Wolt Application Heuristic Evaluation

Heuristic	Is the heuristic violated? How?	Severity
1. Visibility of system status	The system status is not violated. There is still a place to view the current time, battery, and network of the phone from the app	0
2. Match between the system and the real world	Wolt app does not violate this section because there is a clear app payment that required users to enter their credit card information. In terms of cancellation, the app complies with reality, which means the customer has to contact customer service to get the money refund for mistakes or service dissatisfaction	0
3. User control and freedom	Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders	0
4. Consistency and standards	The application stays almost the same throughout different platforms. Easy to use if the user wants to switch from mobile to web. There still remains an issue with theme color difference that causes users to relearn the locations of specific section headings to make booking	2
5. Error prevention	The application prompts the notification to the user if there is a rush hour in the restaurant from which they booked food from	0
6. Recognition rather than recall	The food order is still saved on the phone memory unless users cancel their orders. In the case there is a phone call coming, the app stays invisible in the background but the data still remains once the user is back. However, the user is not permitted to make that restaurant orders if they move to another location. (lack of update and warning from the app)	1
7. Flexibility and efficiency of use	Easy to use for all levels, from novice to pro-tech user	0
8. Aesthetic and minimalist design	Brief notification with dialog and main message. Simple and clear	0
9. Help users recognize, diagnose and	The app is more informative than providing the solution to users. Most of the time the app requests users to contact customer	4

recover from errors	service personally which somehow annoys users more if there are issues happening	
10. Help and documentation	No tutorial or short introduction on how to go through the app for novice users	3