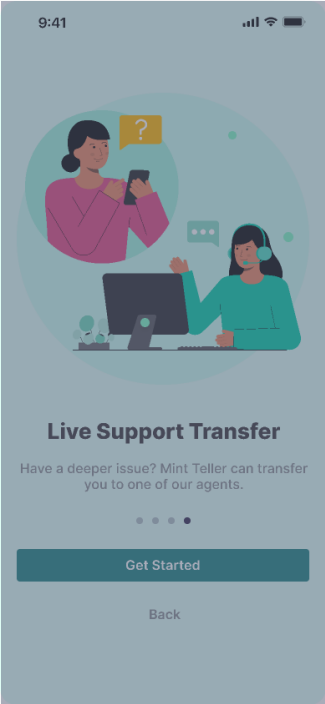
Mint Teller On-Boarding (1/3)

AVERAGE DURATION

MISCLICK RATE

4.7s

6.0%



[View details in Maze ↗](#)

What are your initial feelings about Mint Teller?

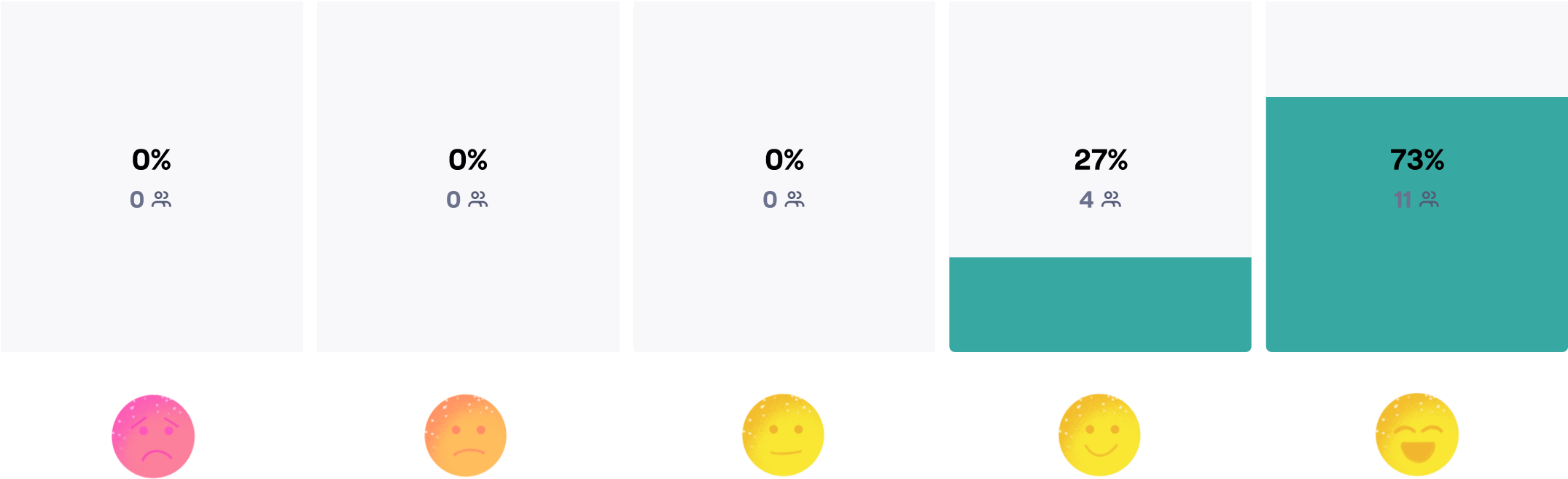
Opinion Scale

15

Responses

4.7

Average



[View details in Maze ↗](#)

Now it's time to interact with Mint Teller!

Context Screen

Tip: Keep track of any feedback & thoughts as you will be asked follow-up questions at the end.

15
Testers

Get a Feature Suggestion

Prototype Test

You want to get some financial advice from Mint Teller about a new car. How would you go about this?



