

Dimension	Functionality
Factor	User Interaction

		Wfk - Fullfilment (%)		
Requirement	Metric Evaluation	0	50	100
FUI01 - Applications are intuitive	Interaction questionnaire to two type of users. The first user is a experienced user that already read the manual, the other is a unexperienced user that never read the manual. The questionnaire must be made to the three types of users (Final Customer, Service Provider and Courier) in a total of 6	0-1 positive questionnaires	2-3 positive questionnaires	4-6 positive questionnaires
FUI02 - All the applications present a same design experience	The design experience must be similar to the three solutions environments. Backgrounds, colors, design of buttons, font types, logos, icons and animations must be similar.	Low similarity	Only half of the categories present a similar design	High similarity
FUI03 - All the application present a same navigation experience	The navigation between screens present the same experience. Buttons to menu, advance, confirm and cancel	No	-	Yes
FUI04 - Applications have quick access to main functions	Executing the order placement functionality musn't take more than 4 steps (choose, pay, enter information...)	>4 steps	-	<= 4 steps