HUMAN COMPUTER INTERACTION

ASSIGNMENT NO. 1
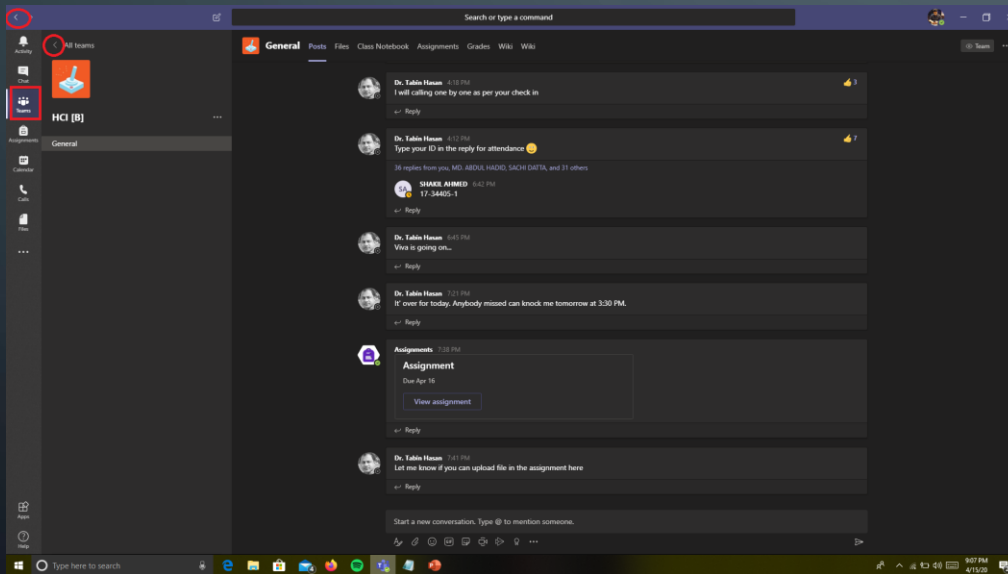
SUBMITTED BY:-

AHMED, JAHIN
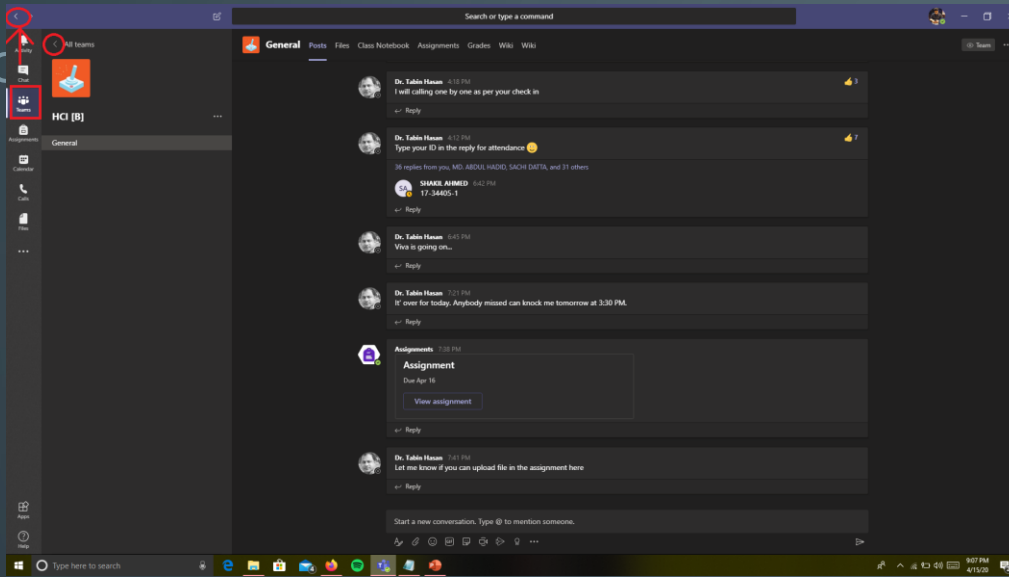
17-35005-2

- While using Microsoft Teams I observed few issues with the software, which needs to be worked on and can be improved further making it more user friendly.

