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對於CTFL-UT認證考試，你是怎麼想的呢？作為非常有人氣的ISQI認證考試之一，這個考試也是非常重要的。但是，當你為了更好地準備考試而尋找參考資料的時候，你會發現找到一本非常優秀的參考書是很難的。那麼，應該怎麼辦才好呢？沒關係。KaoGuTi很好地體察到了你們的願望，並且為了滿足廣大考生的要求，向你們提供最好的考試考古題。

該考試涵蓋了六個不同的可用性測試元素，它們是：理解可用性、計劃可用性測試、執行可用性測試、分析和報告可用性測試結果、適用於移動設備的可用性以及可達性。在當今數字時代，這些主題對於產品或服務的使用便利性和可訪問性是至關重要的因素，這些因素對於用戶的採納和保留是關鍵的。

>> CTFL-UT考題寶典 <<

最好的的CTFL-UT考題寶典，覆蓋全真ISTQB Certified Tester-Foundation Level - Usability Testing CTFL-UT考試考題

如果你發現我們CTFL-UT有任何品質問題或者沒有考過，我們將無條件全額退款，KaoGuTi是專業提供ISQI的CTFL-UT最新考題和答案的網站，幾乎全部覆蓋了CTFL-UT全部的知識點。

考試評估候選人對可用性測試原則、方法和技術的知識。它涵蓋了以用戶為中心的設計，可用性測試計劃和準備，可用性測試執行，結果分析和報告，以及可用性測試工具和技術等主題。認證考試旨在測試候選人在實際情況下應用他們的可用性測試知識的能力。通過 CTFL-UT 考試表明候選人具有可用性測試的扎實基礎，並能夠在專業環境中有效應用他們的知識。

最新的 iSQI Software Testing & Quality CTFL-UT 免費考試真題 (Q26-Q31):

問題 #26

What's the difference between an informal usability review and an expert usability review?

- **A. No formal usability qualifications are required for an informal usability review**
- B. Contrary to an expert review, an informal usability review is based on opinion
- C. An expert usability review is a formal review, not an informal review
- D. An informal review only requires one reviewer

答案： A

解題說明：

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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問題 #27

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations focus on improvement, formative evaluations assess the outcome
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- **C. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- D. Summative evaluations mostly rely on experts, formative evaluations require users

答案： C

解題說明：

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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問題 #28

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. Functional problem
- C. Usability problem
- **D. Good idea**

答案： D

解題說明：

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

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問題 #29

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on quantitative usability evaluations
- B. They focus on agile development
- **C. They also seek to address users with limitations**
- D. They use prototyping in their development process

答案： C

解題說明：

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

問題 #30

Which of the following statements about usability test scripts is wrong?

- **A. It contains answers to the test questions.**
- B. It contains pre-session interview questions.
- C. It is a checklist used by the moderator of a usability test.
- D. It contains post-session interview questions.

答案： A

解題說明：

A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance-not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option A is incorrect and the best choice.

References:

Usability.gov: Creating a Test Script

Nielsen Norman Group: Usability Testing Tools and Documentation

ISO 25062 - Guidelines for Usability Reporting

