

Hawkular notifications usability study results

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Participants/Method

11 total participants, 2 DNF

3 days in cafeteria and UXD lab

7 tasks to walk through with follow-on questions

Notifications - Adding URLs

The screenshot shows a web application interface for monitoring URLs. At the top, there is a dark header with 'URLs' and 'Application Servers' tabs. A notification box in the top right corner states: 'Your data is being collected. Please be patient (should be about another minute)'. Below the header, the text 'Hello UX!' is displayed. A search bar contains 'http://' and an 'Add URL' button is to its right. The main content area is titled 'Current status of your URLs'. A dropdown menu shows 'URL (A-Z)' and a clock icon indicates the time is 14:43:19. Below this, a table displays the status for the URL 'http://amazon.com'.

Current status of your URLs			
URL (A-Z) 14:43:19			
http://amazon.com			
0 Unresolved Alerts	 Current Availability	n/a Last Downtime	 Current Response Time

Notifications - Adding URLs

Do users see feedback letting them know the system is working on adding their URL?

Do users correctly interpret the message (content, color, icon) conveyed by the feedback?

Notifications - Adding URLs

81% of participants saw the spinners ✓

36% saw bubble (and spinners) ✗

Those who saw the spinners interpreted its message correctly ✓

Notifications - Adding URLs

Recommendations:

Spinners performed very well, keep as-is

Bubble is superfluous and should be removed

Users very quickly look away once they know the system is working - if the message is important, it needs to be sticky

Notifications - Deleting URLs

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URLs Application Servers

The URL <http://patternfly.org> is no longer being monitored.

Hello UX!

Current status of your URLs

URL (A-Z) 14:45:46

http://amazon.com IP: 205.251.242.54 Powered by: Server			
0 Unresolved Alerts	Up Current Availability	a minute ago Last Downtime	1620 ms Current Response Time
http://starwars.com IP: 184.28.188.56			
	Up Current Availability	n/a Last Downtime	130 ms Current Response Time
http://patternfly.org IP: 54.88.202.196 Powered by: Apache/2.2.15 (Red Hat)			
	Up Current Availability	6 minutes ago Last Downtime	1020 ms Current Response Time

Delete URL ✕

Are you sure you want to stop monitoring and delete the data for the URL <http://patternfly.org> (Resource ID: e9e6b3166aa0d8bab9824ffa2cdd773b)?

This action can't be undone.

Notifications - Deleting URLs

Is the confirmation dialog successful in giving users pause before losing data?

Are users aware this is a destructive action?

Notifications - Deleting URLs

100% saw the confirmation dialog ✓

18% saw text about data being removed ✗

88% knew red button meant destructive ✓

One participant said message was “scary” ✓

Notifications - Deleting URLs

100% believe URL(s) were deleted ✓

66% attribute that to URL not being in list ✓

33% attribute that to bubble ✗

Of those who saw bubble, 100% quoted the text almost verbatim ✓

Notifications - Deleting URLs

Recommendations:

Edit confirmation dialog copy to bare minimum

Discuss whether Unix philosophy of “no feedback being ok” suffices

If feedback necessary, use bubble - it's much clearer

Notifications - Alert conditions



(unable to make the system show the notification)

Notifications - Alert conditions

Are users confident that their settings were saved and will be applied immediately?

Is having a different type of success message confusing?

Notifications - Alert conditions

67% believe settings were saved ●

54% attribute it to the inline message ●

46% attribute it to “no bad feedback” ●

2 of 6 were very confident (9-10)

4 of 6 were unsure (6-8)

Notifications - Alert conditions

Recommendations:

Discuss whether Unix philosophy of “no feedback being ok” suffices

If feedback necessary, use bubble - it's much clearer

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URLs Application Servers

◀ All URLs 📅 20 Aug 2015 13:52 - 14:52

http://patternfly.org

[All Alerts](#) Availability Response Time

Alerts (1) ⚙️ Alert Settings

 20 Aug 2015 14:48:06 **Response time** was above the threshold (500 ms) for 16 seconds (until 14:48). The average response time was 3,625 ms. □

Resolve all

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URLs Application Servers

◀ All URLs 📅 20 Aug 2015 13:52 - 14:52

http://patternfly.org

[All Alerts](#) Availability Response Time

Alerts (0) ⚙️ Alert Settings



No alerts have been fired.

Notifications - Alert resolution

Are users confident that alerts were resolved?

Does the terminology match their mental model?

Notifications - Alert resolution

75% believe alerts were “resolved” ✓

38% would prefer to confirm resolution

“Resolved” = reviewed, acknowledge, clear,
but **not** fixed ✗

“What if I come in for my shift and see no
alerts in the list? That’s not accurate.” ✗

Notifications - Alert resolution

“No alerts have been fired” = none to deal with right now, none in this time period

More than half preferred “No alerts” ✓

One participant thinks the term “fired” is “too techy, too under the hood” ✗

Notifications - Alert resolution

Recommendations:

Reconsider the term “resolved.” “Clear” or “acknowledge” is a better choice

Don't use checkboxes for resolution without a way to get back to old alerts, try another interaction

Change copy on blank slate page to “No Alerts”