

# Chat App with Figma

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# Project Scope

- Identify Usability Problems: There are several usability problems that is addressed in this project, which include the difficulty of navigating on the user interface and registering an account, being unable to save messages to view later, having a hard time finding or adding friends in the app, and being unable to organize or sort chat groups.
- Target Audience: The user demographic that we will be targeting includes people between the ages of 13-65, with both male and female users.
- Purpose: Create a clickable prototype using Figma to address these usability problems.

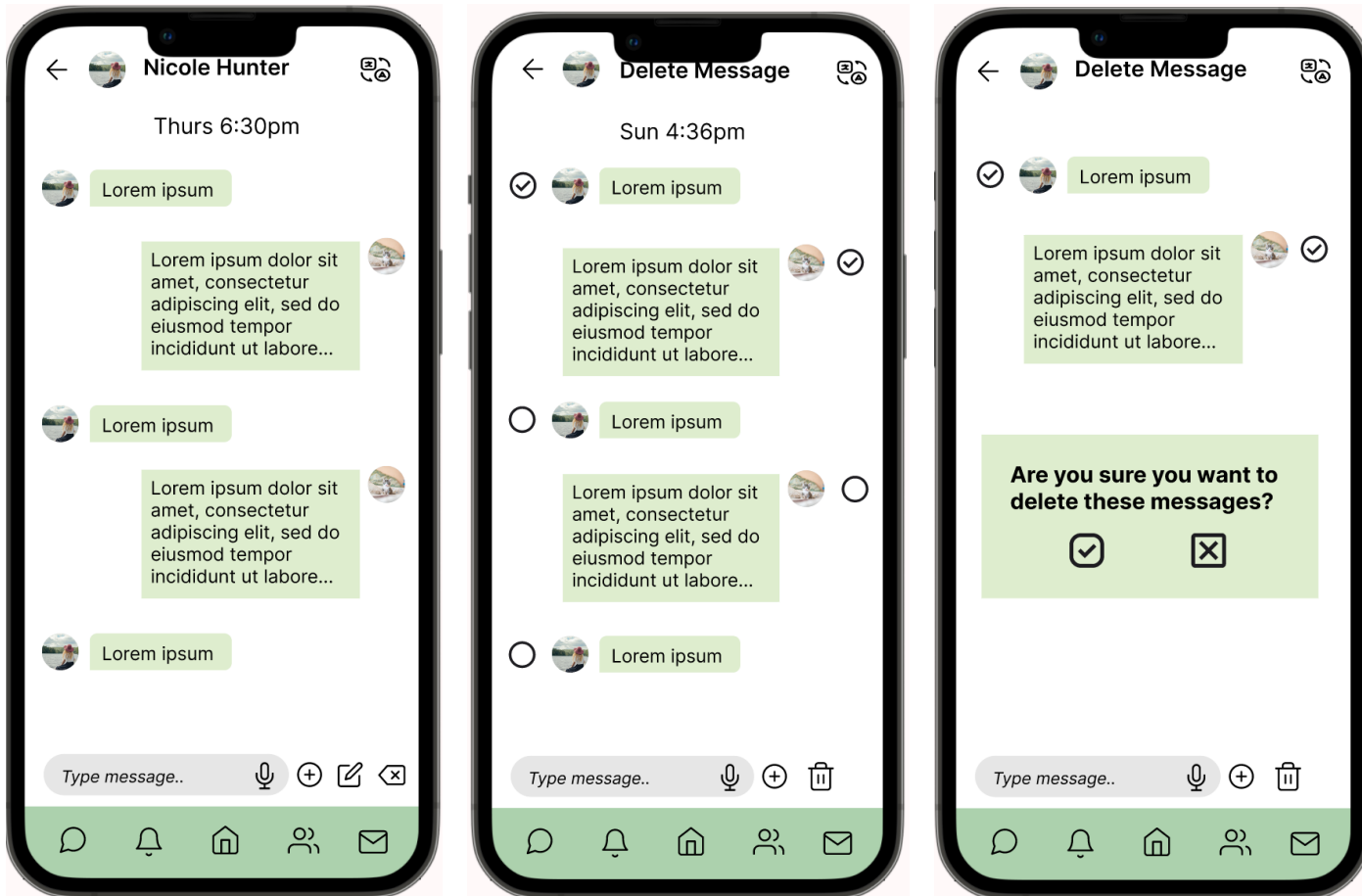
# Task 1: Editing A Message



**Applied Insight:** Add edit button.

- Users have the ability to edit their message after it is sent.
- The edit icon is right next to the message bar where a user types a message so it can be clicked on and seen right away (to make the affordance more discoverable).
- The edit icon is a pencil within a square which shows that this is the icon to edit a message (satisfies Consistency and Standards heuristic).