15

Total testers



35.8%

Misclick Rate



40.2s

Avg Duration



93.3%

Avg success



6.7%

Avg bounce

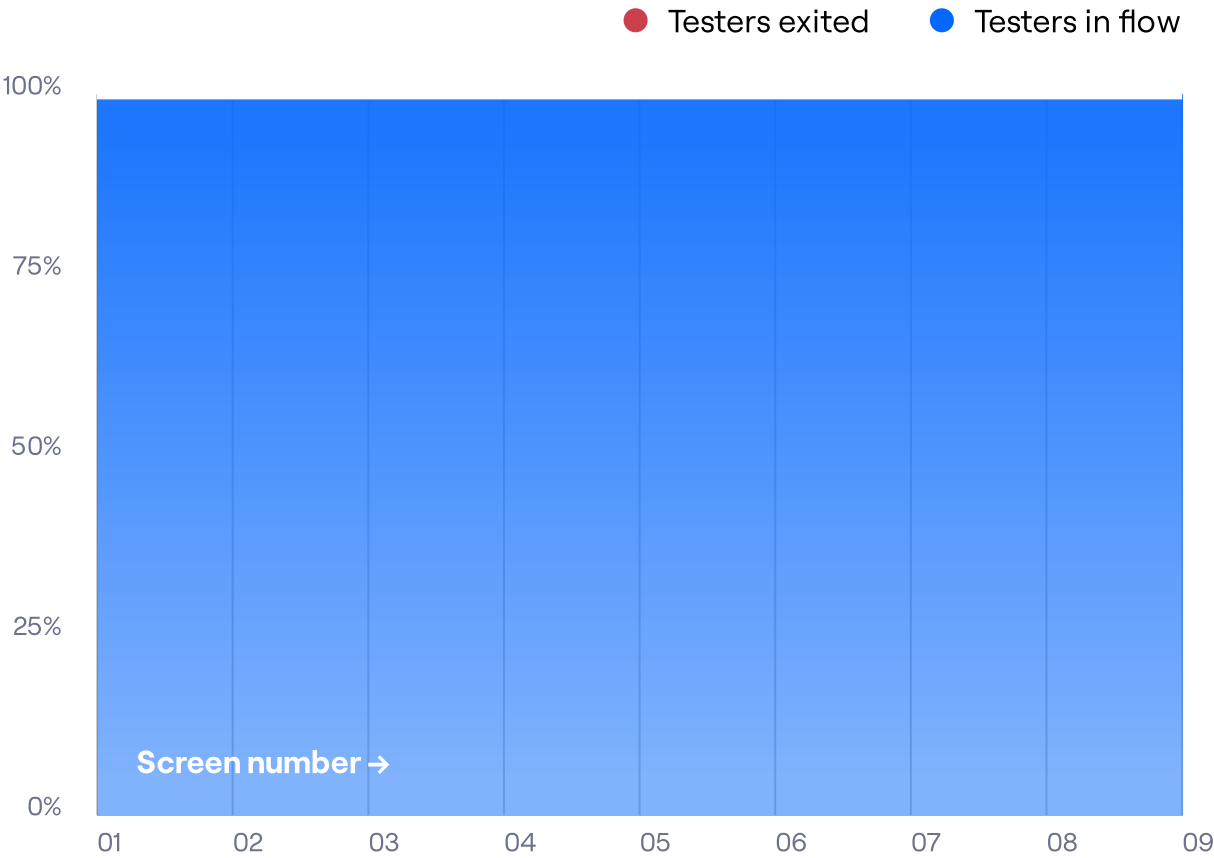
Success Metrics

Understand your maze's success and drop-off rate for all screens in the path



93.3%

Looking good! The majority of testers completed your mission via the expected paths.



Full path analysis

Screen 1

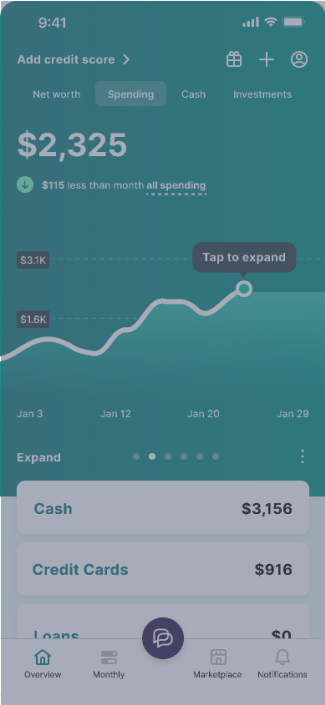
Dashboard

AVERAGE DURATION

8.7s

MISCLICK RATE

20.0%



Screen 2

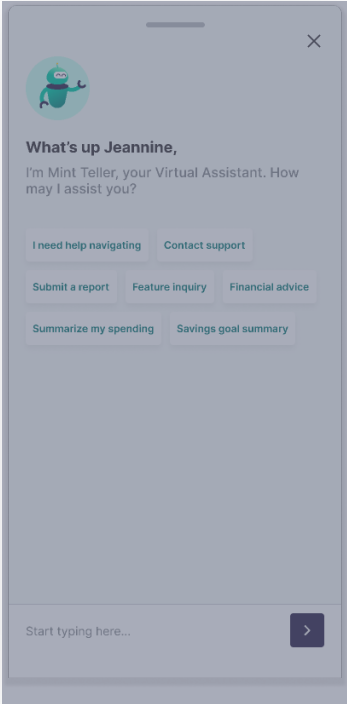
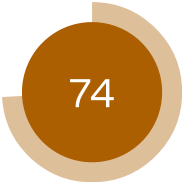
Frame 18

