

# Heuristics Report of ProChat

## H1-1: Simple & Natural Dialog

Most reviewers found the interface clear and intuitive. One reviewer noted that users could benefit from more explanatory information for example button tooltips.

Severity: **Low**

Suggested improvements:

- Add short hints or tooltips that explain button functions, especially as new features are added.

## H1-2: Speak the Users' Language

Language and terminology are clear and familiar. Multilingual support works, but could be expanded.

Severity: **Low**

Suggested improvements:

- Add more language options if needed.
- Ensure terminology remains consistent across all languages.

## H1-3: Minimize Users' Memory Load

The UI is simple with minimal memory load. Missing Undo/Redo from few functionalities and long lists require searching when it comes to friendslist and groupchats.

Severity: **Moderate**

Suggested improvements:

- Implement Undo/Redo for messaging and making changes in chats.
- Add search and filtering options to friends list and group chats.

## H1-4: Consistency

Overall layout is consistent. Some inconsistencies between language versions were noted.

Severity: **Moderate**

Suggested improvements:

- Standardize component sizes.
- Create a UI style guide.

## H1-5: Feedback

Lack of clear user feedback (message status, feedback channel)

Severity: **High**

Suggested improvements:

- Add message status indicators.
- Provide feedback form or contact email.
- Add visual loading/sent/failure indicators

## H1-6: Clearly Marked Exits

Some screens lack Cancel/Exit/Back buttons.

Severity: **Moderate**

Suggested improvements:

- Add consistent back/cancel buttons.
- Add confirmation dialogs.

## H1-7: Shortcuts

Keyboard shortcuts missing.

Severity: **Moderate**

Suggested improvements:

- Add “Enter to Send”
- Add more shortcuts over time.

## H1-8: Precise & Constructive Error Messages

Error messages are clear but stylistically inconsistent.

Severity: **Low**

Suggested improvements:

- Match error message styling with the UI.
- Add inline hints.

## H1-9: Prevent Errors

Error prevention is generally good. Empty messages can be sent.

Severity: **Low - Moderate**

Suggested improvements:

- Disable send on empty inputs.
- Add immediate invalid-input feedback.

## H1-10: Help and Documentation

Documentation minimal.

Severity: **Moderate**

Suggested improvements:

- Add tooltips, help view, and onboarding guidance.