- Eliminating the problems will result in better user experience and thus improve the overall solubility of the software.
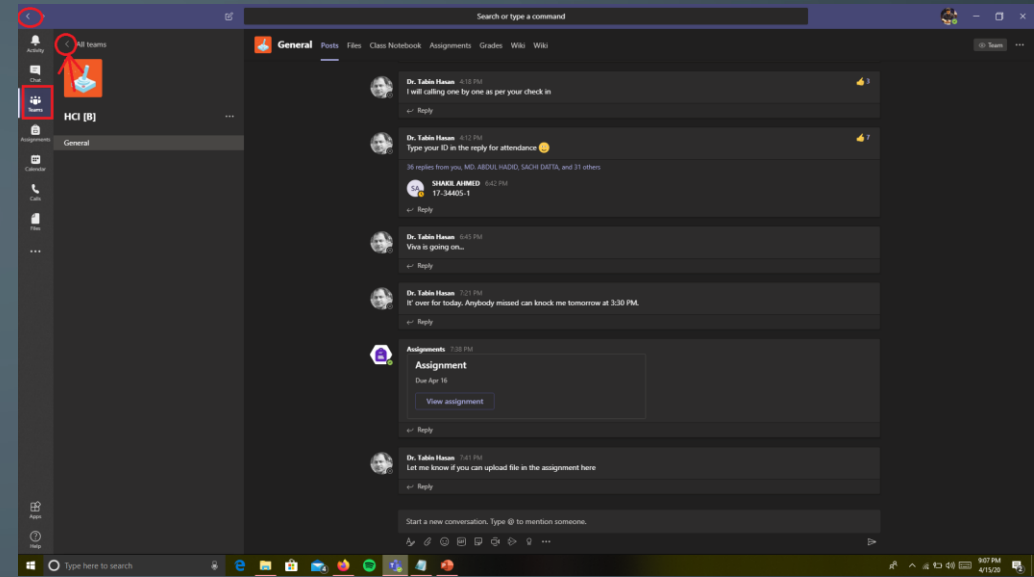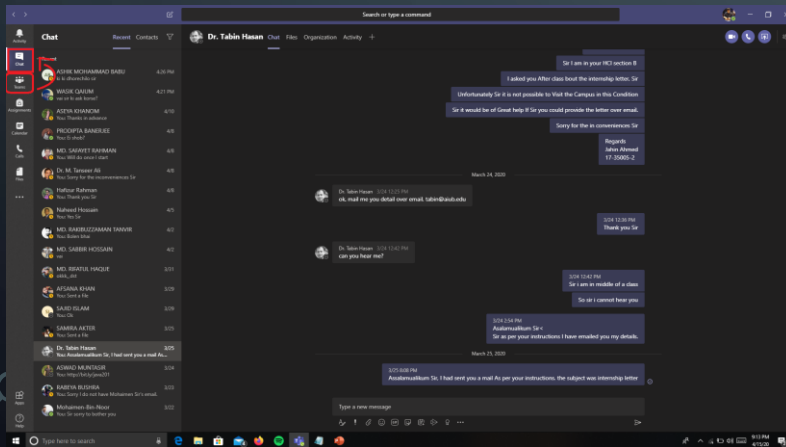
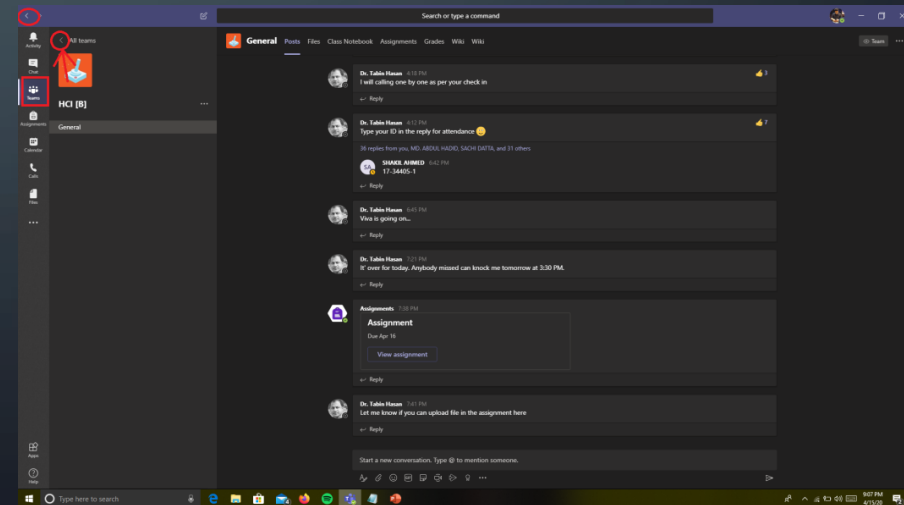# FIRST PROBLEM IN TERMS OF AFFORDANCE

