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13 helpful UX Research tools

A guide to the landscape of user testing tools in 2020.

The landscape of UX research tools has been growing to cover everything from recruiting participants, logistics, capturing remote or in-person sessions, usability tests, generating reports and more.

While not inclusive of all the tools that are out there, here are some helpful tools you can check out whether you're a seasoned pro or a beginner:

Airtable

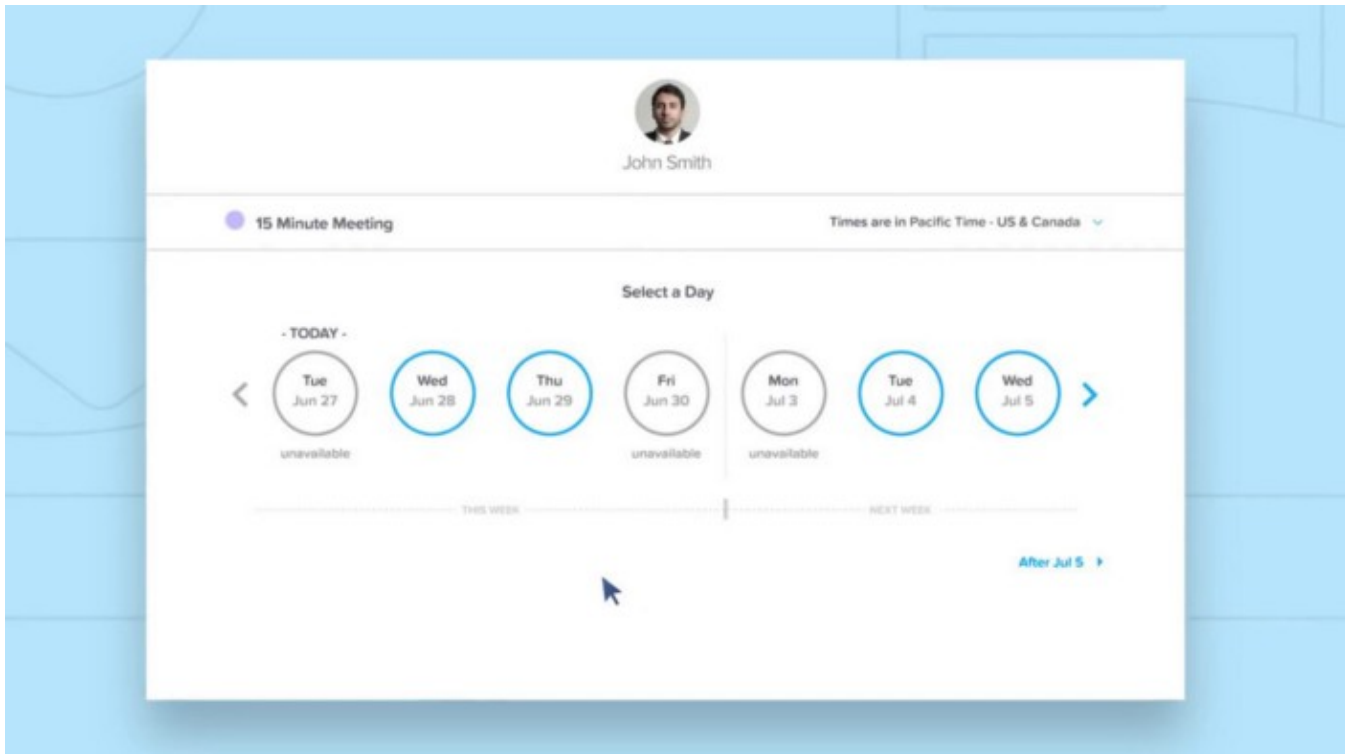
A spreadsheet/database like tool that has UX research templates to help you search and categorize participants and session insights.

