Heuristic Evaluation – My Inventory App
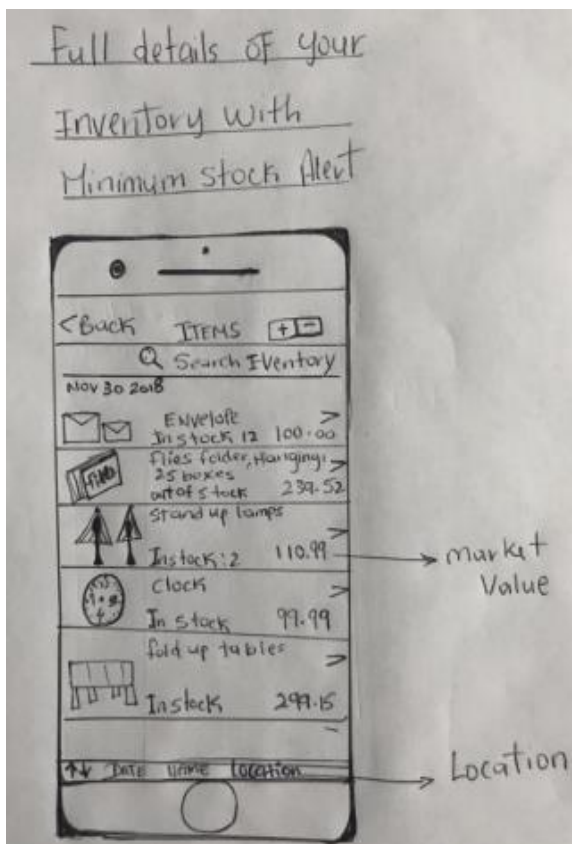
User 1 Evaluation

Heuristic Evaluation

Application / Website / Technology Name: Assurance

Application / Website Description: Catalog owned items for insurance claims etc.

Heuristic: Consistency and standards

Screenshot:

Severity: 3

Explanation of problem and justification of severity rating: There is no reminder set to alert the user that they should periodically update their inventory. They could be committing insurance fraud, by claiming items that are no longer in their possession.

A way to solve this problem: Set a reminder/alarm to alert the user to refresh they inventory every week/month so that the items are always relevant, such as a recent purchase or an item that is no longer in their possession.

1. **Add Item Screen - Aesthetic and Minimalist Design**

Severity: 2

a.   When adding item to inventory, the screen is jumbled with a bunch of different options which can leave the screen cluttered and confuses the user. Additionally, some of the fields are required, while the others are optional - this distinction is hard for the user to make

b.   Solution: Declutter the screen by only making the required items prominent. Have a section that moves to another screen to display the optional fields

2. **Share items - Flexibility and Efficiency of Use**

Severity: 1

a.   When sharing the items with insurance company or members in your family, it is not entirely clear how to get to the share feature. Additionally, since it is a prominent feature and can be assumed will be used frequently, there are too many steps to get to the share feature

b.   Solution: In addition to including the share feature as the options, we will be sure to display it prominently on other parts of the app for ease of access.

3. **Add Item Screen - Flexibility and Efficiency of Use**

Severity: 3

a. As user adds enters in information to add items, the task can feel arduous and manual, which is not efficient. Users can get easily annoyed if they have many items that they need to enter

b. Solution: Add an autocomplete feature that will help recognize many common items and fill into other necessary fields for the user.
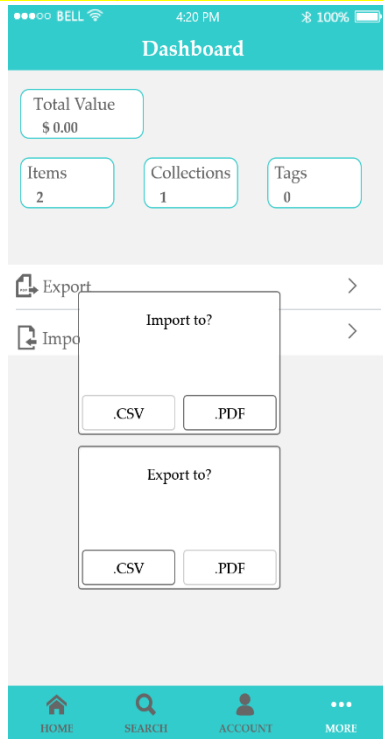
4. **Add Item - Error Prevention**

Severity: 2

a. When adding item, there is no error prevention is place.

