



# *Hypermedia project*

Usability report

Version 1.0.0

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# Chapter 1

## Abstract

## Chapter 2

# Introduction

## Chapter 3

# Scenarios

### 3.1 Scenario 1

Alberto has to buy a new smartphone. He loves the services that his provider offers and especially its promotions on devices, and he knows he can buy a new one on its website.

1. He goes on [www.tim.it](http://www.tim.it)
2. He clicks on "PRODOTTI" [www.tim.it/prodotti](http://www.tim.it/prodotti)
3. In the smartphone section he can choose between smartphone or iPhone. He clicks on "iPhone". [www.tim.it/prodotti/smartphone-e-telefoni/iphone](http://www.tim.it/prodotti/smartphone-e-telefoni/iphone)
4. Alberto sees that there are no promotions on iPhone so he goes back by clicking on "PRODOTTI"
5. There is a promotion on Samsung Galaxy S8. He clicks on "SCOPRI". [www.tim.it/prodotti/smartphone-e-telefoni/samsung-galaxy-s8](http://www.tim.it/prodotti/smartphone-e-telefoni/samsung-galaxy-s8)
6. He looks for the price and the specs. Alberto is interested and he wants to buy this phone. He click on "ACQUISTA". He is redirected on the ecommerce website of TIM and purchase is continued through this site.

#### 3.1.1 Results

1. Report on [www.tim.it](http://www.tim.it)

##### **Content heuristics** **Text**

- accuracy: satisfied

- currency: **severely violated**  
the user cannot know if the page is updated
- coverage: satisfied
- content objectivity: satisfied
- authority: satisfied
- conciseness: satisfied

**General communication quality**

- text errors: satisfied
- multimedia consistency: satisfied

**Navigation heuristics****Navigation within a topic**

- segmentation: n/a

**Navigation within a transition**

- transition list: n/a

**Navigation within a group of topics**

- introduction list: satisfied?
- group navigation: satisfied?

**Backward navigation**

- go back: n/a

**Overall navigation**

- landmarks: satisfied
- link consistency: satisfied
- orientation clues: satisfied
- orientation clues - topic: n/a
- group orientation clues: n/a
- transition orientation clues: n/a

**Visual and semantic heuristics****Overall graphic design**

- visual identity: satisfied  
the palette represents the colors of the company logo
- chromatic code consistency: satisfied
- background contrast: satisfied
- font size: satisfied
- font colour: satisfied
- font type: satisfied
- anchor identity: satisfied
- anchor states: satisfied
- icon consistency: satisfied

**Page layout**

- visual proximity: satisfied
- layout conventions: satisfied
- semiotics: satisfied

**Cognitive heuristics****Single page**

- information overload: **partially violated**  
due to the number of services that the site offers, a novice could be overwhelmed by a lot of informations

**Information architecture**

- classification adequacy within group of topics: satisfied
- website mental map: satisfied

2. Report on [www.tim.it/prodotti](http://www.tim.it/prodotti) TODO

**Content heuristics****Text**

- accuracy: satisfied
- currency: severely violated
- coverage: satisfied
- content objectivity: satisfied
- authority: satisfied
- conciseness: satisfied

**General communication quality**

- text errors: satisfied
- multimedia consistency: satisfied

**Navigation heuristics****Navigation within a topic**

- segmentation: satisfied

**Navigation within a transition**

- transition list: satisfied

**Navigation within a group of topics**

- introduction list: satisfied
- group navigation: satisfied

**Backward navigation**

- go back: partially satisfied

**Overall navigation**

- landmarks: satisfied
- link consistency: satisfied
- orientation clues: satisfied
- orientation clues - topic: (partially) satisfied
- group orientation clues: satisfied
- transition orientation clues: satisfied

**Visual and semantic heuristics****Overall graphic design**

- visual identity: satisfied (the colors represents the logo of the company)
- chromatic code consistency: satisfied
- background contrast: satisfied
- font size: satisfied
- font colour: satisfied
- font type: satisfied



- anchor identity: satisfied
- anchor states: satisfied
- icon consistency: satisfied

**Page layout**

- visual proximity: satisfied
- layout conventions: satisfied
- semiotics: satisfied

**Cognitive heuristics****Single page**

- information overload: partially violated

**Information architecture**

- classification adequacy within group of topics: satisfied
- website mental map: satisfied

3. Report on [www.tim.it/prodotti/smartphone-e-telefoni/iphone](http://www.tim.it/prodotti/smartphone-e-telefoni/iphone) TODO

**Content heuristics****Text**

- accuracy: satisfied
- currency: severely violated
- coverage: satisfied
- content objectivity: satisfied
- authority: satisfied
- conciseness: satisfied

**General communication quality**

- text errors: satisfied
- multimedia consistency: satisfied

**Navigation heuristics****Navigation within a topic**

- segmentation: satisfied

**Navigation within a transition**

- transition list: satisfied

**Navigation within a group of topics**

- introduction list: satisfied
- group navigation: satisfied

**Backward navigation**

- go back: partially satisfied

**Overall navigation**

- landmarks: satisfied
- link consistency: satisfied
- orientation clues: satisfied
- orientation clues - topic: (partially) satisfied
- group orientation clues: satisfied
- transition orientation clues: satisfied

**Visual and semantic heuristics****Overall graphic design**

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- chromatic code consistency: satisfied
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- font size: satisfied
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- font type: satisfied
- anchor identity: satisfied
- anchor states: satisfied
- icon consistency: satisfied

**Page layout**

- visual proximity: satisfied
- layout conventions: satisfied
- semiotics: satisfied

**Cognitive heuristics****Single page**

- information overload: partially violated

**Information architecture**

- classification adequacy within group of topics: satisfied
- website mental map: satisfied

4. Report on [www.tim.it/prodotti/smartphone-e-telefoni/samsung-galaxy-s8](http://www.tim.it/prodotti/smartphone-e-telefoni/samsung-galaxy-s8)  
TODO

**Content heuristics****Text**

- accuracy: satisfied
- currency: severely violated
- coverage: satisfied
- content objectivity: satisfied
- authority: satisfied
- conciseness: satisfied

**General communication quality**

- text errors: satisfied
- multimedia consistency: satisfied

**Navigation heuristics****Navigation within a topic**

- segmentation: satisfied

**Navigation within a transition**

- transition list: satisfied

**Navigation within a group of topics**

- introduction list: satisfied
- group navigation: satisfied

**Backward navigation**

- go back: partially satisfied

**Overall navigation**

- landmarks: satisfied
- link consistency: satisfied
- orientation clues: satisfied
- orientation clues - topic: (partially) satisfied
- group orientation clues: satisfied
- transition orientation clues: satisfied

**Visual and semantic heuristics****Overall graphic design**

- visual identity: satisfied (the colors represents the logo of the company)
- chromatic code consistency: satisfied
- background contrast: satisfied
- font size: satisfied
- font colour: satisfied
- font type: satisfied
- anchor identity: satisfied
- anchor states: satisfied
- icon consistency: satisfied

**Page layout**

- visual proximity: satisfied
- layout conventions: satisfied
- semiotics: satisfied

**Cognitive heuristics****Single page**

- information overload: partially violated

**Information architecture**

- classification adequacy within group of topics: satisfied
- website mental map: satisfied

## **3.2 Scenario2**

Lorem ipsum dolor sit amet

### **3.2.1 Results**

## **3.3 Scenario3**

Lorem ipsum dolor sit amet

### **3.3.1 Results**

## Appendix A

# Appendix

### A.1 Hours of work

In the following are listed the hours of work that each member of the group did:

## A.2 Version History

In the following are listed the differences between versions: