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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is a globally recognized certification for professionals who work in the field of software testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is specifically designed for individuals who are interested in specializing in usability testing, which is a critical aspect of software testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification exam covers a range of topics, including usability testing concepts, usability testing methods and techniques, usability test planning and execution, and usability test reporting and analysis.

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The successful completion of the ISQI CTFL-UT Exam helps individuals validate their software testing skills and positions them as a valuable asset to their organization. It also helps improve their understanding of user experience and usability testing, which can help make valuable contributions to the design and development of software products.

The ISQI CTFL-UT exam is designed to test the knowledge and skills of individuals at the foundation level of usability testing. This means that individuals who have passed the exam will have a good understanding of usability testing concepts and techniques, and will be able to apply them in a practical setting. ISTQB Certified Tester-Foundation Level - Usability Testing certification is recognized globally and is highly valued by employers in the software testing industry.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q19-Q24):

NEW QUESTION # 19
During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Positive finding
- B. Usability problem
- C. Good idea
- D. Functional problem

Answer: C

Explanation:
In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.
References:
Usability.gov: Types of Usability Findings
Nielsen Norman Group: Reporting Usability Test Results
ISO 25062:2006 - Usability Test Reports
##

NEW QUESTION # 20
You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.
Which of the following is a valid approach for evaluating the usability in this case?

- A. Accessibility Evaluation
- B. Usability testing
- C. Usability Review
- D. User surveys

Answer: C

Explanation:
When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method. Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.
Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.
References:
Nielsen Norman Group: Heuristic Evaluation
Usability.gov: Expert Reviews and Inspections
ISO 9241-110 - Usability Principles

NEW QUESTION # 21
A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.
Which usability risk should be reasonably addressed for the next release?

- A. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface
- B. Users resist using a software product which is essential for their daily work because it lacks usability
- C. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- D. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction

Answer: A

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.
References:
ISO 9241-210:2019 - Risk Management in Usability Engineering
Nielsen Norman Group: Error Prevention in UI Design
IEEE 1028: Standard for Software Reviews and Risk-Based Usability
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NEW QUESTION # 22
Which of the following is the best description for a usability test session?

- A. A document specifying a sequence of actions for the execution of a usability test.
- B. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- C. A black-box test technique in which test cases are designed to execute usability scenarios.
- D. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.

Answer: B

Explanation:
A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.
References:
ISO 25062:2006 - Common Industry Format (CIF)
Nielsen Norman Group: Usability Testing 101
Usability.gov: Usability Test Sessions
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NEW QUESTION # 23
What is good accessibility?

- A. Good usability of a software product by people with limited knowledge of the software
- B. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility
- C. Good usability of a software product on all devices (smart phone, computer, etc.)
- D. Good usability regardless of disturbances like bright sunlight, noise or wind

Answer: B

Explanation:
Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.
References:
WCAG 2.1 Guidelines - W3C
ISO 9241-171:2008 - Guidance on software accessibility
Usability.gov: Accessibility Basics
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NEW QUESTION # 24

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