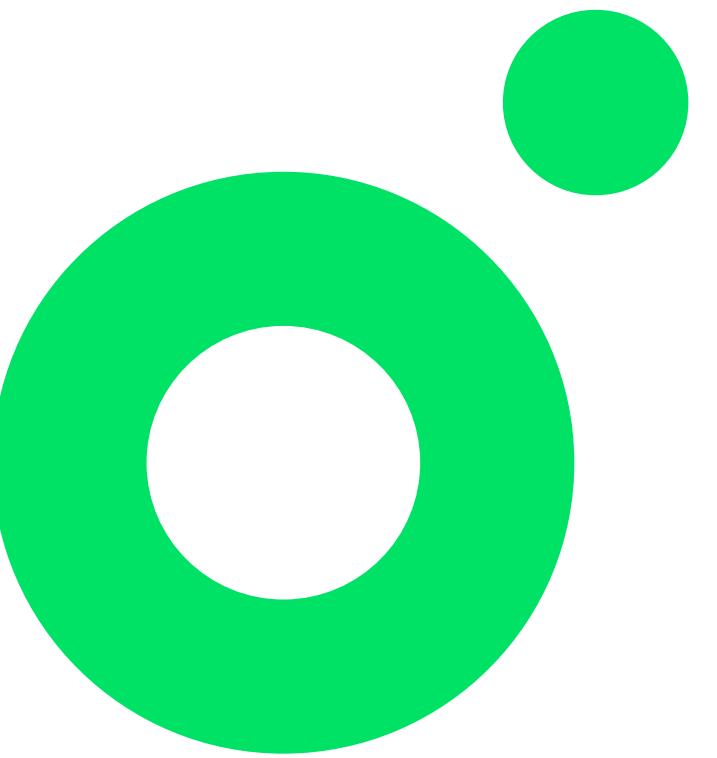


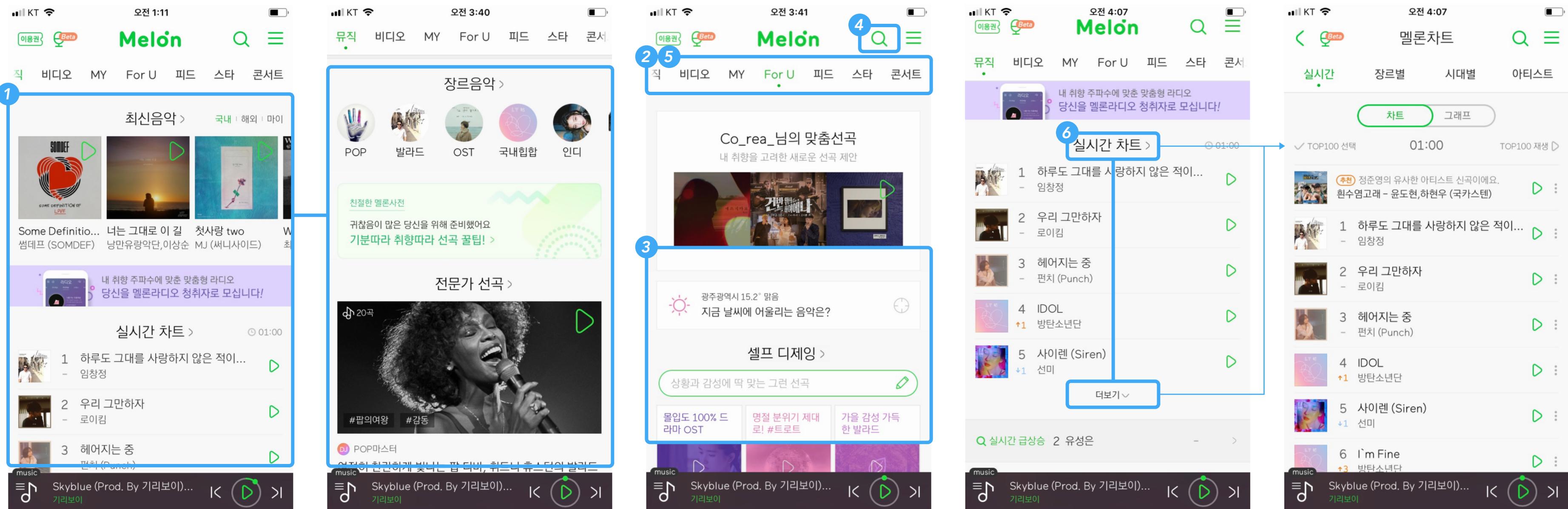
MelOn



***Heuristic Evaluation
& App Feedback***

Heuristic Evaluation

Hueristic Evalustion Browsing in Home screen



