

SCENARIO

You’ve ordered a couple of merchandise from your favorite video game franchises off of UltiMerch before. You visit the site again to browse and see an item on sale from a franchise you’re very fond of featured on the Home Screen. Select the item you wish the purchase from the Home Screen, add one of each variety to the cart, and finalize the purchase.

| ISSUES | RATING | SUGGESTION (S) |
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| “On the checkout screen, maybe add a “Last minute items to add” or “Consider these”, or “We know you’ll love these too” for a last minute add to the cart.” | 1 | Considered adding an additional last-minute item suggestion, but felt a feature like this would not be appropriate for a site where items can greatly vary in price range. |
| “Although the app looks really nice overall, I feel like the search bar seems a bit too close to the top of the page with the logo and the cart and slider menu. I’d consider bringing it down some to give it more breathing room.” | 2 | Go back and space out the search bar from the rest of the top of the page. |
| “Also, the little chat button icon on the bottom of the product page interferes with the text at the bottom. I understand why it’s there, so I would consider just downsizing it, but you could also just get rid of it if you | 3 | Get rid of the chat button to have to not interfere with the rest of the design. |
| “When you get to the checkout screen, what if you put an option somewhere that lets people select which country they live in (if you’re planning on having this store ship outside of the US).” | 3 | Keeping international shoppers in mind will help gather a wider audience to the site. |
| “ Also, this might be a very minor thing, but I think the two buttons at the bottom of the “added to cart” message box would look better as just text. Just a thought.” | 2 | Will highly consider using plain text buttons when the “added to cart” message appears. |