- Here it can be seen that there are 2 back navigation buttons, on 2 separate places which is confusing as to what functions they perform. With trial and error it becomes clear which button performs which function.
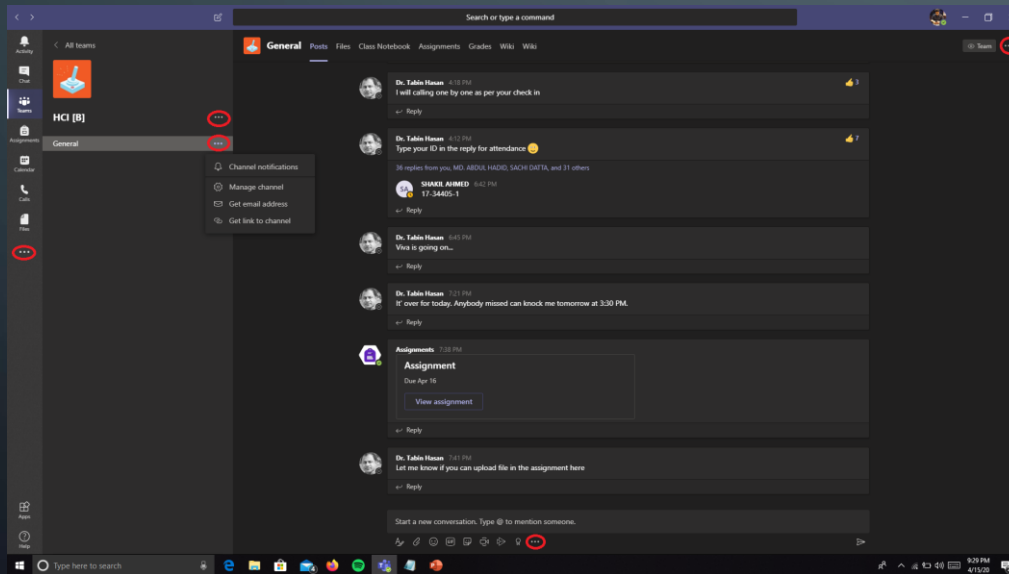
THIS BUTTON TAKES US BACK TO THE PREVIOUS TASK THAT WE WERE WORKING ON. NOW IF WE KEEP GOING BACK THIS