

The app that I chose is WeChat, this is the app that I use every day to communicate with my friends and family. WeChat as a free chat software in recent years has many features, characteristics, and advantages. One of the main features that Wechat has is social networking. WeChat allows its users to send words, emojis, pics one-on-one with contacts. They can also do audio calls and video calls at any time they want as long as it's supported. Besides communicating one-to-one, users can also form a WeChat group with as many as up to 500 people and hold group WeChat calls with as many as nine people. This provides convenient and fast communication between people with a variety of media that can be shared between.

WeChat is an application that can be served to every kind of people with lots of meaning of uses, either you use to it communicate with your friends and family, or it can also be used for work, to communicate with coworkers, and even maybe selling products over WeChat. There's also this feature where the users can use WeChat to find strangers or people nearby them to talk. They just need to simply tap "People Nearby" or shake their phone to add new friends and meet with new people. WeChat also has the feature of social media where you can share your moment with your friends in WeChat. It is called moment in WeChat and it serves the purpose that is similar to a social media platform such as Instagram or Facebook. You can share your photos, 15-second videos, music, or web links for your chosen WeChat contacts. In fact, people usually use it to make major announcements and showcase their daily life, which is now very often to see. Just like other social media platforms, their contacts can like or comment on their moments. Besides these, one of the main features of WeChat is that people can use it to pay for shopping goods and services or to pay their bills. They can simply open up their QR Code in the WeChat app and pay. There's the option of a WeChat Wallet or have it connected to their bank account or credit card. Users can also send money and transfers to their contacts directly through WeChat. As now for the Chinese New Year, we have the tradition that elder people give out red envelopes that contain money inside to younger generations. By giving the money to children, elders are hoping to pass on a year of good fortune and blessings. Besides doing this in the real world, which is now pretty dangerous because of the covid, this tradition can also be practice through WeChat as it has the option to send red envelop to people virtually. There's also this feature that red envelop can be shared among many people and it's given in the form of first come first serve. By this, the amount inside the red pocket given to these people would differ from each other, so that to see who is the luckiest among them to obtain the greatest amount of money inside that red pocket. There's also many mini-applications insides Wechat, in which they have formed an eco-system where it allows programmers to build apps within its ecosystem. WeChat users don't need to download a whole bunch of apps, they can just simply use the many mini-apps inside WeChat instead. By using the many different mini-programs inside WeChat, people can book a doctor's appointment, take a taxi, apply for a loan, and much more. There are also many mini-applications that you can play for entertainment, such as card games and mahjong.

As for communicating with other people, the behavior that the user performs is pretty straight forwards and simple. First, they open the application by clicking the icon of WeChat. Then the main screen would demonstrate a list of message history of different contacts if they are logged in. At the bottom of the app, there are four icons, one for the message, the second

one is contacts, the third one is the discovery for the moments and the fourth one is the personal information and settings. By clicking on the icon for contacts, the user can see a list of contacts that they have on their account and choose one to have a conversation with. In order to have a conversation, just simply click on the image of that contact, which would lead the user into the personal information of that contact, and below there are the options to send a message or to have a voice or video call. If you want to send a text message, just simply click on the blank box after you click a message and type in the message you want to send, next to it, there are also different emojis or you can send voice messages and pictures, videos, etc.

If you want to find friends or to use the feature to find people nearby, just need to click on the third icon of the main screen, which is discovery, and on that, the user would be able to see that there's an option for people nearby, by clicking on it, the user would be able to add people nearby into their contact and have a conversation with. For social media, it would be the same by clicking on the third icon of the main screen, the very first options are the moment, where the user is able to either post something or to see other people's post and moments in which the user can like or comments on. The mini-applications and games are on the same page as the discovery page. It is the last option in the menu for mini-applications.

For the feature to use WeChat as a mobile wallet, the user needs to click on the fourth icon on the bottom of the main screen and underneath the personal information, the first option is the payment option. Clicking on that would lead the user to the page where they can see their digital wallet and their balance and they are able to pull up their own QR Code to receive money or to scan other people's QR Code to pay for it. There are also many services underneath it such as paying for their credit card, paying for their bills, donations, etc.

As for the option to either receive a red envelope or to give a red envelope to someone or a group of people, the user needs to click on the contact in which they wanted to send and on the bottom of that page, there is this plus sign on the rightmost side. Clicking on it, there are the options to send pictures, take pictures, make a video call, phone calls, share locations, red envelop, transfer money, and voice messages. Clicking on the icon for the red pocket, you are able to put an amount into the red pocket and write a message along with it by typing. You can also choose the cover for the red pocket. If you wanted to give the red pocket to a group of people, the user would have to first click on the group chat and do the same thing as to giving it to one person, but they are able to choose how many red pockets to sent.

Many errors or problems can be caused while the user trying to perform a certain behavior. One example is when the user tried to communicate with other people by sending voice messages. Users in Wechat cannot fast-forward the voice message that the user is listening. Therefore, sometimes people who choose to convert those voice message into a text message and the output might be different from what the actual message the user wanted to send or listen. This can happen to lots of people since there are so many dialects in China. Another problem can be that to make a typo while inputting the amount of money the red pocket would contain, an extra zero would be a completely different number. Another issue would be to misclick the option of having a voice call to a video call because the two icons for these options are too close to each other and users might just misclick on it.