

# Usability

## Design Issue with Microsoft Outlook

Rahat Hasan Akanda

20-43133-1

American International university – Bangladesh

Dept. of CSE



# Affordance

01

Visibility

02

Mapping

03

System Image

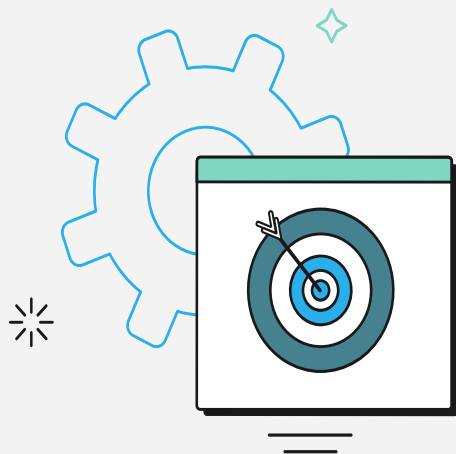
04

Gulf of Execution

05

Gulf of Evaluation

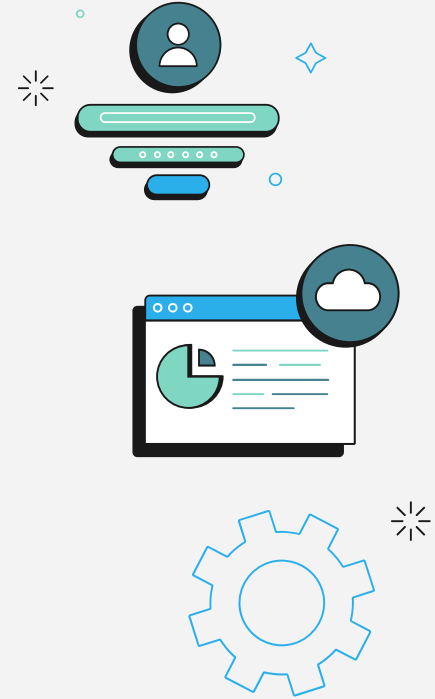


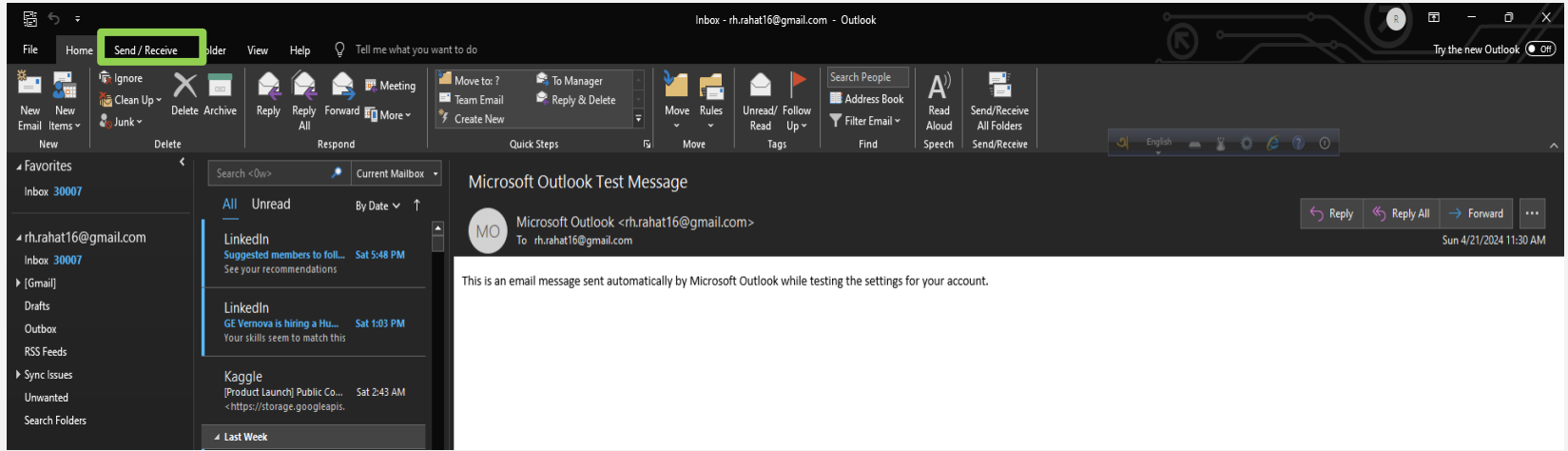


# Affordance

# Affordance

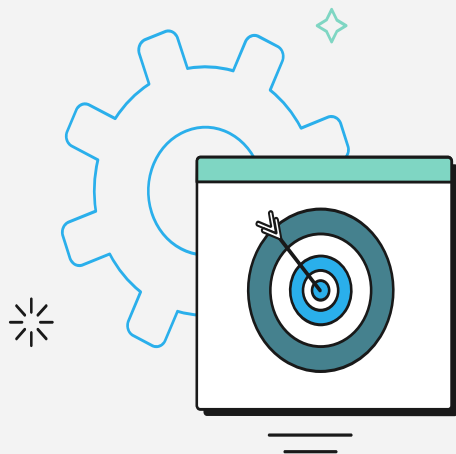
Affordance is real and perceived characteristics of something, particularly those essential characteristics that influence how it can be used





## Affordance Issue with Microsoft Outlook

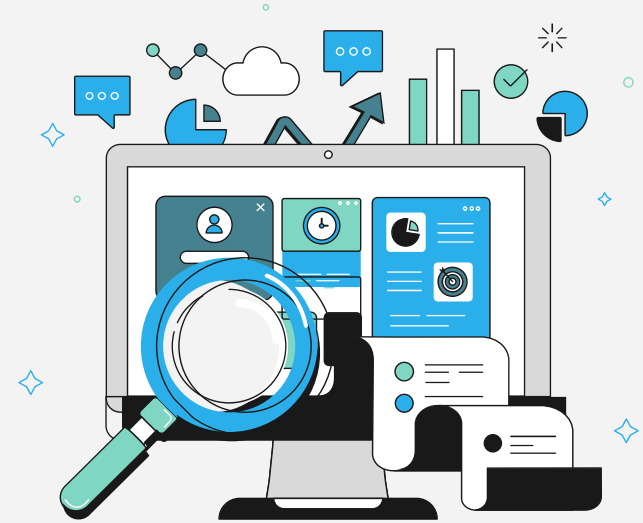