AVERAGE DURATION

MISCLICK RATE

8.6s

50.0%



Screen 3

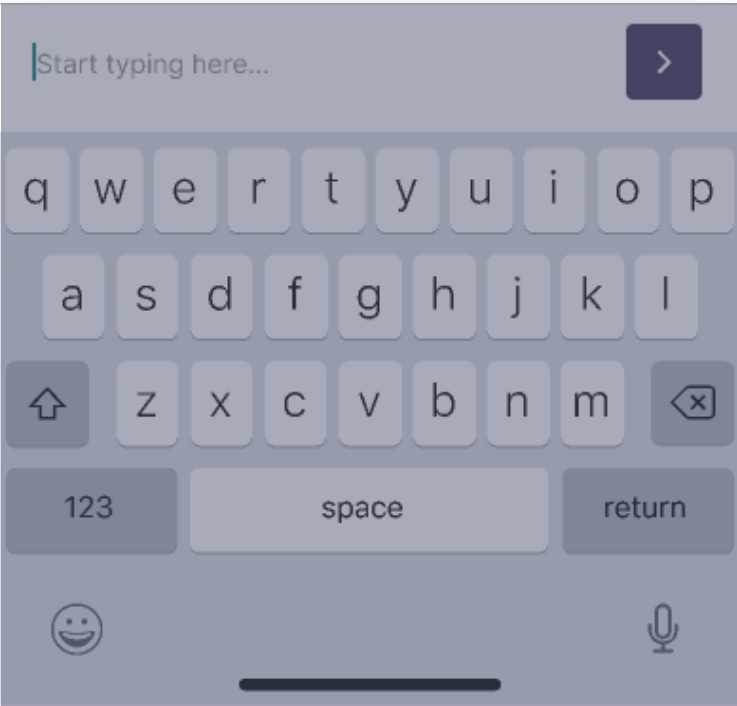
Frame 24

AVERAGE DURATION

MISCLICK RATE

1.1s

0.0%



Screen 4

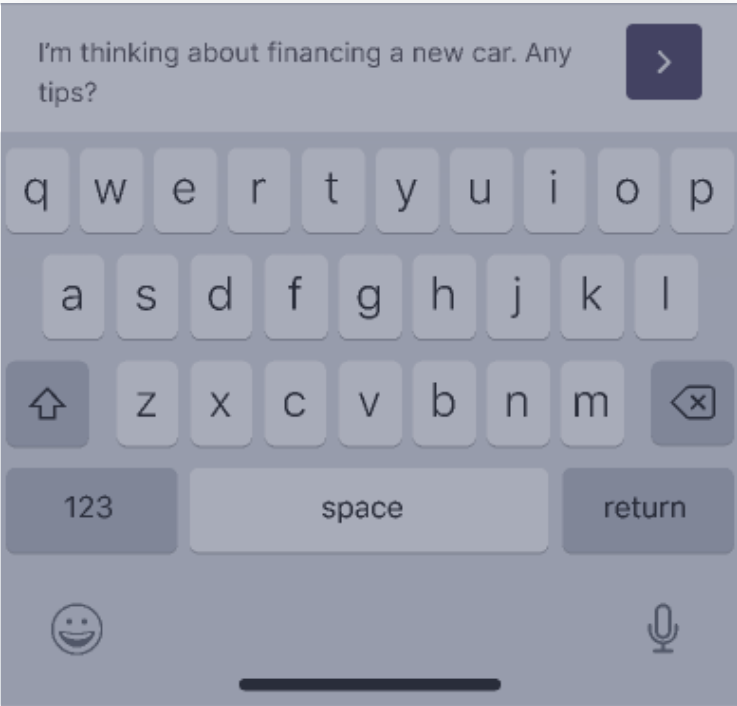
Frame 23

AVERAGE DURATION

MISCLICK RATE

2.5s

33.0%



Screen 5

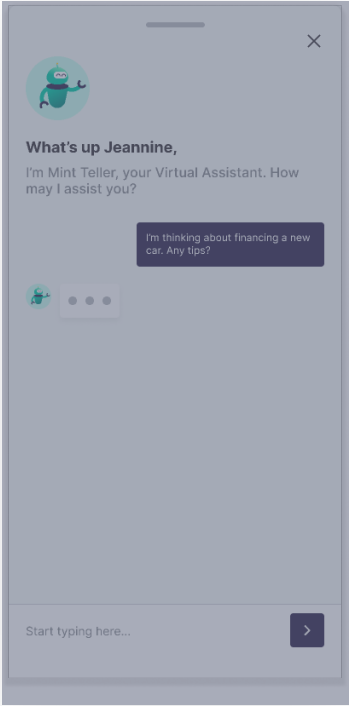
Frame 20

AVERAGE DURATION

MISCLICK RATE

0.8s

0.0%



Screen 6

Frame 28

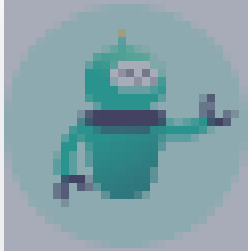
AVERAGE DURATION

MISCLICK RATE

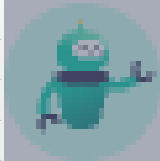
1.3s

0.0%

100



A new car is awesome! I'd advise
getting some rates to see what fits
your finances best.

1.3s**0.0%****100**

A new car is awesome! I'd advise getting some rates to see what fits your finances best.

Try out our car loan calculator to help get you started...


AVERAGE DURATION

MISCLICK RATE

5.5s


0.0%





A new car is awesome! I'd advise getting some rates to see what fits your finances best.

Try out our car loan calculator to help get you started...



Car Loan Calculator

Jul 6, 2022 // Mint

[View details in Maze ↗](#)

Post-Experience Rating

Prototype Test

You're all done completing your first inquiry for Mint Teller. How would you close out the chat?



15

Total testers



34.3%

Misclick Rate



24.9s

Avg Duration



100.0%

Avg success



0.0%

Avg bounce

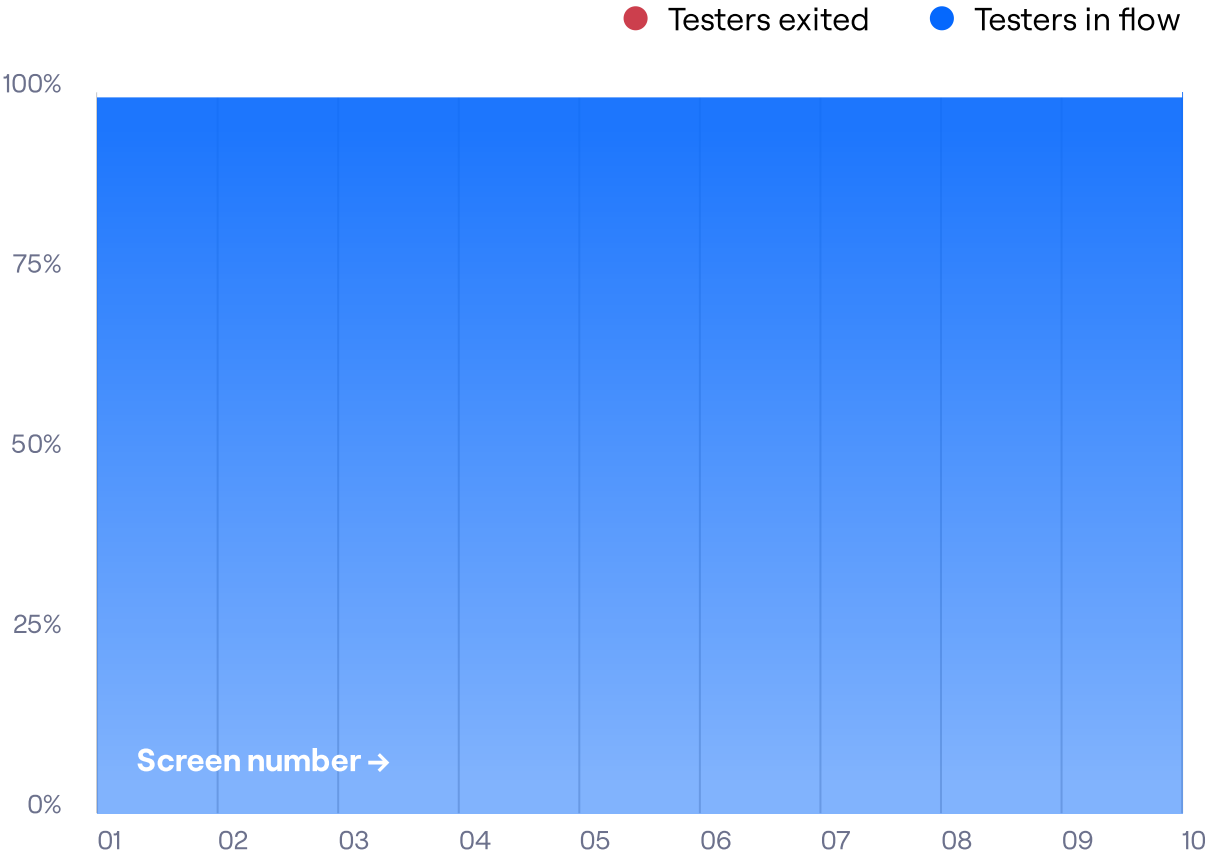
Success Metrics

Understand your maze's success and drop-off rate for all screens in the path



100%

It's time to celebrate...100% of testers completed this mission via the expected paths. Congrats!



