# Heuristic Evaluation: ContactLens
# (no collaborators)

_Notes for severity:_
Catastrophic: recommend to fix as soon as possible
Major: recommend to fix
Minor: recommend to fix if you have time
Cosmetic: low priority

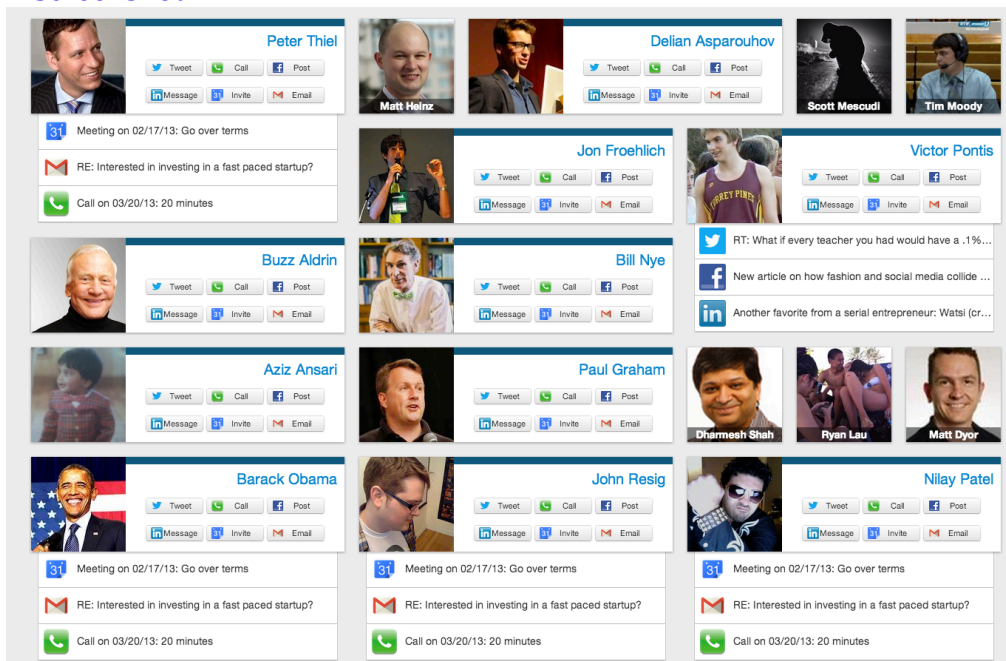## 1. [Problem] Cannot find a person quickly in the home page

Heuristic: Efficiency & User Control
Severity: Catastrophic
Description:
  i. It seems that contactors are randomly sorted in the home page.
  ii. Any manipulations, such as clicking to hide details, will cause a resort process.

Screenshot:



Recommendation:
Implement a search function & sort all contactors alphabetically

## 2. [Problem] Nothing indicate which page are we in

Heuristic: Graphic Design
Severity: Catastrophic
Description:
Users always need to know which page are they currently in
Screenshot:

Recommendation:
Set different background color for current page

## 3. [Problem] Expand & Collapse contactor's details
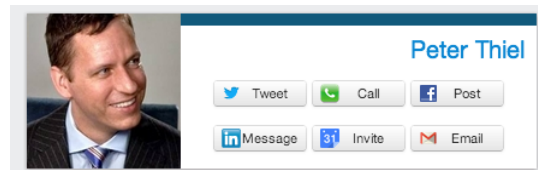
Heuristic: Affordance & Error Recovery
Severity: Major
Description:

i. Users often do not understand what does the arrow mean when moving mouse onto the picture

ii. We have to take multiple steps to "Undo" if we casually expand a contactor's details that we do not want. The following fixed 4 steps shows about this.
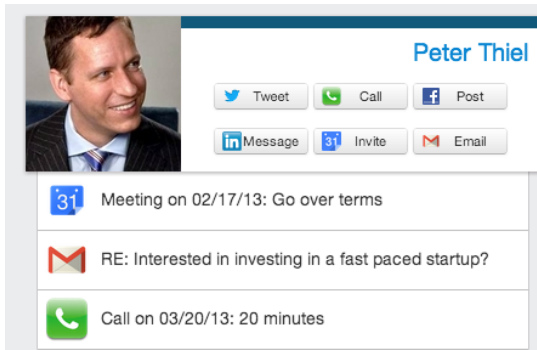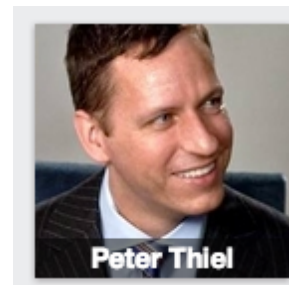
Screenshot:
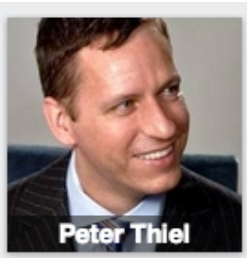

a.


b.


c.


d.

