Heuristic Evaluation

MakeMyTrip App

Heuristic Evaluation Checklist

Heuristics Evaluated

1 Visibility of system status

2 Match between system and the real
world

3 User control and freedom

4 Consistency and standards

5 Error prevention

6 Recognition rather than recall

7 Flexibility and efficiency of use

8 Aesthetic and minimalist design

9 Help users recognize, diagnose, and
recover from errors

10 Help and documentation

Severity Rating 1-4

0 - don't agree that this is a usability problem

1 - cosmetic problem

2 - minor usability problem

3 - major usability problem; important to fix

4 - usability catastrophe; imperative to fix

Aesthetic and Minimal Design Missing

- Too Much of irrelevant Text
- Text on Action Button is not readable
- Makemytrip Account Button Background color not as per Corp id.
- Skip for Now should be same as above three Primary button
- No Button Available for New user Registration

| Heuristic Evaluation	Severity rating
Aesthetic and Minimal Design Missing	1
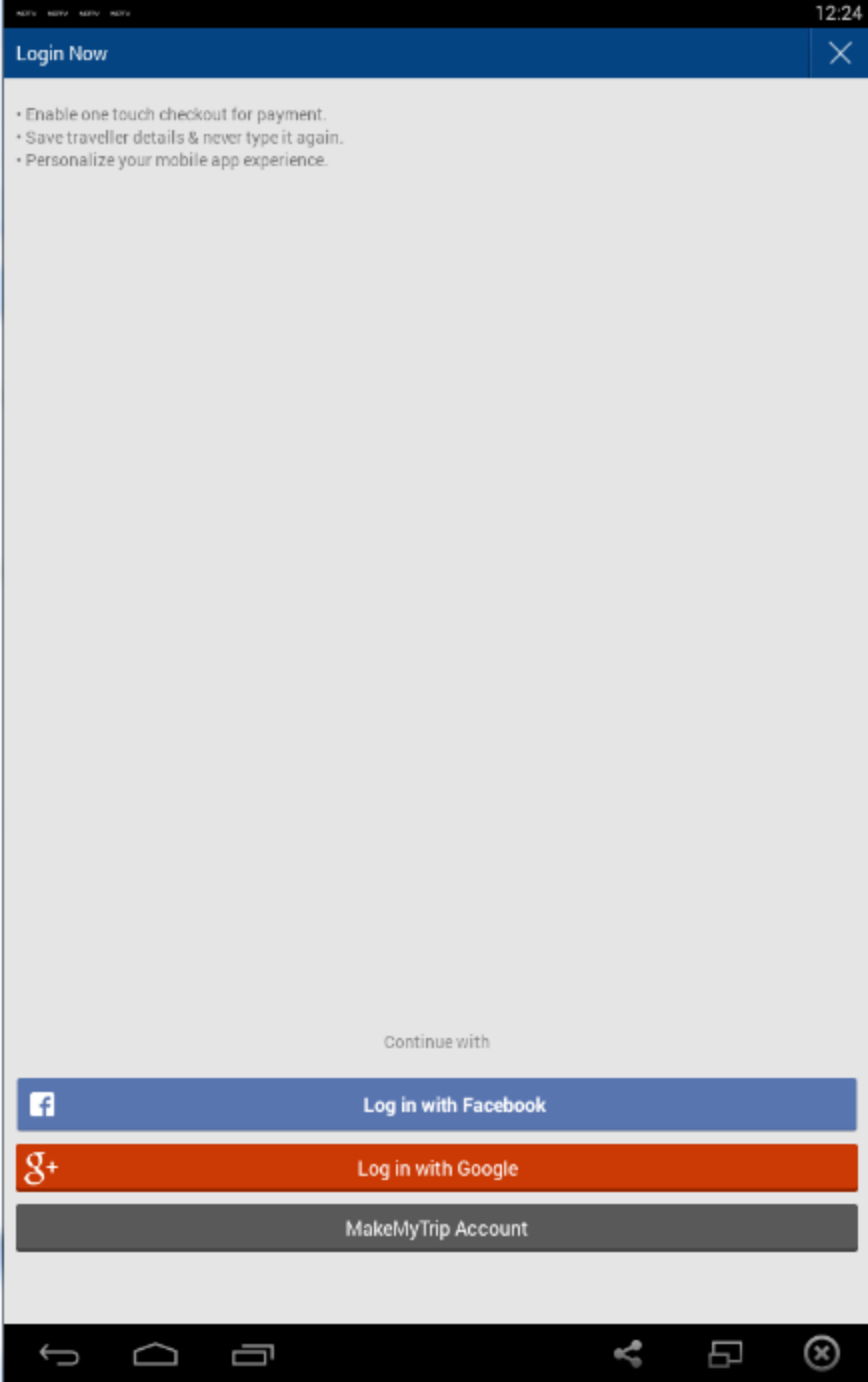
Aesthetic and Minimal Design Missing

- Extra click to login through Facebook, Google and makemytrip Account

- Home screen & Inside home screen when click on user icon top right
- Text is not readable