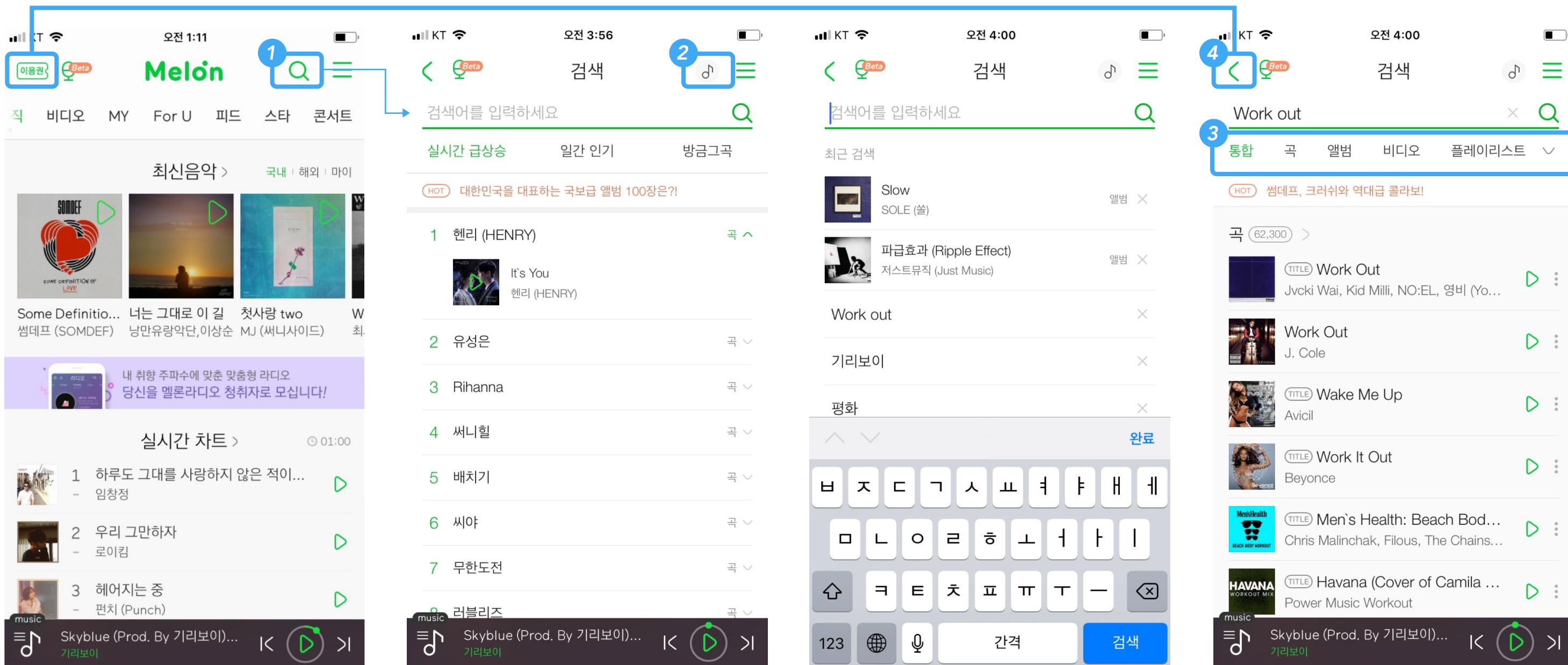
1. Layouts of each content in one tab are not unified
2. Can not guess at all what function each tab has.
3. Hard to judge whether it is independent function because there is not enough margin.

