

Diseinurako heuristikoak II

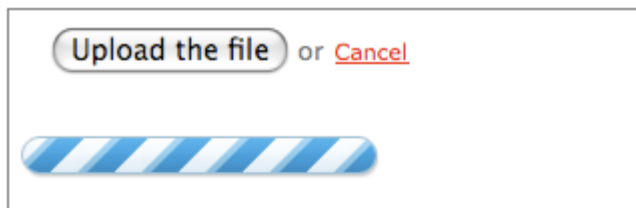
Erabilgarritasun heuristikoen (2.0 bertsioa)
aplikazio adibideak

10 Heuristiko Orokor (2.0 bertsioa)

1. Sistema-egoeraren ikusgaitasuna.
 2. Sistema versus “mundu erreala”: parekatzea.
 3. Erabiltzailearen askatasuna, kontrolaren bidez.
 4. Trinkotasuna eta estandarrak.
 5. Erroreak ekidin.
 6. Ezagutu, gogoratzea baino, hobe.
 7. Erabileraren malgutasun eta eraginkortasuna.
 8. Estetika eta diseinu minimalista.
 9. Errore-mezuak: ezagutu, ulertu eta berreskuratzen lagundu.
 10. Laguntza eta Dokumentazioa.
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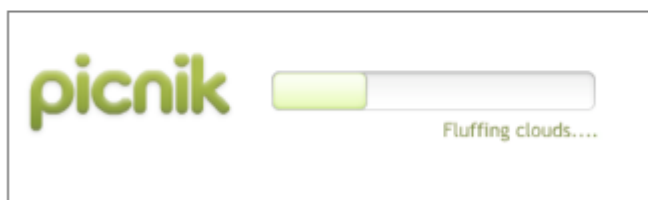
1. Sistema-egoeraren ikusgaitasuna

- Sistemak etengabeko informazioa eskaini behar dio erabiltzaileari, berrelikapen egokia arrazoizko denbora tartetetan emanez.



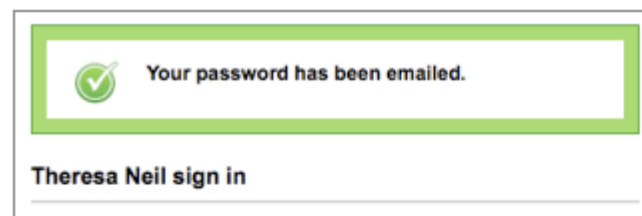
1.0 BaseCamp by 37signals

The upload button is enabled, until clicked. Then it is replaced with a progress indicator until the file has finished uploading



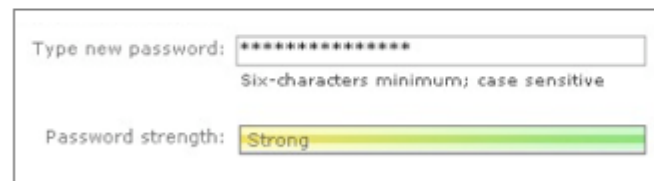
1.1 Picnik

Progress message and indicator shows while the application loads



1.2 Tick

A feedback message is displayed when an action is performed

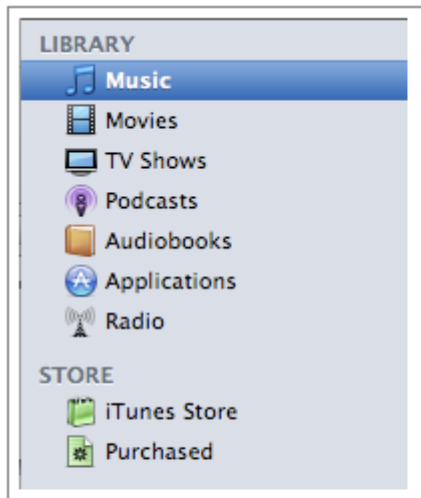


1.3 Windows Live Account

Password strength is shown as the password is entered

2. Sistema versus “mundu erreala”: parekatzea

- Elkarrizketan baliatzen diren hitz, esaldi eta kontzeptuak erabiltzaileenak izan behar dira, ez sistemarenak.
 - *Mapping* delakoak eta metaforak



2.0 iTunes

Organized as a library that contains your media library: music, movies, shows, audiobooks. Beneath the Library is the Store where you can buy more media to put in your Library.