	Name	Session type	Date	Person interviewed	Overall feedback score	Time on task (hr:min)
1	Alexis Pham—Followup session	Followup session	4/3/2019	Alexis Pham	★★★★	0:26
2	Jess Patel—Followup session	Followup session	4/11/2019	Jess Patel	★★★	0:41
3	Jess Patel—Initial interview	Initial interview	4/6/2019	Jess Patel	★★	0:25
4	Peyton Devenaux—Initial interview	Initial interview	4/6/2019	Peyton Devenaux	★★★★	0:50
5	Alexis Pham—Initial interview	Initial interview	3/30/2019	Alexis Pham	★	0:30
6	Pat Everett—Initial interview	Initial interview	4/13/2019	Pat Everett	★★★★★	0:18
7	Sandy Hagen—Initial interview	Initial interview	4/28/2019	Sandy Hagen	★★★	0:12
8	Robin Jaffe—Initial interview	Initial interview	5/28/2019	Robin Jaffe	★	0:18
9	Skyler Xu—Initial interview	Initial interview	5/21/2019	Skyler Xu	★★★★	0:27
10	Lee Soabo—Initial interview	Initial interview	5/2/2019	Lee Soabo	★	0:26
11	Quinn Nguyen—Initial interview	Initial interview	5/24/2019	Quinn Nguyen	★★★★★	0:30



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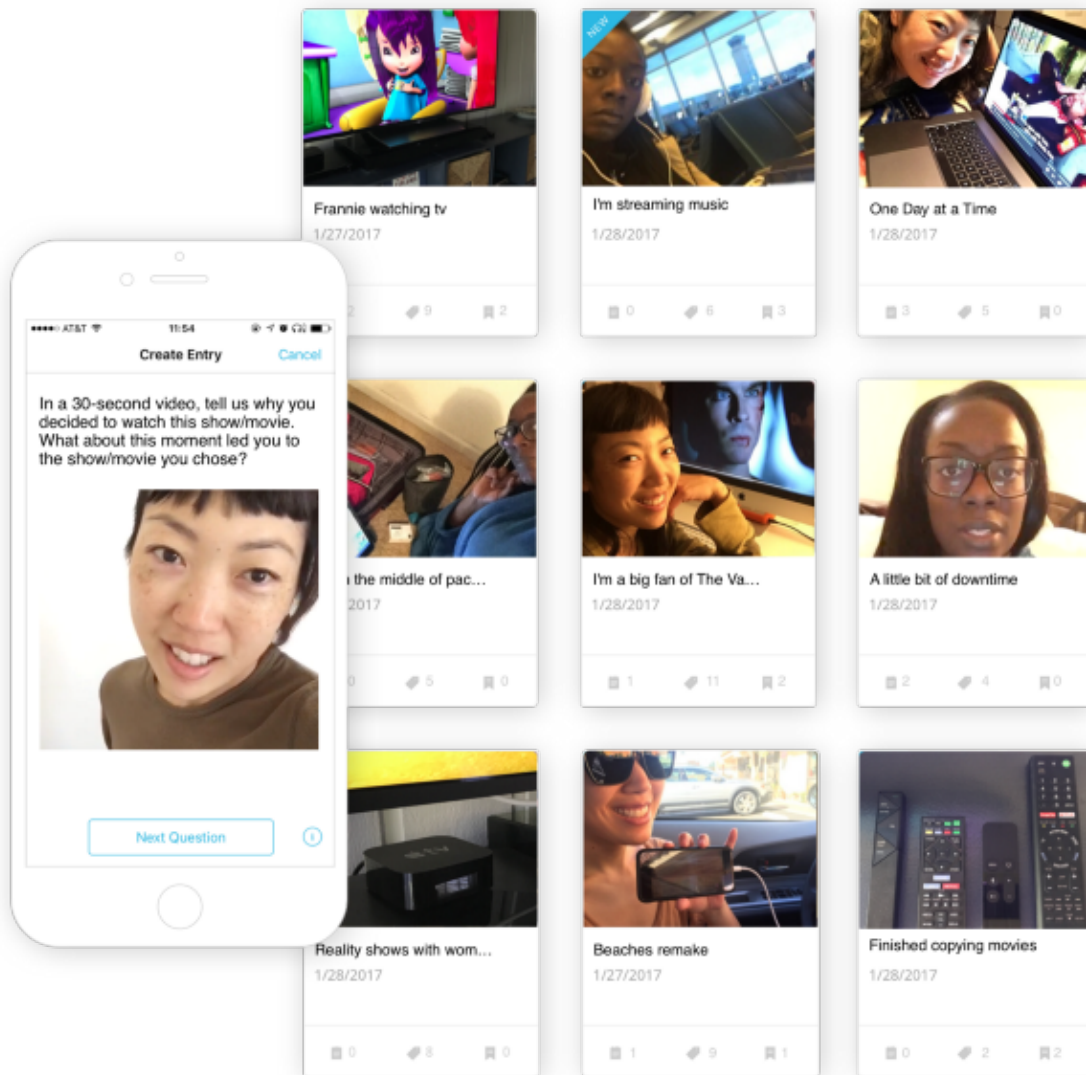
A free tool to help you schedule meetings.



