Interacção Pessoa-Máquina

2022/2023

Good and Bad User Interface Design

## Assignment 1

Author:

57719, Tiago Vieira

Lab class Nº 2

Professor:
Teresa Romão

October 2022

Mobile Baking Application – Moey!

When using mobile banking applications, it starts to get quite frustrating when trying to access simple and essential things, like seeing the account balance or checking the last transactions. Lot of the times you need to pass through several menus to access these operations. *Moey*, a Portuguese online bank, has an app that solves this problem by having all the essential information straight on the initial screen, like account balance and last transactions. Besides that, it separates the last transactions by categories, so you can check where are you spending your money.
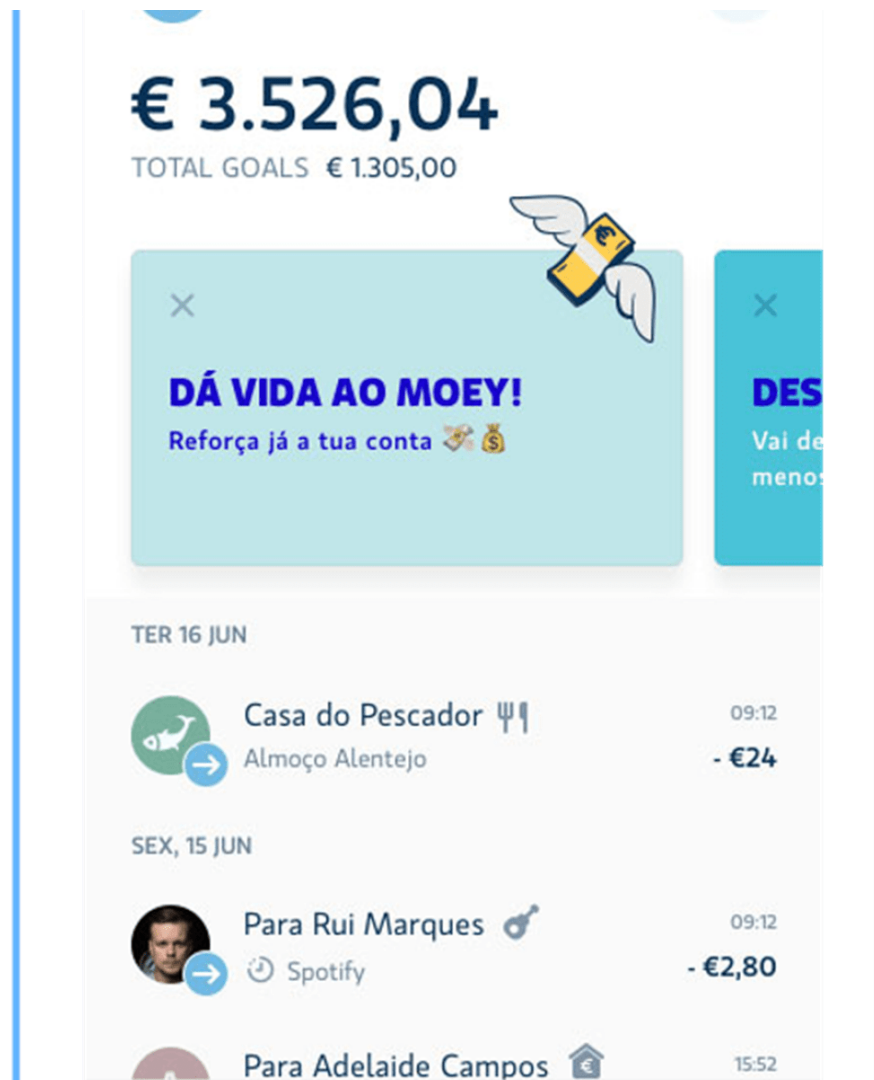
Continente, a Portuguese supermarket chain, has a mobile application that substitutes the physical client card.

This application is well developed and useful, however it has a user interface design problem that misleads its users.

When browsing the coupons, there is a big red "Use card" button on each coupon.

By clicking the "Use card" button inside the coupon you would expect to use the card and apply that coupon. What happens is that you use the card, but the coupon is **not** applied. To apply the coupon, you need to select it and then click the "Use the card" button.

