



IHC

Analytical evaluation of an Interactive Application

Glovo!

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What is glovo

Glovo is a delivery service founded in 2015, that purchases, picks up and delivers products ordered.

- Food
- Beauty products
- Medicines
- Electronics

Glovo can be used over the internet and mobile.





METHODS USED

HEURISTIC EVALUATION (HE) AND COGNITIVE
WALKTHROUGH (CW)





Heuristic Evaluation

To perform the Heuristic Evaluation (HE) we used the 10 Heuristics proposed by Nielsen.

Each member tried to find issues using heuristics, then a table was made with all the issues found and its respective severity.



Rating Scale used by us:

- 0. - Not a problem at all
- 1. - Cosmetic problem
- 2. - Minor usability problem
- 3. - Major usability problem
- 4. - Usability catastrophe





Cognitive Walkthrough

In order to do the Cognitive Walkthrough, we used the Streamlined Cognitive Walkthrough by Rick H. Spencer. Each member performed tasks on the site and made the CW.

Q1 - Will the user know what to do at this step?

Q2 - If the user does the right thing will they know that they did the right thing, and are making progress towards their goal?





OBTAINED
RESULTS - HE



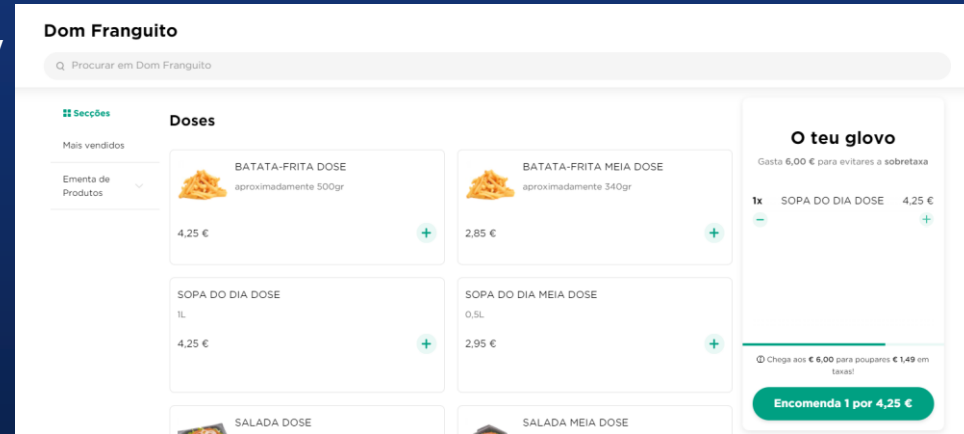
Obtained Results - HE



On the page of a restaurant, choosing a meal, in many restaurants we are not given the list of ingredients used.

Heuristic: #1 Visibility of system status
Severity: 4

Solution: Require participating restaurants to provide a list of ingredients for each meal on their menus.



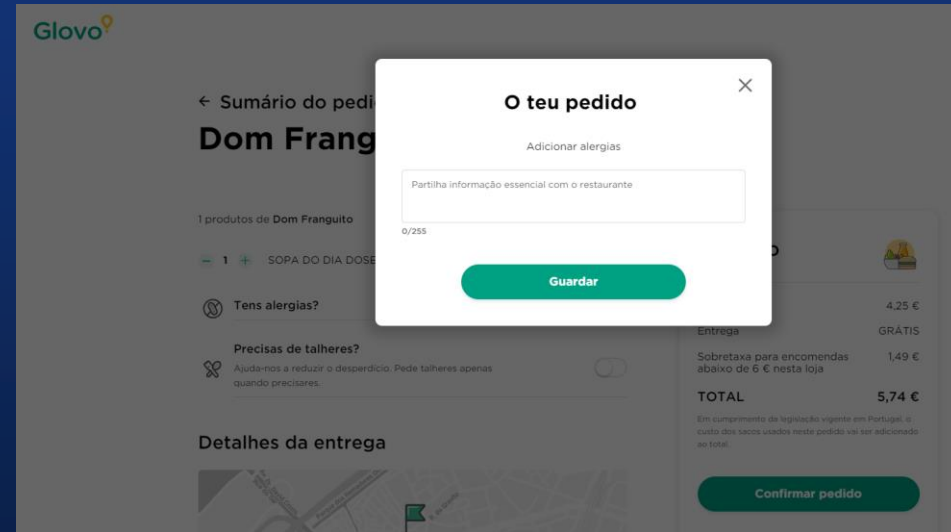
Obtained Results - HE



At the end of the order, we are asked about allergies, but we are not shown the content of the meal, the user is obliged to decorate the ingredients.

Heuristic: #6 Recognition rather than recall
Severity: 3

Solution: Present the ingredient list to the user when they have to write down their allergies.



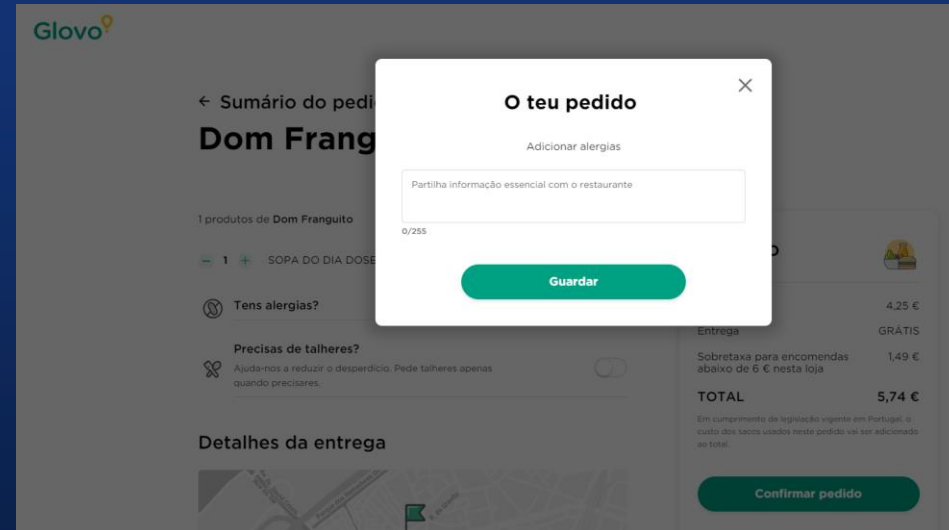
Obtained Results - HE



On the same previous page, for each request made by the user, he is asked about his allergies, forcing him to repeatedly write his allergies.

Heuristic: #7 Flexibility and efficiency of use
Severity: 3

Solution: Save the user's allergies in the user's profile for later use.

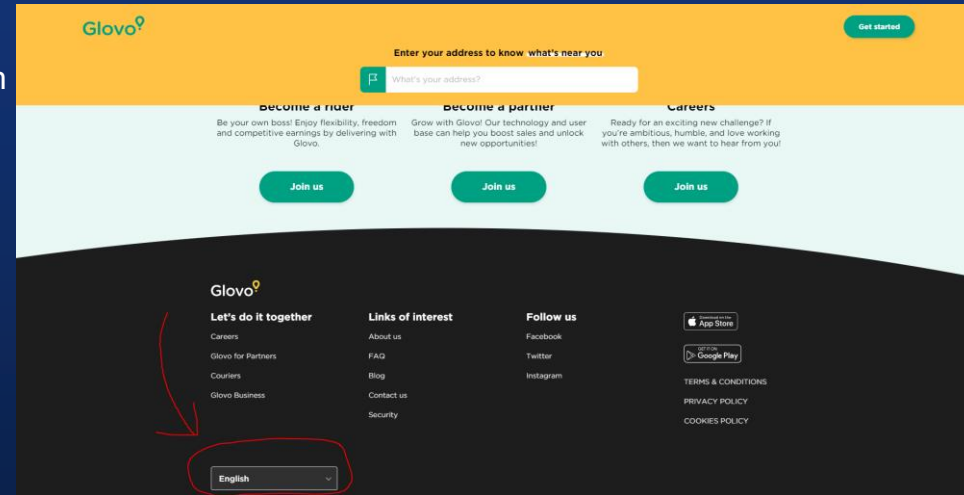


Obtained Results - HE

On glovo's homepage, if the user wants to change the site's language, he needs to scroll down to the bottom of the page.

