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### CPUX-F Exam

Usability and User Experience

# Questions & Answers

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**Question: 1**

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Fill in the blanks:

A usability \_\_\_\_\_ shows what representative users are able to accomplish with the interactive system when they carry out representative \_\_\_\_\_. Eliciting \_\_\_\_\_

See below all answers:

**Explanation**

1. test or tests
2. tasks or task
3. personal
4. discussing
5. test or tests

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**Question: 2**

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What are qualitative user requirements?

- A. Qualitative user requirements set measurable goals for usability and user experience.
- B. Qualitative user requirements address the way in which the interactive system is used to arrive at a user goal
- C. Qualitative user requirements address the way in which the system is designed
- D. Qualitative user requirements provide a basis for the design of the interactive system and can be verified by evaluating the interactive system.
- E. Qualitative user requirements qualify the need for the user requirement in question
- F. Qualitative user requirements set measurable design on quantitative user requirements

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**Answer: B, D**

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**Question: 3**

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3. Fill in the blanks;

A user experience professional is a professional who has one or more of the following responsibilities in a project:

1. Planning and managing the \_\_\_\_\_ design process;
  2. Identifying and describing the \_\_\_\_\_;
  3. Deriving the \_\_\_\_\_ requirements;
  4. Creating the \_\_\_\_\_ architecture and the navigation structure;
  5. Defining and conceiving the interaction between humans and the interactive system based on the context of \_\_\_\_\_; use and the
  6. Designing the graphic part of the \_\_\_\_\_;
  7. Carrying out \_\_\_\_\_ of user interfaces in various stages of realisation
- See answers below.

### Explanation

1. human-centred
2. context of use
3. user
4. information
5. user requirements
6. user interface
7. usability evaluations or usability evaluation

A user experience professional is a person who has specific responsibilities associated with the human-centred quality of an interactive system. Their responsibilities include analysis of the context of use, specifying user requirements, producing design solutions - in particular prototypes - and carrying out usability evaluations.

Page 14 in CPUX-F\_EN\_Curriculum-and-Glossary.pdf.

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### Question: 4

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Fill in the blank:

Context of use description is a description of the users, goals, tasks, resources, and environments derived from observations, contextual interviews and \_\_\_\_\_.

## 1. focus groups

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**Question: 5**

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Which two of the following statements are valid as-is scenarios for an existing car rental website?

- A. Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. She compares the cars available for the dates she wants to travel and chooses the one she likes best. She reserves the car for collection on the evening of the day before her trip.
- B. Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. It is unclear whether the cars she is considering are available for the dates she wants to travel. Rachel looks for a phone number to speak to someone at the rental company but she can only find a web chat service which is currently offline. Frustrated, Rachel leaves the website and searches for an alternative car rental company.
- C. Establish the required departure time; 2. Establish the costs for each available vehicle; 3. Choose a vehicle (based on cost size, personal preferences); 4. Reserve the car; 5. Collect the car.
- D. When renting a car, customers need to know which cars are available for their chosen dates so they can complete their journey on time.
- E. When renting a car, customers must be able to select their chosen dates so the website can display the cars which are available.
- F. Rachel lives in a village outside Reading. She drives but doesn't own a car as her village has good public transport links to the nearest town, where she works, and she finds the bus convenient and cheap. Rachel occasionally visits her brother in Keswick for the weekend. It is too expensive for her to make this journey by train, and the bus takes too long, so she usually rents a car

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**Answer: A, B**

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**Explanation**

Answer C is less correct than answer A and B because it is not narrative and because it is not about a specific user - that is, a persona. Answer F describes a persona; it is not narrative.

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