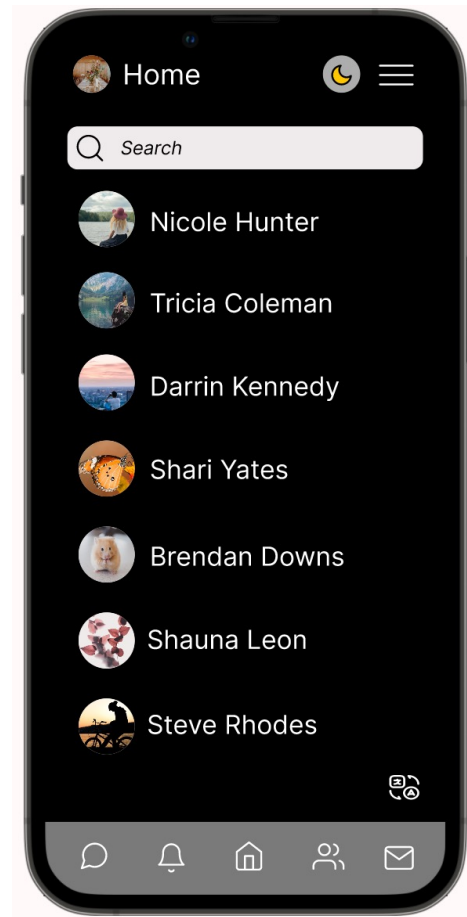
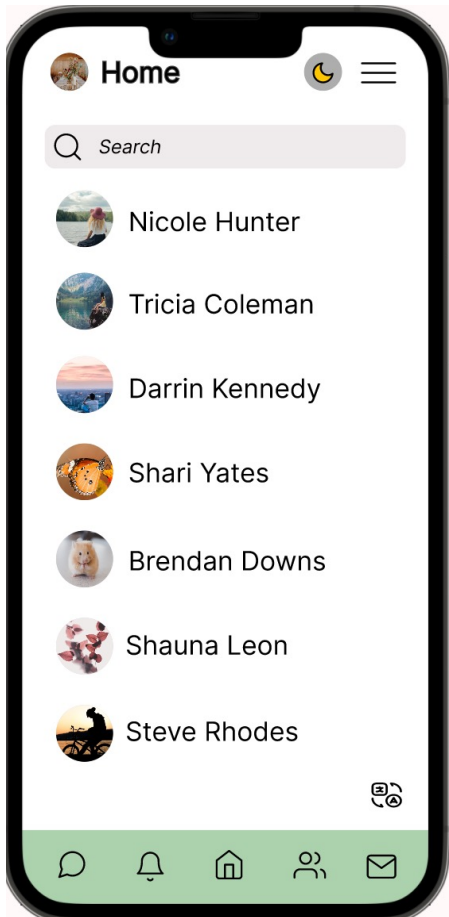
# Task 2: Deleting A Message



**Applied Insight:** Add a delete button.

- Users have the ability to delete messages once they sent them.
- This allows users to prevent errors (Error Prevention Heuristic).
- There is a pointed box rectangle with an X in the center and a trash can icon to symbolize the delete feature.
- They are placed near the message bar so they can be clicked on within a second (for better visibility).
- A check mark in a circle indicates that the message to delete has been selected.
- A confirmation window shows “Yes” or “No” options to confirm a deletion (Error Prevention Heuristic).