Full path analysis

Screen 1

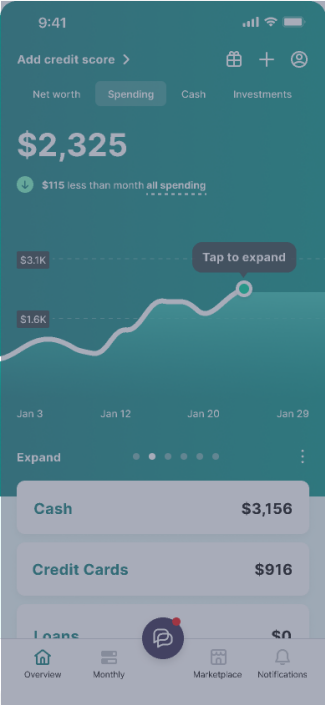
Dashboard

AVERAGE DURATION

MISCLICK RATE

4.0s

0.0%



Screen 2

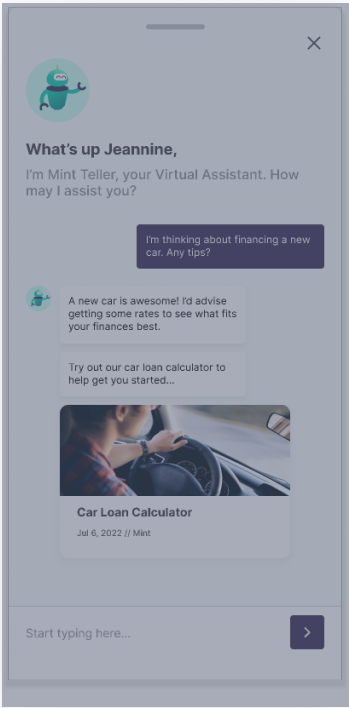
Frame 30

AVERAGE DURATION

MISCLICK RATE

1.1s

0.0%



Screen 3

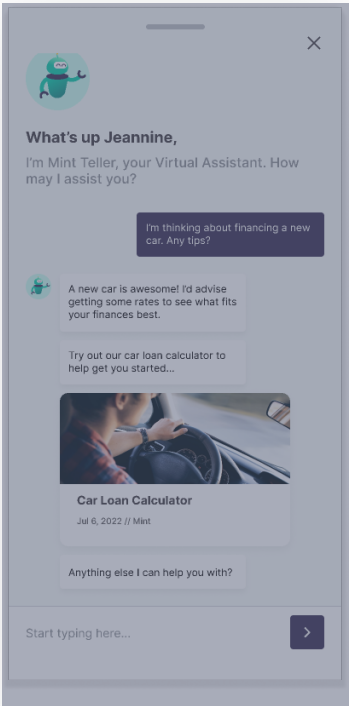
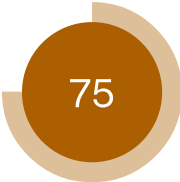
Frame 43

AVERAGE DURATION

MISCLICK RATE

5.6s

50.0%



AVERAGE DURATION

MISCLICK RATE

2.3s

0.0%



Are you sure you want to end this chat?

Your chat and any tasks pending will be deleted.

End Chat

Nevermind

Screen 5

Frame 35


AVERAGE DURATION

MISCLICK RATE

3.2s

25.0%





×

Nice chatting with you! Tell us how I could improve by providing feedback.

Mint teller made it easy for me to handle my issue or question

☆

☆

☆

☆

☆

How satisfied are you with your resolution?

☆

☆

☆

☆

☆

Optional Comments

0/1000

Submit

No Thanks

Screen 6

Frame 41


AVERAGE DURATION

MISCLICK RATE

1.1s

38.0%





×

Nice chatting with you! Tell us how I could improve by providing feedback.

Mint teller made it easy for me to handle my issue or question

★

★

★

★

★

How satisfied are you with your resolution?

☆

☆

☆

☆

☆

Optional Comments

0/1000

Submit

No Thanks

Screen 7

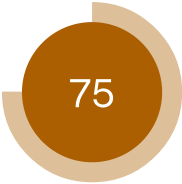
Frame 40


AVERAGE DURATION

MISCLICK RATE

1.6s

50.0%





×

Nice chatting with you! Tell us how I could improve by providing feedback.

Mint teller made it easy for me to handle my issue or question

★

★

★

★

★

How satisfied are you with your resolution?

★

★

★

★

☆

Optional Comments

0/1000

Submit

No Thanks

Screen 8

Frame 42


AVERAGE DURATION

MISCLICK RATE

1.5s

13.0%





×

Nice chatting with you! Tell us how I could improve by providing feedback.

Mint teller made it easy for me to handle my issue or question

★

★

★

★

★

How satisfied are you with your resolution?

★

★

★

★

☆

Mint teller works fast and recommended a really helpful car loan tool!

48/1000

Submit

No Thanks

Screen 9

Frame 48


AVERAGE DURATION

MISCLICK RATE

0.8s

0.0%





×

Nice chatting with you! Tell us how I could improve by providing feedback.

Mint teller made it easy for me to handle my issue or question

★

★

★

★

★

How satisfied are you with your resolution?

★

★

★

★

☆

Mint teller works fast and recommended a really helpful car loan tool!

48/1000

Submitted!

View details in Maze ↗

Contact Support

Prototype Test

Oh no! Your information isn't showing up properly. Transfer to a live agent for help with Mint Teller.



