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**Usability Testing for Fusion Applications and
Applications Unlimited**
Collaborate 2008



The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.



Agenda

- Introduction
 - Oracle User Experience and Usability Testing
- Conference Participation
 - Aim to be a Permanent Fixture at User Conferences
- Reaching out to Customers
 - Oracle Global Design Partners Program, CPCA
 - Oracle Labs, User Conferences
- Get Involved



What is a Usability Test?

- An Objectively Crafted Analysis
 - Users perform application **tasks** on a **prototype or live code** to discover:
 - Ease of use
 - Functionality issues
 - Validate design direction
 - Benchmark Usability (Live Code)
- Using a Non-Biased Methodology
 - User Centered Design
- Performed by Experts
 - **End users** who fit the profile of the product's targeted users

Conference Presence



Live Customer Feedback Sessions

Conference Presence



Adjacent to main activities
Somewhat private entrance

Invitation Only

Customer Experience

Oracle
Product
Manager

Product
Prototype

Customer
User



Oracle
Usability
Engineer

Repeatable
Test Script

Privacy

Private 1-1 interactions
between User & Oracle



The Fusion HCM Business Flow Tests

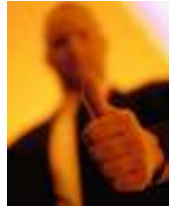
- **10 HCM Fusion flows were validated...**
 - **Learning:** Enrollment and Manage Learner Information with Web 2.0 features
 - **Learning:** Catalog Setup
 - **Benefits:** Plan Design Wizard Setup
 - **Compensation:** Compensation Workbench
 - **Talent Management:** Profile, Goal and Performance Management Integration
 - **Recruitment:** Match Applicant to Job, Offer
 - **Payroll:** Payroll Calculations
 - **Time and Labor:** Admin Entry-Report Time
 - **Core HR:** Line Manager Dashboard/Worker Information
 - **Core HR:** Enter New Hire
- **Joint effort by...**
 - Apps UX: HCM UX Team
 - HCM Product Management and Development
 - HCM Strategy
 - HCM I&L Team



Customer Recruitment

- Invitation Only. Only customers with a CPCA. (*Customer Participation Confidentiality Agreement*)
 - CPCA is first step when joining the Oracle Design Partners program
 - Allows customers to be open about how they do their jobs—without fear of revealing confidential information. Information gathered is for the exclusive purpose of improving product design.
- 50% were recruited prior to the conference
- 93% that were recruited attended their sessions

Sample Findings: Positive Feedback

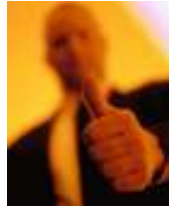


- Without exception, participants were positive and excited by the opportunity – both before and after the sessions. Customers would like more events like this and are happy to be contacted in the future.



Participation Survey Results

Response Rate: 86%- (60 people)



- Did you enjoy taking part in our Customer Feedback Session?
 - **Yes: 100%**

- Would you participate in future feedback sessions at conferences like OHUG or Oracle Open World?
 - **Yes: 100%**



Advantages of Usability Testing at Conferences

For Customer Participants

- No additional travel cost or time
- Hands-on opportunity to interact with designs
- Allows customers to understand the meaning of User Centered Design and how central it is in Oracle's development process.

Results in More Complete Data

- Face-to-face experience instead of remote/phone sessions
- Collects feedback on multiple flows at once
- Includes more users across geographies (Europe, US, Asia, etc.)

Collaborate 08 Testing



- Customer Participation Process
 - Recruiting started in February, Scheduling in March
 - Used Collaborate website for customer registration
- Sessions
 - Time: Tuesday-Wednesday, April 15-16, 2008
 - Location: Hyatt Hotel (adjoining the Denver Convention Center)
- Flows
 - 8 Flows
 - Multiple Pillars
 - ~100 End Users participating



Global Design Partners

- Oracle Customers
 - Over 450 and counting!
- Partnering with Usability Professionals
 - Usability Engineers, UI Designers
 - Oracle Labs, Remote Sessions, User Conferences, Customer Locations
- Making World-Class Software
 - End users' voices are heard
 - True User-Centered design from end to end



Learn More and Get Involved

- Oracle Applications User Experience

usableapps.oracle.com

- Global Design Partners

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