4. The search button is very important, but the its visibility is low.
5. There is no commonality between the tabs, and the using frequencies of each tabs are very different.
6. There is two 'More' button. The top is the original one, and this button is too small.

Heuristic Evaluation

Hueristic Evalustion

Searching music

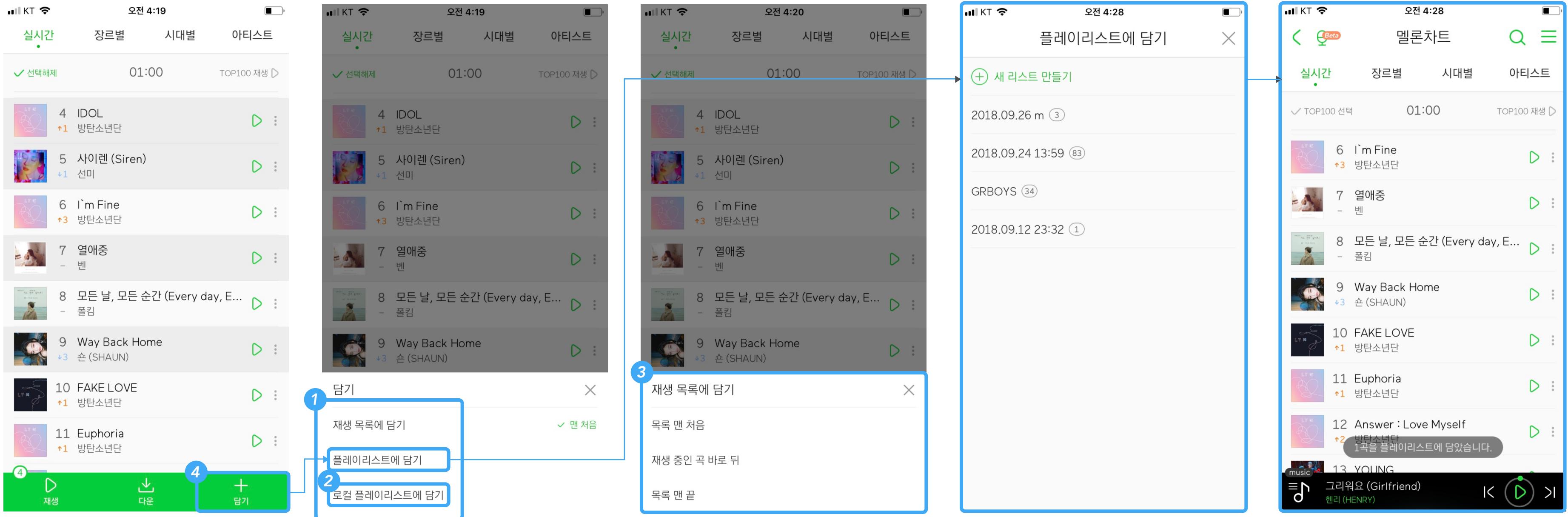


1. The search window moves unnecessarily when it is touched.
2. Can not guess the function of the icon.
3. On the home screen, It is available to switch tabs by swiping, but not on the current screen.

