# iSQI CPUX-F Practice Questions

**Shared by Mendoza on 30-10-2026**

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## Question 1

Question Type: MultipleChoice

Pick which are subtasks:

### Options:

A- Rent a car
B- Cancel a car rental reservation
C- Register on a car rental website
D- Log in to a car rental website
E- Enter the password
F- Book a flight

### Answer:

B, C

### Explanation:

A subtask does not in itself achieve a goal from the user's point of view but is a necessary decision or action to reach the user's goals.

## Question 2

Question Type: MultipleChoice

A car rental website does not offer users the opportunity to cancel a reservation. An analysis of the context of use shows that users need this function. Which one aspect of the ISO 9241 definition of usability is violated by this website?

### Options:

A- Accessibility
B- Completeness
C- Efficiency
D- Effectiveness
E- Satisfaction
F- Speed

## Answer:

D

## Explanation:

ISO 9241 -A family of standards covering human-centred design.

Note: 1.

ISO 9241 includes standards related to

a. Software ergonomics;

b. The human-centred design process;

c. Displays and display related hardware;

d. Physical input devices;

e. Workplace ergonomics;

f. Environment ergonomics;

g. Control centres

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| | |
|---|---|
| Effectiveness | The accuracy and completeness with which users achieve specified **goals**.<br><br>Notes:<br>1. Accuracy is the extent to which an actual outcome matches an intended outcome.<br>2. Completeness is the extent to which the use of the system, product, or service produces all intended outcomes.<br>3. Completeness can be measured as the success rate: (Number of users who achieve a specified goal) / (Number of users who attempt to reach the specified goal).<br>4. Effectiveness is the attribute of **usability** that focuses on being able to accomplish **tasks**.<br><br>Example:<br>1. A car rental website does not offer **users** any opportunity to cancel a reservation. An analysis of the **context of use** shows that **users** need this function. There is a problem with the effectiveness of the website.<br>2. A car rental website enables users to cancel a reservation. A **usability test** shows that only 5 out of 100 **users** are able to figure out how to cancel their reservation. Those who are able to figure out how to do it, do so quickly. There is a problem with the effectiveness but not with the **efficiency** of the website. |
| Efficiency | The **resources** used in relation to the results achieved.<br><br>Notes:<br>1. **Resources** include time, human effort, financial and material **resources**.<br>2. Efficiency is the attribute of **usability** that focuses on being able to accomplish a **task** using acceptable amounts of **resources**.<br><br>Example:<br>1. A car rental website enables **users** to cancel a reservation. A **usability test** shows that the cancellation procedure is needlessly complicated even though all **usability test participants** finally manage to cancel their reservations. The **effectiveness** of the website is OK, since all **users** manage to achieve their **goal**. There is a problem with the efficiency of the website.<br>2. Sluggish response caused for example by an overloaded **interactive system** is a **usability problem**. |

## Question 3

Question Type: MultipleChoice

Which one of the following statements best characterises a usability test?

### Options:

A- A moderated, problem-oriented discussion between representative users
B- An expert carefully evaluates the interactive system to uncover usability problems
C- Representative users are asked to give their opinion about the interactive system
D- Representative users evaluate the interactive system using a questionnaire
E- Representative users are observed while they solve representative, given tasks using the interactive system
F- Representative users test the interactive system in order to find faults and defects

## Answer:

E

## Explanation:

Usability tests may occur at any time during the human-centred design process, from early analysis through interactive system delivery and beyond. Usability tests may be based on paper sketches or display mock-ups, as well as on interactive systems under design and completed interactive systems.

A usability evaluation that involves representative users performing specific tasks with the interactive system to enable identification and analysis of usability problems, or the measurement of effectiveness, efficiency, and user satisfaction.

# Question 4

Question Type: FillInTheBlank

The main purpose of personas and_____is to identify user needs and make it easier for designers, developers and other stakeholders to understand who the users are, what they do, what their obstacles are, and to facilitate discussions within the design team.

As-is scenario

A narrative text description of the procedure a specific user currently follows to complete one or more tasks. Notes:

1. The specific user in the scenario is often a persona.

2. As-is scenarios are created by a user experience professional based on results from observation and contextual interviews.