KEEPS ON BACKTRACKING US TO THE FIRST TASK WE WERE PERFORMING, AS SHOWN BELOW.
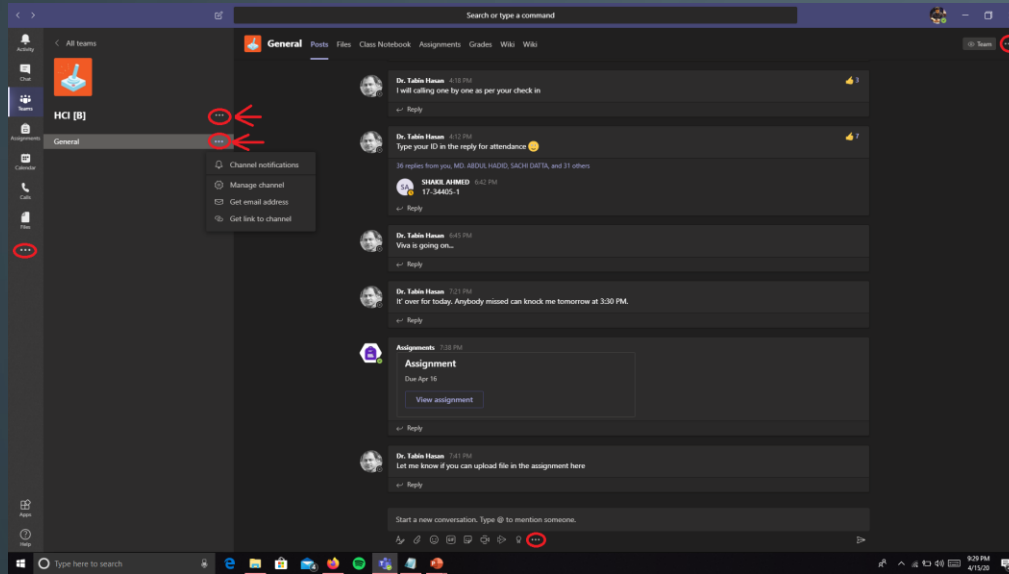
NOW WHEN WE PRESS THIS BUTTON IT TAKES US BACK TO THE PREVIOUS TAB LIKE A NORMAL BACK BUTTON SHOULD DO, AS SHOWN BELOW.
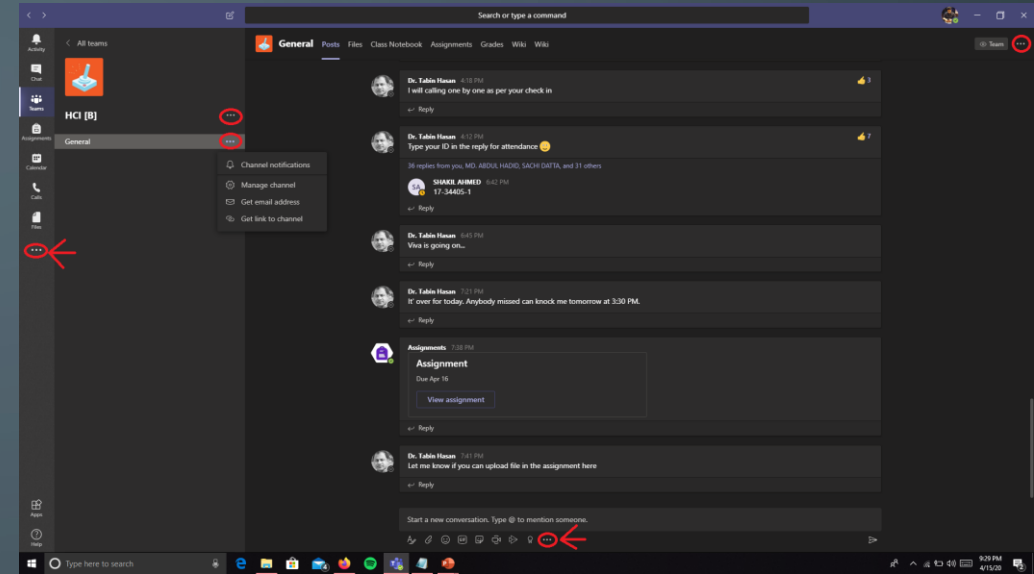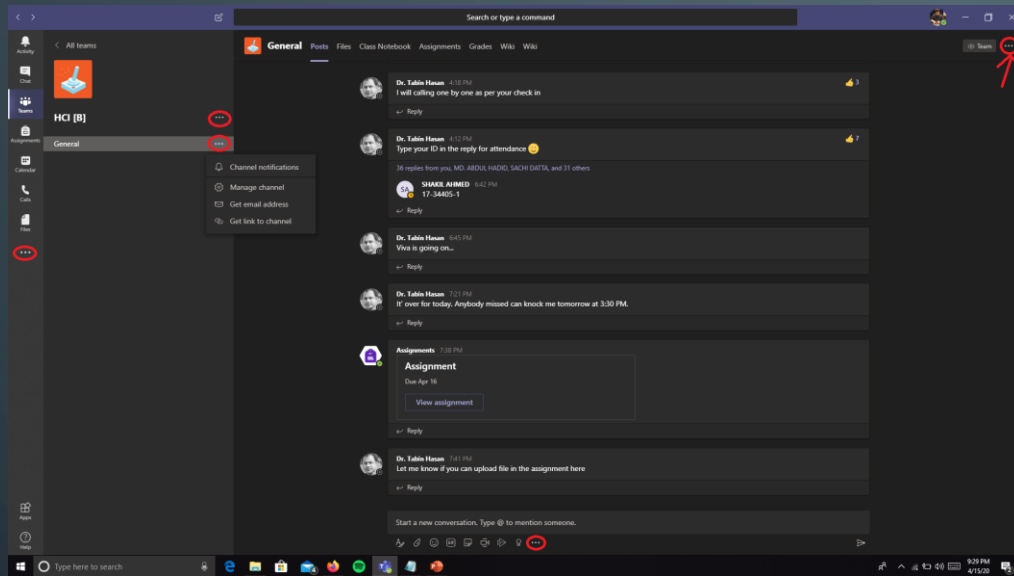
SECOND PROBLEM IN TERMS OF AFFORDANCE