b. Solution: Show the user what fields are prominent and need to be filled in.
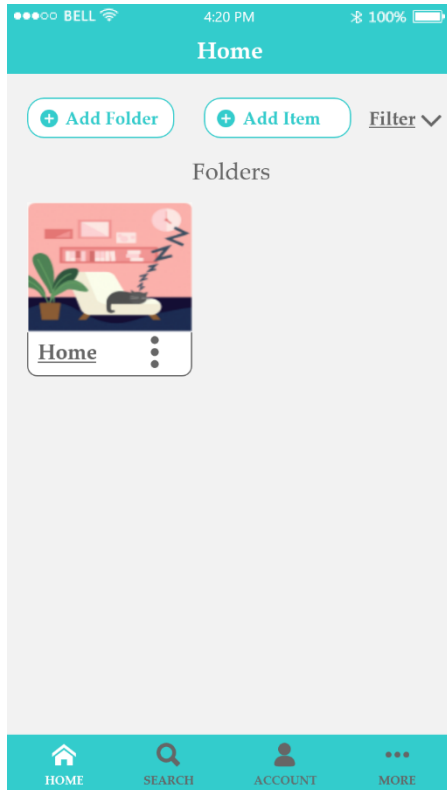
5. **Exporting Items/Folder - Error Prevention**

a.   Severity: 2

b.   Users can be confused as to what they are exporting (items/folders and its associated contents)

c.   Solution: After initially selecting the export/import option, keep users aware of the details of what is being exported/imported during every step of the process.

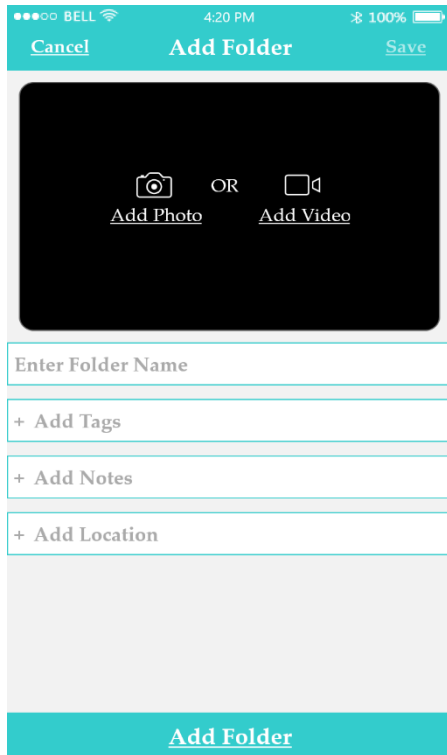# User 2 Evaluation

Heuristic Evaluation

Main Home Screen

Heuristic: Aesthetic and Minimalist Design
Severity: 1
Explanation: There might be little confusion in choosing add folder and add item.
Solution: Information insight about the difference and the process to complete the task may needed.

Add Folder Screen

Heuristic: Visibility of System Status
Severity: 3
Explanation: The status information after folder creation is missing.
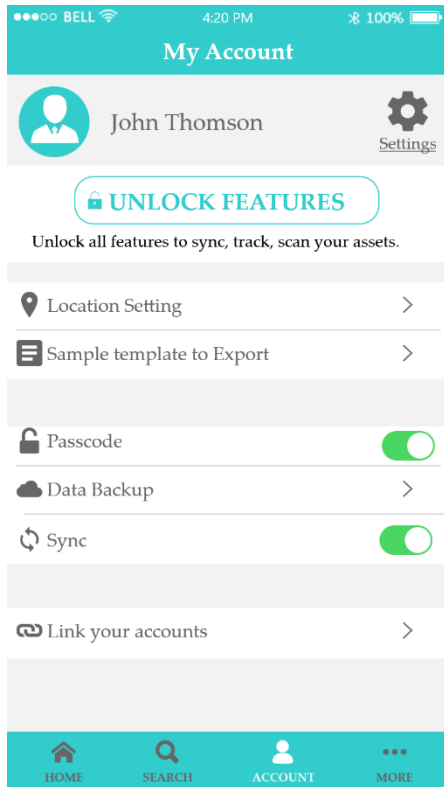**Solution:** A popup stating the successful completion of the task.

Heuristic: Aesthetic and Minimalist Design
Severity: 3
Explanation: Having an option to add tags while adding a folder is not a useful option.
Solution: Add tag option can be removed for better understanding of the user

My Account Screen

Heuristic: User Control and Freedom
Severity: 3
Explanation: The user does not have the ability to add the items in offline mode.
Solution: To add an accelerator for offline mode in the application either in the account or on the home screen for easy upload of the images when we are not connected to the network.

Heuristic: Flexibility and Efficiency of Use
Severity: 2
Explanation: Accelerator for a quick notification of the tasks done or completion of the task is needed.
Solution: Notification option when a task complete is preferred. Example: while sharing the folder/item/sub-folder to insurance/close friends.