Solution

Assignment # 4

Human Computer Interfacing

Expert Evaluation Using Cognitive Walkthrough

1. Interface

Tradition telephone set with additional keys including

- DEL button
- PLAY button
- OK button
- Small display supporting single line of text
- An LED
- Template indicating Play+ '#' + M. (Replay message M)
- Template indicating DEL+ '*' (Delete all messages)

2. Users

First-time users of the system without training and without a manual.

3. Tasks

T1: Check for Messages
T2: Play them
T2: Replay a specific message
T3: Delete all messages

4. Action Sequence

T1: Check for Messages

SD1: LED blinking red and the display screen shows the number of messages received.
UA1: User is aware of the fact that there are new voice messages.

T2: Play Messages

UA1: User presses the PLAY button
SD1: System plays all the messages sequentially

T3: Replay a specific message

UA1: User presses the play button then # and then message number
SD1: System plays the desired message

T4: Delete all messages

UA1: User presses the DEL button and then *
SD1: System display prompts user for confirmation
UA2: User presses OK button
SD2: System deletes

Evaluation

For each action of each task we need to answer the following four questions:

1. Is the effect of the action the same as the user's goal at that point?

2. Will users see that the action is available?

3. Once the users have found the correct action, will they know it is the one they need?

4. After the action is taken, will users understand the feedback they get?

T1: Check for messages

1. N/A
2. N/A
3. N/A
4. YES Observing the blinking LED the user will come to know that there are new voice messages.

T2: Play Messages

1. YES – Playing the messages is what the user wants to achieve
2. YES – The play button is visible to the user
3. YES – The caption PLAY will indicate that user needs to press this button to play the messages

4. YES - Pressing the button, the system will start playing messages

T3: Replay a specific message

1. YES – Playing a particular message from the list is what user wants to achieve
2. YES – The play button, # button and message number all are visible to the user
3. Probably NOT – The user might not understand whether to press they keys sequentially or simultaneously.
4. *YES* - Pressing the combination, the system will start playing the desired message

T4: Delete all messages

Seq1
1. YES – Deleting all the messages is user's goal
2. YES – The DEL button as well as the '*' key are visible to the user
3. YES – The user might not understand that pressing DEL and * will delete all the messages
4. *YES* - Pressing the combination the system prompts for confirmation

Seq2
1. YES
2. YES – The OK button is visible to the user
3. YES – Pressing OK for confirmation is pretty straight forward
4. *YES* - The system displays that all messages have been deleted

Problem Sheet

The action sequence for the following tasks needs revision:
    T3: Replay a specific message
    T4: Delete all messages