

Heuristics Report of ProChat

H1-1: Simple & Natural Dialog

The interface is clear and intuitive. Tooltips have now been added, improving clarity for buttons and features.

Severity: **Low**

Suggested improvements:

- Continue adding tooltips as new features are added.

H1-2: Speak the Users' Language

Language and terminology are familiar. Multilingual support works well.

Severity: **Low**

Suggested improvements:

- Expand language options if needed.
- Keep terminology consistent across languages.

H1-3: Minimize Users' Memory Load

The UI is simple with low memory load. Long friend/group lists still require scrolling, and Undo/Redo is missing.

Severity: **Moderate**

Suggested improvements:

- Add Undo/Redo for messaging and editing tasks.
- Add search and filtering to friends lists and group chats.

H1-4: Consistency

Overall consistency is good. Layout and components are mostly unified.

Some text elements vary in length, causing minor visual inconsistency.

Severity: **Low**

Suggested improvements:

- Normalize text lengths where possible.
- Maintain a UI style guide.

H1-5: Feedback

Feedback is good in key interactions such as adding friends and creating a user.

Detailed message-sending feedback (e.g., "sent", "delivered", "read") may not be necessary depending on app goals.

Severity: **Low–Moderate** (lowered from High)

Suggested improvements:

- Add loading/error indicators only where they meaningfully help (e.g., failed send).
- Keep friend-adding and account-creation feedback as they are because they work well.

H1-6: Clearly Marked Exits

Some screens lack clear ways to go back or cancel.

Severity: **Moderate**

Suggested improvements:

- Add consistent Back/Cancel buttons.
- Use confirmation dialogs when actions are destructive.

H1-7: Shortcuts

Enter (send) and Esc (close/cancel) shortcuts have been implemented — usability improved.

Severity: **Low**

Suggested improvements:

- Add more shortcuts gradually for power users.

H1-8: Precise & Constructive Error Messages

Error messages are clear but stylistically inconsistent.

Severity: **Low**

Suggested improvements:

- Align error message styling with UI guidelines.
- Add inline hints for fields where errors are common.

H1-9: Prevent Errors

Error prevention is generally good.

Severity: **Low–Moderate**

Suggested improvements:

- Prevent sending empty inputs.
- Provide immediate validation for invalid or incomplete inputs.

H1-10: Help and Documentation

Documentation is minimal, though tooltips help with usability.

Severity: **Moderate**

Suggested improvements:

- Add a Help view or onboarding guide.
- Expand contextual help beyond tooltips if needed.