The “**Send/Receive**” button in Outlook is a crucial feature, but its icon (a set of envelopes) may not clearly indicate its function to all users. A user might expect that clicking this button would open a new message window, rather than synchronizing their mailbox. . This matter disappointed me.

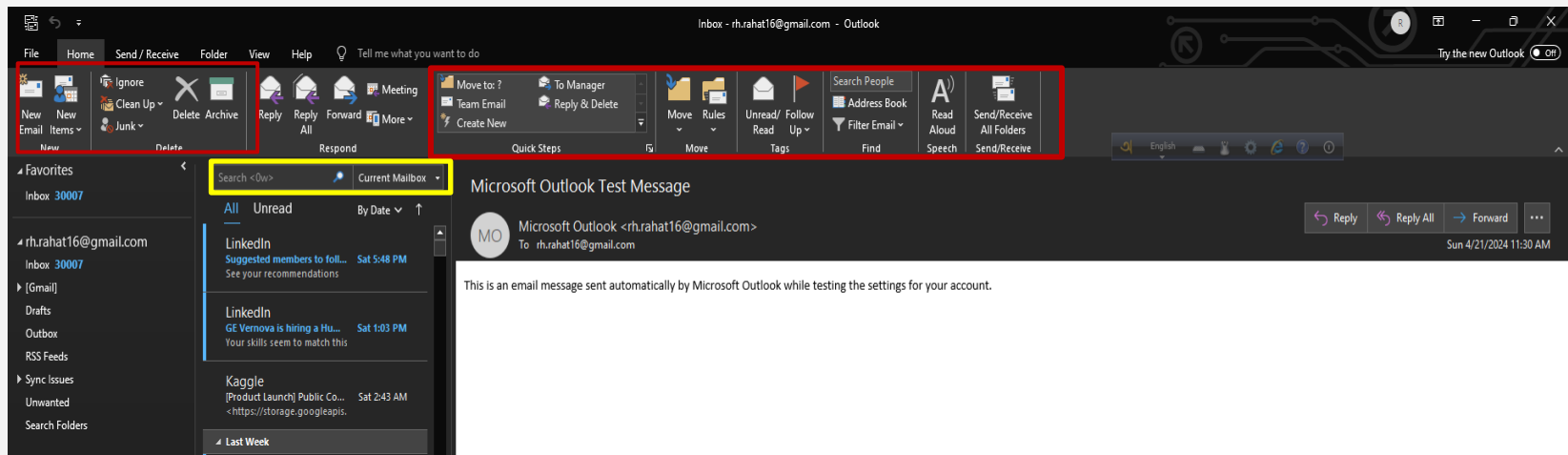


# Visibility

# Visibility

In design, visibility refers to how easily a user can see what functions are possible. For instance, a well-designed website will make it clear what actions you can take, like clicking a button to submit a form or swiping to view more images.



