

# Getting the most from UX/UI and test functions

By Shafiq Ahmed



## Introduction

This blog post is for decision-makers who can influence change so that the synergies between the User Interface/User Experience (UI/UX) and test functions can be utilised fully within their organisation to preventing defects and customer dissatisfaction.

UI/UX function can be any one person or team which defines the functionality and the look and feel of the software.

The test function can be any one person or a team who carry out software or product testing.

I am deliberately leaving out other functions to simplify the message and solely focusing on the UI/UX and test functions. It does not mean that they will have to be left out.

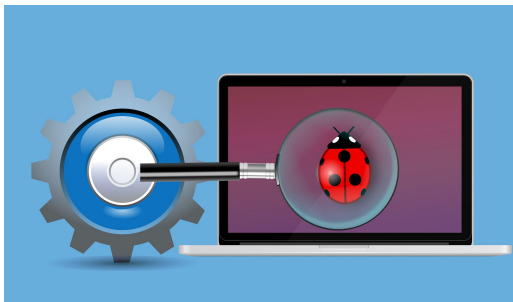
## Background

I have worked on projects where test and UX were involved together at the beginning of the project where the delivery of the project resulted in high-quality work. In instances where the teams were siloed, this resulted in miscommunication that resulted in errors at every subsequent stage. Conversely, involving UX/UI functions during the testing phase can help with teething out any usability issues.

## The test function

*The test function will be able to:*

- Give input on error conditions and ask what the software should do in those instances.
- Apply their systems knowledge as users and give feedback on whether functionality will hinder users of the software.
- Ask detailed questions in meetings to gain a better understanding when it comes to testing the software or write test documentation.
- Review design documentation to ensure there are no ambiguities.



## The UI/UX function

*UI/UX function will be able to:*

- Work with testers when testing to ensure the functionality meets their original vision.



- Fill in gaps where the test engineer's knowledge of how the software should behave under certain conditions.
- Review test documentation, test cases, charters, diagrams, etc., to ensure test engineers have fully understood their designs.
- Create and apply usability tests to capture usability issues.



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