4. The Back button shares the location with the "Usage policy" button on the home screen.

Heuristic Evaluation

Hueristic Evalustion
Selecting music



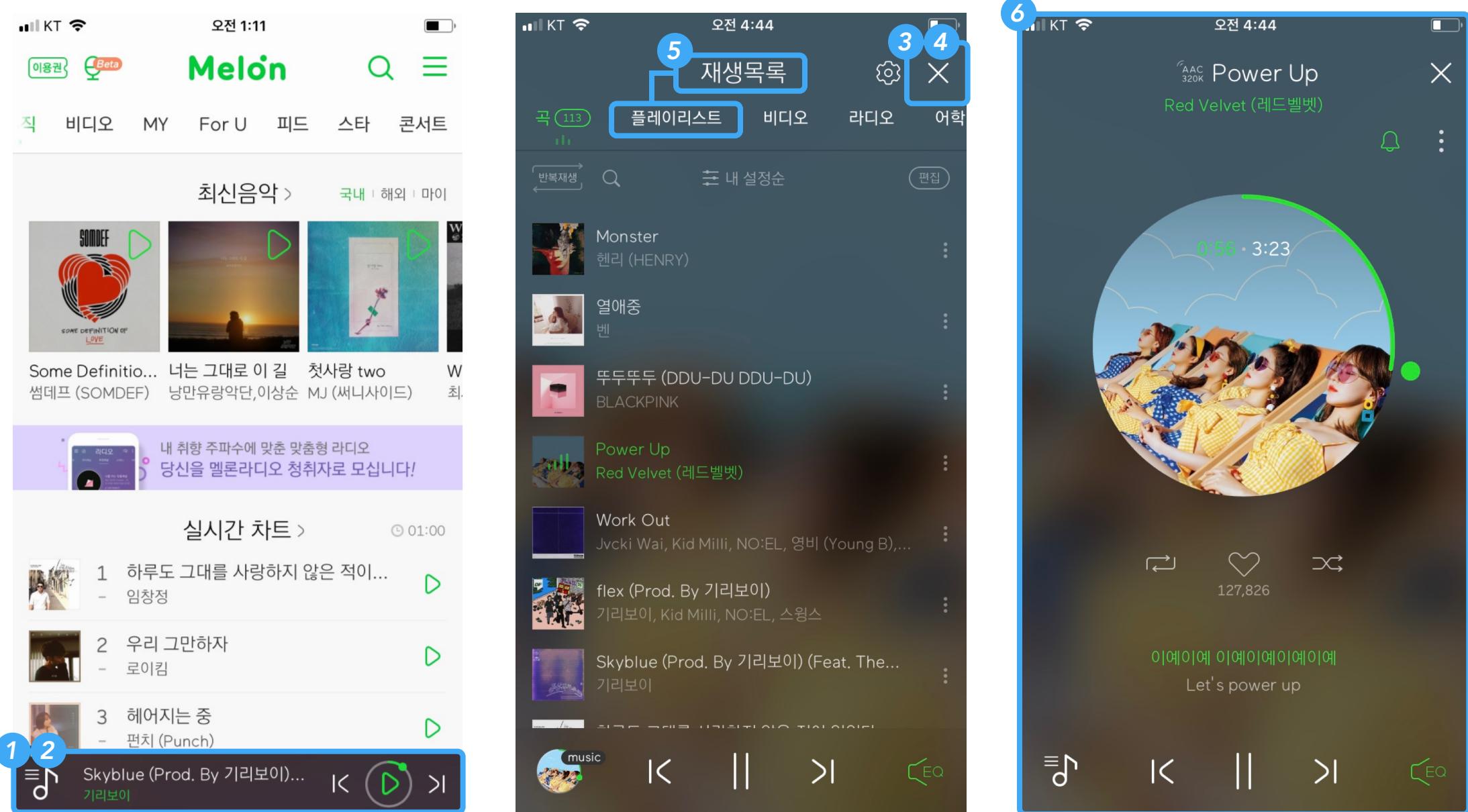
1. The words, '재생 목록', '플레이리스트', and '로컬 플레이리스트', can not be distinguished.
2. Local playlist is accessible only from My Page - Library, but that information is not noticed anywhere.
3. This interface is not familiar and have limited choices.