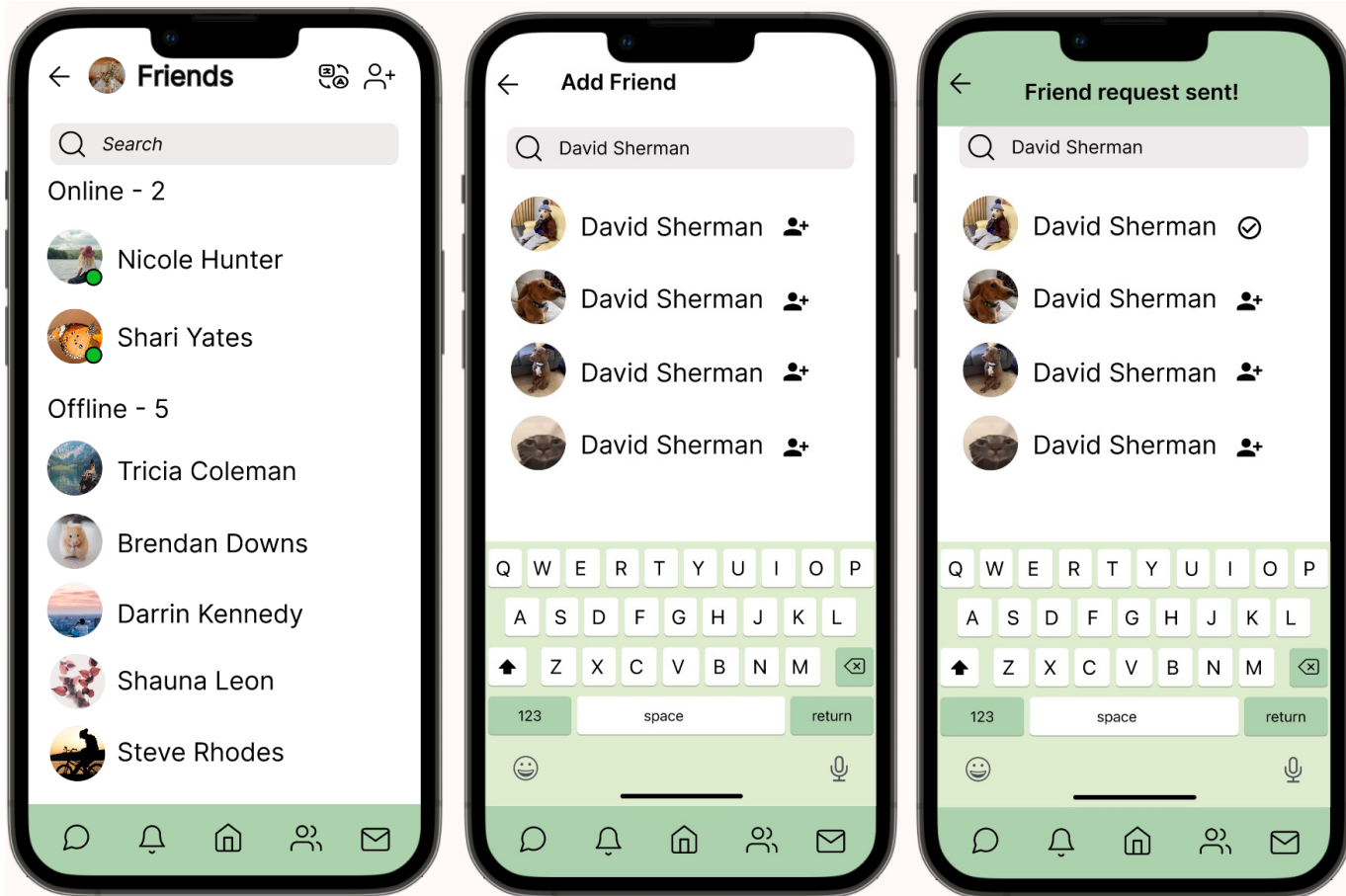
# Task 3: Changing Themes (Dark Mode)



**Applied Insight:** Theme customization (Dark mode)

- A user can change themes by switching between light and dark mode.
- The crescent moon icon for dark mode is placed right next to the menu icon on the top right corner because that is one of the areas where the user's eyes are usually drawn to first.
- This satisfies the Consistency and Standards heuristic as well because the crescent moon icon is familiar and recognized for its specified function (clicking on it will change to dark mode).

