

## Remote unmoderated usability testing: Adding another network for Advanced WiFi users

**Scenario:** You're a Spectrum customer with Internet services.

1. Task 1: You currently have one WiFi network. Create another network and make it hidden, so that others will only be able to join once you've shared the network info with them.
2. Task 2: You decide to use your additional WiFi network for your guests. Rename this network and make it visible, so others can easily join using the network info.

### Headlines:

- 7/8 participants were able to create an additional WiFi network.
  - Of the seven participants who created an additional WiFi network, four said they would be likely to use this feature. Reasons mentioned were security, privacy, and better bandwidth.
  - A couple participants referred to the "green check box" and "success message" when rating their confidence in successfully completing this task.
- 7/8 participants were able to edit their additional WiFi network info.
  - "Manage Network" was an intuitive CTA for users to change their network info.
- Very few users read the body copy on the Set Up Additional WiFi Network card or the microcopy under the Hide Network check box.
- The Change Network Info dialog made most users pause momentarily.

### Highlights:

"I would say mixed feelings here because once I found the right location, it felt very easy, but initially I didn't find it very obvious that it was going to be under Services." – P7, rating the ease of setting up an additional network

"I think it was easy... I think the website is laid out in such a neat and clean way... it works the way I expected it to." – P1, rating the ease of editing the additional network info

### Takeaways for design team:

Collaborate with ASO team on Account Summary page:

- 4/8 participants wanted to click on "Add or Upgrade" within the lefthand menu.
  - One participant was convinced this is where they needed to go, even though it wasn't clickable. They were unable to complete either task.
- 3/8 participants wanted to click on "Manage Domain" within the Your Services section.
  - The title "Your Services" here is confusing with "Services" in the lefthand menu –how can we differentiate Internet or TV as a service we provide from their ability to access email and manage their domain?
- 2/8 participants browsed the Popular Support topics section before completing the first task.
  - Who decides which articles to include in this section?

Figma prototype link: <https://www.figma.com/proto/wcUnf8BMACJbaNVkGOifer/SSPP-AxW-Services?type=design&node-id=2286-231351&viewport=-5273%2C-2338%2C0.1&t=rArxPcQtxy4LOxmC-8&scaling=min-zoom&starting-point-node-id=2286%3A231351&hide-ui=1>