Heuristic: #2: Match between system and the real world
Severity: 1

Solution: Change the location of the button to the top of the page, to a more recognizable and visible location.





OBTAINED RESULTS - CW



Obtained Results - CW

Then we choose the most important task, which is "Ordering something from the site".

Main task - Make an order.

User - allergic user.

Task - Click on food

- Click on restaurant
- Click on the meal and select the ingredients and drink
- Click on add to order
- Click on order
- Write his allergies
- Add delivery address
- Confirm order

Issue - Dont know the ingredients from the meal to know if his allergic



Obtained Results - CW

Actions:

- Click on the meal and select the ingredients and drink.
- Write his allergies

Issue - Dont know the ingredients from the meal to know/write if his allergic/his allergies.

- Q1 – Surely not, because at this point, the user doesn't know the ingredients from the meal so he cannot know if he is allergic
- Q2 – Yes, they will know they did the right thing when they start eating the food and realize that there is no ingredient they are allergic to.



The screenshot shows a mobile application interface for selecting a meal and drink. It is divided into two main sections: 'Escolha a sua carne:' and 'Escolha a Bebida:'. Both sections have a sub-label 'Escolher um' and a status 'Obrigatório'. The 'Escolha a sua carne:' section lists 'Vaca' and 'Frango', each with a green plus icon. The 'Escolha a Bebida:' section lists 'Pepsi', 'Pepsi Max Limão', 'Pepsi Zero', 'Sumol de Laranja', and 'Sumol Ananás', each with a green plus icon. On the right, there is a 'Menu Döner Box' section showing a price of '5,60 €' and a description 'Acompanhado com batatas fritas.'. At the bottom right, there is a button labeled 'Adicionar ao pedido'.

Escolha a sua carne:
Escolher um • Obrigatório

Vaca +

Frango +

Escolha a Bebida:
Escolher um • Obrigatório

Pepsi +

Pepsi Max Limão +

Pepsi Zero +

Sumol de Laranja +

Sumol Ananás +

Menu Döner Box
5,60 €
Acompanhado com batatas fritas.

Adicionar ao pedido



Table of Problems - HE

| Heurístic | Problem | Tiago | Ricardo | Frederico | Median |
|-----------|-----------------------------------|-------|---------|-----------|--------|
| 2 | F,R,T- Change address button | 2 | 3 | 2 | 2 |
| | T- Search button on Documentation | 2 | 2 | 2 | 2 |
| | F,R,T- Choose language (Hidded) | 1 | 1 | 2 | 1 |
| 3 | T- Restaurant filters | 3 | 2 | 2 | 2 |
| | F,R- Back button from hyperlinks | 2 | 2 | 2 | 2 |
| 6 | T- Meal Ingredients | 3 | 4 | 4 | 4 |
| 7 | T- Allergies | 3 | 4 | 3 | 3 |
| | T- User Allergies | 3 | 3 | 3 | 3 |
| | T- Filter by fastest | 2 | 3 | 2 | 2 |
| 8 | R- Images from the meal | 3 | 3 | 2 | 3 |
| 9 | F,R- Remove Address | 3 | 3 | 1 | 3 |
| 10 | R- More Explainable Homepage | 2 | 3 | 1 | 2 |
| | R- More Explainable steps | 2 | 3 | 2 | 2 |



Our Appreciation



- Overall it's an excellent app. It has several products and several affiliated companies that benefit immensely from using this app.
- Many of the errors found are just minor details. The app has great quality. Being notorious the exhaustive study for its creation.

