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**Learnability / Understandability**

- Easy to learn/follow steps
- Easy to navigate to secondary site
- Difficult to figure out which link to click on to file an official complaint
- Has multiple

**Flexibility / Compliance**

- Unfriendly to users not logged in
- Has two separate links where it can be accessed, one at the top of the page and one at the bottom
- It is accessible to do it on the phone and computer

**Efficiency**

- Very easy to use
- Saves time
- 24 / 7 customer service
- Links are not broken
- The page responds quickly when a link is clicked on
- The help button takes you to other options

**Memorability**

- It's on the bottom of the page where every support information is gathered
- It needs 2 to 3 clicks to make a complaint

**Errors / Robustness**

- You can go back to start from the beginning
- If you start chatting with a agent it saves your chat
- The costumer has 24 hour to go as they please with their complaint

**Satisfaction / Attraction**

- It is attractive to see, the imagery is straight forward
- It meets the design principles of the grid as it is on a column
- The design suits its purpose to file a complaint and it has different options for it
- It has options for the costumer to file a complaint, they can chat or call depending on their needs