## Wolt Application Heuristic Evaluation

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  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  3. User control and freedom  Wolt succeeds in this by making userfriendly interaction that allows them to undo or remove their orders  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  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  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	Heuristic	Is the heuristic violated? How?	Severity
system status  still a place to view the current time, battery, and network of the phone from the app  1. Match between the system and the real world  the system and the real world  sap complies with reality, which means the customer has to contact customer service to get the money refund for mistakes or service dissatisfaction  3. User control and friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  still a place to view the circle that pap payment that required users to relear the contact customer service to get them orders of 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)  5. Error prevention  Easy to use for all levels, from novice to pro-	<b>-</b>		,
and network of the phone from the app  2. Match between the system and the real world world 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  3. User control and freedom Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  4. Consistency and 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  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  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	I -	· · · · · · · · · · · · · · · · · · ·	o l
2. Match between the system and the real world  world  world  special world  oold  ool	System status	•	
the system and the real world  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  3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	2 Match between		0
real world  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  3. User control and freedom  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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-		• •	0
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  3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  Information instruction that allows them to undo or rerevice disasting the app to the service of the user is one to the use	•		
app complies with reality, which means the customer has to contact customer service to get the money refund for mistakes or service dissatisfaction  3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	Teal World		
customer has to contact customer service to get the money refund for mistakes or service dissatisfaction  3. User control and freedom			
get the money refund for mistakes or service dissatisfaction  3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  The food order all levels, from novice to pro-			
dissatisfaction  3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
3. User control and freedom  Wolt succeeds in this by making user-friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-		,	
friendly interaction that allows them to undo or remove their orders  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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	2 Hear control and		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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	lifeedolli	•	
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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	4 Consistency and		2
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  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  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	_	* * * * * * * * * * * * * * * * * * * *	2
web. There still remains an issue with theme color difference that causes users to relearn the locations of specific section headings to make booking  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  6. Recognition  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	Standards	·	
color difference that causes users to relearn the locations of specific section headings to make booking  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  6. Recognition  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
the locations of specific section headings to make booking  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  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
The application prompts the notification to the user if there is a rush hour in the restaurant from which they booked food from  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
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  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
the user if there is a rush hour in the restaurant from which they booked food from  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	E Error provention		0
restaurant from which they booked food from  6. Recognition 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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	5. Error prevention		ľ
from  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-			
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)  7. Flexibility and Easy to use for all levels, from novice to pro-		·	
rather than recall  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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	6 Recognition		1
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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	_	•	1
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)  7. Flexibility and  Easy to use for all levels, from novice to pro-	Tatrici tilali recali	•	
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)  7. Flexibility and Easy to use for all levels, from novice to pro-		•	
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)  7. Flexibility and Easy to use for all levels, from novice to pro-			
that restaurant orders if they move to another location. (lack of update and warning from the app)  7. Flexibility and Easy to use for all levels, from novice to pro-			
another location. (lack of update and warning from the app)  7. Flexibility and Easy to use for all levels, from novice to pro-		•	
warning from the app)  7. Flexibility and Easy to use for all levels, from novice to pro-			
7. Flexibility and Easy to use for all levels, from novice to pro- 0		· ·	
	7. Flexibility and		0
efficiency of use tech user	1		Ĭ
8. Aesthetic and Brief notification with dialog and main 0			0
minimalist design   message. Simple and clear		_	
9. Help users The app is more informative than providing 4			4
recognize, the solution to users. Most of the time the	1		•
diagnose and app requests users to contact customer	_		

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