

CSE463

Cognitive Walkthrough

Task 2

In the website provided, find the parts store and purchase the product “Number Plate Lamp” which comes under lights category, select quantity as 1 and scsessfully complete the order.

Actions:

1. Find the parts store
2. Click the lights Tab
3. Find the exact product and click on it
4. Click add to basket
5. Click display basket
6. Click checkout
7. Choose "order without Registration"
8. Enter Address Details
9. Enter Delivery Address
10. Enter Confirm Order

Concise Table

[illegible]

Comments / Recommendations

Task 1 - . *Find the parts store*

See the control?

Comments:

Though the control for store is available it is heavily shadowed by the icon picture of a car , hence making it very difficult and time consuming to identify the button, also the navigation panel is present in a very awkward fashion with improper alignment which further makes it difficult.

Recommendations:

Designing a proper navigation panel with proper alignment and font styles making it visible and identifiable for the user.

Understand the control?

Comments:

As mentioned above, the Picture of a car over which “Parts store “ is written is highly illegible and difficult to understand that it is a button.

Recommendations:

Removing the picture and making it a proper button with attributes such as mouse hover, color changes and making it clickable.

See the feedback?

Comments:

There is no feedback to make the user understand that the action is actually complete.

Recommendations:

Once the mouse is hovered around, changing the color or having an effect on the button will make the user understand that it can be clicked.

Task 2 –Click on the Lights Tab

See the control?

Comments:

*The lights tab is present in a label like style that can be easily mistaken for a static content and not a button,
The page enlists a set of 30+ categories in a linear fashion making it difficult to identify our desired task*

Recommendations:

Having a Category search or better styling will make it easier for the user to reach his desired task.

Understand the control?

Comments:

The fact that they are buttons(the categories) is not portrayed well to the user

Recommendations:

Having mouse hover color change effects , a 3D button like style will help the users understand the button.