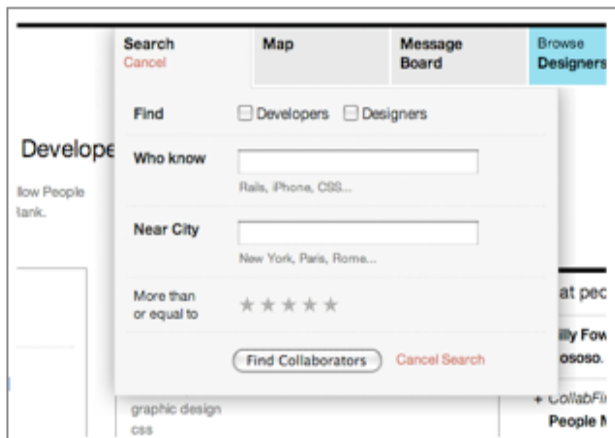


2.1 Mindomo

The branches and hierarchy of a mind map can be easily reorganized visually in a non-linear manner. An outline would never work, but this matches the paradigm exactly.

3. Erabiltzailearen askatasuna, kontrolaren bidez

- Gaizki ulertu edota akatsak direla medio, erabiltzaileek aukera desegokiak burutzen dituzte.
- Atzera azkar egiteko modurik behar dute.
- Eskaini behar zaie. Modu agerikoan:
 - “*Undo*”,
 - “*Redo*”,
 - “*Cancel*”,
 - “*Back*”...



3.0 CollabFinder

Search is easy to open, enter info, execute or cancel.



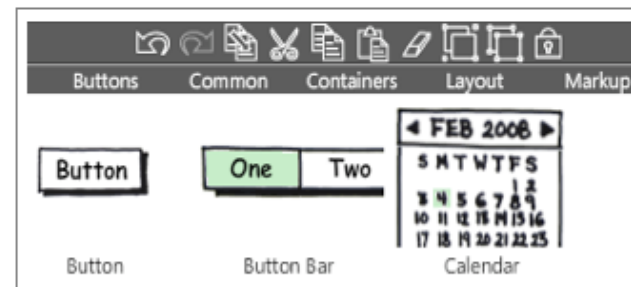
3.1 Wufoo

Clearly marks where the person is and where they can go by showing the selection in each menu

	A	B	C	D
1	Item	Quantity	Price	Total
2	Tacos	40	\$5.00	=B2*C2
3				

3.2 Pages (Apple's Word Processing Product)

Cell editing shows row and column ids, and the cells used in the equation. The equation can be saved or canceled.

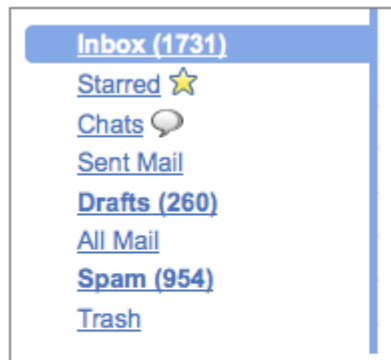


3.3 Balsamiq

Undo and Redo buttons are available in the toolbar, and can also be accessed with the standard keyboard shortcuts

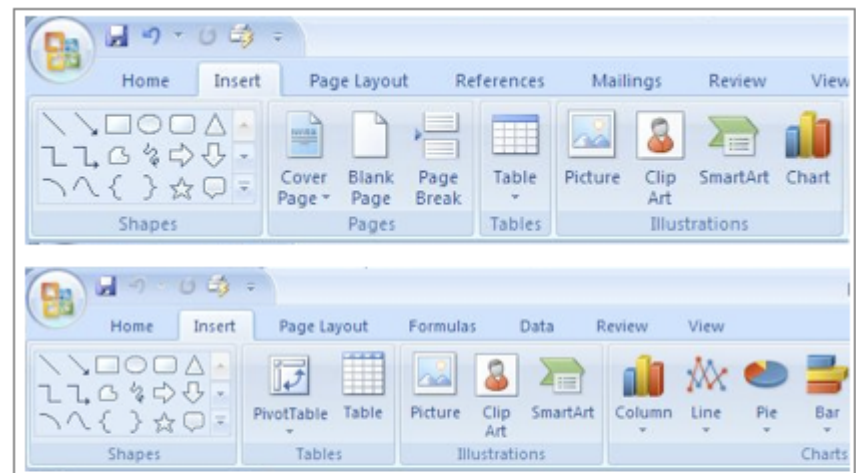
4. Trinkotasuna eta estandarrak

- Ekintza berdina, efektu berdina.



