

# Usability Testing

Ten10's usability testing is a core component of its functional and digital testing services, designed to evaluate the overall customer experience and ensure digital products are intuitive and fit for purpose

The service provides assurance that applications/websites deliver the intended customer journey. Expert UX testers create user scenarios mirroring the client's target audience, translated into comprehensive test scripts. Tests are executed, defects recorded and test completion reports are written to provide guidance and feedback on user experience and behavioural patterns.

## Features

- OnDemand on or offsite
- Tested against different "user types" to observe how a platform responds to varied behaviours and needs
- Cross browser, operating system and device testing
- Rapid test timeframes with realtime data
- Fully managed test service from scoping to reporting
- Secure VPN solution in accordance with G-Cloud Security Assertions
- Able to integrate with development teams using any methodology
- Flexible service using both exploratory testing and scripted execution
- Management of Usability Testing, defect triage and flexible reporting
- 

## Benefits

- Building Customer Trust and Loyalty: By ensuring an application provides a "first-class experience" for users, organisations can foster higher levels of trust and long-term customer loyalty
- Tests created and executed quickly with no wait for results
- Provides an independent viewpoint and ownership of delivery, accountable to the business
- Secure solution compliant with CESG guidelines for handling Official information
- UK-based SC and BPSS cleared quality and testing professionals
- Testing service that works effectively with existing teams/vendors
- Utilising techniques such as personas (simulated user types) and tours (verifying specific business processes) provides a more comprehensive view of user journeys
- Highlights important defects immediately, with all data reported



**+44 (0)20 3613 1005**

[www.ten10.com](http://www.ten10.com)



**[contact@ten10.com](mailto:contact@ten10.com)**

[www.scalefactory.com](http://www.scalefactory.com)