

Conclusion

Results

When calculating results, we should take into consideration a couple of things that made the results less accurate:

- this wasn't a Maze classic test since the UX & PM team asked questions during the test that delayed the system response and score and dropped the score calculation
- the hand icon on hover cannot be disabled in Maze, and some users have guessed the action by just hovering
- we had a non-technical person which lowered the overall ratings since he wasn't able to accomplish 90% of the tasks without extra help

Usability score results

The thresholds for the usability score were:

- Green 60-100%
- Yellow 59-50%
- Red < 49%.

<https://help.maze.co/hc/en-us/articles/360052723353-How-your-Usability-Score-is-calculated>