

# Usability review

## Instructions

Enter the score (Very poor / Poor / Moderate / Good / Excellent) for each guideline and provide a short rational, such as a description of the issues found, examples of good practice and the likely impact for users. If a guideline isn't applicable then use 'N/A'.

## Product:

## Score

## Comments

### Features & functionality

1	Features and functionality meet common user goals and objectives.	EXCELLENT	Cualquier persona que tenga la intención de ir al evento de tablao tendrá que pasar por la fase de comprar entradas.
2	Features and functionality support users desired workflows.	GOOD	La página te da facilidades para comprar entradas tanto grupales como individuales.
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	GOOD	La página divide de forma correcta las subsecciones, bien explicadas e intuitivas por los mismos títulos.
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	MODERATE	No tiene ayuda específica para personas que nunca han comprado online, sin embargo es bastante intuitiva para todos los usuarios.
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.	GOOD	Se ve reflejadas claramente el tipo de actuaciones que se van a dar.
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	EXCELLENT	Las etiquetas de los botones de redireccionamiento son claras.
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	GOOD	

## Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	EXCELLENT	URL intuitiva.
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	GOOD	Todo está bien estructurado o dividido en subsecciones.
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...).	MODERATE	Hay que especificar mucho a la hora de buscar la página o que haya una oportunidad de que aparezca por ejemplo al googlear "flamenco".

12	The site or application structure is clear, easily understood and addresses common user goals.	EXCELLENT	
13	Links are clear, descriptive and and well labelled.	GOOD	
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	EXCELLENT	
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	GOOD	
16	Users can easily get back to the homepage or a relevant start point.	EXCELLENT	En cada subsección hay un botón específico para volver.
17	A clear and well structure site map or index is provided (where necessary).	GOOD	Antes explicado.

## Search

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

VERY POOR

No hay una funcionalidad para buscar dentro de la página.

VERY POOR

VERY POOR

VERY POOR

## Control & feedback

- 22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).
- 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

Informa correctamente cuando una entrada ha sido o no comprada satisfactoriamente.

POOR

No se admiten devoluciones de las entradas, y tampoco hay otra funcionalidad del mismo estilo.

- 24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

POOR

No tiene un servicio de ayuda al cliente.

## 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.

GOOD

Indica correctamente los pasos de la compra.

- 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).

MODERATE

Pide identificación básica al realizar la compra de entradas.

- 27 Required and optional form fields are clearly indicated.

GOOD

- 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.).

GOOD

- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

MODERATE

Son mensajes de error por defecto, sin embargo te explican qué ha pasado.

- 32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

MODERATE

No te lo indica hasta que te equivocas.

- 33 Users are able to easily recover (i.e. not have to start again) from errors.

GOOD

Guarda los campos que se rellenaron correctamente.

## 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.

GOOD

- 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.

EXCELLENT

## 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

Al ser algo meramente cultural, es inevitable usar jerga del estilo.

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

GOOD

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

POOR

Vuelves a la página de inicio.

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

VERY POOR

No hay servicio de atención al cliente.

## Performance

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

GOOD

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

MODERATE

Los errores inevitablemente ralentizarán el proceso de transacción.

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

GOOD

Buena adaptación en general.