**Usability Testing Report**

**Project**: *Demo Blaze E-commerce Platform*

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This report evaluates the usability of Demo Blaze using **Jakob Nielsen’s 10 Heuristics for User Interface Design**. Three key issues were identified during manual inspection.

**1. Issue:** No Persistent Feedback After Adding to Cart

- **Heuristic:** #1 – Visibility of system status

- **Severity:** Medium

- **Description**: A transient alert (“Product added.”) appears but disappears instantly. No persistent indicator (e.g., cart badge) confirms the action.

**- Improvement:** Display a cart icon badge showing the current item count (e.g., 🛒 (1)).

**2. Issue**: Misleading Checkout Error Message

- **Heuristic**: #9 – Help users recognize, diagnose, and recover from errors

- **Severity**: Medium

- **Description**: When Name is empty, the system shows “Please fill out Name and Creditcard,” even if the credit card is filled.

- **Improvement**: Provide field-specific validation messages.

**3. Issue:** Non-Functional Category Filters

**- Heuristic:** #4 – Consistency and standards

**- Severity:** High

**- Description:** Clicking “Phones”, “Laptops”, or “Monitors” has no effect, violating standard e-commerce navigation patterns.

**- Improvement:** Fix filter functionality or remove non-working links.

**Conclusion:**

Applying Nielsen’s heuristics revealed critical gaps in feedback, error handling, and consistency. Addressing these would significantly improve user experience and trust.