15

Total testers



49.7%

Misclick Rate



25.4s

Avg Duration



100.0%

Avg success



0.0%

Avg bounce

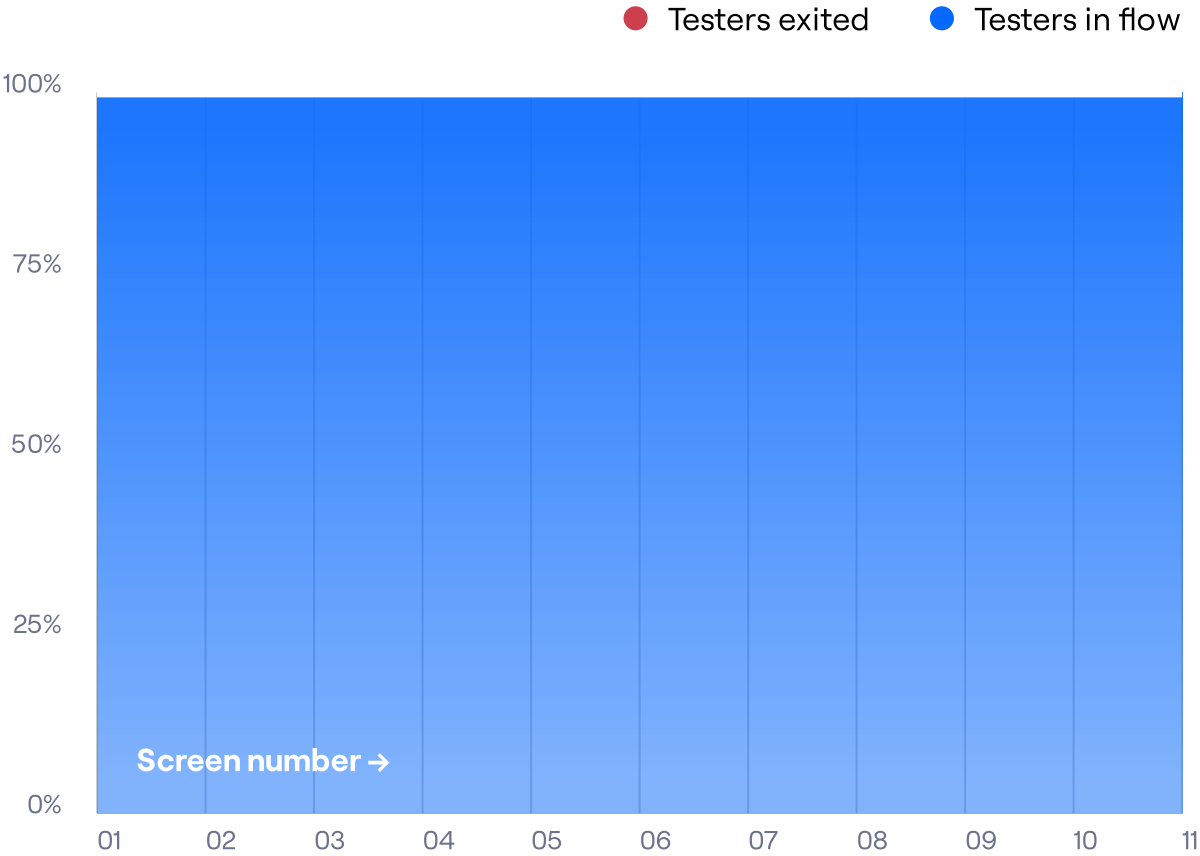
Success Metrics

Understand your maze's success and drop-off rate for all screens in the path



100%

It's time to celebrate...100% of testers completed this mission via the expected paths. Congrats!



