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ISQI CTFL-UT Certification Exam is an excellent choice for individuals who want to enhance their skills and knowledge in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is particularly relevant for software testers, UX designers, software developers, and project managers. CTFL-UT exam is conducted by the International Software Testing Qualifications Board (ISTQB), which is a globally recognized organization that sets the standards for software testing. Upon passing the exam, candidates will receive a certificate that demonstrates their expertise in usability testing, which can significantly enhance their career prospects and earning potential.

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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q31-Q36):

### NEW QUESTION # 31

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

**Answer: A**

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 # 32

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

**Answer: B**

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

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### NEW QUESTION # 33

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

**Answer: D**

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 # 34**

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

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

**Answer: B**

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 # 35**

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- **A. Interview users, iteratively develop prototypes, and evaluate the software**
- B. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- C. Interview users, develop the software, and perform acceptance test
- D. Define requirements, develop the software, and perform acceptance test

**Answer: A**

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design  
Nielsen Norman Group: Human-Centered Design Principles  
Usability.gov: Human-Centered Design Process  
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