Digy4 - Visual display of software test results

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Abstract

As an automated software testing company, digy4 has independent software testing procedures and processes. digy4 presents software testing results as a visual dashboard that can be quickly understood by users.
This project will work with digy4 to analyze the pain points of dashboard visualization from the perspective of user experience and optimize the original interface to improve the user experience.
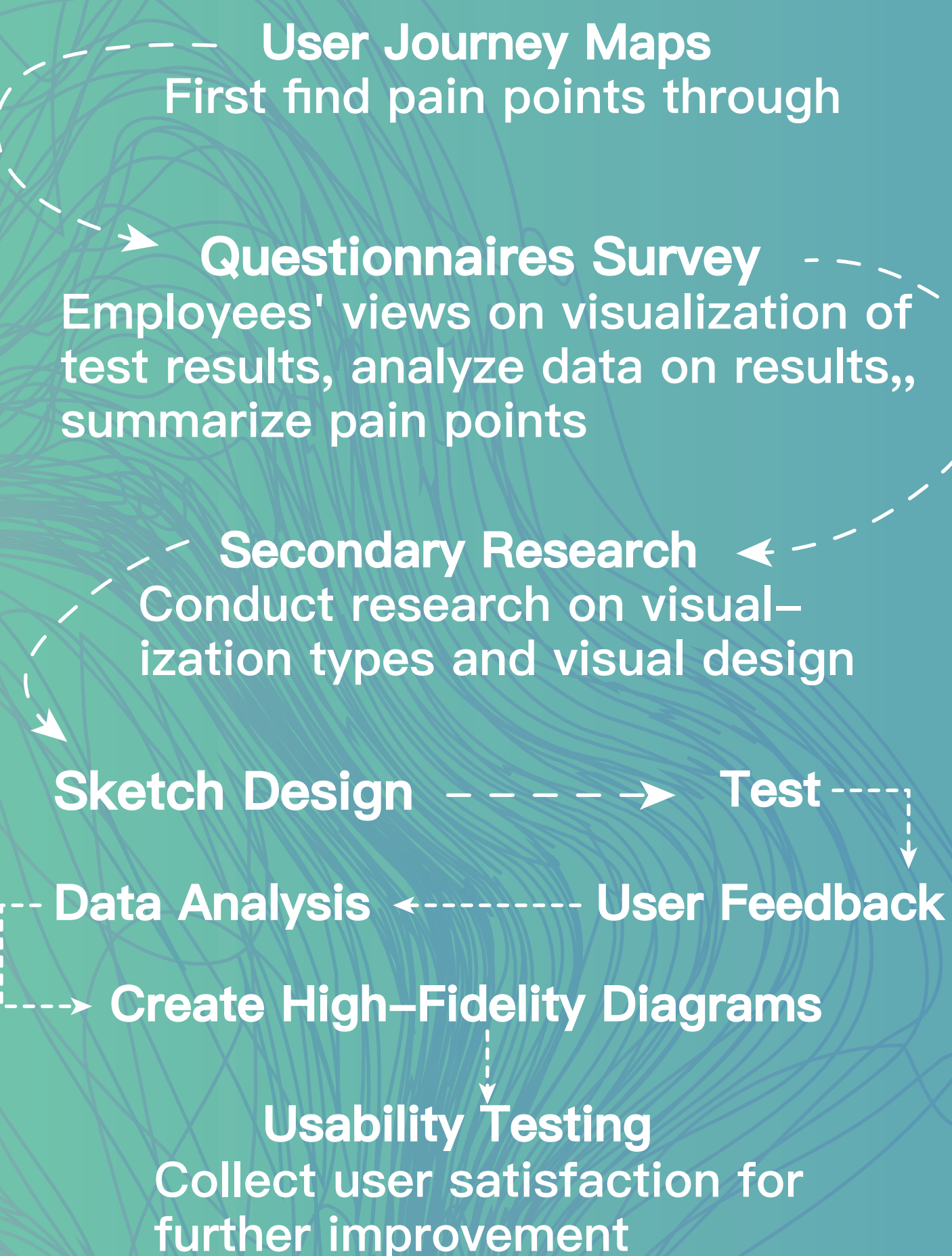
Introduction & Background

This project will focus on visualizing software testing results, optimizing and innovating the interface based on internal research on digy4 companies, showing different design features not only for testers but also for users. During the research process, many user suggestions for interface improvements were collected, such as colors, buttons, icons, etc. The goal was to improve the user experience and help users quickly find and understand chart content as well as data information.

In addition, after analyzing the data from the sketch test research, this project completed the high-fidelity interface design based on the data results and completed the final test.

Study Methodology

User Journey Maps
First find pain points through

Questionnaires Survey
Employees' views on visualization of test results, analyze data on results,, summarize pain points

Secondary Research
Conduct research on visualization types and visual design

Sketch Design → Test

Data Analysis ← User Feedback

Create High-Fidelity Diagrams

Usability Testing
Collect user satisfaction for further improvement

Testing & Evaluation

Firstly, I met with tester from digy4 to understand the overall process, secondly, I used user journey map and Problem evaluation matrix to discover the pain points, after that, I organized the problems found through questionnaires, conducted research on testers and developers of the company to collect their views, and finally determined the pain points and project direction.
In the secondary research, the type and design of visualization were investigated and the direction of visualization was determined.
After the high-fidelity design was completed, A/B test and face-to-face test collected user satisfaction, analyzed according to user usage data, and further improved the design.

Conclusions & Future Work

The overall project improved the sense of user experience and customer satisfaction by changing the visualization form. In the future, we still need to continue to explore feasible and better ways to improve customer satisfaction from the perspective of user experience, and help users understand the dashboard quickly from all aspects, so as to attract customers.