Aesthetic and Minimal Design Missing

Severity Rating   -2

Heuristic Evaluation	Severity rating
Aesthetic and Minimal Design Missing	2
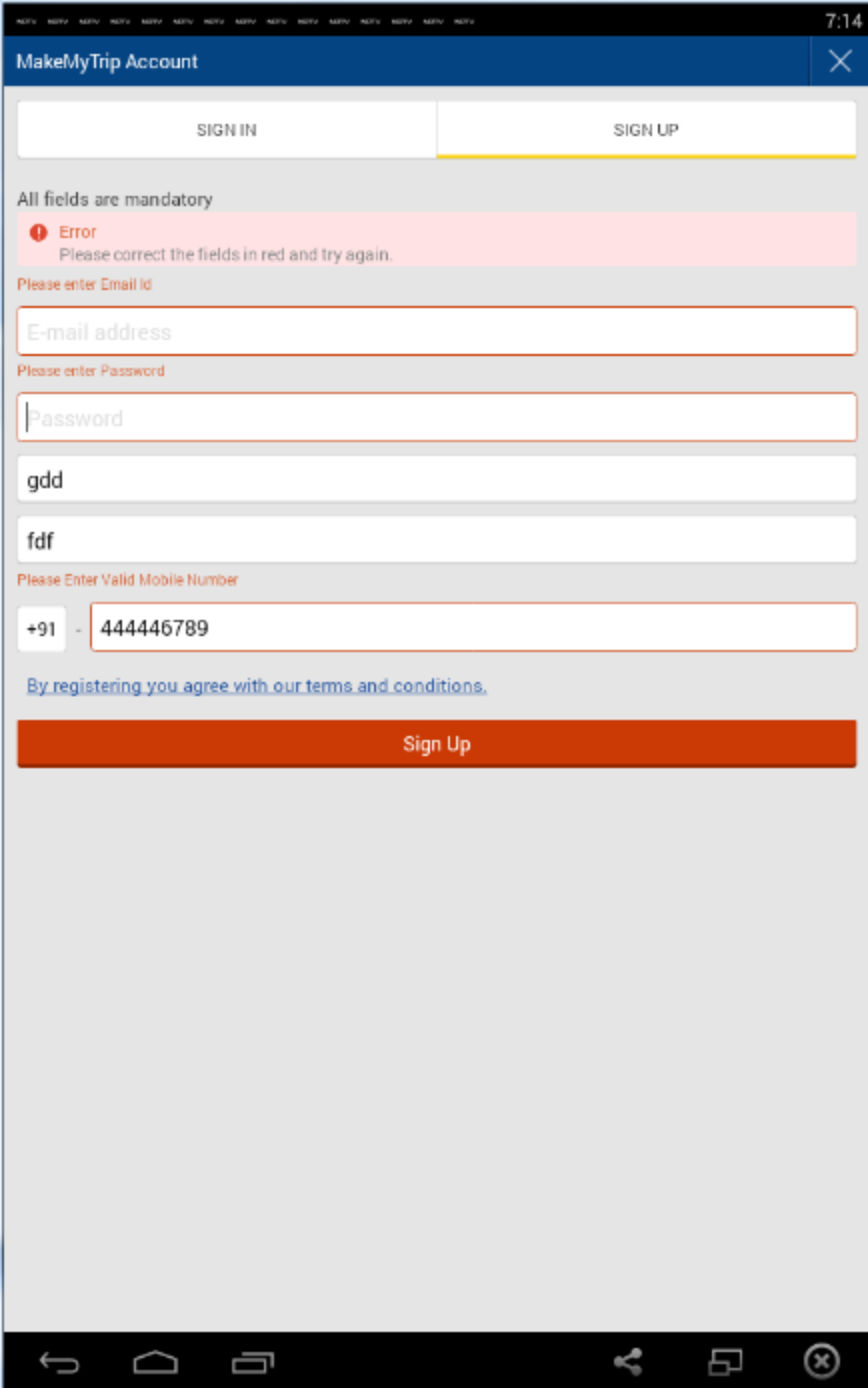
Error prevention

- error messages is a careful design. Every mandatory , fields provide necessary message for input
- Mandatory field indicator(cue point) missing

Help users recognize, diagnose, and recover from errors

- error messages is a careful design. Every mandatory , fields provide necessary message for input

Heuristic Evaluation	Severity rating
Error Prevention	2

Help and documentation

• Help and document for user agreement is available

• Text readability is very poor.

• Distance between , bulleted point is minimal causing fat finger syndrome

User control & freedom

• "Back" Arrow to User Registration Entry form Missing, how user go back to New User Registration page ?

