

# Heuristic Evaluation

Standard Heuristics developed by the Nielsen Norman group.

<u>Heuristic</u>	<u>Difficulties</u>	<u>Opportunities</u>
<b>Visibility of system status</b> <i>The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	No difficulties as such, the user will be able to see his request get completed after clicking the <i>Book</i> button.	The user can see that his booking has been processed after which he will be taken to the next page. <ul style="list-style-type: none"><li>• <i>Completed.</i></li></ul>
<b>Match between system and the real world</b> <i>The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.</i>	The website is designed in a very straightforward manner with easy to get around UI.	Simple words can be used throughout the UI. <ul style="list-style-type: none"><li>• <i>Implemented.</i></li></ul>
<b>User control and freedom</b> <i>Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.</i>	The user will have the choice to choose between the different experts. If the expert doesn't satisfy their requirement, they always have the option to back out till sometime after they do the booking.	Enable the option for a user to back out of a screen. <ul style="list-style-type: none"><li>• <i>A similar system is in place.</i></li></ul>
<b>Consistency and standards</b> <i>Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.</i>	Expert's rating and reviews	Each expert can be rated after he/she assists the user. <ul style="list-style-type: none"><li>• <i>Best experts are listed under each activity.</i></li><li>• <i>Experts can be rated with stars.</i></li></ul>

<p><b>Error prevention</b>  <i>We must seek to prevent errors rather than having an error prone software. Thus to prevent errors different operations are expected to take place.</i></p>	<p>For email and password.</p>	<p>If the wrong email or phone number is entered, the website displays an appropriate message.</p> <ul style="list-style-type: none"> <li>• <i>Done, appropriate message displayed.</i></li> </ul>
<p><b>Recognition rather than recall</b>  <i>Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.</i></p>	<p>Stars rating and availability of the experts in the home page.</p>	<p>Show stars for ratings in green colors. Each expert is given a rating out of 5.</p> <ul style="list-style-type: none"> <li>• <i>Black color used with the number written below to avoid confusion</i></li> </ul>
<p><b>Flexibility and efficiency of use</b>  <i>Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.</i></p>	<p>Character email</p> <p>Show a menu, to choose.</p> <p>Top Bar Menu</p>	<p>The user shouldn't change, it should be automatic - each user will have access to specific experts.  Top Bar menu should be provided to look at details and help .</p> <ul style="list-style-type: none"> <li>• <i>Top Bar menu used</i></li> </ul>
<p><b>Aesthetic and minimalist design</b>  <i>Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of Information and diminishes their relative visibility.</i></p>	<p>Focussing on aesthetics , there might be compromises on functionality.</p>	<p>In case there are a few drawbacks in the ease of use of a few functionalities, the features must at least be made available in some part of the application .</p> <ul style="list-style-type: none"> <li>• <i>Necessarily provide a tab for additional features.</i></li> </ul>
<p><b>Help users recognize, diagnose, and recover from errors</b>  <i>The website displays Error messages expressed in plain language .It precisely indicates the problem, and constructively suggests a solution.</i></p>	<p>Server, internet issues etc.</p>	<p>If the page fails to load, a redirection option must be provided which takes the user back to the home page.</p> <ul style="list-style-type: none"> <li>• <i>A reload message will be prompted to the user.</i></li> </ul>

<p><b>Help and documentation</b></p> <p><i>The website is self explanatory and easy to use. The users can however access the help page to use the website effectively.</i></p>	<p>Exhaustive instructions on how to navigate through the page is not explicitly provided.</p>	<p>-&gt; A website walk through can be provided.</p> <ul style="list-style-type: none"> <li>• <i>A help page is provided.</i></li> </ul>
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