Dscout

Recruit, plan and analyze diary studies.

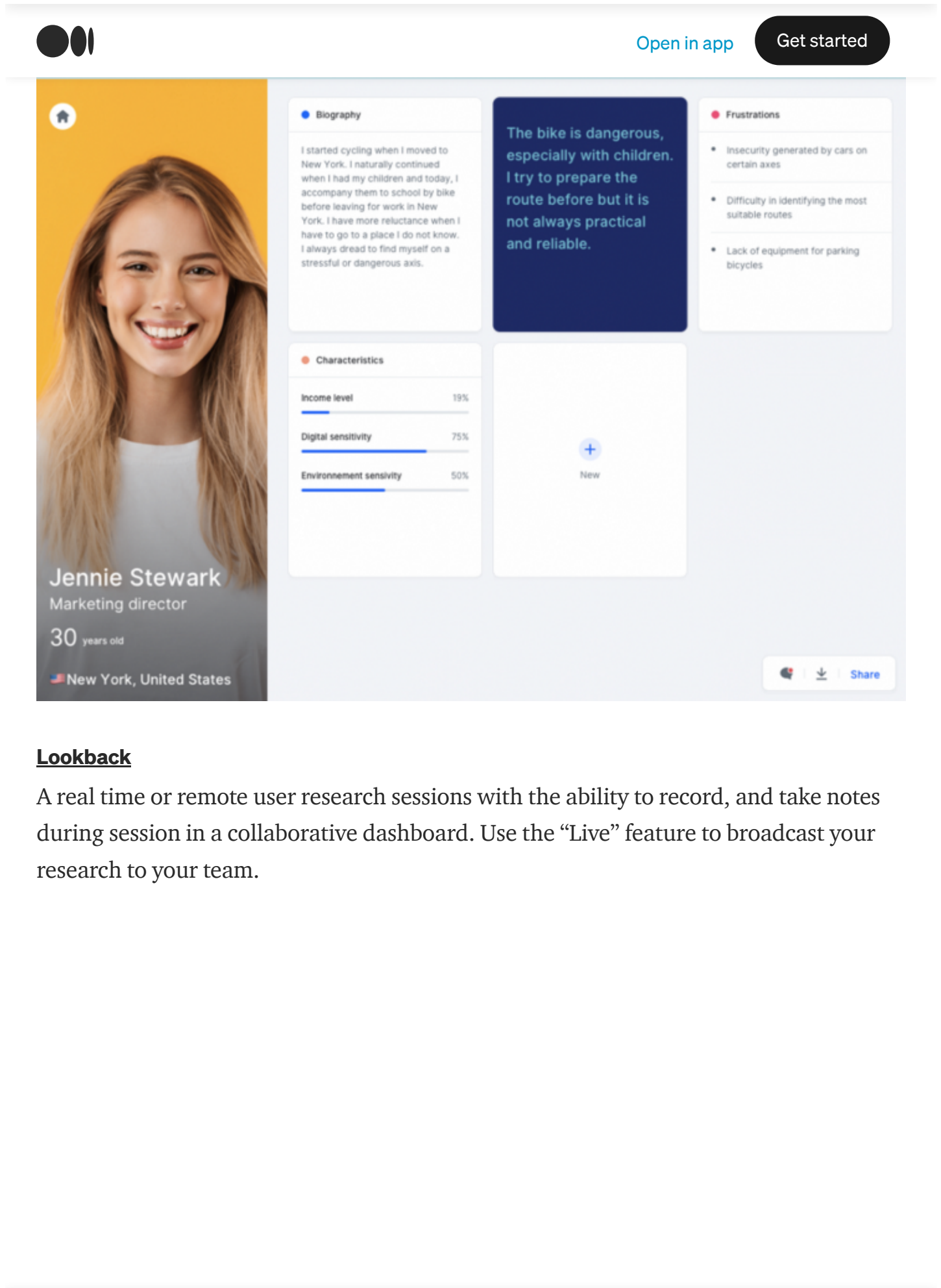


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Evolt

