FUN ACTIVITY - 4
Whatsapp-Usability Principles
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INTRODUCTION:

WhatsApp Messenger

- Simple,secure and reliable messaging Application
- Supports VoIP and Media Sharing
- Supported on almost all platforms -Android,iPhone,MAC or Windows PC

USABILITY PRINCIPLES:

Learnability: is a quality of products and interfaces that allows users to quickly become familiar with them and able to make good use of all their features and capabilities

Pros:

The UI of Whatsapp really does well on the mental model and thus even new users can begin effective interaction and maximal performance. Some of the examples where the UI does well on the mental model part are design of various icons similar to their real world counterparts thus exhibiting skeuomorphism very well.

Wherever required the UI guides a novice user for example we get a blurred text : "Type a message " in the chat box indicating the users to type a message.

Cons:

Though, the UI of Whatsapp performs well on the mental model, novice users find it tough to use it when compared to social media applications like Instagram and Facebook due to one reason: very less usage of AI powered features.

Also many novice users find it tough to locate and experience additional features like blocking,muting, creating groups, switching off read receipts, displaying the profile photo only to contacts feature,sharing status to selected people.

Flexibility: The multiplicity in which users/system exchange information.

Pros:

Multithreading-

- Users can share text messages,audio and video files at the same time.

- We can also send any number of text messages at a time.
- We can chat on whatsapp while we are in a call with someone.
- We can log on to Whatsapp web and use the same account through computer and phone

<u>Task Migratability</u>-

- Auto correct feature in chats

<u>Substitutivity</u>-

- We can share files and media of any format with our contacts.

Robustness: The level of support provided to user in determining the achievement and assessment of goal directed behaviour.

Pros

- Observability:
    - When a new member is added to a group a message appears on the chat screen.
    - "Typing…" message appears when an user is typing a message
    - Whenever a status update is not viewed a dot appears near the Status column heading.
- Recoverability:
    - You can delete a message if sent by mistake
    - If Whatsapp is uninstalled by mistake we have data backed up in drive and it can be recovered.
- Responsiveness:
    - For all the actions taken by an user we get an appropriate prompt/message (typing,new message, voice call).
    - Whenever we are sharing media we get progress bars showing the status of update.
    - If you have blocked a contact you get a message 'You have blocked this contact Tap to Unblock.'

- If a message is read 'blue ticks' appear which give the read receipts.

Interface Design Rules:

- Visibility of system status:
  - Whenever we get disconnected from the internet we get a message It appears that you are not connected to Internet when we try calling
- Match between system and real world:
  - All the icons in the UI are designed in such a way that they match their real world counterparts for example : Mic for microphone, trash icon for delete option, no speaker sign for muted notifications.
- User Control and Freedom:
  - Users can choose whom to share their status with, they have options to block,mute and delete contacts.
  - Users can forward messages and create groups for people with similar interests.
- Error prevention:
  - Whenever a user deletes a message we get a prompt which mentions that this action is irreversible and thus ensures that user performs it with full knowledge.
  - Whenever we leave a group we get a message saying that we cannot join the group until someone adds again.
  - Now whatsapp also limits the number of forwards to stop spread of fake news.
- Help and Documentation:
  - Whenever user requires help they can read the faq in the app.