Full path analysis

Screen 1

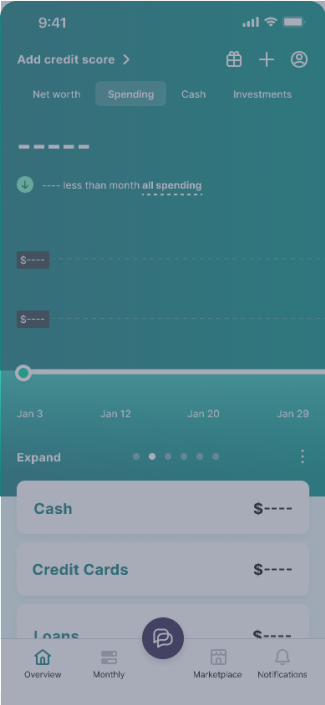
Dashboard

AVERAGE DURATION

2.5s

MISCLICK RATE

0.0%



Screen 2

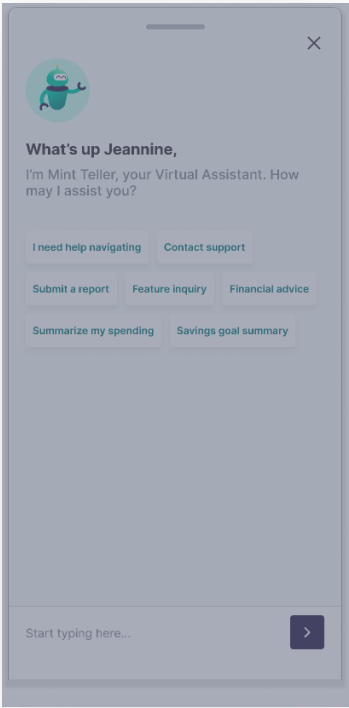
Frame 49

AVERAGE DURATION

MISCLICK RATE

7.1s

29.0%



Screen 3

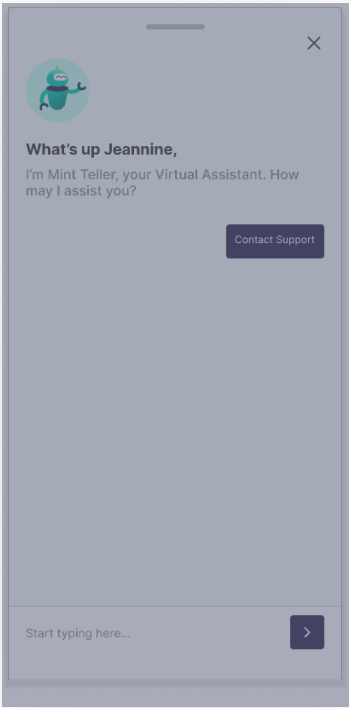
Frame 80

AVERAGE DURATION

MISCLICK RATE

0.8s

0.0%



Screen 4

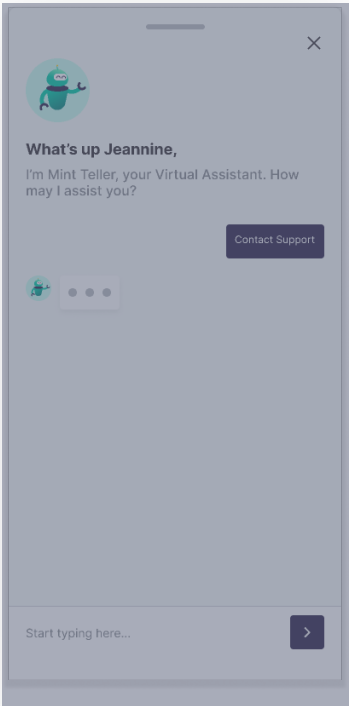
Frame 69

AVERAGE DURATION

MISCLICK RATE

1.0s

0.0%



Screen 5

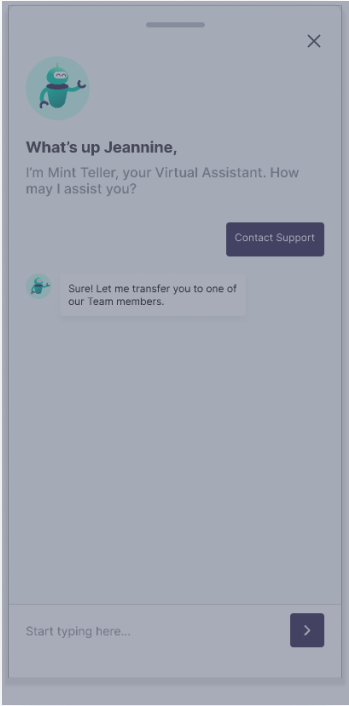
Frame 70

AVERAGE DURATION

MISCLICK RATE

1.1s

0.0%



Screen 6

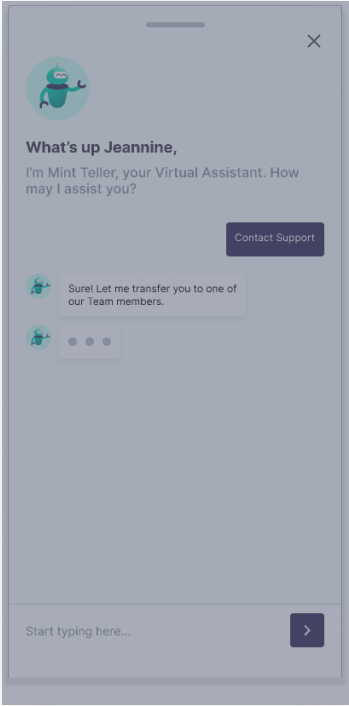
Frame 73

AVERAGE DURATION

MISCLICK RATE

1.1s

0.0%



Screen 7

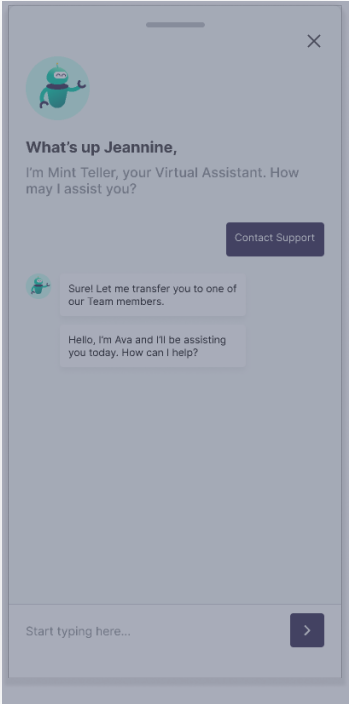
Frame 74

AVERAGE DURATION

MISCLICK RATE

7.5s

71.0%



Screen 8

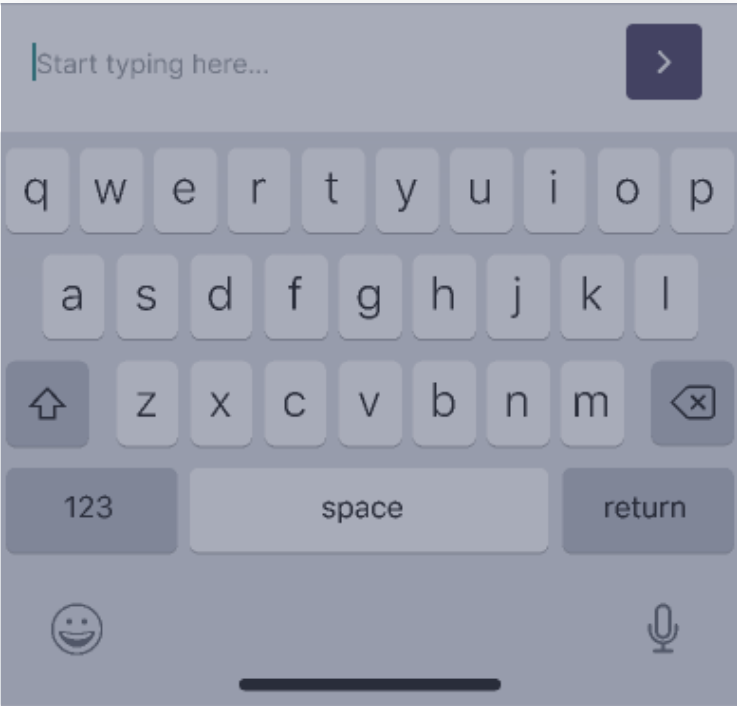
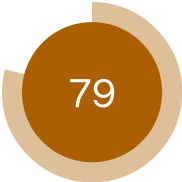
Frame 75