4.0 Gmail

When Gmail was designed, they based the organizational folders on the same ones used in client email applications: Inbox, Drafts, Sent Mail.



4.1 Microsoft Office

Word, Excel, and PowerPoint all use the same style toolbar with the same primary menu options: Home, Insert, Page Layout... Consistency results in efficiency and perceived intuitiveness.

5. Erroreak ekidin

- Errore mezu hoberena, eman behar ez dena. Diseinuari arreta eman eta erroreak gertatzeko aukerak gutxitu, hori da bidea.
 - Errorea gertatzeko aukera ahalbidetzen duten egoera edota baldintzak ezabatu edo
 - Egoera/baldintza horietan, ekintza burutu aurretik, erabiltzaileari ziurtatzeko aukera eskaini.

Share something with Usabilitypost:

[Attach file](#)

5.0 Yammer

Disables the update button after it is clicked, so the person cannot update the post twice by accident

Submit | [Cancel](#)

PRIMARY ACTION **SECONDARY ACTION**

5.1 Example from “Web form Design:Filling in the Blanks” by Luke W.

Make the primary action prominent with a larger click area. Cancel and secondary actions are just shown as links

Search Term	Results
design	6,360,000 results
design within reach	3,430,000 results
designer handbags	2,630,000 results
designer shoes	3,120,000 results
designer clothes	1,110,000 results
designer dresses	9,930,000 results
design sponge	265,000,000 results
designer	13,600,000 results
design museum	630,000 results
designers guild	2,010,000 results
designer jeans	

[close](#)

[Advanced Search](#)
[Preferences](#)
[Language Tools](#)

5.2 Google Auto Recommend

The auto recommend feature cuts down on mis-spellings

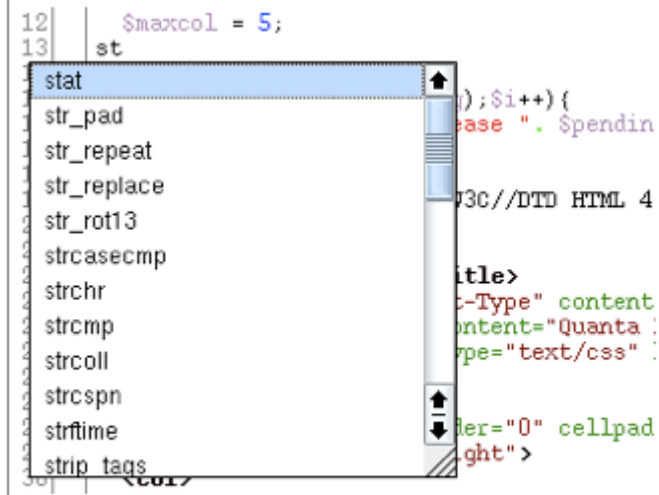
English

5.2 Wikipedia

Auto focus on input prevents a common source of frustration, typing only to realize nothing is displayed because the field did not have focus

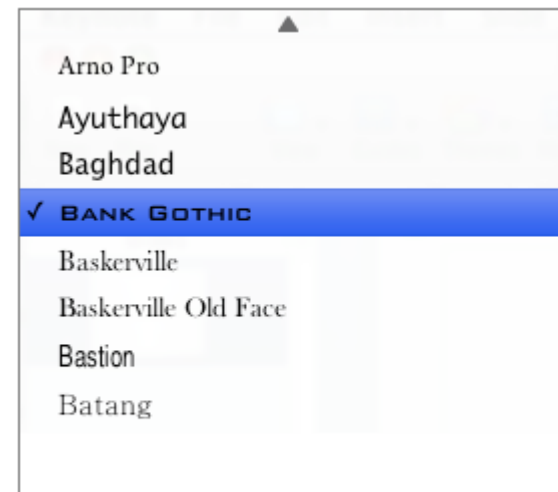
6. Ezagutu, gogoratzea baino, hobe

- Erabiltzaileak ez luke zertan informazio bat gogoratu behar elkarrekintzaren beste puntu batetan dagoenean.
 - Objektu, ekintza eta aukerak ikusgai egon daitezela beharrezko lekuetan. Eta sistema erabiltzeko jarraibideak ere eskura egon behar dira, beharrezkoak direnean.
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6.0 Quanta IDE