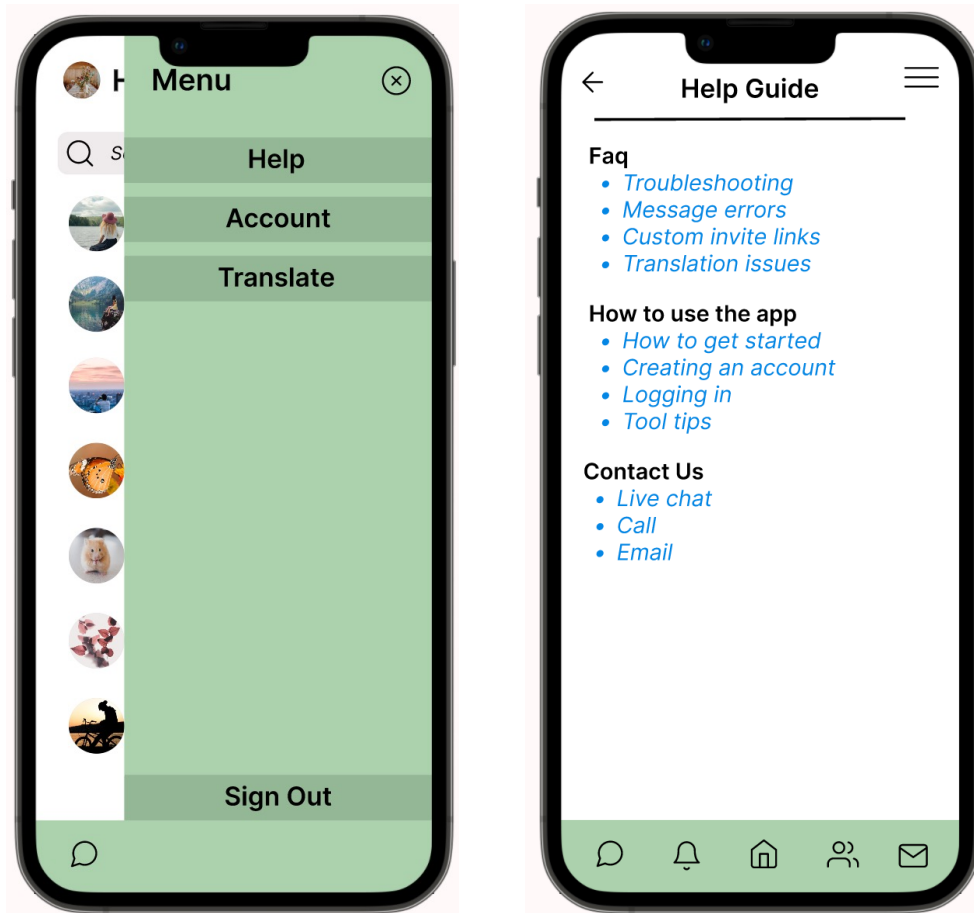
# Task 4: Adding A Friend



## Applied Insight: Add A Friend Icon

- A user can add a friend by clicking on the person icon with a plus sign next to it (located on top right corner of first screen and next to a user's name).
- After clicking on the “Add Friend” icon, the screen shows a circle with a checkmark next to the added friend.
- The “Add Friend” icon and circle with a checkmark allow users to know that these are icons that will allow them to add a friend and confirm that the friend request has been sent, which are commonly recognized and familiar (satisfies Consistency and Standards heuristic).