Consistency and standards

• Font color is different
• Not as per mobile content usability

Heuristic Evaluation	Severity rating
Help and documentation	3
User control & freedom	4
Consistency and standards	3

User control & freedom

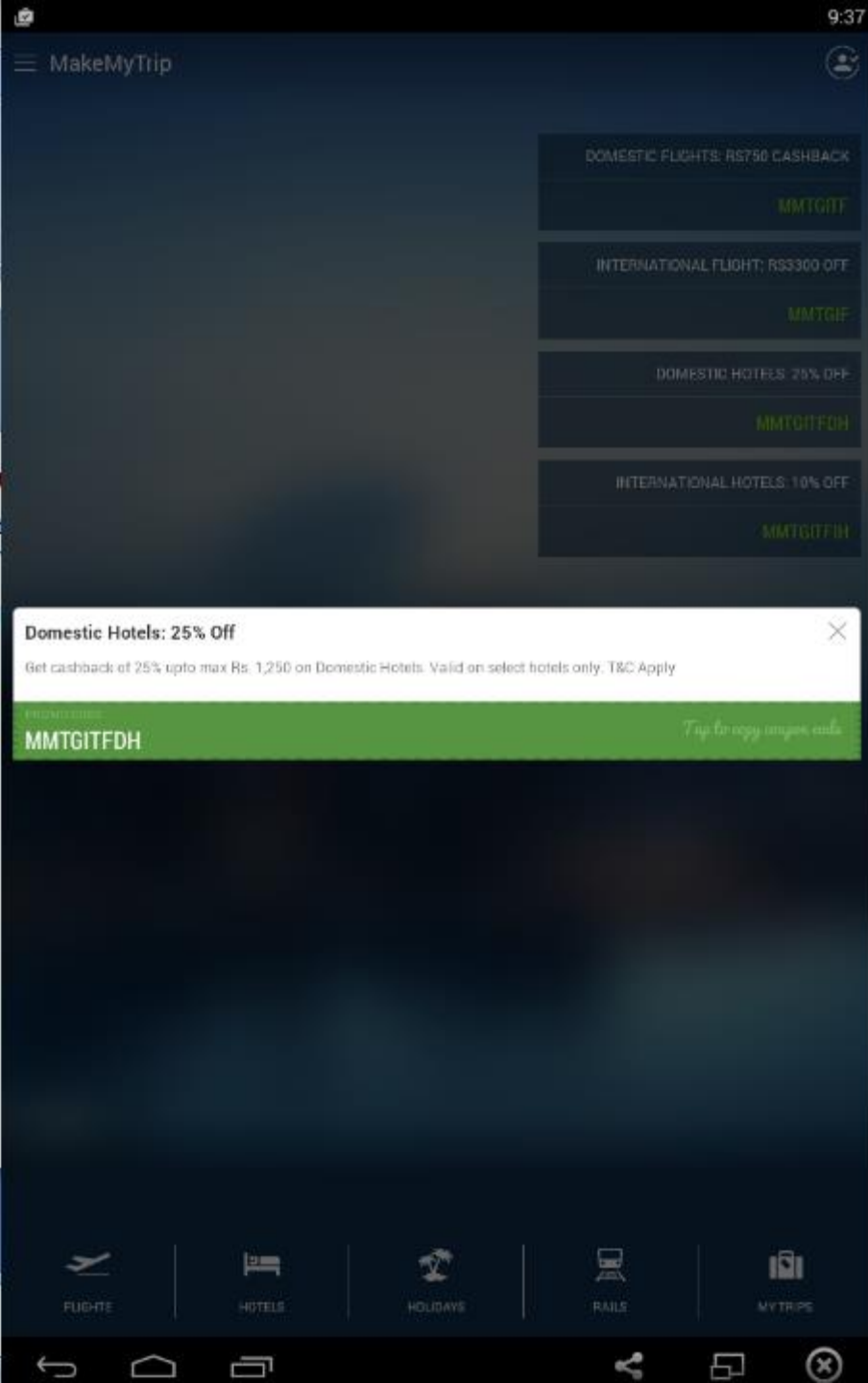- "Back" Arrow to Home screen Missing, how user go to home screen

Consistency and standards

- Too Much of white space
- Coupons alignment are badly managed
- Coupons font size are not Readable
- Coupons font color are not consistent