4. The process of adding music to playlist is very complex.

Heuristic Evaluation

Hueristic Evalustion

Transition between Browser and Player

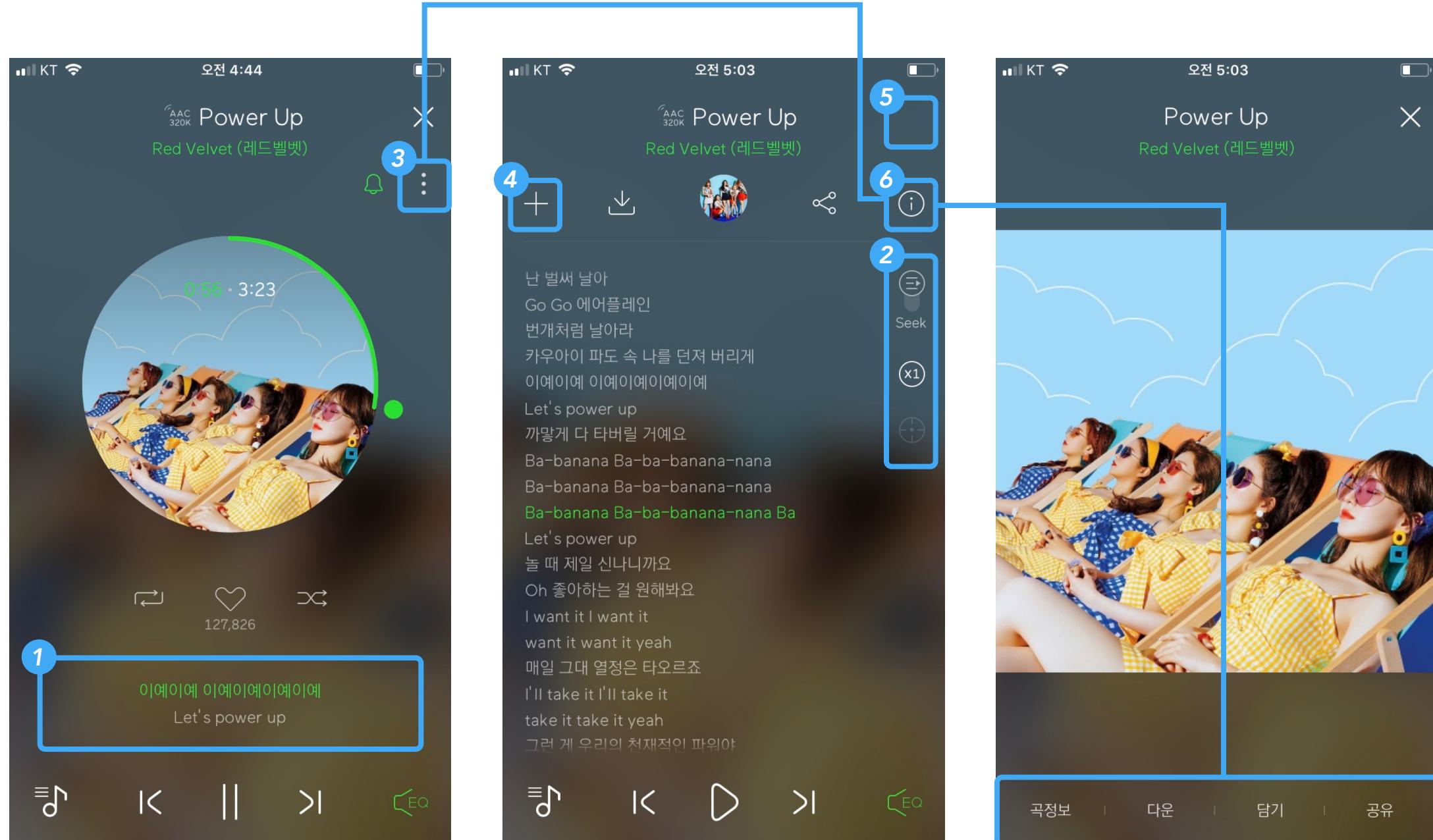


1. Even if you swipe up the playing list icon, the current music screen appears.
2. **The player bar is flat. It does not feel like a separate part.**
3. The accessibility of the close button is poor and it is difficult to operate with one hand.

4. When open the player, it is coming up from the bottom, but you close the player with swiping down.
5. In this screen, the ‘재생목록’ includes the ‘플레이리스트’. However, In browser the ‘재생목록’ and the ‘플레이리스트’ are in same level.
6. No visual cue that there is a home screen outside.