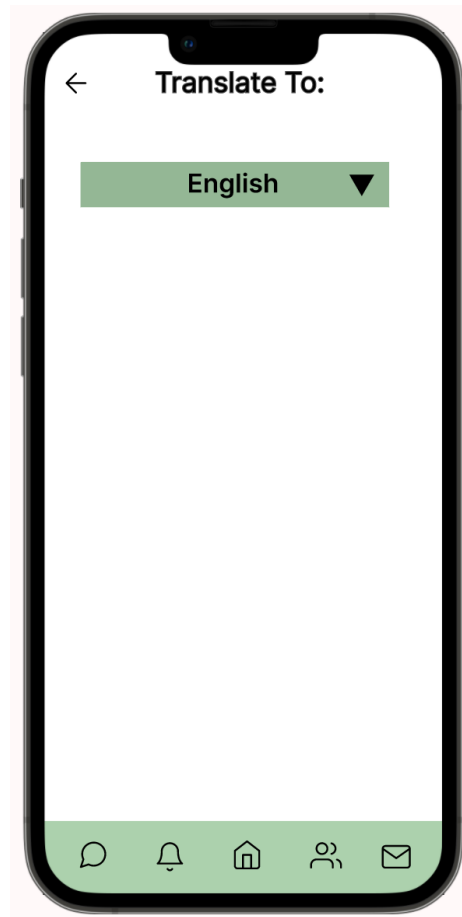
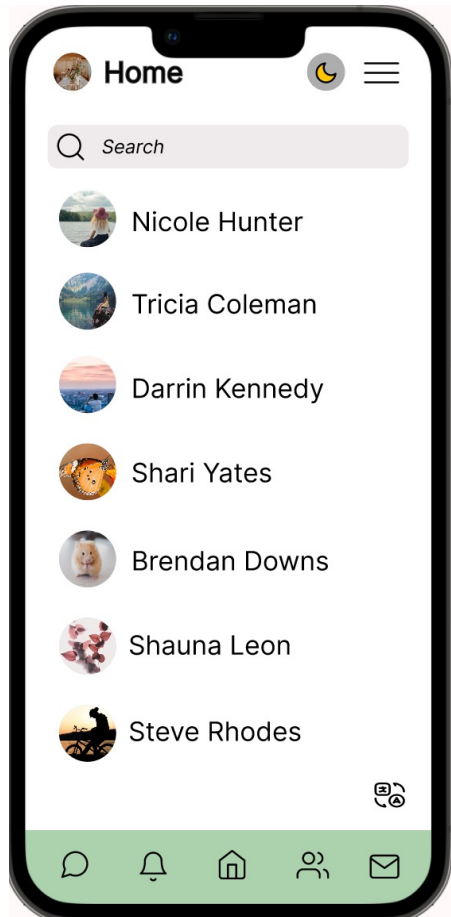
# Task 5: Using The Help Button



## Applied Insight: Add Help Button

- Users can click on the help button to get help.
- The decision was made to place the help button within the menu bar because the user interface might be cluttered with too many icons (satisfies Aesthetic and Minimal Design heuristic).
- Clicking on the Help button will redirect you to a screen that says Help Guide (satisfies Help and Documentation heuristic).
- There is also an "X" (cancel/exit) button on the top right corner of the menu bar and a back arrow icon on the Help Guide so the user can exit or go back to the previous screen (satisfies User Control and Freedom heuristic).