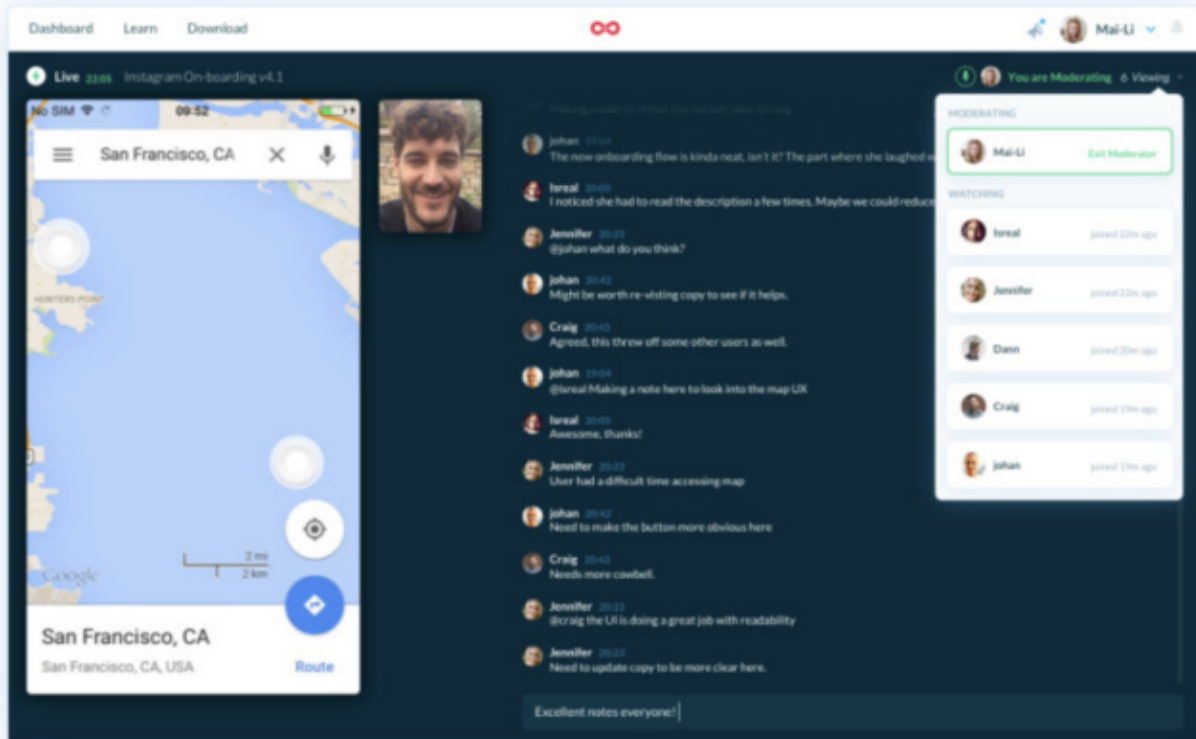
A flexible canvas creation for collaboration, with templates for storyboards, user journeys and more





