

# Usability review

## Ruta de los Vinos Granada

## Score



Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

N/A = not applicable or can't be assessed

### Features & functionality

1	Features and functionality meet common user goals and objectives.	Good
2	Features and functionality support users desired workflows.	Excellent
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Poor
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	Poor
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Excellent

### Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Excellent
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Moderate
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Poor

### Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Excellent
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10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Good
11	The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...).	Poor
12	The site or application structure is clear, easily understood and addresses common user goals.	Good
13	Links are clear, descriptive and and well labelled.	Good
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Very poor
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Moderate
16	Users can easily get back to the homepage or a relevant start point.	Good
17	A clear and well structure site map or index is provided (where necessary).	Moderate

## Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Very poor
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Poor
20	The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.	Poor
21	Search results are relevant, comprehensive, precise, and well displayed.	Poor

## Control & feedback

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22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Good
23	Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).	Moderate
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	Excellent

## Forms

25	Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.	Moderate
26	A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).	Poor
27	Required and optional form fields are clearly indicated.	Moderate
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	Good
29	Help and instructions (e.g. examples, information required) are provided where necessary.	Moderate

## Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	Moderate
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Good
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Good
33	Users are able to easily recover (i.e. not have to start again) from errors.	Moderate

## Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

**Good**

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

**Moderate**

36 Language, terminology and tone used is appropriate and readily understood by the target audience.

**Excellent**

37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

**Good**

38 Text and content is legible and scanable, with good typography and visual contrast.

**Good**

## Help

39 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided.

**Moderate**

40 Online help is concise, easy to read and written in easy to understand language.

**Poor**

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

**Poor**

42 Users can easily get further help (e.g. telephone or email address).

**Excellent**

## Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

**Poor**

44 Errors and reliability issues don't inhibit the user experience.

**Poor**

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45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Moderate

Overall usability score (out of 100) \* 64

- \* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a
- \* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some im
- \* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experien
- \* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority
- \* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important t

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## Comments

Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.

		Weighting (out of 5)	Weighting ratio
		5	100%
	<i>Tiene desplegables para cada una de las opciones con indicaciones en cada una de ellas e informacion relevante</i>	5	100%
	<i>Hay algunas opciones con las que necesitas hacer click varias veces para acceder, por ejemplo para las catas privadas, tienes que irte a alguna opcion o bien eventos o bien enoturismo, luego a cata privada y luego nuevamente a cata privada, llegando hacerse un poco pesado</i>	4	80%
		3	60%
		3	60%
	<i>En la pagina principal cuenta con un espacio para la experiencia principal más proxima, además de algunas de las mas famosas para ir directamente a comprarlas y buscar más</i>	3	60%
		4	80%
	<i>Puede llegar a estar un poco sobrecargado debido a lo comentado en los puntos anteriores</i>	3	60%
		2	40%

		4	80%
	<i>No tienen un un buscador implementado en la pagina, lo que te hace tener que navegar por varios sitios hasta encontrar lo que querías aunque sabiendolo desde un principio</i>	3	60%
		5	100%
		3	60%
	<i>Cuando seleccionas algun elemento del menu y utilizas las flechas del browser para ir hacia delante y hacia atras dejan de funcionar algunos elementos del menu</i>	4	80%
	<i>La mayoría de los botones se resalta al pasar el ratón por ellos. Si, por ejemplo, estás en la página Eventos aparece resaltado en el menú, pero ningún título informando al usuario.</i>	2	40%
	<i>A través del logo en la parte de arriba izquierda</i>	2	40%
		1	20%
	<i>No tiene herramienta de busqueda</i>	4	80%
	<i>La búsqueda en la sección de vinos no es para encontrar el producto que quieres en general. Simplemente te busca noticias relacionadas a esto.</i>	4	80%
	<i>No tiene una barra de búsqueda general. Sino una para cuando no encuentras lo que buscas.</i>	2	40%
	<i>Los resultados de las búsquedas son poco relevante con respecto a lo que el usuario busca.</i>	4	80%

<div> <div></div> <div> <p><i>Cuando te falta algo a la hora de realizar una reserva se te notifica en rojo</i></p> </div> </div>	4	80%
<div> <div></div> <div></div> </div>	3	60%
<div> <div> <p><i>En la propia pagina se muestran estas reseñas de google</i></p> </div> </div>	1	20%
<div> <div> <p><i>Sí, posee un formulario donde te va indicando paso por paso que es lo que esta ocurriendo.</i></p> </div> </div>	3	60%
<div> <div> <p><i>No se da justificacion del por qué de la informacion requerida en los procesos de compra o reserva</i></p> </div> </div>	2	40%
<div> <div></div> </div>	2	40%
<div> <div> <p><i>Cuenta con calendario de fechas para ayudar al usuario con la seleccion de reservas</i></p> </div> </div>	3	60%
<div> <div></div> </div>	3	60%
<div> <div> <p><i>Sí, cuando pones mal las fechas te lo notifica o si no pones bien tu correo y tu telefono movil.</i></p> </div> </div>	4	80%
<div> <div> <p><i>Sí, los mensajes se muestran con claridad.</i></p> </div> </div>	3	60%
<div> <div> <p><i>Cuenta con los errores tipicos bien especificados y en rojo en muchas ocasiones, para clarificarlos</i></p> </div> </div>	3	60%
<div> <div> <p><i>Sí. No pasa nada grave por tener un error, puedes cambiarlo inmediatamente</i></p> </div> </div>	3	60%



En general, toda la informacion que se muestra es relevante e importante respecto a ruta y eventos vinícolas.	5	100%
	2	40%
Sí, siempre encontramos un lenguaje formal y bien cuidado.	4	80%
Sí, siempre hay una coherencia y consistencia en la informacion que se muestra.	3	60%
Los contraste con el texto son buenos en casi todas las situaciones, intentando evitar similitudes de colores entre texto y fondo, con caligrafia legible sin problemas	3	60%
Se proporciona un telefono de ayuda, sin contar con ayuda en linea	4	80%
Hay poco soporte online, simplemente te muestran numeros de contacto de whatsapp y poco mas.	3	60%
No implementado	3	60%
Sí, disponemos de varias formas de contactar con el servicio de soporte.	2	40%
La página carga demasiado lento cualquier pantalla,.	4	80%
Los errores aparecen en las compras y en los inicios de sesion, pero se puede navegar la pagina sin problema. Además hay botones del menú principal que no funcionan	4	80%

Aunque en alguna que otras configuraciones de movil se queda pillado o no se redimensiona bien en la pantalla de ordenador cuando se hace pequeño

3

60%

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Moderate

5

significant number of important tasks.

portant tasks.

ice could be significantly improved.

of important tasks.

asks on the site or system.

Rating (0 - 5)	Score	Out of
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4	4	5
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5	5	5
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2	1,6	4
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2	1,2	3
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5	3	3
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5	3	3
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3	2,4	4
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2	1,2	3
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5	2	2
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4	3,2	4
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2	1,2	3
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4	4	5
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4	2,4	3
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1	0,8	4
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3	1,2	2
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4	1,6	2
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3	0,6	1
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1	0,8	4
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2	1,6	4
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2	0,8	2
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2	1,6	4
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4	3,2	4
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3	1,8	3
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5	1	1
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3	1,8	3
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2	0,8	2
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3	1,2	2
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5	2	2
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2	1,6	4
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2	1,6	4
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3      1,8      3

92      144