

Heuristic Analysis Report

Tome e-sports will be an improvement of the most popular e-sports application called TheScore. Since the concept for Tome e-sports has been conceived, there have been a couple other e-sports applications that started competing with TheScore such as Strafe and e-sports Matrix. These newer applications have similar features to Tome e-sports that TheScore doesn't have, but there are still plenty of features to make Tome stand out among its competitors. First, TheScore will be critically analyzed using Nielsen Norman Group's ten usability heuristic principles. Then I will be using these same principles to analyze the other two competitors while recognizing their imperfections as well as which common features between them have the best usability efficiency.

The first noticeable imperfection with TheScore e-sports is seen when the user scrolls down the news feed landing page; the thumbnails above each headline appear as black squares before they load and there's no way to tell if an image is missing or still loading. This feature could be improved using the *visibility of system status* principle by implementing a loading animation in front of each unloaded thumbnail. Also, TheScore's match score feed sorts match results based on date, but the calendar button used to select a date to show match results from is lacking good use of the *error prevention principle* since the visibility of the button is nonintuitively being hidden and shown in a way that seems to be random as the user scrolls up and down the page. Another issue with TheScore can be seen in the menu containing the list of games the user can get similar types of information from individually. This feature is lacking good use of the *recognition rather than recall* principle because the list does not have any apparent order and there are no visuals such as game logos beside each game title to help the user find the game they're looking. Lastly, TheScore is lacking good use of the *user control and freedom* principle during the onboarding process showing no signs of allowing the user to follow their favorite players. The user must discover this ability by selecting a player listed on a leaderboard or by manual search to discover they can be followed to affect their notifications. In addition, there's no way to customize what notifications they receive from the teams/tournaments/players they chose to follow, only an option to disable or enable all. If a user wanted to see content about who or what they chose to follow on their feed, but not receive specific notifications about them that wouldn't be possible with this application without disabling who or what they are following all together. The user options, for the most part, are all over the place and often times the user must go digging around the application to discover somewhat hidden features.

In many ways, the newer application called Strafe shows strength in areas where TheScore shows weakness and its catching up in popularity. It's much more user friendly and adds a couple more features that promotes more user interaction with the rest of the e-sports community. Similar to one of the ideas planned for Tome e-sports, Strafe gives its users the ability to predict matches before their results are determined and keeps track of their prediction scores so they can compare themselves with other users predicting matches on the application. In addition, most of the options available are clearly marked with nice looking and simplistic graphics in a navigation bar fixed at the bottom of the page. Also, finding and following players is possible in a much more intuitive way. However, it does have some similar issues with lacking *visibility of system status* in the same way TheScore does.

Finally, the newest e-sports application out of the three is called E-sports Matrix which only focuses on the League of Legends e-sports scene coincidentally. It seems to have a lot of potential and looks better than theScore, but it still seems like it's in beta since I quickly discovered several bugs and undeveloped features that responded with text alert popups like 'coming soon' when triggered.