Lookback

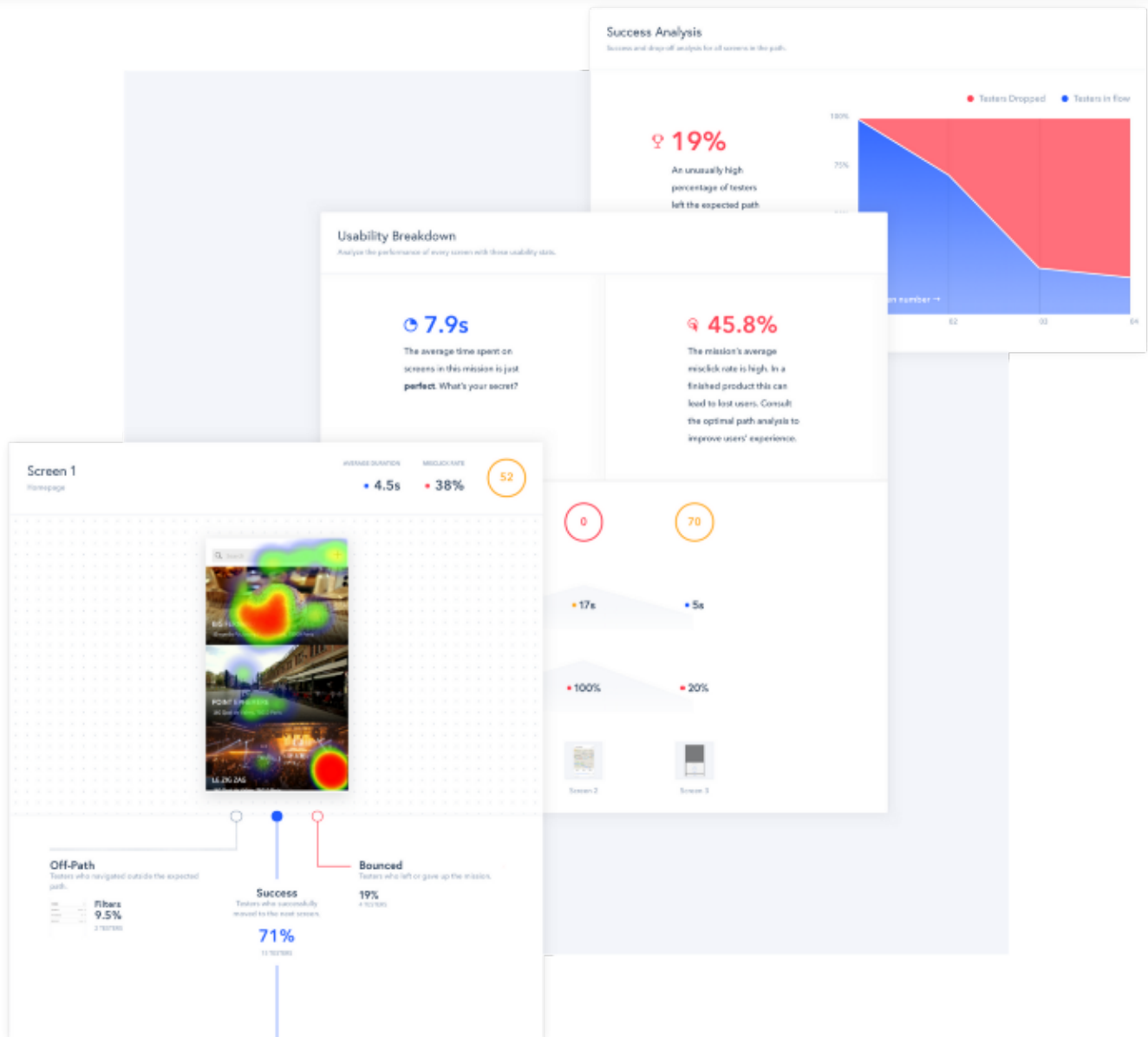
A real time or remote user research sessions with the ability to record, and take notes during session in a collaborative dashboard. Use the “Live” feature to broadcast your research to your team.

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Maze

A user testing platform that generates reports from your Figma, InVision, Sketch and Marvel prototypes.




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Miro

Online collaboration whiteboard.



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Reduct.Video

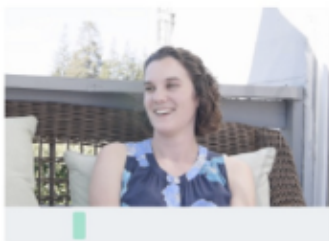
Video transcription tool to save you time reviewing footage.