- There are 5 Icons that look alike but perform differently.

THESE 2 BUTTONS HAVE THE SAME FUNCTIONALITY BUT ARE PLACED TOGETHER, WHICH WASN'T NECESSARY.
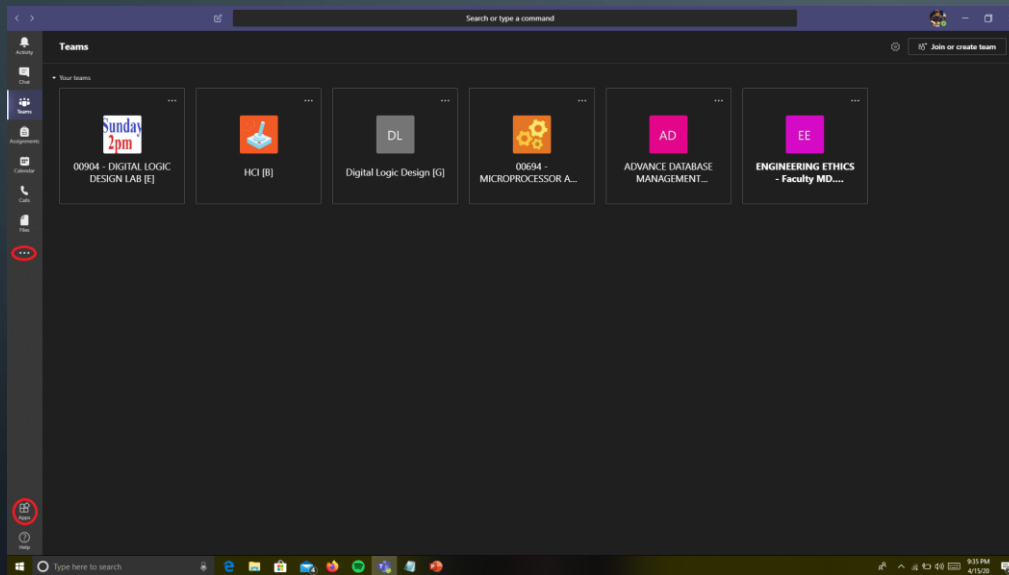
AGAIN THESE 2 BUTTONS HAVE THE SAME FUNCTIONS AND ARE PLACED IN DIFFERENT PLACES, EVEN THOUGH THE BUTTON ON THE MIDDLE LEFT IS ACCESSIBLE FROM EVERY TABS
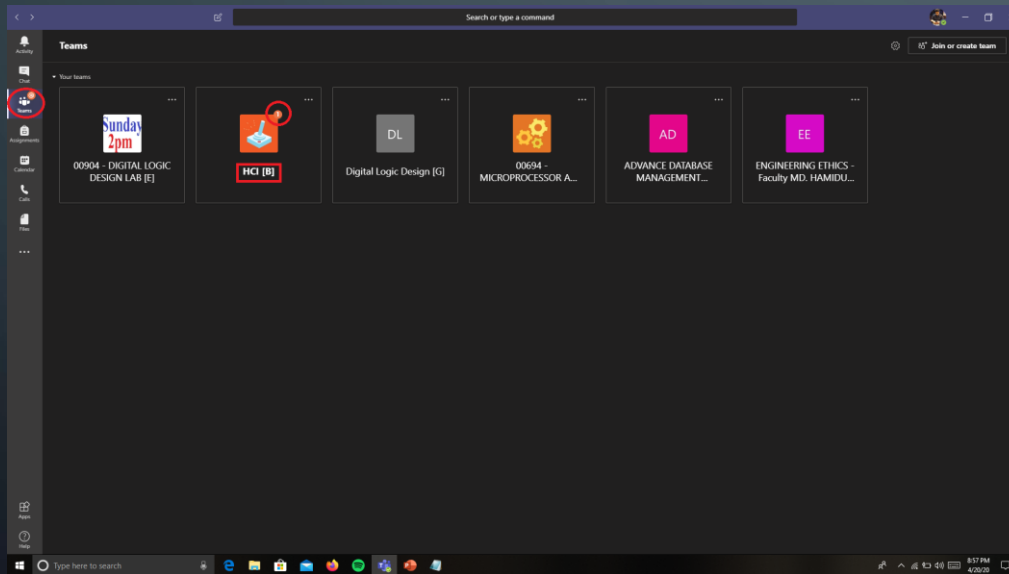
- Now this button performs the combined function of all the other buttons that are shown.

