

Usability review

Amovens



Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

Score

Comments

N/A = not applicable or can't be assessed

Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.

Features & functionality

1 Features and functionality meet common user goals and objectives.

Excellent

Se consigue encontrar viaje compartido facilmente

5

100%

2 Features and functionality support users desired workflows.

Moderate

Hay usuarios que pueden confundir el alquiler de coches con viajes compartidos

5

100%

3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).

Good

4

80%

4 Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).

Moderate

Los usuarios novatos pueden no saber muy bien como comenzar a usar la app

3

60%

5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Excellent

3

60%

Homepage / starting page

6 The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.

Good

Está bien definido pero si vas rapidamente puedes intentar buscar un viaje en la zona de alquiler de coches

3

60%

| | | | | | |
|---|---|----------|--|---|-----|
| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | Good | El perfil de usuario puede no encontrarse facilmente | 4 | 80% |
| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | Moderate | Demasiada información en la página de inicio | 3 | 60% |

Navigation

| | | | | | |
|----|---|-----------|---|---|------|
| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | Excellent | | 2 | 40% |
| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | Excellent | Hay una barra en la parte inferior para navegar por la app | 4 | 80% |
| 11 | The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...). | Good | Puedes buscar viaje solo por fecha, origen y destino | 3 | 60% |
| 12 | The site or application structure is clear, easily understood and addresses common user goals. | Good | | 5 | 100% |
| 13 | Links are clear, descriptive and and well labelled. | Good | Algunas partes de la aplicación no son tan intuitivas de encontrar | 3 | 60% |
| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | Excellent | Extrapolando a la función de retroceder del móvil, esta está bien integrada en la app | 4 | 80% |
| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | Excellent | | 2 | 40% |

| | | | | | |
|----|---|-----------|--|---|-----|
| 16 | Users can easily get back to the homepage or a relevant start point. | Excellent | | 2 | 40% |
| 17 | A clear and well structure site map or index is provided (where necessary). | Good | Aparece una ruta del trayecto que proponen los conductores | 1 | 20% |

| | | | | | |
|--------|---|-----------|---|---|-----|
| Search | | | | | |
| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | Excellent | | 4 | 80% |
| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | Moderate | Se hecha de menos funciones de filtrado de viajes por precio, valoración del conductor etc. aunque si existen algunos filtros | 4 | 80% |
| 20 | The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations. | Good | Al escribir un nombre dle destino/origen salen atajos para introducirlo | 2 | 40% |
| 21 | Search results are relevant, comprehensive, precise, and well displayed. | Excellent | | 4 | 80% |

| | | | | | |
|--------------------|--|-----------|---|---|-----|
| Control & feedback | | | | | |
| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | Excellent | | 4 | 80% |
| 23 | Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order). | Moderate | Cuado te has equivocado en algun parámetro de la busqueda prácticamente tienes que empezar de 0 | 3 | 60% |

| | | | | | |
|----|--|------|--|---|-----|
| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | Good | | 1 | 20% |
|----|--|------|--|---|-----|

Forms

| | | | | | |
|----|---|-----------|--|---|-----|
| 25 | Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages. | Good | La búsqueda de viaje es bastante simple y no hay preprocesos que contabilizar | 3 | 60% |
| 26 | A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number). | Excellent | Para poder acceder a un viaje tienes que dar tus datos para que se genere confianza entre los usuarios | 2 | 40% |
| 27 | Required and optional form fields are clearly indicated. | Excellent | | 2 | 40% |
| 28 | Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated. | Excellent | Al elegir día y hora aparecen interfaces fáciles de usar | 3 | 60% |
| 29 | Help and instructions (e.g. examples, information required) are provided where necessary. | Good | Tutorial inicial decente | 3 | 60% |

Errors

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|----|---|------|--|---|-----|
| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | Good | Aparece un pequeño mensaje en rojo unos segundos | 4 | 80% |
| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | Good | | 3 | 60% |

| | | | | | |
|----|--|----------|---|---|-----|
| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | Moderate | | 3 | 60% |
| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | Poor | Si tienes un error practicamente hay que empezar de 0 | 3 | 60% |

Content & text

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|----|--|-----------|---|---|------|
| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | Good | Podemos ampliar la foto de perfil de otros usuarios, ver el mapa del trayecto... | 5 | 100% |
| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | Excellent | Links a política de seguros de viaje etc. son accesibles y visibles correctamente | 2 | 40% |
| 36 | Language, terminology and tone used is appropriate and readily understood by the target audience. | Excellent | Usa un vocabulario correcto y neutro porque el público objetivo tiene entre 18 y 60 años aprox. | 4 | 80% |
| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | Excellent | | 3 | 60% |
| 38 | Text and content is legible and scanable, with good typography and visual contrast. | Excellent | | 3 | 60% |

Help

| | | | | | |
|----|---|------|--|---|-----|
| 39 | Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided. | Poor | He tenido que salir de la app y usar el navegador y para encontrar la ayuda online. Ofrecen buena ayuda pero el problema de que no se encuentre integrado en la app es molesto | 4 | 80% |
|----|---|------|--|---|-----|

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|----|---|------|---|---|-----|
| 40 | Online help is concise, easy to read and written in easy to understand language. | Good | | 3 | 60% |
| 41 | Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help). | Good | No, porque la app no ofrece la ayuda, tienes que salir hasta el navegador y es molesto, pero cuando abres de nuevo la app, sigues por donde ibas. | 3 | 60% |
| 42 | Users can easily get further help (e.g. telephone or email address). | Good | | 2 | 40% |

Performance

| | | | | | |
|----|--|-----------|--|---|-----|
| 43 | Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). | Good | La app tarda en abrir, pero luego es rápida | 4 | 80% |
| 44 | Errors and reliabilty issues don't inhibit the user experience. | Good | | 4 | 80% |
| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | Excellent | Hay mucha compatibilidad, puedes usar la app móvil, cuakquier navegador, cualquier resolución etc. | 3 | 60% |

| | | | | |
|--|----|---|------|---|
| Overall usability score (out of 100) * | 83 | - | Good | 5 |
|--|----|---|------|---|

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant number of important tasks.

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be significantly improved.

* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the site or system.