# Task 6: Translation Button

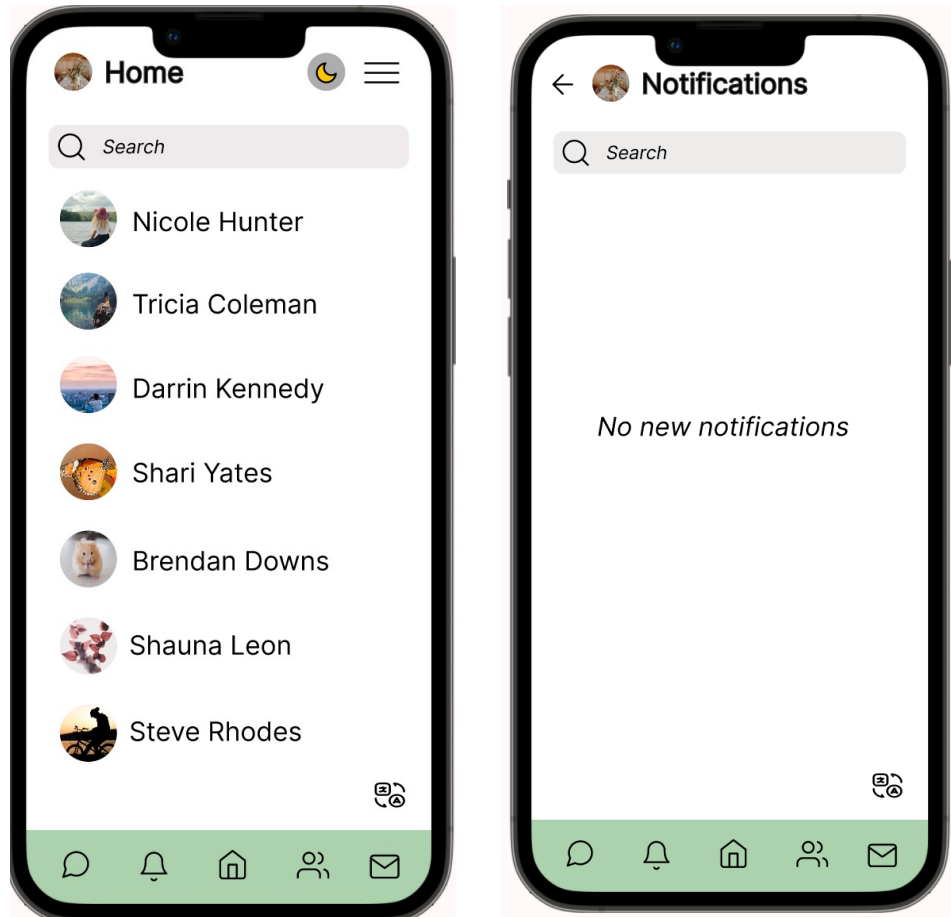


## Applied Insight: Add Translation Button

- A user can translate to a specific language by clicking on the translation button in the lower right corner of the home screen, or top right corner depending on which screen the user is viewing.
- If you hover the mouse over the translation button, the word "translation" appears over it to show that it is the translation button, so users don't have to remember what the button does if they forget (satisfies Recognition rather than Recall).
- After clicking on the button, it redirects to a screen showing "Translate To:" with the specified language under the words.
- There is also a back arrow button to go back to the previous screen (satisfies User Control and Freedom heuristic).