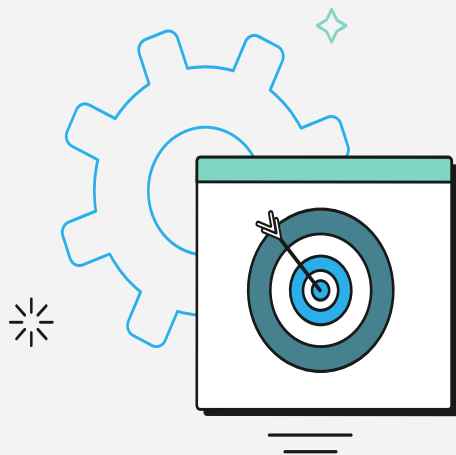


## Visibility issue with Microsoft Outlook

**Complex Toolbar:** The toolbar in Outlook is packed with icons, and while this means the application is feature-rich, it can be overwhelming and confusing to users, especially those who are new to the software. The icons are small and their functions are not always immediately apparent, leading to a visibility issue.

**Search Functionality:** The search bar in Outlook is a powerful tool, but the way it displays results can sometimes be confusing. It's not always clear why certain emails appear in the results, and important emails can be buried under less relevant one



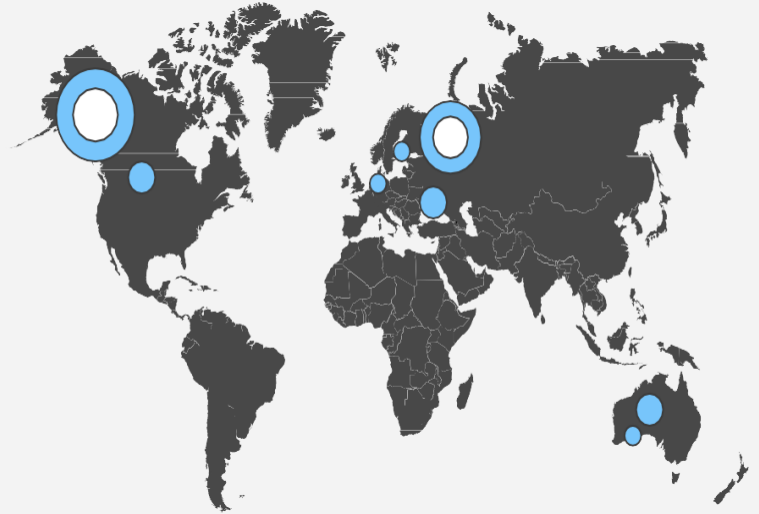


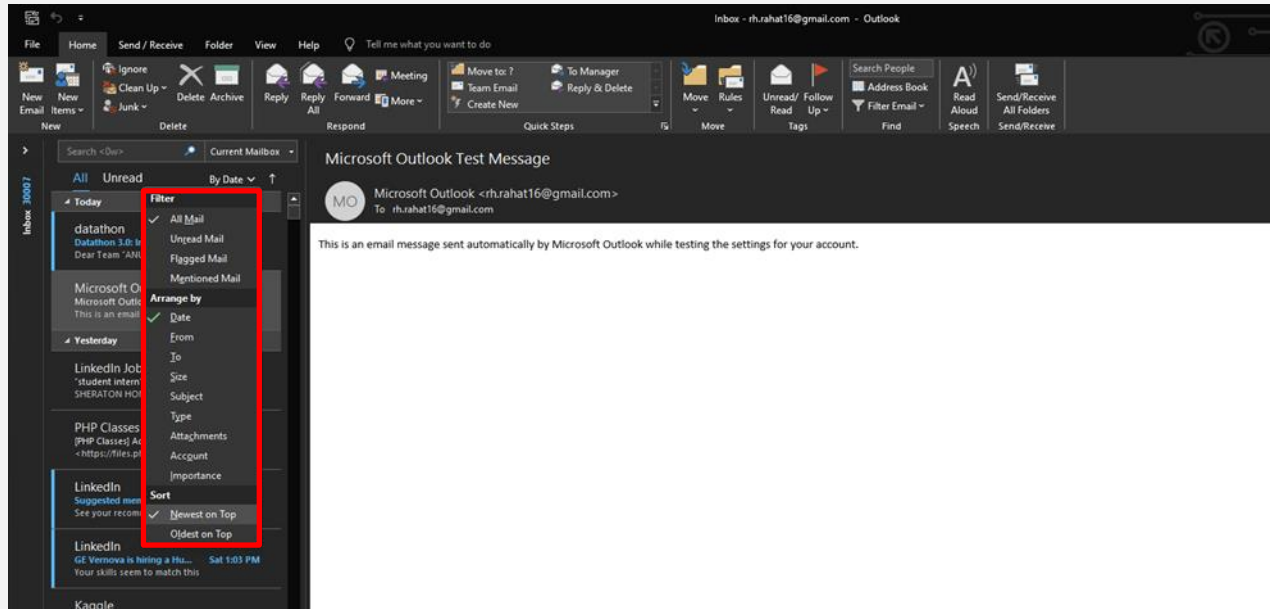
# Mapping

## Mapping

Mapping means relationship between controls and their affects.

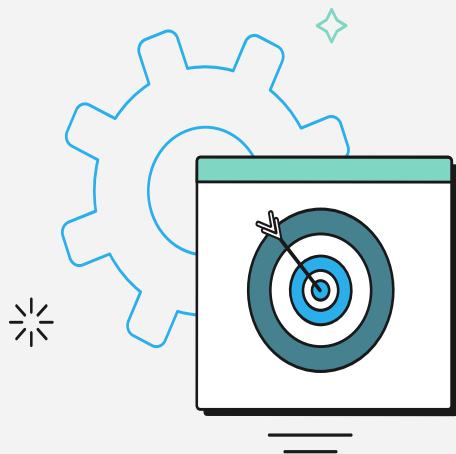
They serve as a bridge between what you want to accomplish and what is thought to be feasible. The connection between moving a control and the outcomes in the real world is at issue. Natural mappings that make use of physical analogies or cultural norms are good mappings





## Mapping Issue Of Microsoft Outlook

The mapping between the **email sorting** options (like “From”, “Subject”, “Received”) and the actual sorting of emails might not be intuitive for all users. For example, it’s not immediately clear that clicking on “From” will sort emails based on the sender’s name. I think it’s mapping issues

