

## **SEG 3125 Winter 2021 A00**

### **Lab 7 - Designing a website of your choice**

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## Name of Website

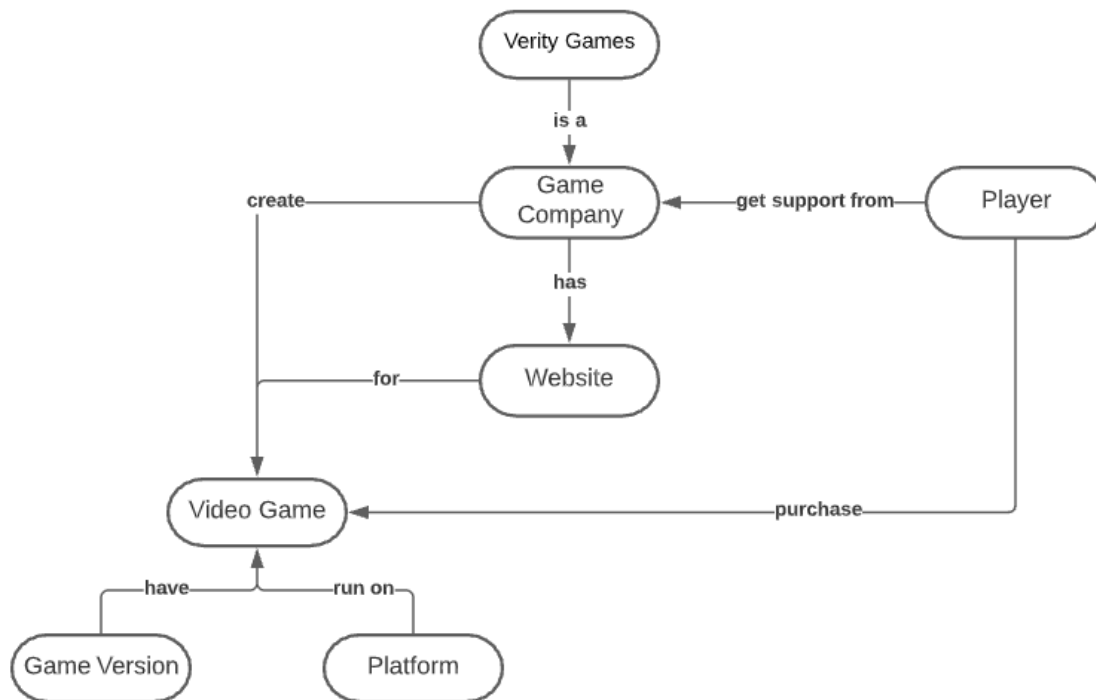
Verity Games

## Description of Website

This website will be a video game website dedicated to a video game produced by an imagined company “Verity Games”. On this website, the user will be able to find out what the video game is and what events are occurring inside the game. The website can also be used to register for the game and then to purchase it with options provided for gaming on multiple video game platforms.

In addition to purchases made on the game itself, additional purchases are made available for gaming merchandise on the website. Finally, if the user encounters any difficulty with the game, their account or some more technical issues, they can file a support ticket through the website.

## Semantic Network



## Human Interactive Processes

1. Registration to the website will be an interactive process whereby the user will have to create a unique username and a password. The user will have to re-enter their password in another text field to ensure they typed it in correctly. Once they have filled in all the

required text fields, they will be allowed to hit submit and an account will be created for them.

2. Purchasing products on the website will be a process whereby the user can select items to add to a shopping cart (from either the game itself to the merchandise) which will total together a price to present to the user before they confirm their purchase.
3. Creating a support ticket is a process the user can do when they encounter difficulties with the game, their account or some other technical issues. On this ticket they will enter into the text fields, the title/subject of their issue, the e-mail with which they would like contact concerning their ticket, and a brief description detailing what the ticket is about. When the user has filled in all the required fields, the submit button will be made available to them and they will be able to submit their ticket.

## Usability Heuristics

Heuristic	Design Element Related to Heuristic
Consistency	<p>The website maintains external consistency with industry conventions. On any given page, the option for registration will always be made available on the header (specifically to the top right of the header).</p> <p>Additionally navigation to each page will also be included in the header where the user is expecting to click to access different pages on the website.</p>
Familiar Language and Metaphors	<p>A good example of this heuristic in use is with making the purchases. When both purchasing the game and purchasing merchandise, there will be a button near the top to access the shopping cart. On this shopping cart is an icon that represents a shopping cart. This is a metaphor that helps guide users as to the purpose of the shopping cart.</p>
Simple Aesthetic and Functional Design	<p>The design of the website is relatively simple with every button taking the user somewhere important or doing something functionally important in the context of the website. The website design only really has two main colors and uses those to keep the user focused on the important parts of the UI.</p>
Freedom and Control	<p>The website offers the user freedom to escape actions that they do not want to do. Examples of this include in the support ticket where the user can click out or click the cancel button to not cancel a support ticket if they change their mind or did not mean to want to create a support ticket.</p>
Flexibility	<p>An example of flexibility exists with the purchasing of the game. The user is able to purchase the game straight out of the home page but if a user wants more information on what each package of the game offers they can also choose to start the purchase from the Shop menu</p>

	of the website.
Recognition over Recall	<p>When creating a support ticket, all text fields will have labels indicating what the user should enter into the text field as well as placeholders in the text field that indicate to the user what they should enter into the fields.</p> <p>Another example of this heuristic is present with the shopping cart which will show the user all the items they added to the shopping cart, their individual prices and what it totals up to rather than having the user try to remember what individual purchases they made and trying to total them up.</p>
Clear Status	<p>A good example of this is toast messages that occur if a field is not completed with either registration or a support ticket, informing the user of what needs to be filled in.</p> <p>A toast message telling the user when they added an item to their shopping cart is also the system being transparent as to the state of the shopping cart for the user and whether their inputs were received.</p>
Error Prevention	The system will do this by preventing the user from submitting a support ticket or preventing the user from registering when they do not have all their text fields filled out by graying out the submit/register button. Graying out these buttons also prevents the buttons from actually doing anything, not only showing the user that they have not filled what they are supposed to, but stopping the user from doing something that they are not allowed to do.
Error Recovery	The system will make use of toasts as error messages informing the user what went wrong with them trying to enter an incorrect username or trying to register or submit a ticket with not enough information input. This will help guide the user towards fixing the malfunctions in their input.
Help	The option to create a support ticket is clearly labelled in the UI and guides the user along to easily creating a tab with which an expert can help them navigate their issues.

# Support Ticket

Please choose a support category:

Account Support

Contact Email:

Subject:

Description of Issue:

Description

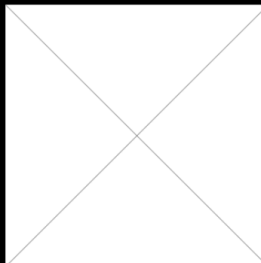
Cancel

Submit Ticket



# Title Of The Game

Description Goes Here...



## Review

Review quote goes here...

-> link to IGN...

-> link to purchase/download...

Standard Edition

Premium Edition

Definitive Edition

Version Description Goes Here...

PC

Purchase Now



Reviewer name

☆☆☆☆☆

Review content...

Reviewer name

☆☆☆☆☆

Review content...

Reviewer name

☆☆☆☆☆

Review content...

