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| Problem | Severity Rating | Justification for Rating |
| Ticket page does not allow for an escape if the wrong museum is picked. | 4 - usability catastrophe; must fix | This problem could lead to the user having to close the app and reopening just to undo an action. |
| The top left key is not always the same sometimes it is a menu other times it is a back key | 2 - minor usability problem | This problem requires more attention from the user to pay attention to what they are clicking on rather than relying on prior knowledge. |
| AR Scanning has no error prevention if they cannot scan the artifact properly | 4 - usability catastrophe; must fix | This problem could cause a user to stop using the app out of frustration of not knowing what they are doing wrong and why they are unable to progress |
| Timed tour exit is hidden away in a menu, it is not clear on how to exit without it. | 3 -major usability problem; important to fix | This problem could cause a user to get stuck in the app or spend an unsuitable amount of time trying to exit the time tour. |
| Help options are missing in some locations specifically in related artifacts has no indication on how to end the tour. And AR model does not show you can interact with the frame | 2 - minor usability problem | This problem may not be encountered often and so may go unnoticed, however it should still be fixed. |
| Audio description does not display the title of the track the user is listening to | 0 - Doesn’t seem to be a usability problem | This problem may not arise as users may not care to know the title of the audio track they are listening to. |
| The icon for “Pay with Google pay” does not match. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Only has google pay as an option | 3 - major usability problem; important to fix | Not having more than one option to pay could cause some users to be unable to purchase tickets. |
| The help icon on the home screen looks like a button even though it is not interactable. | 3 - major usability problem; important to fix | Users may click on it expecting help and become frustrated upon receiving none |
| No dialogue box for confirmation when the user clicks “End tour” button | 2- minor usability problem | Users may have accidentally clicked on the button and would then have to start the tour again as a result. |
| “Sharing” panel only provides social media options but no local option like “save to device”. | 2 - minor usability problem | Users that do not want to share or do not have social media have no way of saving their pictures. |
| The highlighted area on the live map makes it look cheap. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Does not display any error message. | 3 - major usability problem; important to fix | Users may get frustrated and stuck in the app as a result of this problem. |
| No guide on how to interact with the 3D model. | 3 - major usability problem; important to fix | Users may get frustrated and stuck in the app as a result of this problem. |
| No guide on how to end the timed tour. | 3 -major usability problem; important to fix | Users may get frustrated and stuck in the app as a result of this problem. |
| No prompt for user to notify them of successful ticket purchase. | 3 -major usability problem; important to fix | Users may repeat action if they think the purchase was not made. |
| User might not know what “Place 3D Model” means. | 2- minor usability problem | Some users may need more descriptive instructions to perform the task. |
| User might not realize to swipe to look at related items | 2- minor usability problem | Some users may be able to figure out that swiping shows them related items faster than other users, this could lead to the feature being undiscovered. |
| No back button on tickets page. | 4 - usability catastrophe; must fix | This problem could lead to the user having to close the app and reopening just to undo an action. |
| Timed tour prompts the user to choose end time but the clock suggests that they are choosing both. | 2- minor usability problem | This problem may lead to confusion in some users it may cause them to repeat actions or enter data incorrectly. |
| Some images might be cut due to rounded corners. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Different text sizes and punctuation between “Tickets Page” and “Tickets Page 3”. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Text on some buttons (Videos and Pay with google pay) is inconsistent and looks off-centre. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Guide square should be more compact. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| User should be able to take and share pictures with a display without having to place the 3D Model onto a flat surface. | 2- minor usability problem | This problem may cause some users to be unable to take a picture with the model. |
| Text on AR Scanning screen is distracting. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Duplicate information on scanning help screen. | 2 - minor usability problem | This inconveniences the user slightly by making them read duplicated information |
| Buttons look outdated. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Color scheme is unpleasant to look at. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |
| Mixture of rounded and flat icons and design. | 1 - cosmetic problem | This problem is just a minor visual inconvenience to the user. |