

Usability Study: Hiya Connect



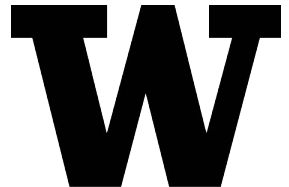
Before we get started....

- Remember that your participation is voluntary.
- Please do not skip ahead to tasks on other slides - focus on completing the individual task on the slide before moving on.
- We are testing the product - not you.
- We may not get to all of the tasks - and that is ok!
- Thanks for your participation!



TASK 1

Open the email from Hiya Connect and follow the instructions to access the console. Once you have logged in, move on to the next task.



TASK 2

Upload the following phone number and the branding attributes below into the console. This is the information that a recipient will see on their phone when your company calls someone:

PHONE NUMBER: (206)-454-7686

Branding attributes

NAME: Green Elephant

LOCATION: Seattle, Washington

CALL REASON: Supplier outreach

LOGO: Please download the image file [here](#)



TASK 3

Using the .csv spreadsheet file below, please upload the full list of phone numbers and their brand attributes into the console. Please use the “pink elephant” image (which exists in the image library) as the logo for all of these numbers. Feel free to open the .csv with any program you are comfortable with (Excel, Google Sheets, Numbers, etc.)

SPREADSHEET: Download [here](#)



TASK 4

Identify all phone numbers that have the call reason “Calling about your food delivery” and change these call reasons to “Calling about a promotional offer”.

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TASK 5

Find the number “+1 317 555 9884” in the console and change the call reason to “Food delivery update”.



TASK 6

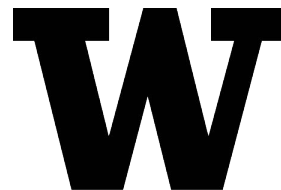
Imagine that the phone numbers for Seattle, Washington are being put on pause while that call center is undergoing maintenance. Find a way to clearly tag all of the Seattle, Washington numbers as “not in use”.



Survey

Please click the link [here](#) to fill out a brief survey.

While you are completing the survey, please turn off your camera and mic. Let us know when you are finished by turning your camera and mic back on.



Thanks!

