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2.

a. The example is from the application Twitter.

b. Helping users recognize, diagnose, and recover from errors is the usability heuristic that is being used well here. When a user exceeds the 280-character limit for a Tweet, Twitter lets the user know in a clear way, which focuses in on the problem (too many characters), and even suggests how to resolve the problem. From the image below, Twitter highlights the extra characters in red, to let the user know precisely which characters are at the root of the problem. In addition, Twitter clearly displays how many characters over the 280-character limit the user has gone (notice the red circle at the bottom right of the Tweet that displays "-8"). This red circle is also suggesting how the user could fix the problem – he/she could simply delete 8 characters from the Tweet.

c.