Heuristics Evaluation of [Trenord]

By [EU6]   **Date** 03/07/2024

1. Visibility of system status

- Always keep users informed about what is going on.

- Provide appropriate feedback within reasonable time.

Evaluation

Sì, si capisce sempre ciò che sta succedendo

2. Match between system and the real world

- Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.
- Follow real-world conventions, making information appear in a natural and logical order.

Evaluation

Generalmente rispetta questi punti, tranne per la schermata wallet che non è un termine familiare soprattutto se riferito ai viaggi e non è in italiano

3. User control and freedom

- Users often choose system functions by mistake.

- Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.

- Support undo and redo.

Evaluation

Le funzioni sono facili da capire, e supporta il tasto di ritorna indietro

4. Consistency and standards

- Users should not have to wonder whether different words, situations, or actions mean the same thing.
- Follow platform conventions.

Evaluation

Non ho riscontrato questo tipo di difficoltà

5. Error prevention

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

Evaluation

Non ho riscontrato problemi

6. Recognition rather than recall

• Make objects, actions, and options visible.

• User should not have to remember information from one part of the dialogue to another.

• Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Evaluation
Sì è abbastanza facile da usare anche senza averla imparata troppo

7. Flexibility and efficiency of use

• Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.

• Allow users to tailor frequent actions.

Evaluation
Sì, infatti è possibile salvare le tratte preferite e ricever le notifiche

8. Aesthetic and minimalist design

• Dialogues should not contain information which is irrelevant or rarely needed.

• Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Evaluation

Non ho riscontrato problem nei dialoghi

9. Help users recognize, diagnose, and recover from errors

• Expressed in plain language (no codes)

• Precisely indicate the problem

• Constructively suggest a solution.

Evaluation
Gli errori sono comunicati chiaramente

10. Help and documentation

• Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

• Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Evaluation

È facile trovare la documentazione, i ogni schermata ci sono delle utili icone di informazione