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Include 1 similar word(s):

☒ playing ☐ played ☒ game



15:44 - 15:51

[Jump to Source](#)

What a kid decides the **game** is, in the first five minutes, is gonna affect how they **play** forever. So, like, if you confuse them in the first five minutes, nothing you do is gonna fix that later on.



28:48 - 24:59

[Jump to Source](#)

Describing a kid **playing** a **game**, and saying they were really confused, and watching a kid bang their fists on the table and be like, "What the heck?" That's a pretty big difference. It's pretty powerful to be able to show that.

Reframer

Help your team recruit, organize, capture and tag patterns in data across multiple research participants.



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Observation tags

Sort by tag group ▾ And/Or

Task

Task1_Login

0 ▸ 17 ◀

Task2_Navigation

0 ▸ 18 ◀

Task3_Cards

0 ▸ 16 ◀

Task4_Settings

0 ▸ 11 ◀

Task5_Infoscreen

0 ▸ 11 ◀

Task6_Confirmation

0 ▸ 9 ◀

Task7_Email

0 ▸ 8 ◀

Usability Implications

major_issue

0 ▸ 6 ◀

minor_issue

0 ▸ 8 ◀

moderate_issue

0 ▸ 4 ◀

Issues navigating the site

Add a description

Save theme

+ Start a new theme

Delete theme

Observation tags

Task2_Navigation

fail

Ended up navigating back to homepage using header

Task2_Navigation

fail

Anonymous | Created 11:51

Spent a while on accounts screen, ended up navigating away after exploring some options.

Respondent.io

Schedule remote research interviews with business professionals from verified companies.

24 responses to your project

Nikki J.

Senior Director of Marketing at Gekko

New York, NY, USA

linkedin.com/in/nikkija

92% qualified based on screener responses and target demographics

Invite

Full profile >

Screener responses >

3 past ratings >

Anthony T.

Engineering Lead at Globex

Paris, France

linkedin.com/in/anthonyte

SCHEDULED

Tomorrow 10:00 EST

Verified work email with domain globex.com

Message

Full profile >

Screener responses >

2 past ratings >

Michael B.

Legal Operations Manager at Initech

Seattle, WA, USA

ATTENDED

★★★★★

Pay

Full profile >

Home

Search

Post

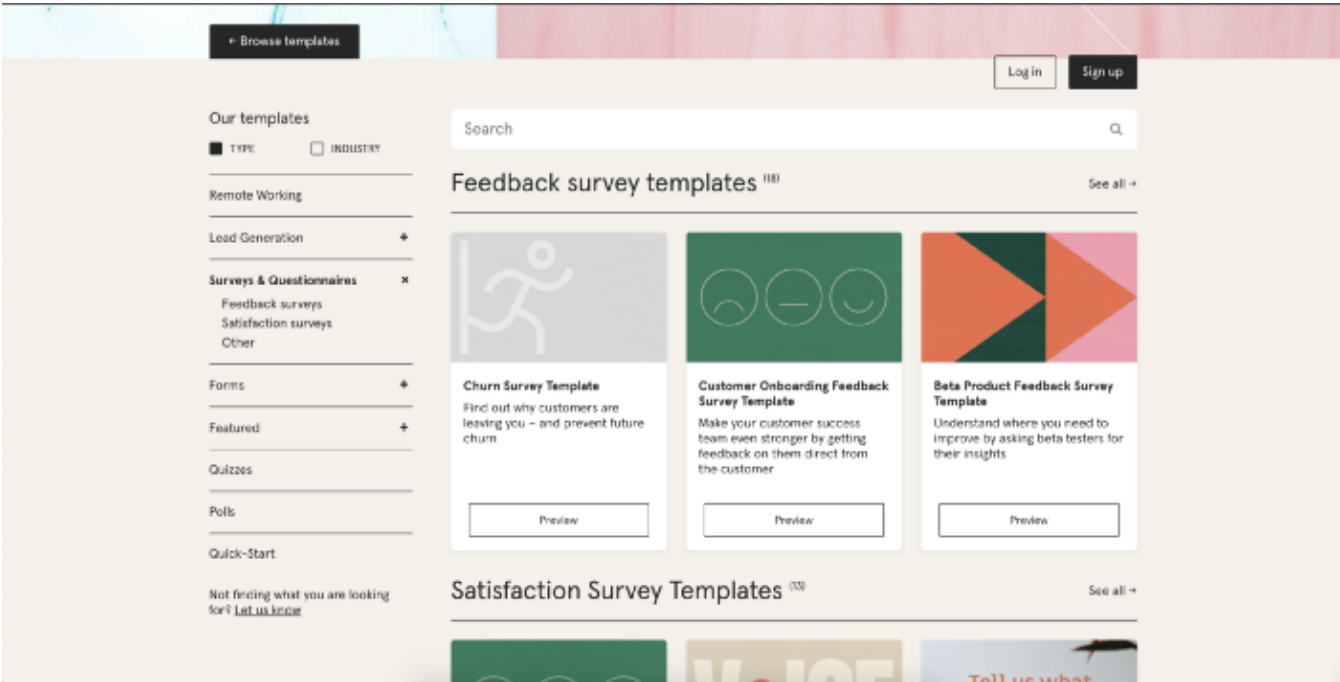
https://uxdesign.cc/13-helpful-ux-research-tools-1949c92b9da0

