



# AI UX Testing

Launch your AI UX with confidence, increase uptake, and reduce support calls

A usable AI experience can increase productivity and collaboration, delight users, and minimize support calls. We will work with you to conduct AI usability testing that gives you confidence and direction as you design or re-design your AI experience.

## THIS SERVICE PROVIDES...

Understanding on ease-of-use, access of information, navigation and ability to complete tasks

Insight on potential issues that would prevent adoption of the AI as well as level trust with the AI results

Uncover how users feel the AI “works with them” and if they will find it enjoyable



## WHAT YOU GET

You'll receive a comprehensive AI usability testing report. It will validate your AI experience performance in the hands of real users, and will include:

- ✓ A full analysis of the quantitative and qualitative test data
- ✓ The root causes of each usability issue found
- ✓ Practical, prioritized design recommendations to improve the AI user experience



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## HOW WE DO IT

- 1 We consult with your stakeholders to understand project needs and goals for the usability testing study.
- 2 We develop the test protocol, recruit participants, and conduct the usability test sessions. This includes individual test sessions where we observe the user completing relevant scenarios using the AI tools.

- 3 We will analyze the test results and make them clear, actionable, and easy to communicate to other stakeholders.



## About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

## Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

## Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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