11. 28. Microsoft Word.

Wording:

- In Microsoft Word, the menu titles are descriptive with names like "File," "Edit," "View," which clearly indicate their functions.
- The command verbs like "Save," "Open," "Print" are specific and describe operations unambiguously.
- Menu items usually use mixed case, which is standard across most modern user interfaces.

Organization:

- The menus in Word are organized according to tasks. For instance, all text formatting options are found under the "Home" tab grouped together.
- Features related to document layout are found under the "Layout" or "Design" tabs, making for intuitive navigation.

Length:

- Word's ribbon interface breaks down what could be long menus into tabs and groups, avoiding overwhelming the user with too many choices in one list.
- Submenus are used where necessary, such as when choosing "Advanced" options in the "File" menu.

Selection:

- Selection methods in Word are consistent, with most actions performed with a click, and keyboard shortcuts are provided for power users.
- The consequences of each action are generally clear, and hovering over an option often provides additional information on what the option does.

Highlighting:

- Highlighting is used in Word to show which tab is active or to bring attention to settings that have been changed from their defaults.
- Unavailable options are greyed out, such as formatting options that are not applicable to the selected element in the document.

11.31 Interaction Methods Evaluation:

Command Language (Terminal)

- Likes:
  - High precision and control over system operations.
  - Automation of tasks using scripts.
  - Often faster for experienced users to perform complex tasks.
- Dislikes:
  - Steep learning curve for new users.
  - Requires memorization of commands and their syntax.
  - Not as intuitive as graphical interfaces.

Strengths: Efficiency and precision for power users, excellent for scripting and automation.

Weaknesses: Inaccessibility for beginners, potential for errors due to typing mistakes.

Preference: Command language interfaces are preferred for tasks that require speed, repetitive processing, or are highly technical, such as software development or system administration.

Future Prevalence: Likely to remain prevalent among technical and professional users due to its efficiency and power, but less so among general users due to the rise of more intuitive interfaces.

Menus (Microsoft Office Suite)

- Likes:
    - Straightforward and easy to navigate.
    - Structured options make it easy to find features.
    - Good for exploring available commands and functions.
- Dislikes:
    - Can be slow to navigate through multiple layers.
    - May require several clicks to reach a specific function.
    - Overly complex menus can be overwhelming.

Strengths: User-friendliness, ideal for general users and standard operations.

Weaknesses: Slower for expert users, can be cumbersome if poorly organized.

Preference: Menus are preferred for general computing tasks where users may need to explore options or are not familiar with the system's capabilities.

Future Prevalence: Menus will likely remain common due to their balance of accessibility and structure, particularly in consumer software.

Objects (Adobe Photoshop)

- Likes:
    - Direct manipulation of objects on the screen is intuitive.
    - Visual feedback makes it easy to understand the impact of actions.
    - Encourages exploration and experimentation.
- Dislikes:
    - May require extensive use of a mouse or trackpad, which can be slow or tiring.
    - The complexity of the interface can be intimidating for new users.
    - Sometimes less precise without the use of additional keyboard input.

Strengths: Intuitiveness and the ability to manipulate work visually.

Weaknesses: Can be less efficient for tasks that would benefit from keyboard shortcuts or commands.

Preference: Object-oriented interfaces are preferred for creative tasks involving design, layout, or any work where seeing real-time changes is beneficial.

Future Prevalence: Object-oriented interfaces are likely to grow in prevalence with the rise of touch and gesture-based devices and an emphasis on visual interaction in software design.

11.32 Business Tasks for Form-Based Interaction:

Human Resources Management:

- Onboarding new employees.
- Tracking employee performance reviews.
- Managing leave and attendance records.

Financial Accounting:

- Recording transactions.
- Preparing and submitting expense reports.
- Managing invoices and receipts.

Sales Order Processing:

- Creating new sales orders.
- Processing payments.
- Tracking order fulfillment.

11. 33 List the physical input devices described in this chapter that you have seen or used. For each device, briefly describe your experience and provide your personal evaluation. Do your personal evaluations parallel the evaluations provided in Tables 11- 3 and 11- 4 ?

Keyboard:

- Experience: Used extensively for typing and data entry.
- Evaluation: Highly durable and offers quick data entry, although it can lead to user fatigue during prolonged use.
- Parallel with Tables: Yes, my evaluation agrees with Table 11-3 for durability and user fatigue. Table 11-4 indicates the keyboard is preferred for menu selection, which aligns with my experience.

Mouse:

- Experience: Regularly used for navigation, selection, and drag-and-drop tasks within a graphical user interface.
- Evaluation: Offers precise control for pointing accuracy, but can cause user fatigue, particularly with extended use.
- Parallel with Tables: Yes, findings are consistent with Table 11-3 for pointing accuracy and user fatigue. Table 11-4's assessment of the mouse being most accurate for text selection also aligns with my experience.

Touch Screen:

- Experience: Commonly used on smartphones and tablets for direct interaction with objects on the screen.
- Evaluation: Intuitive and user-friendly but often leads to visual blocking by the user's own fingers and potential user fatigue from extended use while holding the device.
- Parallel with Tables: Yes, the tables reflect the issues with visual blocking and user fatigue. Touch screens are identified as most preferred for target and menu selection, which is consistent with my experiences of convenience and ease of use.

11.37 Dialogue Scenarios for Hotel Registration System:

Scenario 1: Room Booking

- User: "I'd like to book a room."
- System: "Please enter your desired check-in and check-out dates."
- User: Provides the dates.
- System: "What type of room would you like to book?"
- User: "A double room, non-smoking."
- System: "How many guests will be staying?"
- User: "Two adults."
- System: "Here are the available rooms. Please select one."
- User: Selects a room.
- System: "Please provide guest information and payment details to confirm the booking."

Scenario 2: Check-in Process

- User: "I have a reservation and want to check in."
- System: "May I have your name and booking confirmation number?"
- User: Provides the information.
- System: "Thank you. Your room is ready. Do you need any additional services?"

- User: “Yes, can I get a wakeup call tomorrow?”
- System: “Certainly. What time would you like to be woken up?”
- User: “At 7 am, please.”
- System: “You are all set. Here is your room key. Enjoy your stay!”

Scenario 3: Special Requests

- User: “I’d like to make a special request for my upcoming stay.”
- System: “Of course. What would you need?”
- User: “Can I get a room with an ocean view?”
- System: “Let me check the availability. Yes, we can arrange that for an extra fee. Would you like to proceed?”
- User: “Yes, please add that to my reservation.”
- System: “Done. Your reservation has been updated with an ocean view room.”

11. 38 Represent the dialogues from the previous question through the use of dialogue diagrams.

Room booking process:

Start
|
V
User initiates room booking
|
V
System asks for check-in and check-out dates
|
V
User provides dates
|
V
System requests room preferences (type, smoking/non-smoking)
|
V
User selects preferences
|
V
System inquires about the number of guests
|
V
User provides the number of guests
|
V

System displays available rooms
|
V
User selects a room
|
V
System requests guest information and payment details
|
V
User provides details and confirms booking
|
V
End

Check-in process:
Start
|
V
User wants to check in
|
V
System asks for name and booking number
|
V
User provides information
|
V
System confirms the room and offers additional services
|
V
User requests a wakeup call
|
V
System asks for wakeup time
|
V
User provides a time
|
V
System confirms wakeup call and provides room key
|
V
End

Special requests:

Start
|
V
User has a special request
|
V
System prompts for the request details
|
V
User asks for an ocean view
|
V
System checks availability and informs about the extra fee
|
V
User agrees to the extra fee
|
V
System updates the reservation
|
V
End