9/13



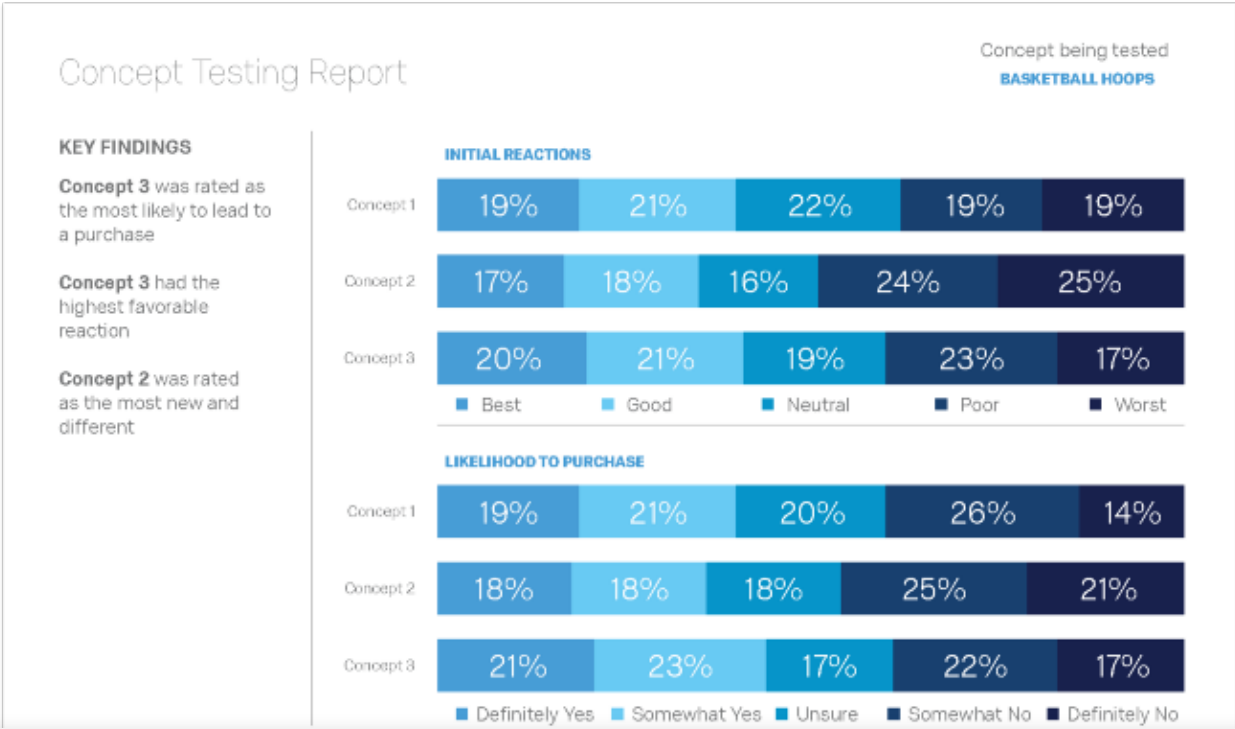
Typeform

For fuss-free form creation, try using a simple form structure to test concepts.