The coupon checkbox

The "Use Card" button
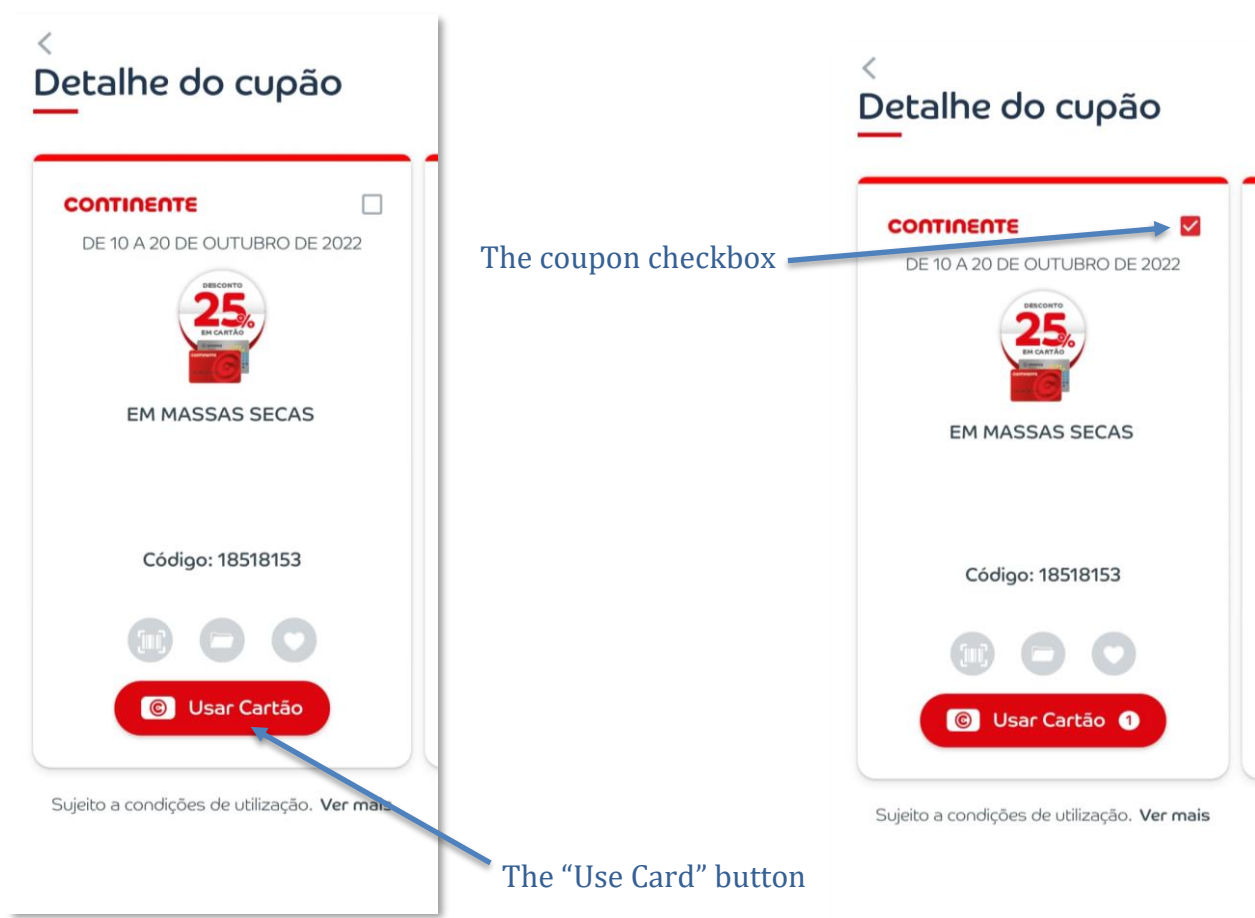
The fix

It is understandable that a user may want to use several coupons at the same time, so it is justifiable that by clicking on a button you are not selecting a coupon. However, the button should need mislead the users to not select the desired coupon.
The simple fix would be to separate the button from the coupon frame and having the button to be static while you scroll the coupons to the side, making clear that the button does not have an action on the coupon.

BEFORE   AFTER