Usability goals for Air NZ app: Veronica and Caleb

Learnability: The webpage equips a how-to manual. The app is fairly easy to navigate, for example if I wanted to book flight, requirements include signing in or registering personal information, the sub menu “Book” includes everything you may need during the process of a trip from flights to taxis, rental cars, hotels and even activities in your location.

Efficiency: Your ticket can be copied on your device and can be scanned which defeats the annoyance of having a physical copy ultimately saving time before attending your flight. The App provides timely notifications. (easily repeatable functions)

Effectiveness: Reduces foot traffic allowing for more efficient exchange of product

Memorability: The sub menus include icons that are labelled so it is known what each menu is used for. Colouring is also same throughout so no confusion can be carried out for previous users.

Error tolerant: constricted options We can infer from its popularity that it is an effective