

Heuristic Evaluation

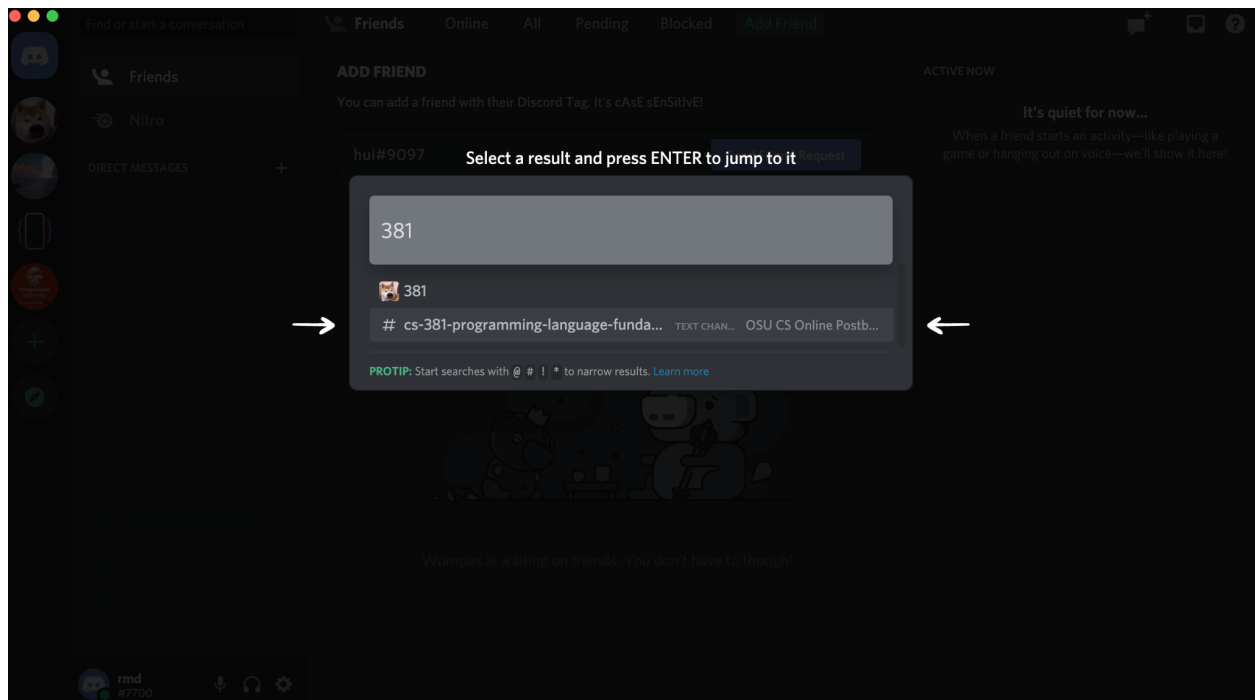
Product: Discord Desktop app

There are 4 bad aspects and 4 good aspects listed below. Specifically, good(#1), bad(#2), bad(#3), good(#4), bad(#6), good(#7,#10), bad(#9).

1.(Good) offer feedback within a reasonable amount of time

Heuristic: #1 Visibility of system status

Explanation: For the “find or start a conversation bar”, it shows the content immediately when users type information. The short response time makes users happy. Since users will not wait too long to see the result when they are hurry to find their friends or channel.



