**Usability Testing Report**

**Project: DemoBlaze E-commerce Platform  
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**Overview**

**This report evaluates the usability of the DemoBlaze platform using Jakob Nielsen’s 10 Usability Heuristics as a framework. Three significant issues were identified through manual inspection and heuristic evaluation. Each issue is described with its severity, the heuristic violated, and recommended improvements.**

**Findings**

**1. Lack of Persistent Feedback After Adding to Cart**

* **Heuristic: #1 – Visibility of system status**
* **Severity: Medium**
* **Description: When a product is added to the cart, a brief JavaScript alert is shown, but no persistent indicator confirms the action. Users may be uncertain whether the product was successfully added.**
* **Recommendation: Implement a cart icon badge that updates in real time to reflect the current number of items in the cart.**

**2. Inaccurate Checkout Error Messaging**

* **Heuristic: #9 – Help users recognize, diagnose, and recover from errors**
* **Severity: Medium**
* **Description: If the Name field is left blank during checkout, the system shows the error message *“Please fill out Name and Creditcard,”* even when the credit card field is already completed. This confuses users and reduces trust.**
* **Recommendation: Provide field-specific validation messages (e.g., *“Name is required”*) and highlight the missing field directly.**

**3. Non-Functional Category Filters**

* **Heuristic: #4 – Consistency and standards**
* **Severity: High**
* **Description: Clicking category links such as *“Phones,” “Laptops,”* or *“Monitors”* does not update the product list as expected. This breaks standard e-commerce navigation patterns and frustrates users.**
* **Recommendation: Ensure all category filters function as intended, or temporarily remove non-functional links until fixed.**

**Conclusion**

**The heuristic evaluation revealed usability gaps in system feedback, error handling, and consistency. Addressing these issues will significantly improve user trust, navigation efficiency, and overall shopping experience on DemoBlaze.**