

Heuristic Evaluation – SEPA XML GENERATOR

<p>Visibility</p> <p>The are no visible breadcrumbs or process steps for the user to follow in order to generate a file, the user must make assumptions.</p>	<p>Mapping</p> <p>Links should be more description, such as: Home/Dashboard, My Customers, Archived XML Files. Regularly used Links should appear at the top of the sequence</p>	<p>Freedom</p> <p>There are good exit navigation throughout the application and ample edit and undo features which are very accessible.</p>	<p>Consistency</p> <p>The application offers users one function, and the language used is particularly direct and consistent.</p>	<p>Error Prevention</p> <p>The user flow has the potential to create errors unbeknown to a new user. There are no information/educational prompt against fields.</p>
<p>Recognition</p> <p>The left hand menu allows for good recognition and is easily retrievable. However, there are no information videos for user who may use the system once a month.</p>	<p>Flexibility</p> <p>Users have good access to quickly edit monthly direct debit amounts. There is no grouping for users to select a pre-defined group of customers, which would make the system more efficient.</p>	<p>Minimalism</p> <p>There are fields which are not required in order to generate the file for example a Postal Address. There are too many decorative fields which are not required.</p>	<p>Error Recovery</p> <p>Xml files are generated with no amounts, which should trigger an error message, IBAN numbers have a predefined length, but a failsafe is not within the application.</p>	<p>Help</p> <p>There are no help videos or users manuals within the system.</p>