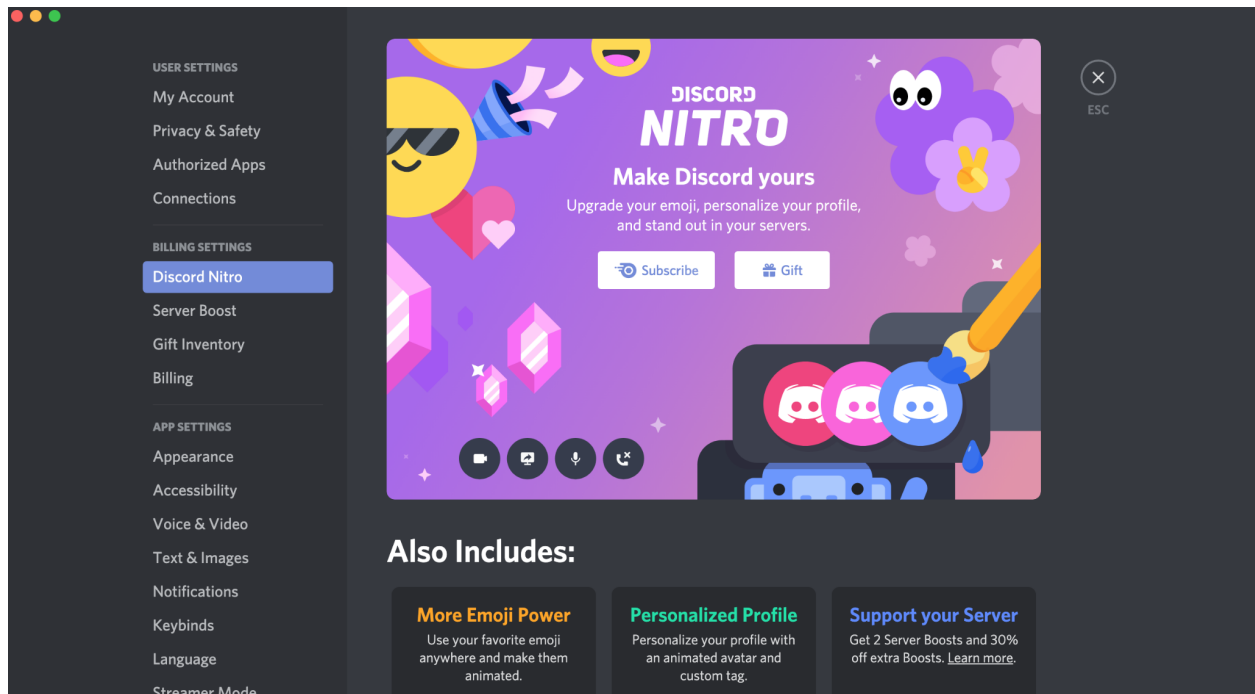
2.(Bad) Used jargon “Nitro” to make users confused.

Violating Heuristic: #2 Match between system and the real world

Explanation: In the user's setting tab, there is a 'Nitro' button, which is not familiar to the common users. I guess it means personalization after seeing the function. However, users may not use them because of the uncommon phrases.

Severity: 2 Minor usability problem

Improvements: Changing the name into "personalization" would be better. This clear expression will help users to understand the tab meaning and attract more usage.



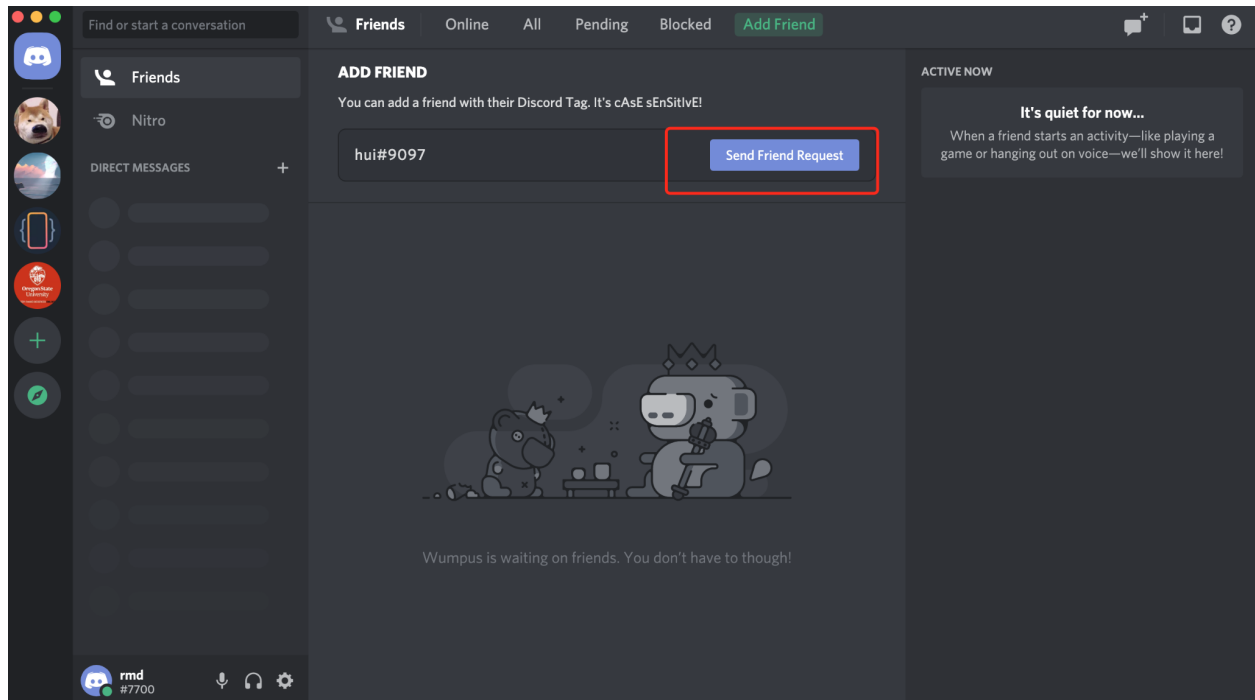
3. (Bad) Users can't "view" whether it's their friends or not.