Type ahead for coding in a development environment



6.1 Keynote

Previews the fonts you can pick from, instead of just the font name

7. Erabileraren malgutasun eta eraginkortasuna

- Erabiltzaile hasi berriaren bistatik at, adituentszako lasterbideak egon behar dira, elkarrekintzak modu azkar eta eraginkorrean burutzeko aukera eskaintzen dutenak.
 - Maiztasun handiz burututako ekintzak “egokitze” aukera eman erabiltzaileei.
-

Common Shortcuts

Add Action	Return
New Window	⌘N
Synchronize with Server	⌘S
Clean Up	⌘K
Planning Mode	⌘1
Context Mode	⌘2
Inbox	⌘1
Quick Entry	⌘Space

Quick Entry's shortcut can be customized in Preferences

7.0 OmniFocus

List of keyboard shortcuts and accelerators

Styles			
<input type="checkbox"/>	Basic		
<input type="checkbox"/>	Basic (No Grid)		
<input type="checkbox"/>	Gray		
<input type="checkbox"/>	Gray Headers		
<input type="checkbox"/>	Gray Fill		
<input type="checkbox"/>	Beige		
<input type="checkbox"/>	Ledger		
<input type="checkbox"/>	Blue		
<input type="checkbox"/>	Blue Headers		
<input type="checkbox"/>	Blue Fill		
<input type="checkbox"/>	Gravity		
sum	23.2264292787289		
avg	1.78664840605607		
min	0.00086222222222...		
max	10		
count	13		

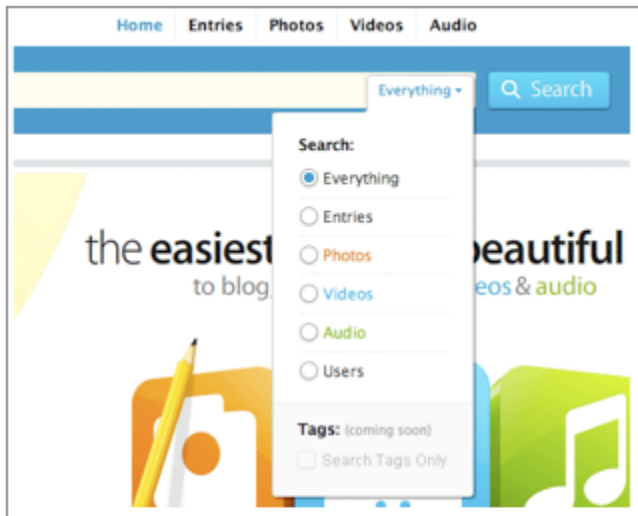
	A	B	C
3	Mean	1.81	1.85
4	Median	1.81	1.85
5	Standard deviation	0.03	0.04
6	Variance	0.00086	0.00138
7	Alpha	0.05	0.05
8	T-value	2.26	2.26
9	Confidence interval	0.01820	0.02304
10	Upper limit	1.82620	1.87704
11	Lower limit	1.78980	1.83096
12	T-interval	0.02100	0.02659
13	Upper limit	1.82900	1.88059
14	Lower limit	1.78700	1.82741

7.1 Numbers- Apple's Spreadsheet product

Previews common function results on the left when a column is selected, more efficient than clicking on an action in the toolbar

8. Estetika eta diseinu minimalista

- Informazio hutsalik, edo oso gutxitan beharrezkoa dena, ez.
 - Informazio unitate gehigarri bakoitza benetan garrantzitsuak diren unitateen lehiakide berri bat da, bere ikusgaitasuna gutxituz.



8.0 Kontain

Kontain' search menu exemplifies the four principles of visual design:

Contrast: bold text is used for the two labels in the search

Repetition: the orange, blue, and green text match the media types

Alignment : strong left alignment of text, right aligned drop down

Proximity: a light rule is used to separate tags from the other options

Timesheet for Theresa Neil									
04 May 2009 - 10 May 2009									
CLIENT - PROJECT TASK									
	Mon May 04	Tue May 05	Wed May 06	Thu May 07	Fri May 08	Sat May 09	Sun May 10	TOTAL	
1. [Task]					4.00			4.00	
2. [Task]					2.50			2.50	
3. [Task]			4.00					4.00	
4. [Task]			1.00					1.00	
5. [Task]			1.00					1.00	
6. [Task]				4.50				4.50	
7. [Task]			1.00					1.00	
8. [Task]				1.50	1.00			2.50	
9. [Task]	10.00	6.00						16.00	
10. [Task]					2.00	2.00		4.00	
Total	10.00	6.00	7.00	6.00	9.50	2.00		40.50	