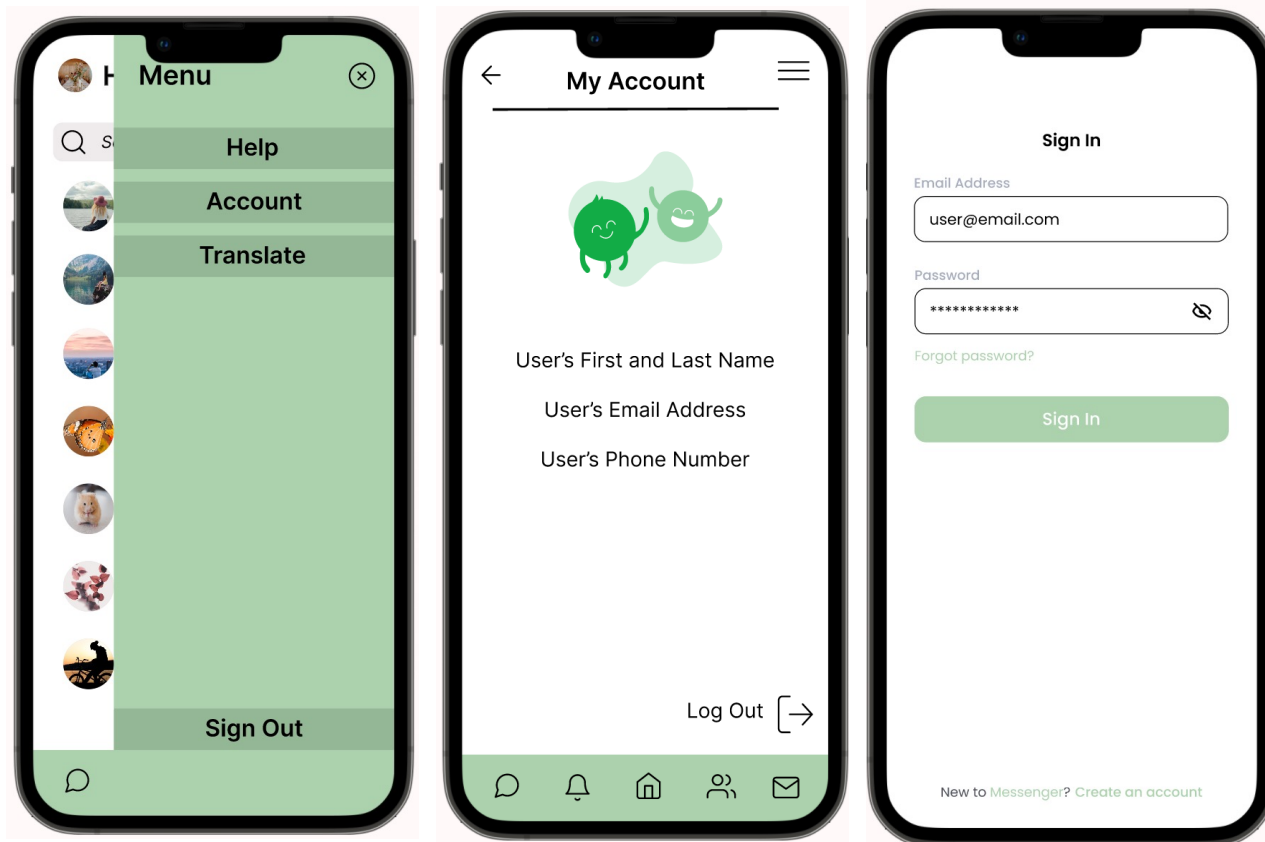
# Task 7: Viewing Notifications



## Applied Insight: Add Notification Icon

- A user can see notifications by clicking on the bell icon on the status bar at the bottom of the screen.
- A bell icon usually means to “alert” the user of notifications so this allows users to recognize the notification icon (satisfies Consistency and Standards heuristic).
- Clicking on the icon will show another screen with message notifications if there are any.
- The user can click on the back arrow button or any of the other icons at the bottom of the screen to navigate to other screens (satisfies User Control and Freedom heuristic).

# Task 8: Sign Out



## Applied Insight: Add Sign Out Button

- A user can sign out by clicking on the “Sign Out” button in the menu bar of the home screen, or the “Log Out” button in the “My Account” screen.
- Within the menu bar, there are words on the button to sign out. The Account screen also has an icon to sign out, and it has the words “Log Out” next to it to let the user know that clicking on the icon will allow them to log out of the account (satisfies Recognition rather than Recall).

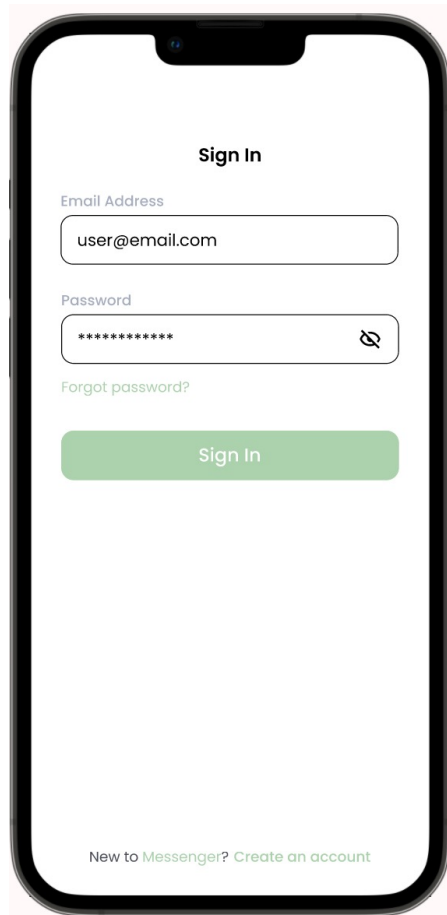
# Task 9: Sign Up

The image displays two mobile application screens side-by-side. The left screen is titled 'Sign In' and features a green 'Sign In' button. It includes input fields for 'Email Address' (containing 'user@email.com') and 'Password' (masked with asterisks). A 'Forgot password?' link is positioned below the password field. At the bottom, a link reads 'New to Messenger? Create an account'. The right screen is titled 'Sign Up' and features a green 'Sign Up' button. It includes input fields for 'First and Last Name' (containing 'example user'), 'Email Address' (containing 'user@email.com'), and 'Password' (masked with asterisks). Below the password field, there is a text requirement 'At least 8 characters with uppercase letters and numbers' and a checkbox for 'Accept Terms of Use & Privacy Policy'. At the bottom, a link reads 'Return to Sign In'.

## Applied Insight: Add Sign Up/Create Account Button

- A user can sign up or create an account by clicking on the “Create an account” link at the bottom of the “Sign In” screen.
- The screen to sign up has labels above the data fields to let the user know what they have to type or enter in the fields (satisfies Recognition rather than Recall heuristic).

# Task 10: Sign In



## Applied Insight: Add Sign In Button

- A user can sign in to his/her account by entering the username/password and clicking the “Sign In” button below the fields.
- The sign in button is located right in the center of the screen and there are no other icons that clutter the screen (satisfies Aesthetic and Minimal Design heuristic).

# References

- <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>
- <https://www.nngroup.com/articles/ten-usability-heuristics/>
- <https://www.interaction-design.org/literature/article/user-interface-design-guidelines-10-rules-of-thumb>