Recommendation:

i. Add two arrows that are always shown on the right and bottom of the picture

ii. When we click on the arrow, it pops out the details and reverse the arrow direction.

## 4. [Problem] "Approve" may mislead users

Heuristic: Consistency
Severity: Major
Description:

       i.  To my understand in this UI, "Approve page" is for users to deal with invitations

      ii.  "Approve" is only an option in that page together with "Reject" and "Later"

Screenshot:



Recommendation:

Change "Approve" to "Invitation"

## 5. [Problem] "Show" may mislead users

Heuristic: Consistency

Severity: Major

Description:

We may not know what does "show" mean here

Screenshot:



Recommendation:

Change "Show" to "Profile"

## 6. [Problem] No "Sent" & "Received" tag in Content History

Heuristic: Match the real world

Severity: Major

Description:

From the Content History, we do not know whether a message is a received message or a sent message.

Screenshot:

**Contact History**



| | |
|---|---|
| 🐦 | RT: What if every teacher you had would have a .1% stake in your lifetime earnings qr.ae/TSXrE |
| f | Have you seen this awesome startup? They are giving away free stuff! |
| in | New favorite company! Watsi is helping people |
| M | When are you expecting to roll out v2.0? |
| f | All star lineup! Kobeeeee |
| 31 | Meeting Request: 10:00AM, Saturday March 19 |
| 📞 | Call on 3/17/2013 at 5:03pm |
| 🐦 | Just acquired funding from Andreesen Horowitz! |
| M | I've been in contact with a number of VC's for series A |
| 🐦 | What do you think of @MITDelian's project? |
| f | Have you seen this awesome startup? They are giving away free stuff! |

Recommendation:
>
> Add symbols to indicate "sent" or "receive"

## 7. [Problem] No enough "hints" about how to enter a contactor's "Show Page"

Heuristic: Affordance
Severity: Minor
Description:
>
> Currently we can enter one's page by clicking on his/her name, but "name" is only a small area

Screenshot:



Recommendation:
>
> Enlarge the one's picture while the mouse is on it and enter the "show page" after clicking the picture

## 8. [Problem] Cannot show/hide sub-toolbars of all contactors in one step

Heuristic: Flexibility & Efficiency
Severity: Minor
Description:
>
> If we want to show or hide the sub-toolbars of all contactors, we have to click on each contactor one by one.

Screenshot: No screenshot for this
Recommendation:
>
> Add two buttons: "show all details" and "hind all details" in the home page

## 9. [Problem] Tag bar in "Show" page

Heuristic: Affordance & Graphic Design
Severity: Minor
Description:
>
> i. I guess it is for adding/deleting tags for a contactor, but users may not know.
>
> ii. The "delete" symbol in the right bottom of the tag is not clear
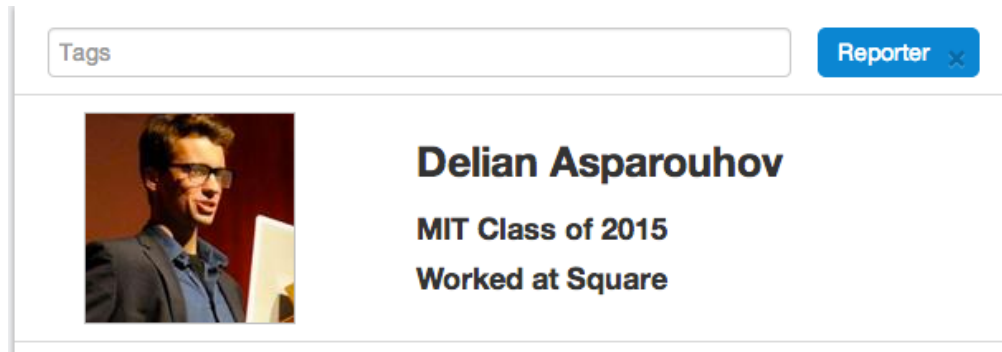
Screenshot:

Recommendation:
 Add some reminders, like "Add Tag"

## 10. [Problem] "Delete" symbol not clear in the tag
Heuristic: Affordance & Graphic Design
Severity: Minor
Description:
 The "delete" symbol in the right bottom of the tag is not clear
Screenshot:



Recommendation:
 Use more different color for or enlarge the "delete" symbol

## 11. [Problem] "Message Area" attached to Agree, Later, Reject
Heuristic: User control & freedom
Severity: Minor
Description:
 Users may want to send a message to the contactor with the "agree decision"
Screenshot:
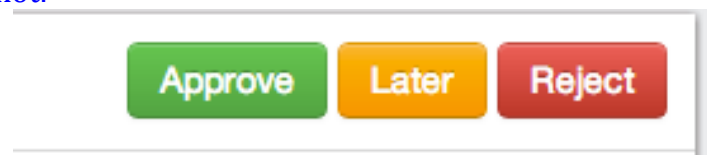


Recommendation:
 Set a message area with the three button "agree, later, reject"

## 12. [Problem] Links to twitter, facebook, linkedin, etc
Heuristic: Efficiency
Severity: Minor
Description:
 i. In the "Approve" page, we may want to know about the contactor
 ii. Links to those social network would be helpful
Screenshot:

**Recommendation:**
Provide links to contactor's facebook, twitter, linkedin, etc.

## 13.  [Problem] Content history classification
Heuristic: Visibility
Severity: Major
Description:
   i. Usually the messages in each SNS are continues, it is better to put them together

Screenshot:

Recommendation:
>     Separate the content history by "facebook", "twitter", "linkedin", etc.
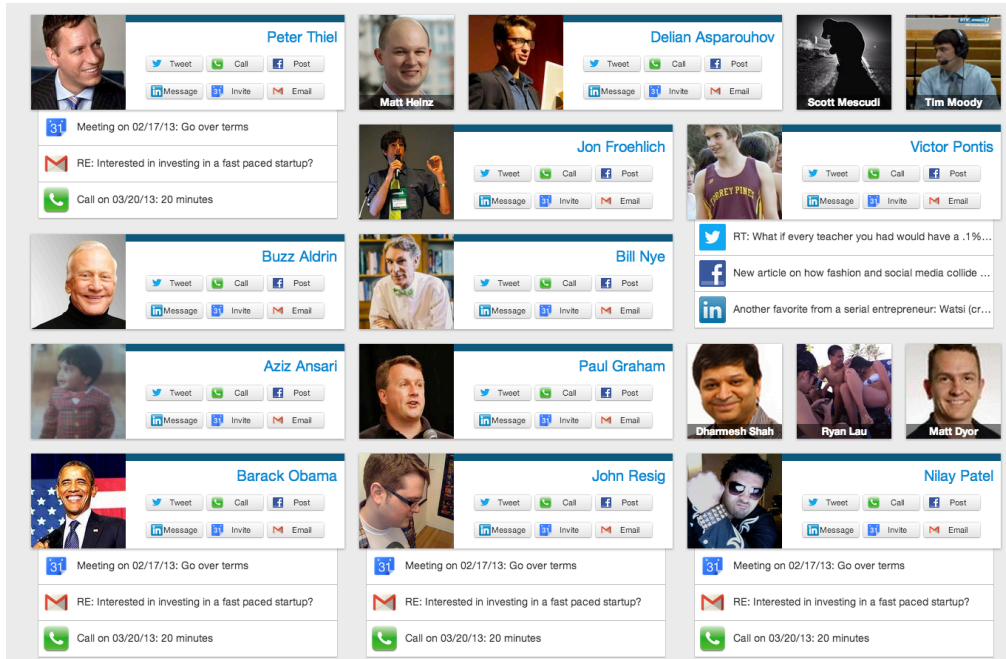
## 14.    [Good] Cool home page
Heuristic: Graphic design
Description:
>     i.   Looks like a collection of business card
>     ii.  "auto move" looks interesting and attractive !!!

Screenshot:



## 15.    [Good] Calendar
Heuristic: Graphic design & Consistency
Description:
>     i.   Consistent with Google Calendar
>     ii.  Clear schedule and details pop out after clicking
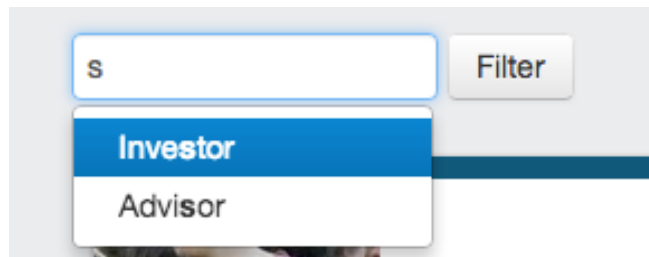
Screenshot:

## 16.    [Good] Filter by tag
Heuristic: Efficiency
Description:
    i.   Salesmen would like to use tag to find different social group
    ii.  Autocomplete
Screenshot:



## 17.    [Good] Map to show location
Heuristic: Graphic Design
Description:
    i.   Easy to see the location of contactors
Screenshot:

**Location**

Salt Lake City