Match between system and the real world

- Icons follows real world conventions

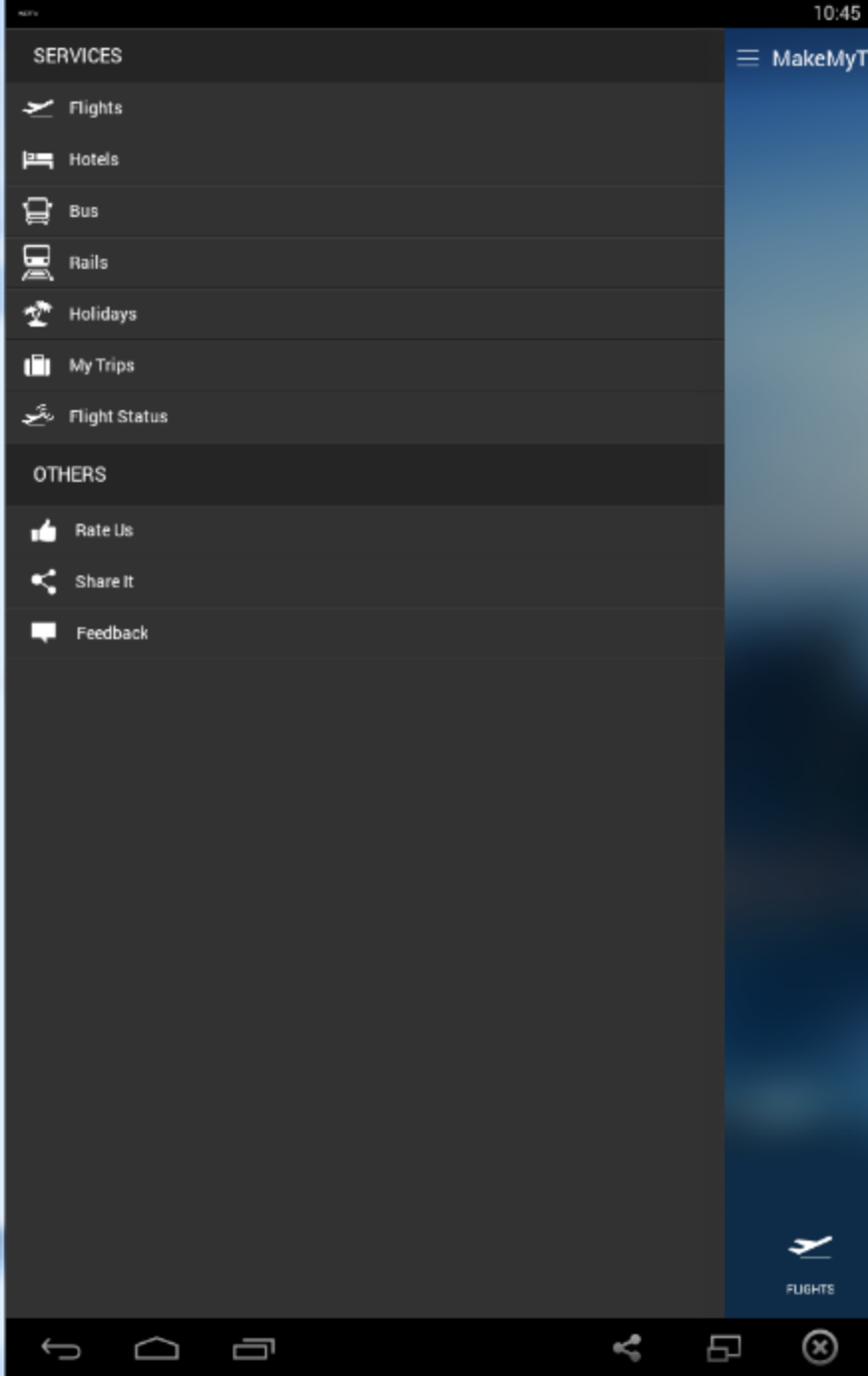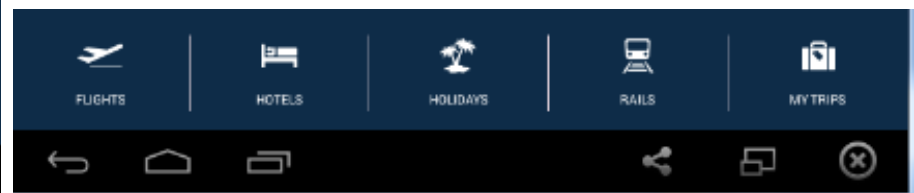| Heuristic Evaluation	Severity rating
User control & freedom	3
Consistency and standards	2

Consistency and standards

• Too Much of white space
• Coupons alignment are badly managed
• Coupons font size are not Readable
• Coupons font style for "tap to copy code is different and readable, color are not consistent