Violating Heuristic: #3 User control and freedom

Explanation: Users can't cancel the "send operation" on this page. Additionally, if users typed down their friends id by mistakes, there isn't a choice to check. The only thing they could do is to "send friend requests" or close the page. There's no way for users to check whether the name is their friends or not. Additionally,

Severity: 3 Major usability problem

Improvement: they could move the "pending" button on this page. Then adding a pop window to show the users detail, which would make the users check whether it's their friends or similar users.

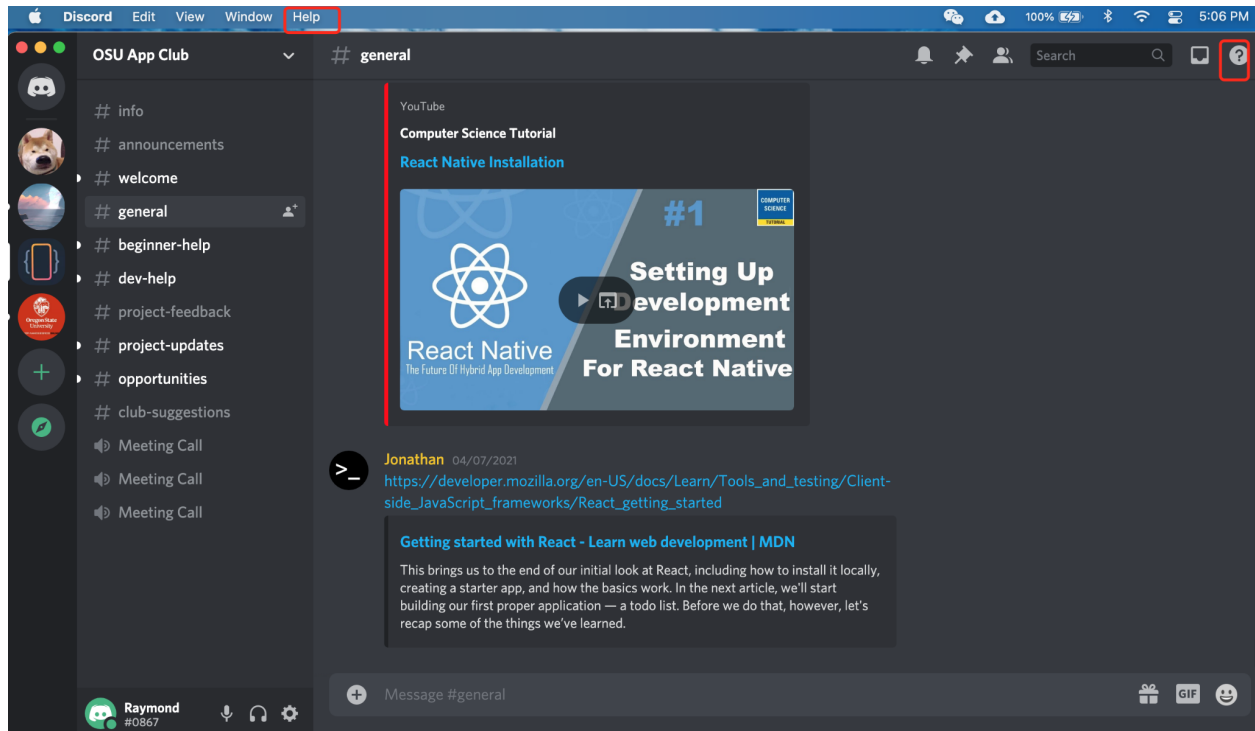


4. (Good) They keep consistency in the “help” feature.

