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The CTFL-UT certification program covers different aspects of usability testing, including usability testing techniques, usability metrics, user experience, and usability testing tools. The program provides a comprehensive understanding of the usability testing process, including planning, execution, and reporting. The CTFL-UT certification program also focuses on the importance of user-centered design, which is crucial in ensuring that a product meets the needs of its users.

ISQI CTFL-UT certification exam is a multiple-choice exam that consists of 40 questions. CTFL-UT Exam is designed to test the candidate's knowledge and skills in various areas, including usability testing process and techniques, usability test planning and design, usability test execution and analysis, and usability test reporting. CTFL-UT exam is conducted in English, and candidates have 60 minutes to complete it. A score of 65% or above is required to pass the exam and obtain the certification.

>> CTFL-UT Exam Sample Questions <<

Quiz 2025 ISQI CTFL-UT: Updated ISTQB Certified Tester-Foundation Level - Usability Testing Exam Sample Questions

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which of the following is a key activity in a usability test session?

- A. Test the set up and modify the test script if needed
- B. Talk to the participant during the completion of a task
- C. Moderate the usability test

- D. Extract usability findings and recommendations

Answer: C

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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NEW QUESTION # 40

A "usability test participant" ...

- A. ... is a representative user who solves typical tasks in a usability test.
- B. ... is a person who observes a usability test.
- C. ... helps to set up the system used for the usability test.
- D. ... can be the organizer of a usability test.

Answer: A

Explanation:

A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.

References:

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Roles in a Usability Test

Nielsen Norman Group: Recruiting Test Participants

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NEW QUESTION # 41

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

Answer: B

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 B). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

NEW QUESTION # 42

As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.

Given this information, what is the best approach to verify the usability at the current stage?

- A. Usability maturity assessment
- B. Unmoderated usability test
- C. Usability test in the lab
- **D. Usability review**

Answer: D

Explanation:

At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.

References:

Nielsen Norman Group: When to Use Heuristic Evaluation
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Usability Evaluation Types

NEW QUESTION # 43

Which of the following is a principal task of the usability tester role?

- A. Discuss findings from usability test
- B. Perform pre-session briefing of participants
- **C. Communicate with test participant**
- D. Define testing tasks

Answer: C

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics
Nielsen Norman Group, Moderating Usability Tests
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities
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