Match between system and the real world

• Icons follows real world conventions

Heuristic Evaluation	Severity rating
Consistency and standards	2

Duplication of Information

- Left menu and Bottom toolbar showing same Information twice

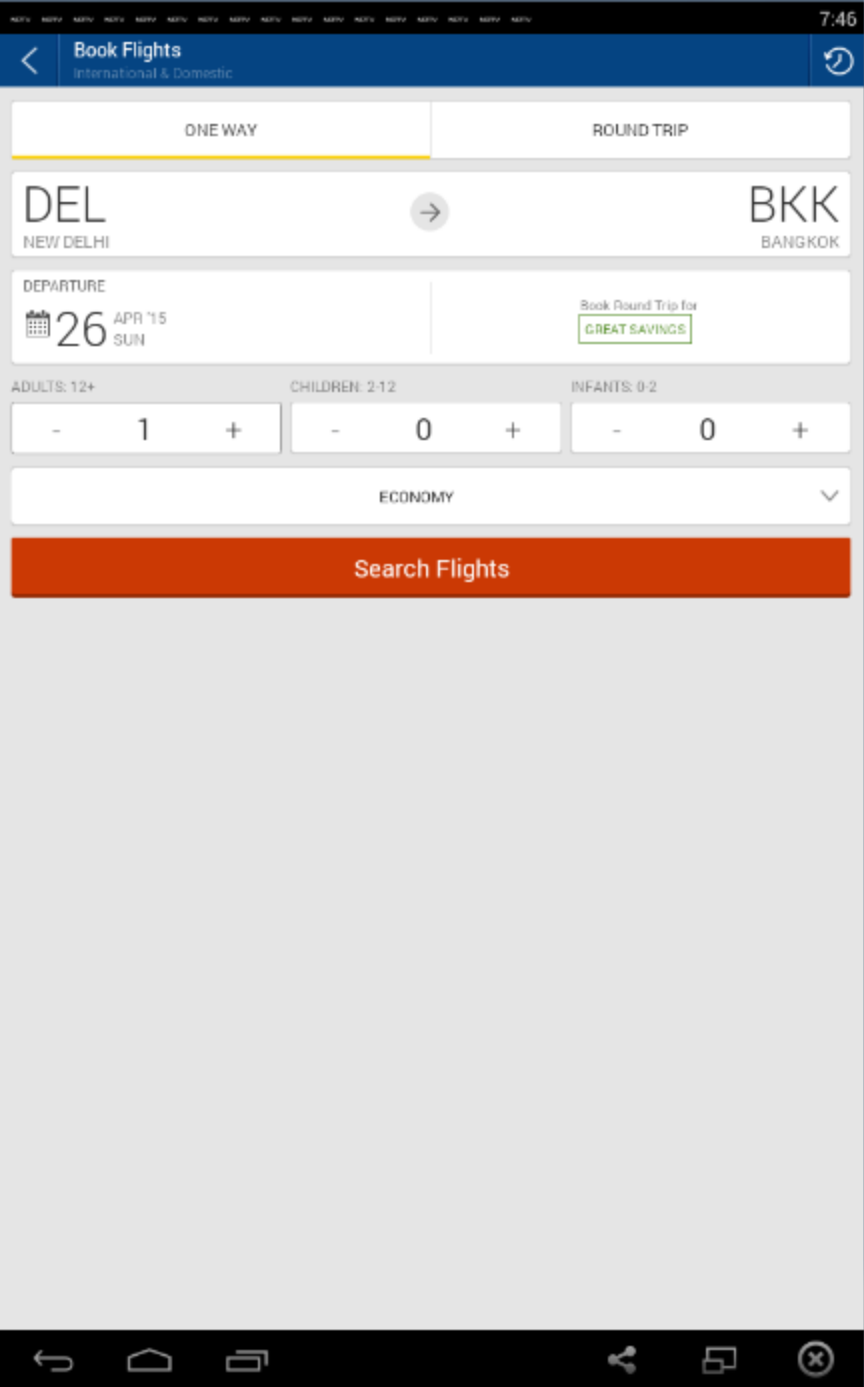| Heuristic Evaluation	Severity rating
Consistency and standards	1

Duplication of Information

- Left menu and Bottom toolbar showing same Information twice

Heuristic Evaluation	Severity rating
Consistency and standards	1

User control & freedom

- "Back" Arrow go to Home screen

Consistency and standards

- Great saving action button , not as per stand button UI. user can not distinguish between as button or label
- Button colour should be contrasting
- It should be placed out of Departure group

Heuristic Evaluation	Severity rating
Consistency and standards	3

Visibility of system status

- Visibility of system status beautifully followed. What exactly app is searching.

User control & freedom

• "X- Close" Button is available, if user want to close the screen and back to booking screen without selecting item from Departure Location

Visibility of system status

- App showing appropriate Status box with message and search item for result

User control & freedom

- "Back" Arrow go to Book Flight screen

Match the real world

- Flight Availability information appear in a natural and logical order, lowest price on top

Flexibility & efficiency

- Allow users to tailor search results by clicking on the filter icon on top right
- App provide flexible date change on same page
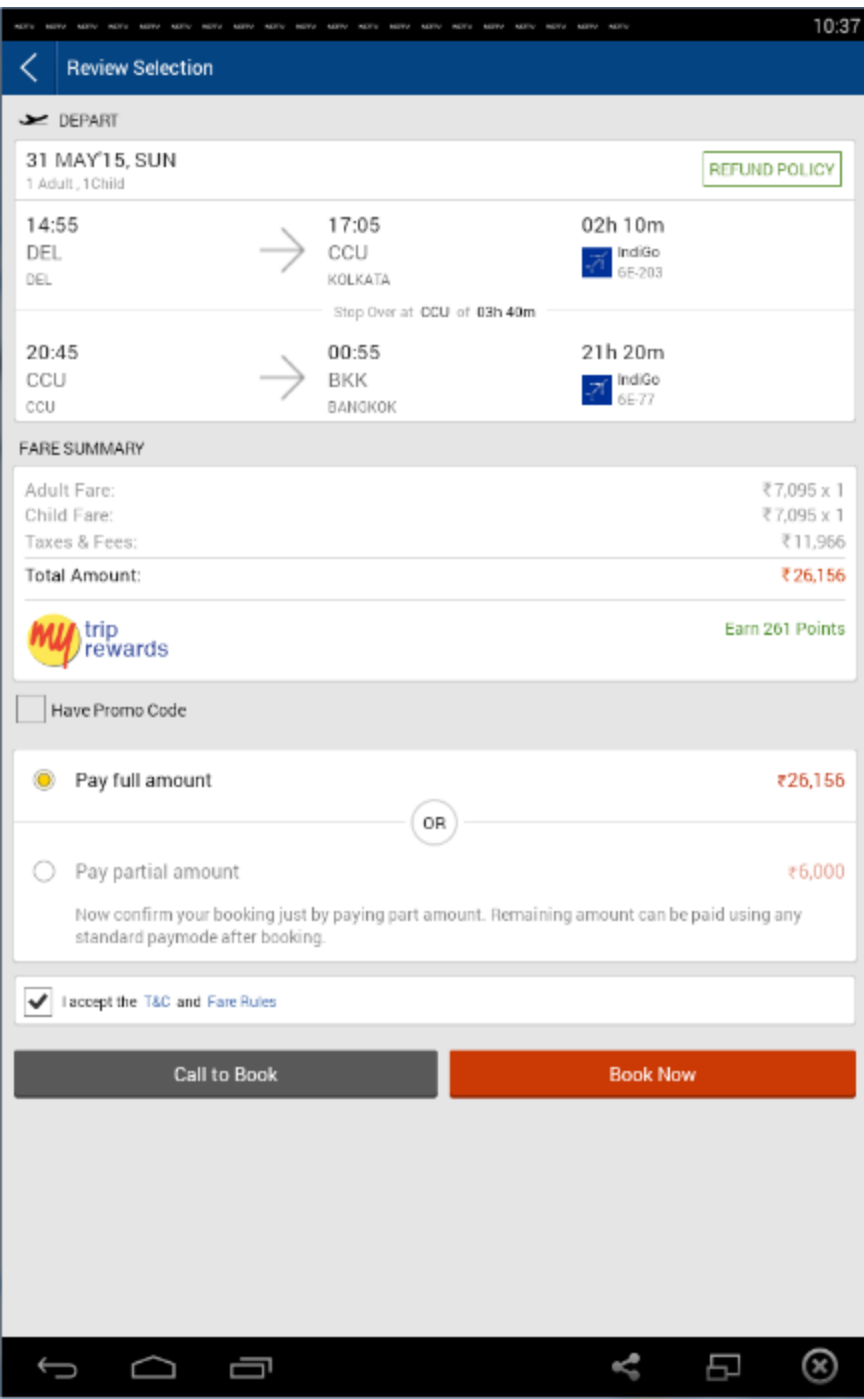
User control & freedom