- Therefore all the other button are extra or redundant.
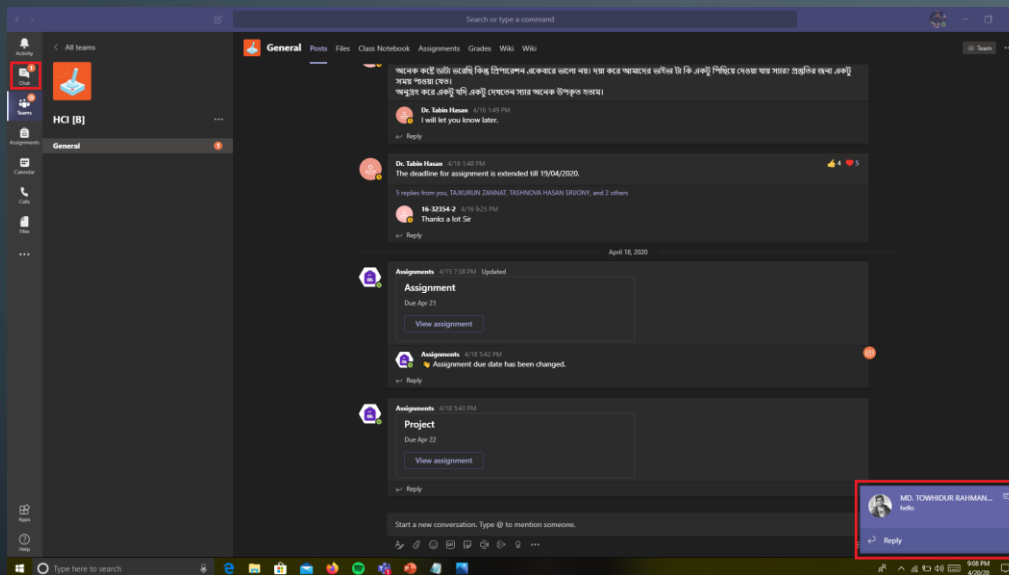
THIRD PROBLEM IN TERMS OF AFFORDANCE