3. As-is scenarios are a suitable basis for developing personas as thinking about users in their current context of use involves thinking about what they want to do, and thinking about activities involves thinking about who will be undertaking them.

4. As-is scenarios are reviewed by users to detect misunderstandings that may have occurred during contextual interview.

## Answer:

asisscenarios

## Question 5

Question Type: MultipleChoice

The stage EARLY DESIGN involves converting user needs and user requirements into - Select three:

### Options:

A- Use scenarios
B- Storyboards
C- User journey maps
D- Low-fidelity prototype
E- Style guide
F- Wireframe

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### Answer:

A, B, C

## Question 6

Question Type: FillInTheBlank

Observation is a method for gathering_____ relating to user needs in which an observer watches users who carry out tasks that are related to the interactive system.

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### Answer:

contextualinformation

## Question 7

Question Type: MultipleChoice

The stage FIRST SKETCHES involves - Select four:

## Options:

A- Wireframe
B- Storyboards
C- Low-fidelity prototype
D- Information architecture
E- Navigation structure
F- Style guide

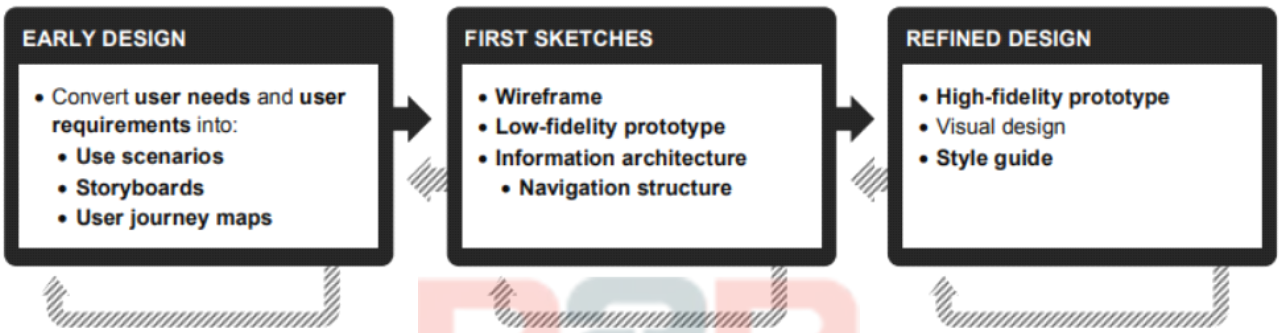
## Answer:

A, C, D, E

## Explanation:

The purpose of 'Design: produce design solutions to meet user requirements' is to convert user needs and user requirements into a working interactive system - that is, a design solution. Deliverables from the analysis of the context of use, such as user groups, as-is scenarios and personas are also used. The conversion considers dialogue principles, heuristics, style guides and design concepts like affordance and mental models as described in section 6.1. Design patterns are existing design solutions that have been shown to work for users and can therefore be reused in the designs of new interactive systems.

The approach is iterative as indicated by the following diagram:




## Question 8

Question Type: FillInTheBlank

_____is based upon an explicit understanding of users, goals, tasks, resources and environments. Users are involved throughout the design. The design is driven and refined by usability evaluation. The process is iterative -that is, it continues until the user requirements are met. The design addresses the whole user experience (UX).

### Answer:

Humancentreddesign

## Question 9

Question Type: MultipleChoice

What concepts are a part of the user experience as defined in CPUX-F?

### Options:

A- Expectation /Anticipated use
B- The interactive system
C- Fulfillment of expectations /After use
D- Human-centred design
E- Actual use
F- Quality objectives

### Answer:

A, C, E

## Question 10

Question Type: FillInTheBlank

The first activity in a usability test is to write the_____. This describes the purpose of the usability test and

Provides_____and time estimates.

### Answer:

UsabilitytestplanCost

## Question 11

Question Type: MultipleChoice

Usability inspections are carried out by:

## Options:

A- By those that decided the requirements
B- Only by IT-professionals
C- By either users or experienced professionals
D- By any participant ready for the task
E- Solely by users themselfes
F- Solely by user experience professionals

## Answer:

F

## Explanation:

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