• "Back" Arrow go to Search Result screen

Consistency and standards

• "Refundable /Non Refundable Policy action button , not as per standard button UI. user can not distinguish between as button or label
• Button colour should be contrasting
• It should be placed near other Action button
• Each content are grouped under different section for better user understanding

Heuristic Evaluation	Severity rating
Consistency and standards	3

User control & freedom

- "Back" Arrow go to Review screen
- Close button to close current content popup

Consistency and standards

- Inconsistence of Content visualization and Transition for "Terms & Condition screen available in Review Selection & New User Registration

Heuristic Evaluation	Severity rating
Consistency and standards	3

User control & freedom

• "Back" Arrow go to Review Selection screen
• user can edit passenger information for edit or deletion

Consistency and standards

• Design layout is different from previous screen "Review Selection "

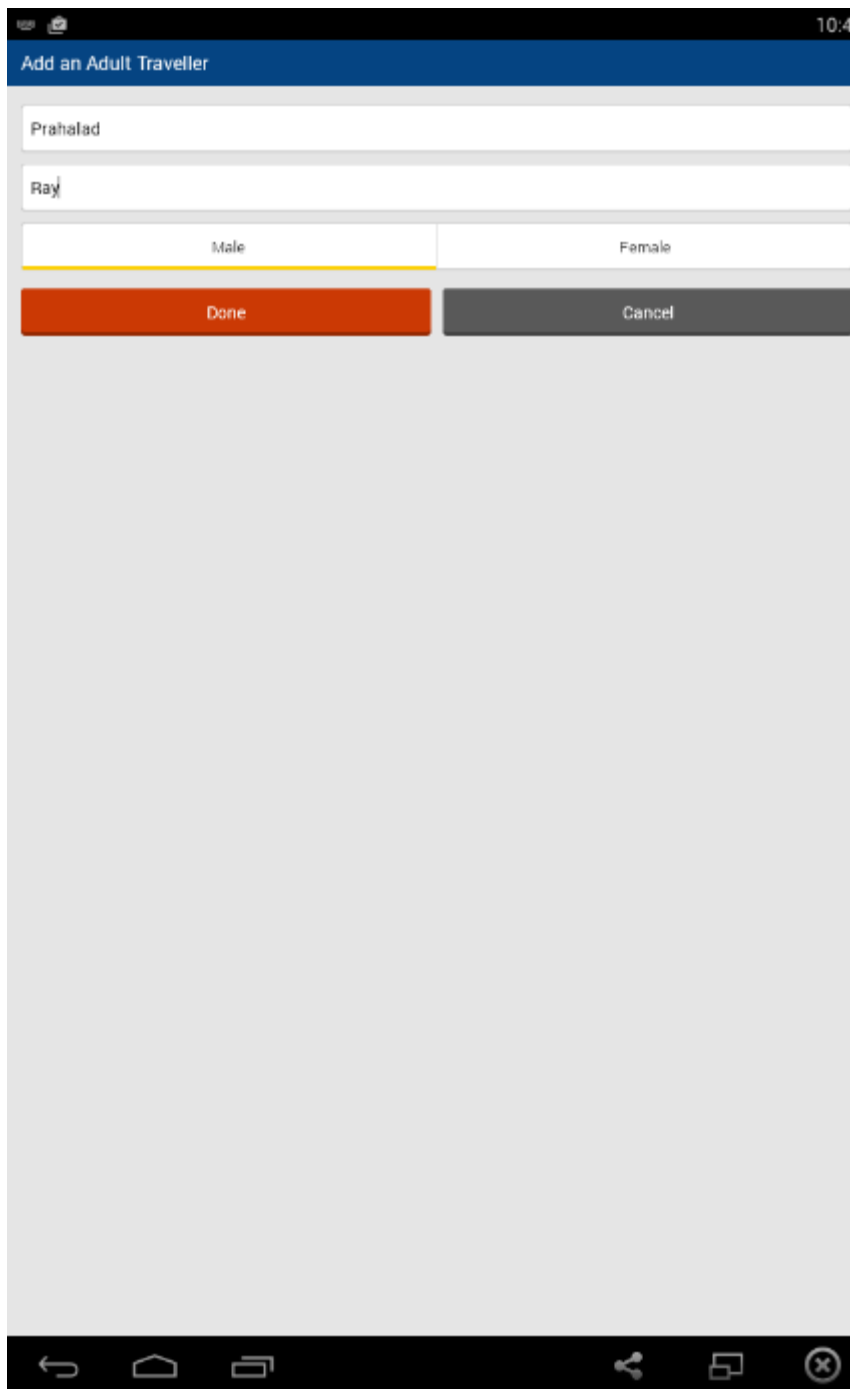| Heuristic Evaluation	Severity rating
Consistency and standards	2