Qualtrics

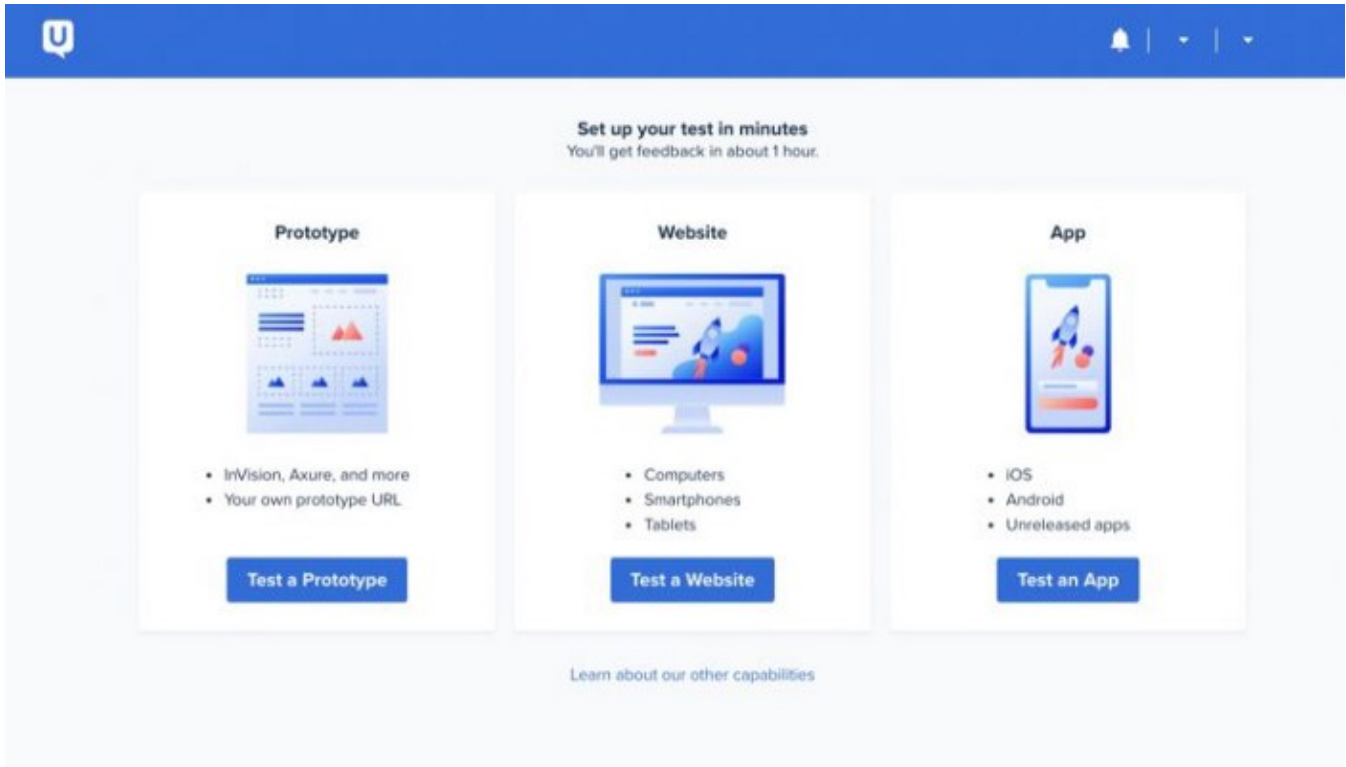
Sophisticated survey platform that helps you with concept testing.



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UserTesting

Quickly get remote or in person feedback from a largest and most diverse first-party panel. Focus on leveling up your skills with UserTesting University.



UserZoom

Robust platform for many study types. Focus on learning a particular topic UserZoom Academy. UserZoom recently acquired Validate.ly.



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