


Usability review

Amovens		Score	Comments
 Hover over a guideline for more information, examples of good practice and importance to the overall user experience.		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	Los objetivos de los usuarios son concretos.
2	Features and functionality support users desired workflows.	Good	Algunas secciones no son muy claras.
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Excellent	Las 3 funcionalidades principales se encuentran en el inicio.
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	Poor	No existen atajos para los diferentes tipos de usuarios según su nivel de familiarización con el entorno.
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Good	
Homepage / starting page			
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Excellent	Existen enlaces claramente visibles a todas las funcionalidades que ofrece (compartir, viaje y alquiler) así como a una página de contacto y FAQs.
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Excellent	La interfaz es intuitiva.
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Excellent	Diseño muy excelente, claro y amigable.
Navigation			
9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Moderate	Las URL podrían ser mas claras y predecibles.
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Excellent	El esquema de la página permite fácilmente buscar elementos, intuitivo y consistente.

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...).	Excellent	
12	The site or application structure is clear, easily understood and addresses common user goals.	Excellent	
13	Links are clear, descriptive and well labelled.	Moderate	Los nombres podrían ser más descriptivos.
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Excellent	
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Excellent	Interfaz muy amigable.
16	Users can easily get back to the homepage or a relevant start point.	Excellent	
17	A clear and well structure site map or index is provided (where necessary).	Good	

Search

18	A consistent, easy to find and easy to use search function is available throughout (where desirable).	Excellent	
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Excellent	Te permite ordenar la búsqueda según diferentes parámetros y realizar búsquedas concretas fácilmente
20	The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.	Poor	Basa la búsqueda en aspectos concretos
21	Search results are relevant, comprehensive, precise, and well displayed.	Excellent	

Control & feedback

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Excellent	Aparecen pop-ups con las indicaciones.
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).	Poor	Cuando has elegido un viaje y quieres volver atrás pierde los filtros insertados en la página anterior.

24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Good

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.

Poor

Las tareas tienen pocos pasos pero aun así no hay un indicador de procesos que siempre ayude

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).

Good

27 Required and optional form fields are clearly indicated.

Moderate

Salvo en el registro no están indicados.

28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Excellent

29 Help and instructions (e.g. examples, information required) are provided where necessary.

Good

Errors

30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

Excellent

31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

Excellent

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

Moderate

No se indican los campos requeridos, te das cuenta cuando te salta el error. Salvo en el formulario de registro o de inscripción de automóvil.

33 Users are able to easily recover (i.e. not have to start again) from errors.

Excellent

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Excellent

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

Poor

No hay enlaces a páginas de terceros.

36	Language, terminology and tone used is appropriate and readily understood by the target audience.	Excellent	
37	Terms, language and tone used are consistent (e.g. the same term is used throughout).	Excellent	
38	Text and content is legible and scanable, with good typography and visual contrast.	Excellent	

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.	N/A	
40	Online help is concise, easy to read and written in easy to understand language.	Good	
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Very poor	La ayuda en línea es escasa y no permite volver al punto en el que estabas de la operación
42	Users can easily get further help (e.g. telephone or email address).	Poor	Probablemente escribiendo al correo electrónico de atención al cliente se recibía ayuda pero confusa y tarde.

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Excellent	
44	Errors and reliability issues don't inhibit the user experience.	Excellent	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Moderate	Se podía configurar mas a gusto del cliente.

Overall usability score (out of 100) *		86	-	Good
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* 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.