AVERAGE DURATION

MISCLICK RATE

2.3s

43.0%



Screen 9

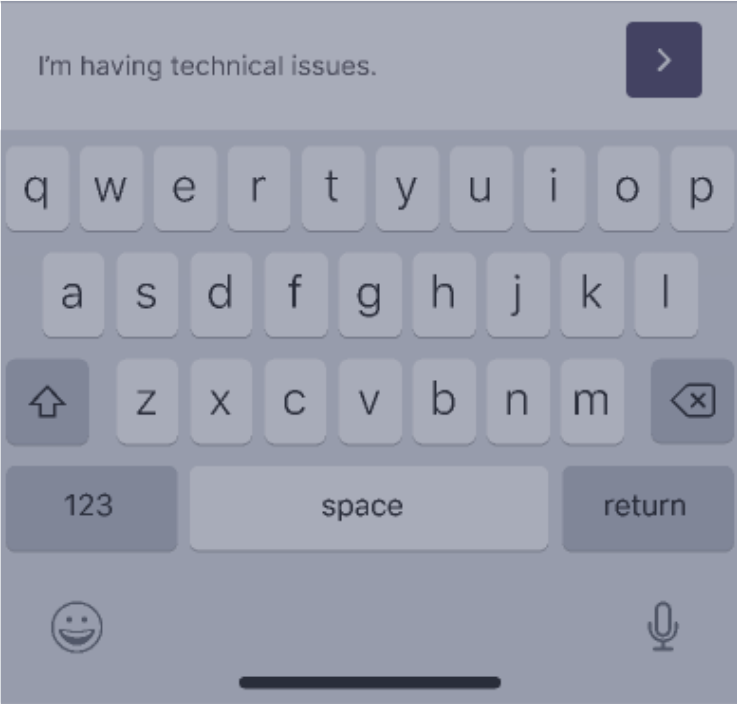
Frame 76

AVERAGE DURATION

MISCLICK RATE

1.6s

7.0%



Screen 10

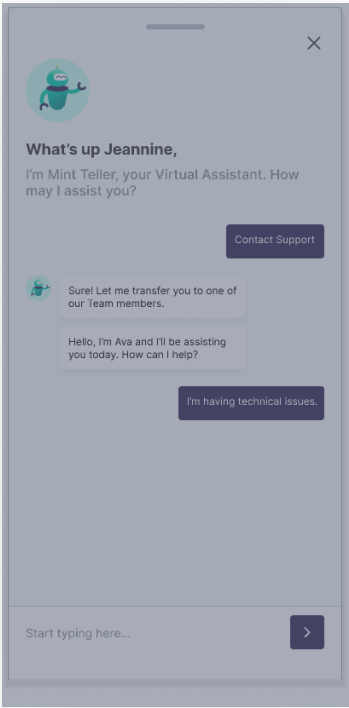
Frame 77

AVERAGE DURATION

MISCLICK RATE

0.8s

0.0%



View details in Maze ↗

Overall, how has your experience been with the Mint Teller feature?

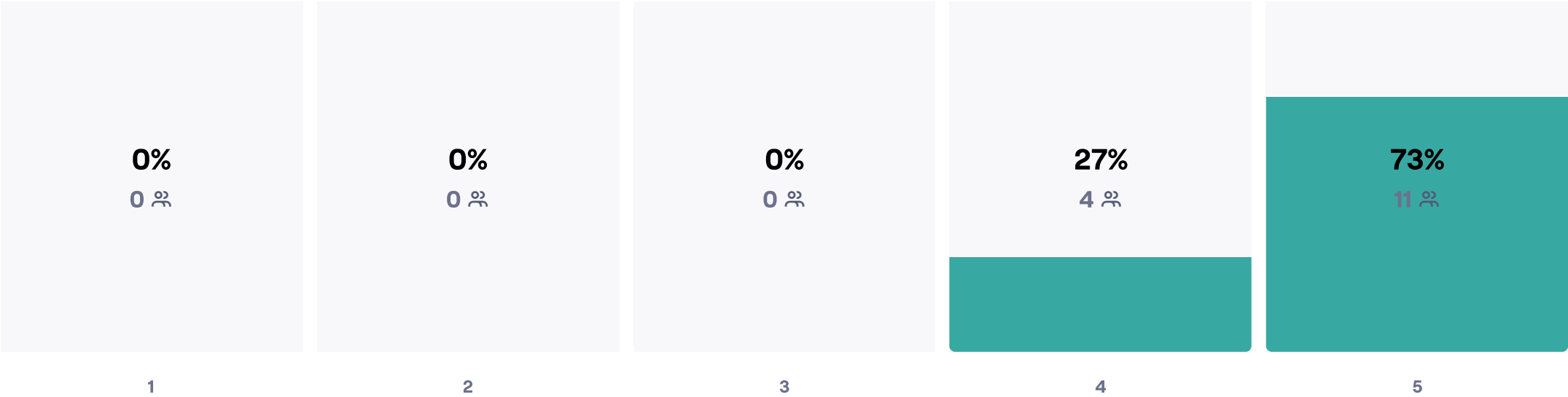
Opinion Scale

15

Responses

4.7

Average



[View details in Maze ↗](#)

What did you like about the Mint Teller prototype?

Open Question

This could be in regard to any UX, UI, chat options, information, etc...

15
Responses

"very good ui! easy to use"

Tester #144658769 · February 28th 2023, 6:29:21 am

"I believe the prototype is very user friendly for any age range. The app is easy to get around and simple to use. "

Tester #146263690 · February 28th 2023, 5:56:13 am

"It's a more interactive search tool that helps reduce the amount of time spent searching for answers with clicking around."

Tester #146246847 · February 28th 2023, 2:47:18 am

"very clear and intuitive"

Tester #140614373 · February 28th 2023, 2:25:25 am

"Both the UX and UI were lovely to use."

Tester #146223419 · February 28th 2023, 12:03:40 am

"It was super simple and intuitive to use. The font seemed a little small, but the font didn't look any smaller than other online chats."

Tester #145912205 · February 27th 2023, 3:25:24 pm

"Good design"

Tester #146064454 · February 27th 2023, 12:16:02 pm

"Clean and intuitive UX"

Tester #146041617 · February 27th 2023, 11:44:06 am

"It was straightforward and similar to other chat services so I could understand it quickly. Regarding the last test, I confused which I should clicked "Navigate" or "Contact support"."

Tester #138230255 · February 27th 2023, 5:28:52 am

"It's very intuitive and straightforward"

Tester #137135457 · February 27th 2023, 2:58:28 am

"I liked that it is obvious on the navigation bar to reach out. All design and flow is well blend into the application. I was thinking maybe after user is done with the request, when bot is asking anything else to help, it would be nice to have a button to click on saying, yes, I do or no thanks, instead of typing those."

Tester #145241989 · February 27th 2023, 12:55:27 am

"The UI really ties in well with the look and feel of what I am used to seeing on the Mint app currently. Prompts and questions for the app were very clear and intuitive. The onboarding process makes it really easy to know how to use the Mint Teller feature. Great job :)"

Tester #132314779 · February 26th 2023, 10:48:11 pm

"I liked:

- the simple UI, that integrated seamlessly into the already existing UI

- it was intuitive to use and it reminded me of other chatbots I've used in the past
- I liked having pre-made options to choose from"

Tester #142934785 · February 26th 2023, 1:23:09 am

"This looks awesome! Really nice job! I am not super familiar with the native UI of the product, but it looks like you seamlessly integrated this new feature. It felt very on-brand, clean, and attractive. All of the task flows were super intuitive, too!"