- Both of the buttons have virtually same function of opening the applications tray but different virtual representations are different.
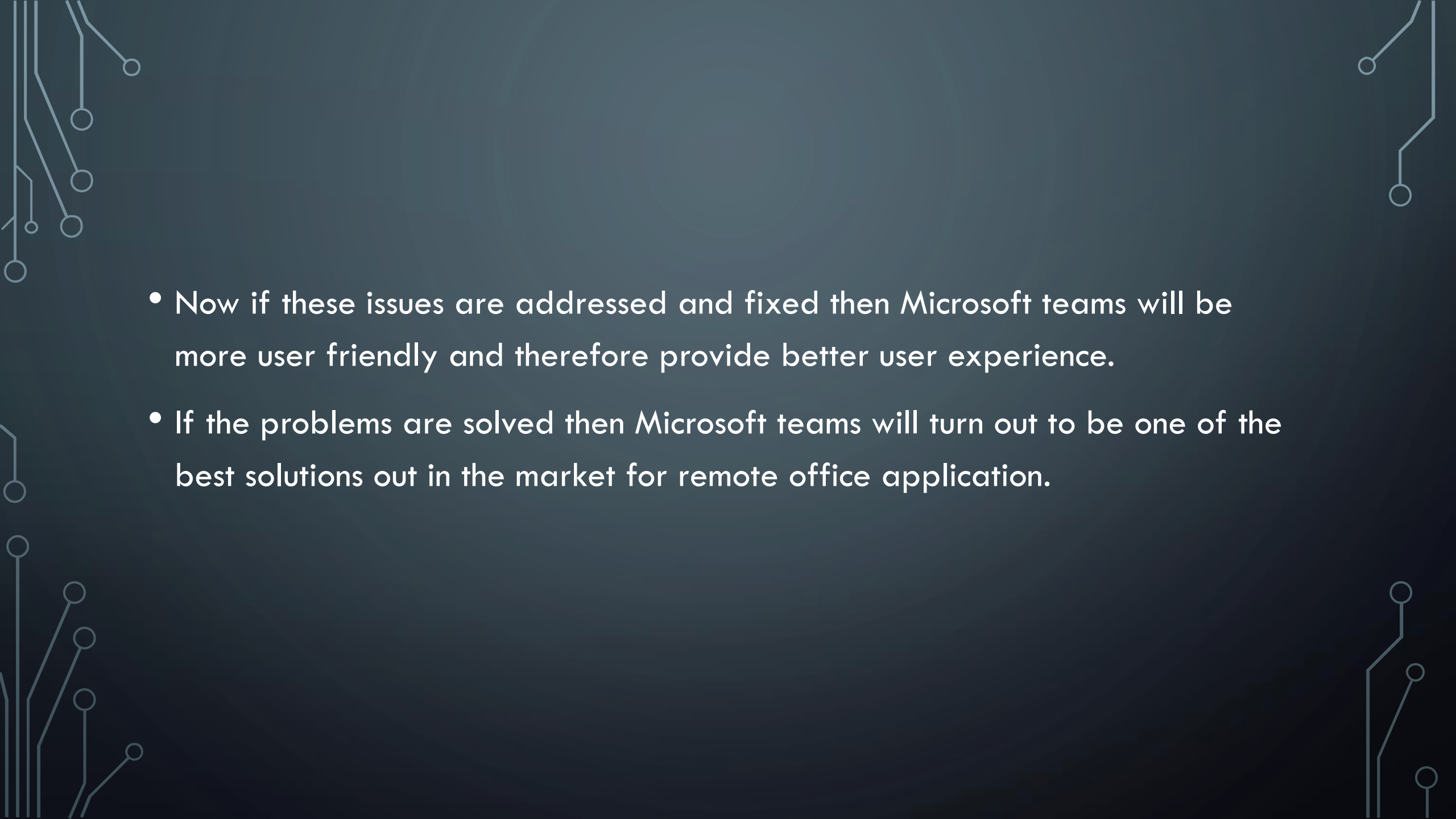
FORTH PROBLEM IN TERMS OF VISIBILITY

- The issue that I faced was the when ever we receive a notification it is highlighted. But even after viewing the notification and after synchronizing it fails to remove the new notification sign and remains highlighted.

FIFTH PROBLEM IN TERMS OF MAPPING

- Whenever someone sends a text it is both displayed in the chat tab and as well as a pop up icon.

- The problem with this is that it pops up even during a meeting and doesn't go away for a certain time unless if we interact with it.

- The mapping is problematic since it hampers the meeting and while ongoing meeting it blocks the text field, so if someone was typing in the text box then that person has to wait or close the pop up before continuing to write the text.

- Now if these issues are addressed and fixed then Microsoft teams will be more user friendly and therefore provide better user experience.

- If the problems are solved then Microsoft teams will turn out to be one of the best solutions out in the market for remote office application.