Heuristic: #4 Consistency and standards

Explanation: If users are more familiar with the Mac platform, they could find the “help” function in the top of the screen, which is consistent with ordinary Mac platform’s app. If users are more familiar with the windows platform apps that are installed on Mac, the function is also on the right side of the app’s window, which is consistent with ordinary windows apps.

Improvement: As we can see, there are two replicated functions on the screen. They may cut down the windows form’s “help”, which lists on the right side of the app. The reason is that it is kind of redundant for some users. This app was released on Mac, some of the Mac users may not have the habitual experience with Windows. For other Mac users, they may be more familiar with the Mac app, which could never use the right side’s button.



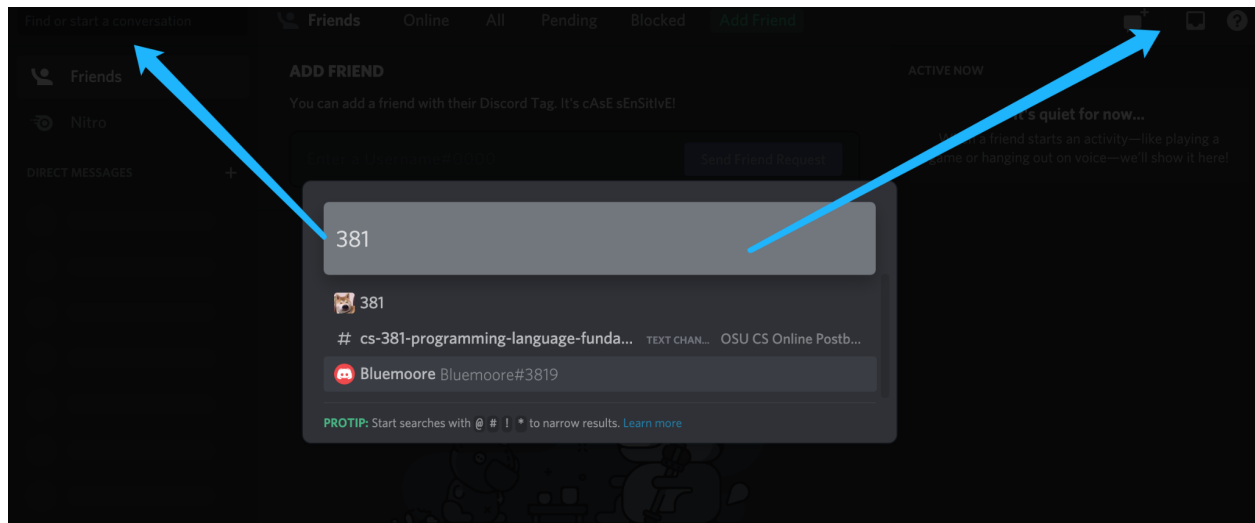
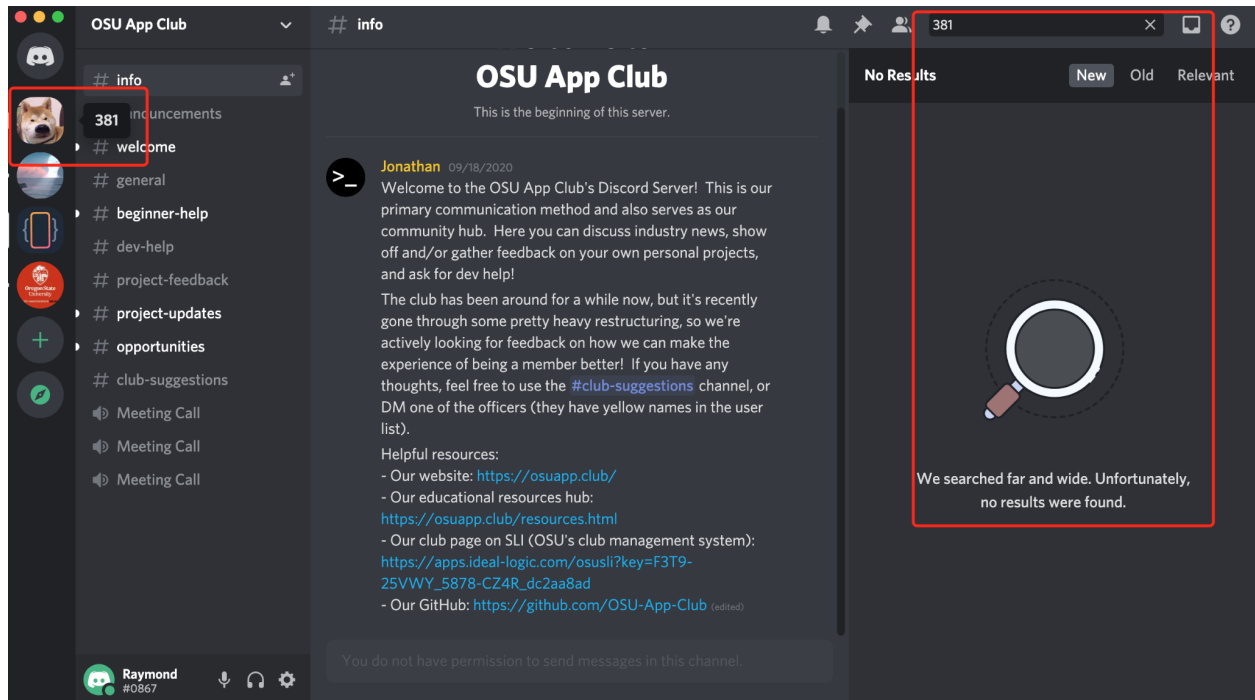
5. (Bad) users have to remember the channel name or label.