Tester #144427496 · February 25th 2023, 9:22:38 pm

"I liked how easy and clean the design was for the Mint Teller feature. It was very straightforward and I enjoyed the use of the provided topics to get a quick response regarding your inquiry. I think it is helpful for anyone needing support within the app!"

Tester #142399177 · February 23rd 2023, 6:43:24 am

View details in Maze ↗

Did you find anything difficult about completing any task?

Open Question

Think back to any areas of confusion....

15
Responses



"no difficulty with the tasks"

Tester #144658769 · February 28th 2023, 6:29:31 am



"I never really had an issue completing any of the tasks."

Tester #146263690 · February 28th 2023, 5:57:52 am



"nope"

Tester #146246847 · February 28th 2023, 2:47:24 am



"not really"

Tester #140614373 · February 28th 2023, 2:25:30 am



"No, it was very clear"

Tester #146223419 · February 28th 2023, 12:03:54 am



"I didn't find anything confusing about the processes."

Tester #145912205 · February 27th 2023, 3:25:40 pm

"No"

Tester #146064454 · February 27th 2023, 12:17:15 pm

"None in particular, but it could be helpful to differentiate between an AI helper and a normal person in the chat to help users know who they are speaking with (Maybe using a different profile icon?)"

Tester #146041617 · February 27th 2023, 11:46:53 am

"None"

Tester #138230255 · February 27th 2023, 5:28:59 am

"No"

Tester #137135457 · February 27th 2023, 2:58:38 am

"It was easy enough and clear."

Tester #145241989 · February 27th 2023, 12:55:36 am

"N/A"

Tester #132314779 · February 26th 2023, 10:55:46 pm

"I didn't experience any difficulties"

Tester #142934785 · February 26th 2023, 1:23:23 am

"The only thing I got stuck on at first was when the chat asked me if there was anything else I needed, I'm the type of person who usually

says "nope all set thank you!" even though it's just a bot, haha! My first instinct was to type something out vs. clicking the "x" to close out and bring up the survey. Maybe (in addition to keeping the "x" functionality) you could also have another set of clickable tags pop up that answers the question? For example "no I need more help" or "thanks! i'm all set" and clicking the last one would also populate the survey. "

Tester #144427496 · February 25th 2023, 9:24:58 pm

"I did not find anything confusing."

Tester #142399177 · February 23rd 2023, 6:43:32 am

View details in Maze ↗

What would you like to see improved or changed about Mint Teller?

Open Question

This could be in regard to any UX, UI, chatbox, information, etc...

14
Responses

"I think they could be more distinction between chatting with the mint teller vs chatting with a live agent. Other websites or platforms usually will make this transition more visible (maybe with a line of message in the chat window, or a different avatar?)"

Tester #144658769 · February 28th 2023, 6:30:46 am

"The chat box icon was a little hard to recognize as the chat box for a split second."

Tester #146263690 · February 28th 2023, 6:03:39 am

"i think it's very straight forward. I like how visually clear the chat icon is, yet not intrusive as it still blends in nicely with the bottom nav bar. great job!"

Tester #146246847 · February 28th 2023, 2:48:25 am

"at the end, when you get connected to a live assistant, would be great to see that"

Tester #140614373 · February 28th 2023, 2:25:48 am

"Nope!"

Tester #146223419 · February 28th 2023, 12:04:02 am

"I think if I didn't have the clear prompt directions when looking for financial advice for car loan, I would have searched for car loan. Have

you considered adding more topic options?"

Tester #145912205 · February 27th 2023, 3:27:05 pm

"See previous answer"

Tester #146041617 · February 27th 2023, 11:48:15 am

"Before starting the chat, I needed to click "Agree" (?) 3 or 4 times which I felt was too many. It would be great if I skip quickly or simplify them. "

Tester #138230255 · February 27th 2023, 5:30:05 am

"The Icon to access Mint Teller. I didn't recognize the icon that it's a chat bot"

Tester #137135457 · February 27th 2023, 2:59:13 am

"As I have mentioned previous, ending the conversation or proceeding to other request, it would be convenient to have a coupe button options down below instead of typing those in. "

Tester #145241989 · February 27th 2023, 12:56:43 am

" "

Tester #132314779 · February 26th 2023, 10:56:10 pm

"Nothing that I can think of"

Tester #142934785 · February 26th 2023, 1:23:35 am

"Aside from that last comment, I don't have anything to suggest, it looks and feels lovely!"

Tester #144427496 · February 25th 2023, 9:25:22 pm

"I would suggest a way to see more options for topics the user can ask about?"

Tester #142399177 · February 23rd 2023, 6:44:20 am

View details in Maze ↗

Would you use this feature in a real-world setting?

Yes/No

14
Responses



100%
14 testers

0%
0 testers

[View details in Maze ↗](#)

Do you think Mint Teller could provide better customer service for Mint?

Yes/No

14
Responses



100%
14 testers

0%
0 testers

[View details in Maze ↗](#)

Additional Feedback

Open Question

Do you have any final questions or comments?

14
Responses

"n/a"

Tester #144658769 · February 28th 2023, 6:31:03 am

"I think the prototype is a lot more user friendly and easy to navigate."

Tester #146263690 · February 28th 2023, 6:05:52 am

"nope"

Tester #146246847 · February 28th 2023, 2:48:40 am

"looks really good!"

Tester #140614373 · February 28th 2023, 2:26:03 am

"Well done!"

Tester #146223419 · February 28th 2023, 12:04:19 am

"This is an excellent idea! "

Tester #145912205 · February 27th 2023, 3:27:22 pm

"Great looking UI/UX"

Tester #146041617 · February 27th 2023, 11:48:36 am

"I usually use chatbot (auto or manual) a lot because it's quick and I can save my time searching FAQ or something, so the mint teller is definitely helpful! "

Tester #138230255 · February 27th 2023, 5:31:26 am

"No"

Tester #137135457 · February 27th 2023, 2:59:24 am

"I liked the flows, it was smooth and no hinderance. "

Tester #145241989 · February 27th 2023, 12:57:31 am

"Looks great!!"

Tester #132314779 · February 26th 2023, 10:56:32 pm

"Looks great!"

Tester #142934785 · February 26th 2023, 1:24:01 am

"Great job :)"

Tester #144427496 · February 25th 2023, 9:25:35 pm

"Nope, everything looks great!"

View details in Maze