Heuristic Evaluation

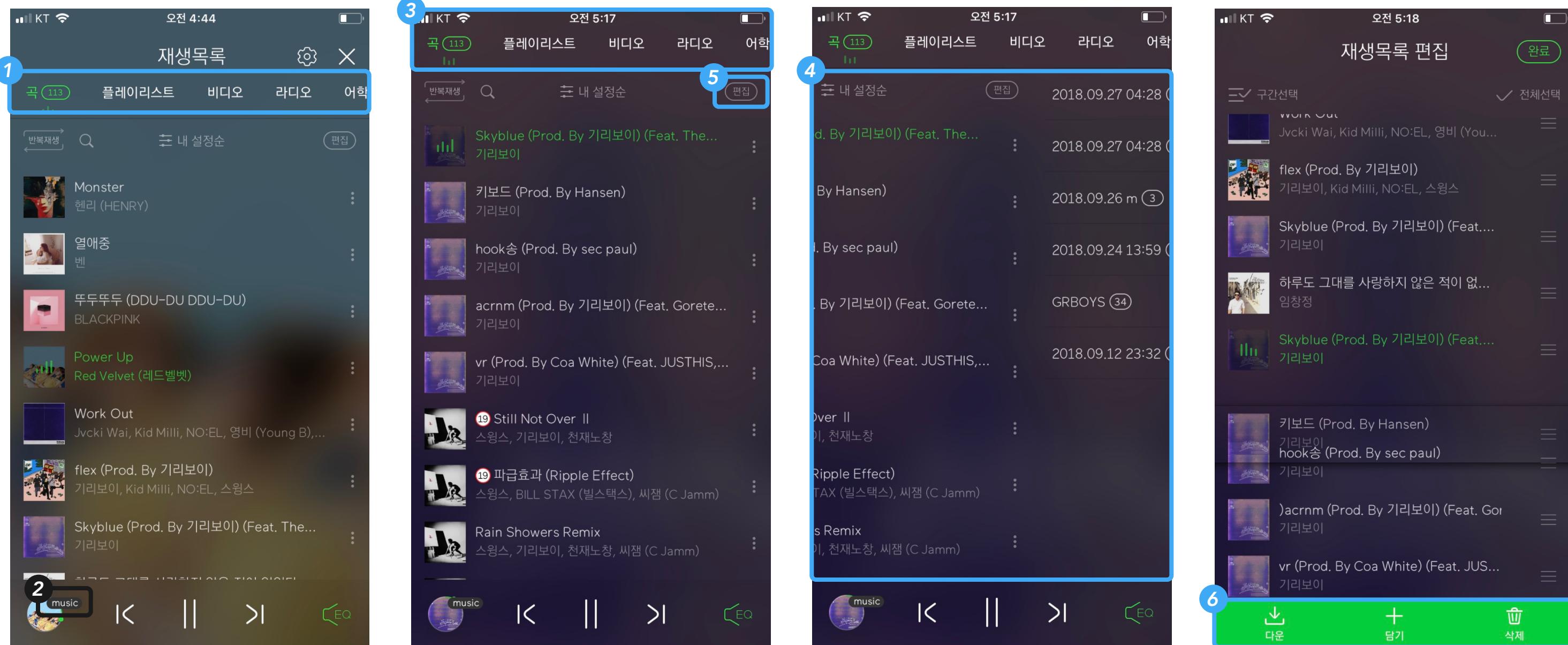
Hueristic Evalustion
Current music



1. If you click the lyrics, it will come up, but you can not close the lyrics with swiping.
2. The functions of these icons are not clear.
3. **The functions of the two icons are exactly the same, but they look different.**
4. The functions of the icon is not clear.
5. **The close button disappear in this screen.**
6. This button contain all these buttons. Other icons are just duplication.