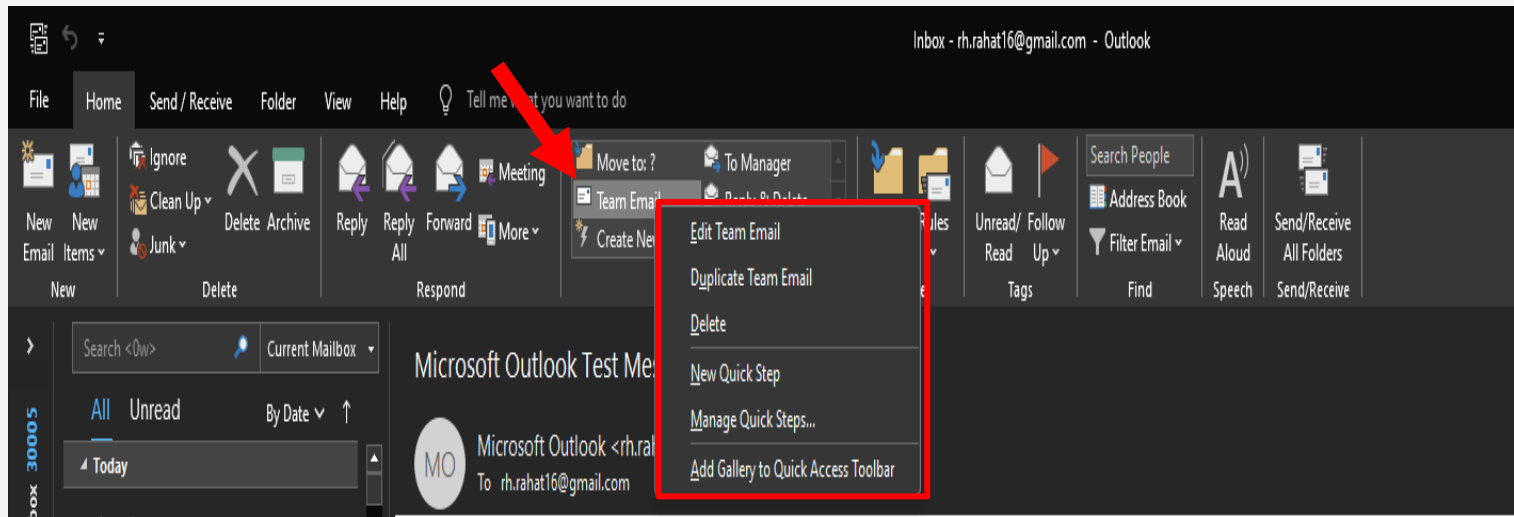


# System Image

## System Image

This is the coherent, overall view of a system that a person can form in their mind based on the information provided by the system itself. It includes the design, functionality, and behavior of the system.

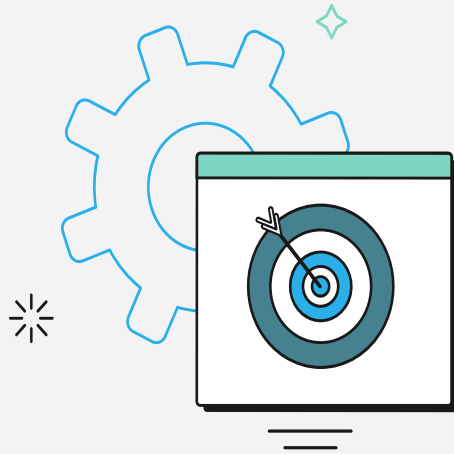




## System Image Issue with Outlook

**Complex Interface:** Outlook's interface is packed with features and functions, which can be overwhelming, especially for new users. The system image is not immediately clear or intuitive, which can lead to confusion and mistakes

**Hidden Features:** Some of Outlook's features are hidden in menus or require right-clicking, which is not obvious to all users. This can make the system image unclear, as users might not realize these features exist or how to access them



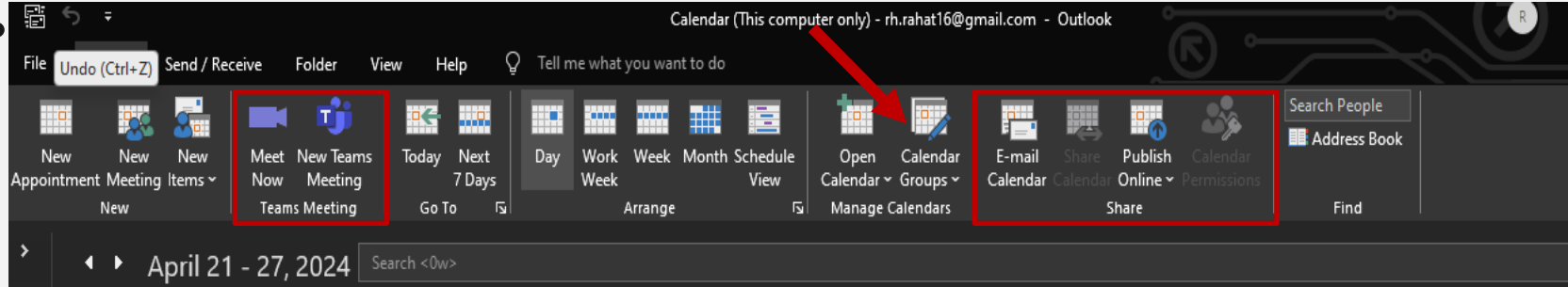
# Gulf Of Execution & Gulf of Evaluation

**Gulf of Execution:** This term refers to the gap between a user's goal for action and the means to execute that goal. For example, if a user wants to save a file in a specific format, but doesn't know how to change the file type in the "Save As" dialog box, there is a gulf of execution.

**Gulf of Evaluation:** This refers to the degree to which the system provides representations that can be directly perceived and interpreted in terms of the expectations and intentions of the user. In other words, it's the difficulty of assessing the state of the system and how well it matches the user's goals.







## Gulf of Execution & Gulf of Evaluation issue with Outlook

**Gulf of Execution:** Performing certain tasks in Outlook can be more complicated than necessary. to set up a recurring meeting, users have to navigate through several menus and dialogs. This could be streamlined to make the process easier and more intuitive.

**Gulf of Evaluation:** After performing an action, such as sending an email or updating a calendar event, Outlook doesn't always provide clear feedback about the result of the action. This could leave users unsure about whether their action was successful or not.



Thank You