User control & freedom

- "Back" Arrow go to Traveller Details screen
- user can edit passenger information for edit or deletion

Consistency and standards

- Male & female button is not standard option selection control, resemble as tab, make gender selection confusing

Heuristic Evaluation	Severity rating
Consistency and standards	3
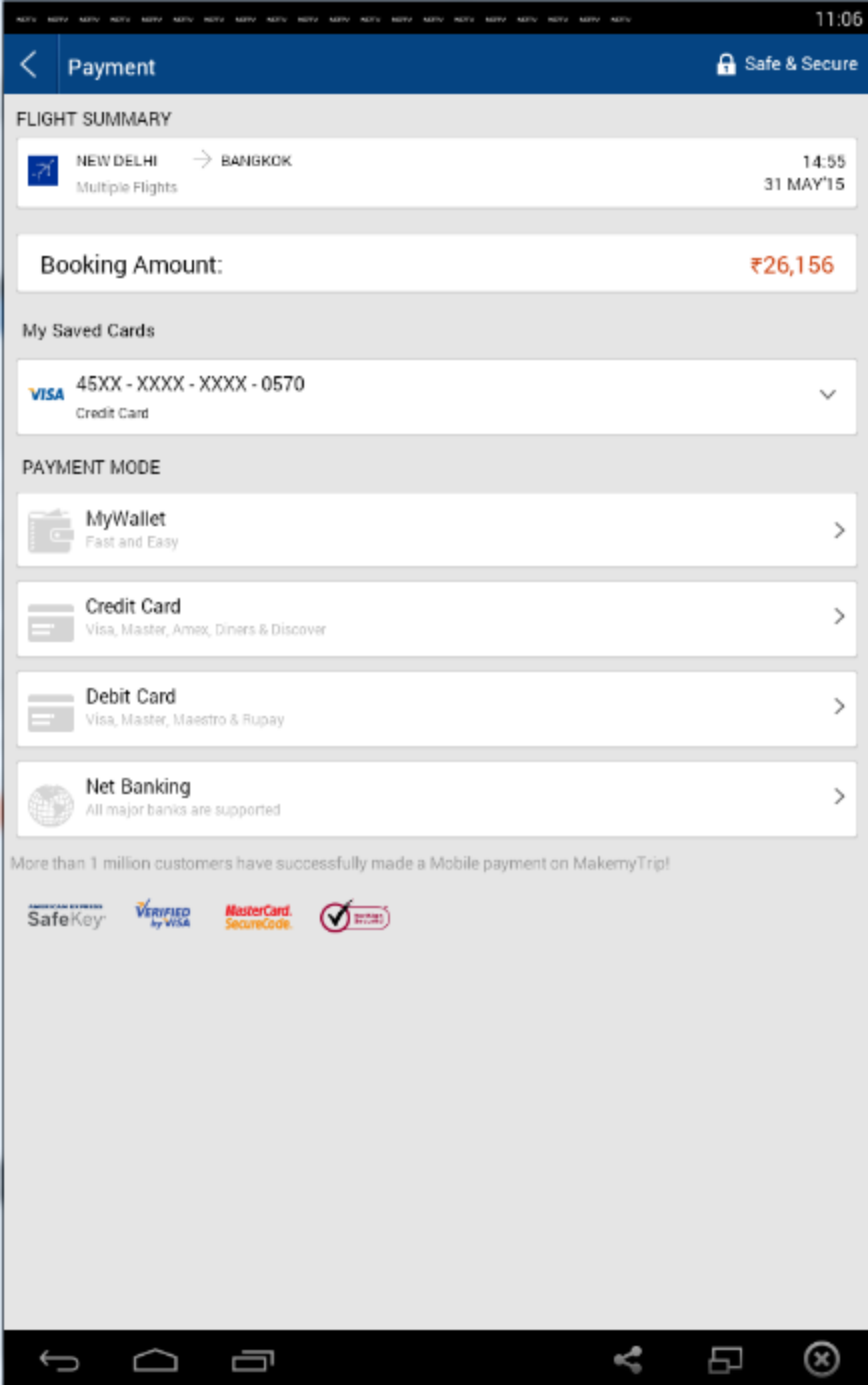
User control & freedom

