



LMET IVR Spanish Usability Testing Plan

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Background

The English IVR (Interactive Voice Response) system for LMET (Last Mile Emergency Team) was launched in Canada on October 14, 2024, and in the United States on October 28, 2024. The IVR system replaced LMET's menu-based call routing with a voice-guided workflow to reduce call transfers and wait times by eliminating caller judgment from the routing process. After three months of successful adoption, the LMET and WWOSTech teams are working to expand the IVR call system to Spanish in the United States, translating each of the prompts and using a Spanish language recognition system.

Objective

This usability testing study will test how correctly the Spanish voice response system routes drivers to the correct department based on the voice responses they give into the demo emergency phone line. Through participant feedback, we will evaluate the accuracy of prompt translations in Spanish and identify any wording that is incorrect or unclear. We have recently identified that the "do you have a delivery or app issue?" prompt has been answered incorrectly by some drivers, so we would also focus on better understanding participants thought process in answering this question given various scenarios.

Methodology

We will conduct a series of short in-person 5min usability test sessions with Delivery Associates to test out the Spanish version of the new LMET IVR system. After asking about the driver's prior experience with calling LMET to report incidents, drivers will call the demo phone line using varying scenarios as examples. We will note the



success rate of the participant being routed to the correct department based on their scenario, and field any feedback they have on the translations or call flow.

Questions

Introduction

- Hello, my name is Kendra and I'm a UX designer from the GSOC/LMET team.
- We're testing a new system in Spanish when you call in to the emergency line to report an incident. It uses voice recognition technology to route you to the correct department.
- We are also would like to know if the translations are accurate and the wording makes sense.

Prior Experience

- Have you ever been in an emergency, like accident or injury, that you've had to call in to report?
 - What was the situation?
 - How did the call go? Were you connected to someone quickly?

Usability Test

- Using the situation you experienced, call the demo number ([206-7292](tel:206-7292)) and answer the phone prompts how you would in the situation.
- After: Were all the words translated correctly? Did the prompts make sense? How was the pace and length of your call experience? Any other feedback?
 - If they respond "yes" to "delivery or app issue", why did you respond that way? What do you think "delivery issue" means?

Post

- Thank you for your feedback, we'll use it to make sure the Spanish prompts are understandable and connect you quickly with the right department.
- The gift cards should be emailed to you in a few days.

Participants

Around 10 Delivery Associates (DAs) from DAZ2 and DTU8 delivery stations in Phoenix, AZ, USA.

Deliverables





Interview analyses through Dovetail, including quote snippets
Summarized findings for immediate changes
Written research report

Appendix

Dates

DAZ2 usability test: 2/17/2025
DTU8 usability test: 2/19/2025
Summarized findings: 2/20/2025

Links

Document: [LMET IVR Proposal](#)
Figma: [LMET IVR Proposed Workflow](#)
LMET IVR Master List: [LMET IVR Master List](#)
Research Analysis: [Dovetail](#)

Contacts

Role	Name	Alias	Email
DTU8			
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Printouts

¿Hablas español?



Pruebe la nueva línea telefónica de emergencia



Recibe una tarjeta de regalo de **\$25!**

Emergency Phone Line Demo

+1 206--7292