8.1 Harvest

Sufficient padding and spacing keep this timesheet from being a visual nightmare. Header and footer rows, as well as the summary column use subtly different colors to indicate they are distinct from the content

9. Errore mezuak: ezagutu, ulertu eta berreskuratzen lagundu

- Hizkuntza soila baliatuz (“*no codes, no jargon*”), arazoa zein dein modu zehatzean adieraziz eta, irtenbiderik bada, modu eraikitzailean proposatuz, hori da errore mezuak eskaintzeko modua.

Or start a new account

Choose a username (no spaces)
bert

Choose a password

Retype password

Email address (must be real!)
not an email

☒ Send me occasional Digg updates.

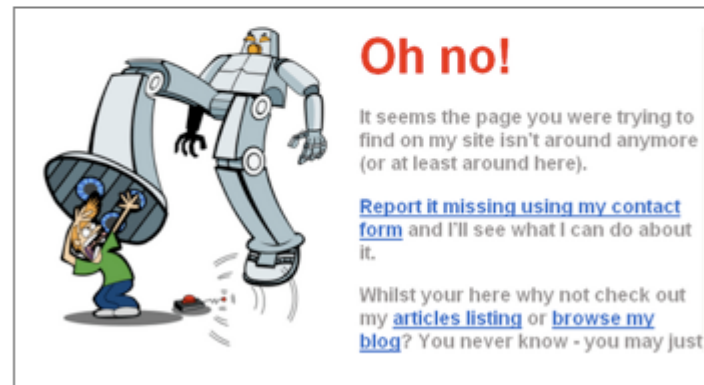
bert is already taken. Please choose a different username.

Passwords must be at least 6 characters and can only contain letters and numbers.

The email provided does not appear to be valid

9.0 Digg

Provides immediate feedback with specific instructions



9.1 Humorous 'Page Not Found' Error

Uses a funny image and copy, but provides viable alternatives (article listings and blog link) and a course of action (report it)

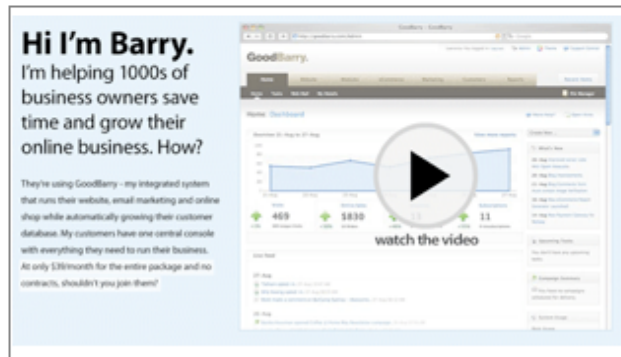
10. Laguntza eta Dokumentazioa

- Sistema laguntza edota dokumentaziorik gabe erabiltzeko aukera bada, primeran. Hala ez bada, informazioa errez bilatzeko aukera eskaini behar da, erabiltzaileak burutzen dituen atazetara zuzendua, pausu zehatzak zerrendatuz eta luzeegia izan gabe.
-



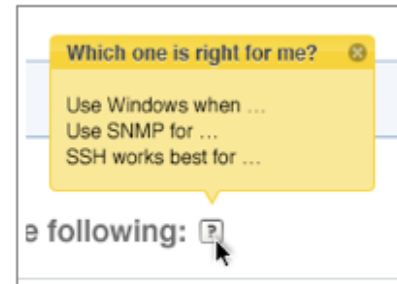
10.0 Picnik

Contextual help (this is an example of help in the 'Collages' module) tips in Picnik are clear and easy to navigate



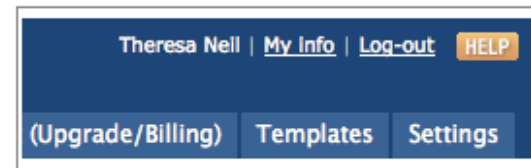
10.1 GoodBarry

Embedded videos can be used to showcase features as well as get people started using the product



10.2 Zenoss

Help tips are displayed on hover, answering the most likely questions about a field or instructions



10.3 BaseCamp by 37signals

Help opens a new browser window/tab with a full set of help resources: search, FAQ, video tutorials, customer forums