• "Back" Arrow go to Traveller Detail Screen

Match the real world

• Showing the Available Payment option

Flexibility & efficiency

• Showing the Available Payment option, helps user to choose from any above payment mode

Recognition rather than recall:

• Saved card option, help user to make do payment without any long payment input steps
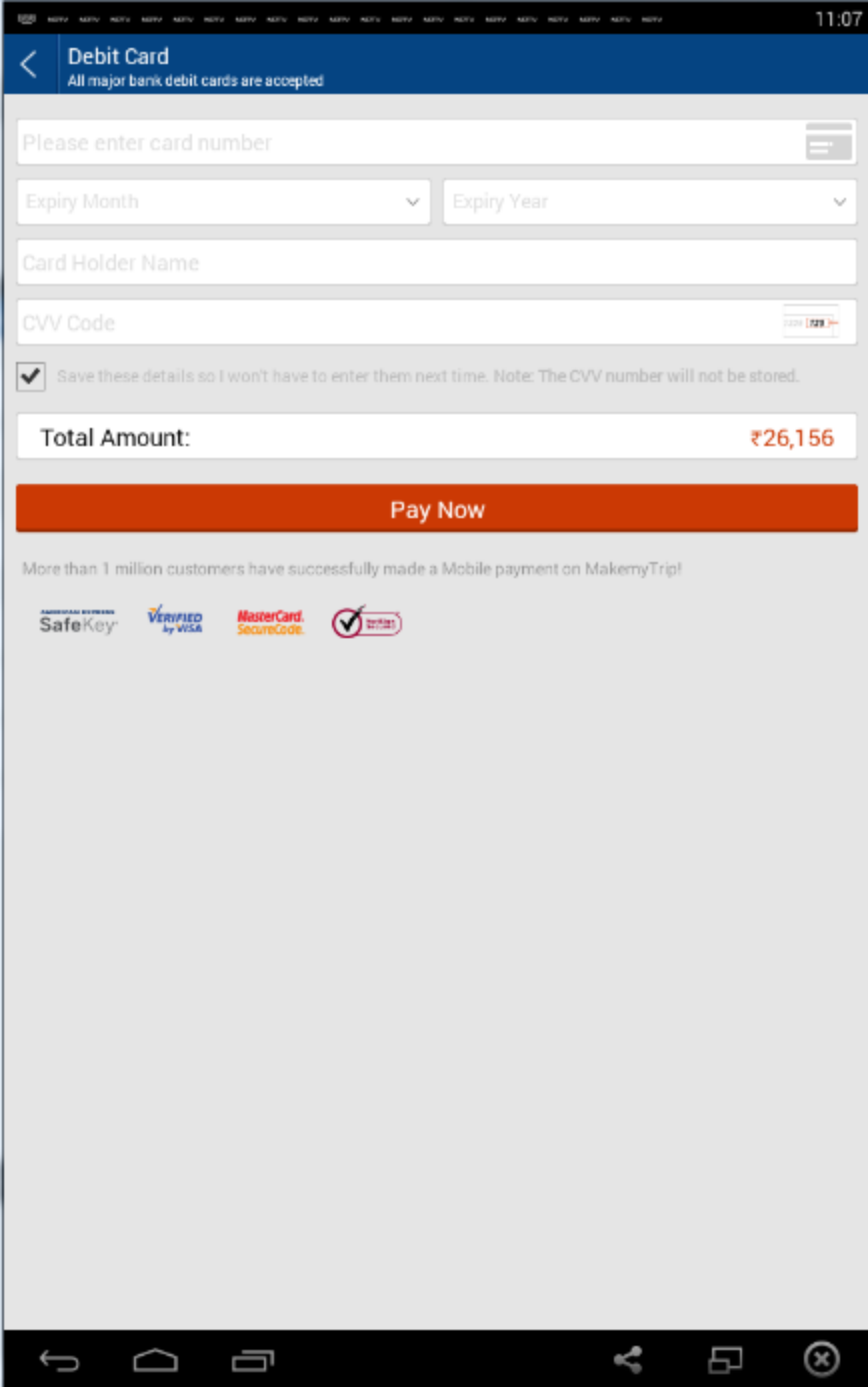
User control & freedom

- "Back" Arrow go to payment mode Screen

Visibility of system status

- App indicating on which screen user is now, and what task will he going to perform

Flexibility & efficiency

- Showing the Available bank for Payment option, user can search from the available list

User control & freedom

- "Back" Arrow go to Net Banking Screen

Visibility of system status

- System showing the current task user intended to do.