

Useful

Has previous understanding of app payments	Uses online payment all the time	Learning about making a payment in the app for the first time	Looks forward to try the feature
Seems to have used it previously	Understands how it works	Continues to evaluate the app	Excited about the possibility

Getting Started

Knows how to get started	Knows how to get started	Confused about getting started	Manages to get started
Knows how to make it through	Understands trying the buttons	Has a hard time	Has a hard time

Tone

Speaks in a positive tone	Speaks in a confident time	Speaks in a clarifying tone	Speaks in an excited tone
Speaks in a blank tone	Speaks in a feeble tone	Doesn't speak	Speaks in a joyful tone

Confusion

Has trouble toggling the payment options	Has trouble having the payment go through	Has trouble initiating the process	Has trouble bringing it to completion
Has trouble navigating through the pages	Has trouble towards the end	Has trouble having the payment go through	Has trouble navigating through the pages