Violating Heuristic: #6 Recognition rather than recall

Explanation: When users have more channels, they may not be right in the channel that they wanna enter. In this time, the fastest way for them to do is to search from the side bar. However, the search bar doesn't always show the right content. For example, in the screenshot, I have the "381" channel but can't search successfully. Hence, users have to remember the channel label or click the channel one by one from the left hand side. If they have plenty of channels, it would become a disaster.

Severity: 4 Usability catastrophe

Improvement: The app may add the same function in this search bar. The search bar could keep consistent with "the conversation search" bar (in the second screenshot of this problem). This will help users locate their searched channels as fast as possible.



6. (Good)They have shortcuts to help both inexperienced and experienced users.

Heuristic: #7 Flexibility and efficiency of use

Heuristic: #10 Help and documentation

Explanation: They have documentation and list all the shortcuts to help users use the app efficiently. The website is as follows.

<https://support.discord.com/hc/en-us/articles/225878307--macOS-Discord-Hotkeys>

How do I pin messages?

Text-to-Speech 101

How do I upload images and GIFs?

Markdown Text 101 (Chat Formatting: Bold, Italic, Underline)

How do I disable auto-embed?

[See more](#)

The REALLY Useful Stuff:

I guess this is a bit of a subjective opinion, but here are some of the more widely-used or super-cool shortcuts that will help you keep your hands on the keys for longer (read: more rapid fire meme-cannoning).

Server & Channel Navigation:

NAVIGATE BETWEEN SERVERS



NAVIGATE BETWEEN CHANNELS



Speedy Message Reading:

NAVIGATE BETWEEN UNREAD CHANNELS



NAVIGATE BETWEEN UNREAD CHANNELS WITH MENTIONS



MARK CHANNEL AS READ



MARK SERVER READ



7. (Bad) show irrelative errors.

Violating Heuristic: #9 Help users recognize, diagnose, and recover from errors

Explanation: When users use the add friends function and type mistakes, the information that the app shows was not always helpful for users, though the app offers some help. For example, it surely has four digit tag in the screenshot, but the error is because of the lack of the “#”. It is hard for novice users to locate the problem and recover by themselves fastly.

Severity: 2 Minor usability problem

Improvement: they could give more specific format on the screen to help users understand better. For example, add more specific hints “lack of #, e.g. abc#1234”. This will help the users see more clearly and realize their problem without spending additional time to search the errors online.

