

Expert Usability Review

HFI's Expert Review provides an immediate tactical analysis of your Web site or application to correct usability problems in the current design.

How can I make my Web/Intranet site or application easier to use?

What specific changes should be made?

How should the changes be prioritized?

The Expert Review is timed to match your busy release schedule. We address ergonomic showstoppers at the detailed design level (color, layout, wording), and deeper issues at the overall navigation level. We suggest specific redesign solutions for enhancing the user experience.

What we do

- › **Structured walkthrough** of typical tasks to identify ergonomic challenges
- › **Analysis of interface architecture**, including consistency between task flows, mismatches between task flow and screen flow, and menu structure
- › **Analysis of page/screen flow efficiency**, including navigation bottlenecks
- › **Critique of detailed design**, including adherence to appropriate standards, layout and task flow, controls/widgets selection and behavior, color, and wording
- › **Review of graphics and animation**
- › **Review of site or application branding**
- › **Prioritized list** of selected design changes

Benefits

- › Quickly identifies ergonomic showstoppers
- › Allows immediate improvement
- › Perfect complement to usability testing
- › Optimizes user interaction based on up-to-date usability research
- › Suggestions, when implemented, will reduce errors, improve navigation, decrease training, improve customer satisfaction

Deliverables

Written report or verbal presentation