Heuristic Evaluation

Hueristic Evalustion Edit playlist

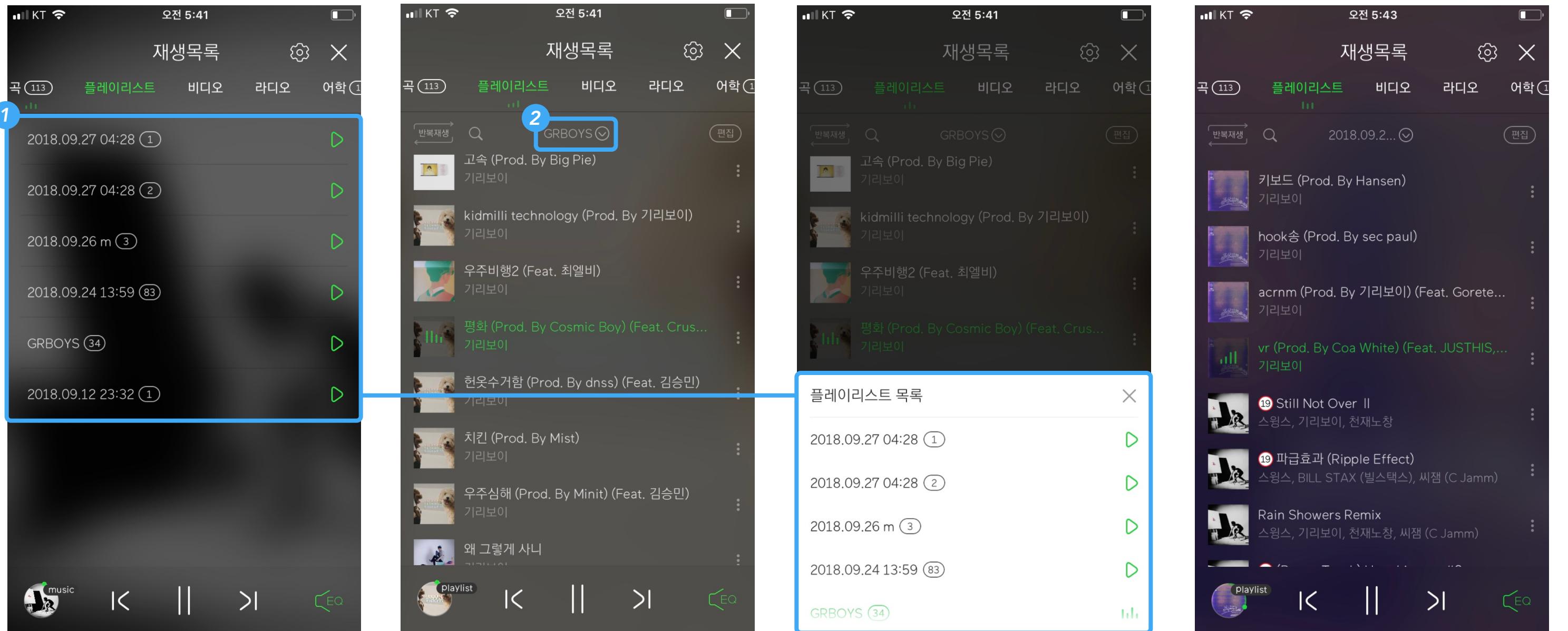


1. Tabs except for 'Song' and 'Playlist' are rarely used, and functions are slightly different.
2. The position of badge is different with Home screen. And the badge is written in English. it does not match with the tab bar.
3. The close button disappears and there is no way to go home at once.

4. Can not delete songs with a swipe.
5. Pressing the edit button causes the screen to come up again, confusing the user.
6. The order of the icons differs from that of the home screen.

Heuristic Evaluation

Hueristic Evalustion My playlists



1. Both interfaces have the same function but different designs.
2. The button for searching another play list is located at the position of the button for determining the sort order in the 'Song' screen.

Heuristic Evaluation

Hueristic Evalustion
Melon smart i



1. An interface that is not organized and lacks uniformity with other screens.
2. You must touch the microphone icon in order to issue a voice command.
3. The subject of conversation is ambiguous.
4. No matter what you order, It plays and adds more than 20 songs on your playlist automatically.

Melon App Feedback

Complain about its streaming functions



Key Findings

Bothersome, Unclear, Complex, Messy

1. High task load for basic features.

The steps of adding a music to each list is unnecessarily complicate.
e.g. Add new music to list

2. Inconsistency of interfaces

Similar functions have different kinds of interfaces.
e.g. My playlist interfaces, Player interfaces

3. Purpose of each screen is unclear

Same functions are duplicated on several screens.
e.g. Player, Each tab of home

4. Animations do not fit to user input

Animation confuses users by presenting incorrect cues.
e.g. Go to information page from player

5. Unclear texts

It's hard to understand what 'play-list', 'playlist', 'repeat play' refer to.
e.g. 재생목록, Playlist, Local playlist

6. Low discoverability and accessibility

Especially, it is difficult to know where is the 'search nearby music'.
e.g. Search button, Search current music

7. Complex browsing flow

e.g. Users cannot guess where is each function