

Heuristic Evaluation | Omind QMS

Satyajit Roy
User Centric Design Advocate

I have reviewed the product and identified several areas where the usability and information architecture could be improved. Firstly, the product lacks a **well-defined design system**, which has led to poor design choices throughout the platform. As a result, the **customer journey** is not clearly defined, and users may struggle to understand how to navigate the product.

The first issue I noticed was the information architecture. It was not properly defined, which impacted the **product navigation design**. Information architecture, which is not well-structured, leading to confusion in product navigation design. The module designs have a high cognitive load, making it difficult for users to understand the **data presentation**. There is also a lack of **proper help documentation**, which further exacerbates this problem.

The dashboard design is also lacking, and the available dashboard does not provide the **right insights**. The available data used for **dashboard visualization** lacks showing any **meaningful patterns**, and this can be frustrating for users who are looking for actionable insights.

The product should also **provide different user personas** with relevant information, clear **calls to action, and milestones** to **guide users through the platform**. Finally, proper help documentation should be provided to ensure that users can use the platform effectively.

Moreover, the product is **missing calls to action and milestones** for users to know what to do next. This can result in users feeling lost or unsure about how to proceed, which can lead to a poor user experience.

It's important to focus on the needs of the user and design with empathy. This means taking a **user-centered approach** to design and involving users in the design process through techniques such as **user research, persona development, and usability testing**.

Additionally, it's important to consider the overall user journey and ensure that the design of the product aligns with the needs and goals of the user. This includes **identifying the job to be done** by the user, designing an intuitive navigation system, and improving data validation and visualization.

To improve the foundation of the design system, it's important to start with the right set of use cases, conduct scenario and affinity mapping, and gather detailed information about the needs of the personas. From there, you can design the right success metrics and ensure that the UX and product success metrics are aligned.

In conclusion, to improve the product's usability and information architecture, a good starting point would be to conduct a user research process that includes techniques such as use case analysis, scenario mapping, and affinity mapping. This will help you gain a better understanding of the target users and their specific needs, which can then be used to inform the design of the product.

In addition to user research, it's important to define the right success metrics for the product and to design a user experience that addresses those needs while minimizing cognitive load.

This can involve redesigning the navigation and dashboard data, improving data validation and visualization, optimizing the data formation layout and color scheme, and addressing any other usability issues.

It's also important to consider the potential impact of training for new users and the potential for increased churn rate and reduced LTV if the product is difficult to use. By taking a user-centered approach and focusing on improving the overall user experience, you can create a more intuitive and effective product that better meets the needs of your users.

Global Observation: Process Overview

Global Search:

- Visibility of search bar: Ensure that the search bar is prominently placed and easily visible to users.
- Functionality: The search bar should work efficiently and provide relevant results.

Button size, type, and alignment:

- Consistency: Buttons should have a consistent size, type and alignment throughout the application.
- Visibility: Buttons should be easy to locate and distinguish from other elements on the page.
- Labeling: Button labels should be clear and concise, indicating the action they perform.

Form field padding:

- Adequate spacing: Ensure that form fields have adequate padding to prevent overcrowding of fields and ease of interaction.

Help:

- Availability: Provide contextual help wherever necessary and easy to access by the user.
- Clarity: Help text should be concise, relevant and easy to understand.

Table header style:

- Consistency: Ensure that table headers are styled consistently throughout the application.
- Alignment: Table headers should be left-aligned, making them easier to read.

Global Observation: Process Overview

Submit confirmation:

- Feedback: The application should provide feedback to users when an action is successful.
- Confirmation message: A confirmation message should be displayed after a user has submitted a form or performed any action.

Left nav collapse:

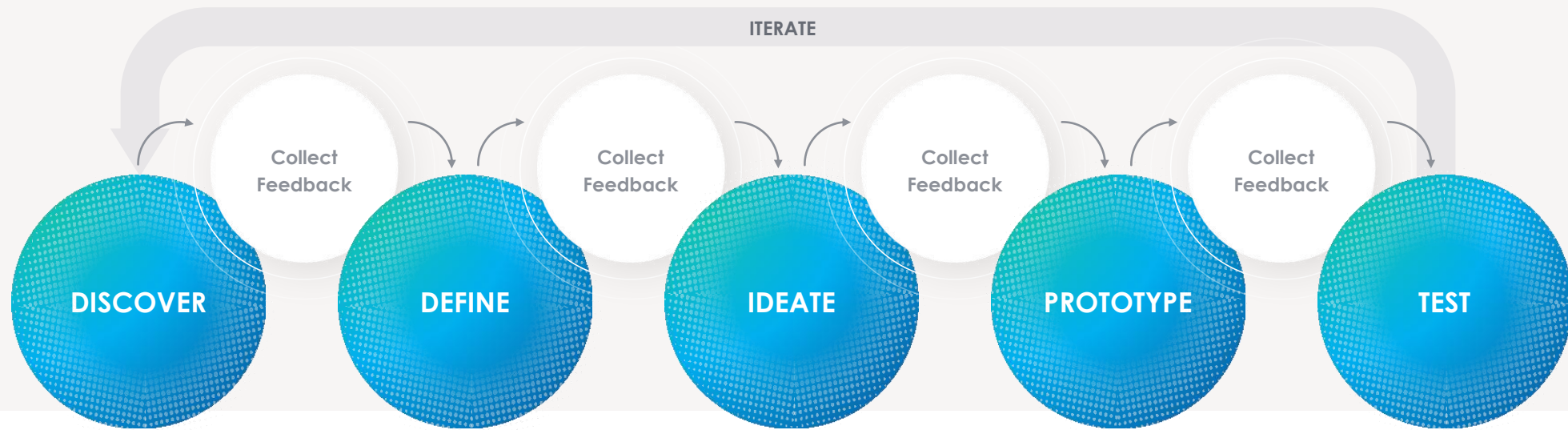
- Consistency: Ensure that the left navigation menu is collapsible across the application.
- Visibility: The collapsible button should be easily accessible and visible to users.

Table navigation, filter, and sorting:

- Navigation: The application should provide navigation buttons to enable users to move through tables with ease.
- Filtering: The application should provide filtering options for users to easily sort and filter table data.
- Sorting: The table data should be sorted in a logical and meaningful way.

By using these heuristics, you can identify potential usability issues and improve the overall user experience of the application.

Design-Thinking Framework: Process Overview



Learn about user

- User interviews
- Stakeholder interviews
- Surveys
- Data analysis
- Metrics
- Competitors
- Focus groups
- Observation
- Clustering insights
- Context mapping
- Customer journey maps

Determine features

- Personas
- Empathy maps
- User journeys
- Storyboards
- User stories
- Problem statement
- Narratives
- Assumptions mapping
- Task analysis
- Jobs to be done
- Comparative analysis

Brainstorm solutions

- Brainstorm sessions
- Mind maps
- Affinity maps
- Storyboard
- Card sorting
- User journeys
- User flows
- Information architecture
- Service blueprints
- Business model canvas
- Crazy 8's
- Design principles

Simulate user experience

- Paper prototypes
- Micro-interactions
- Detailed user flows
- Mockups
- Interactive prototypes
- User journeys
- Wireframes
- High fidelity design
- Design hand-offs
- Design documentation
- HTML/JS prototypes

Validate with users

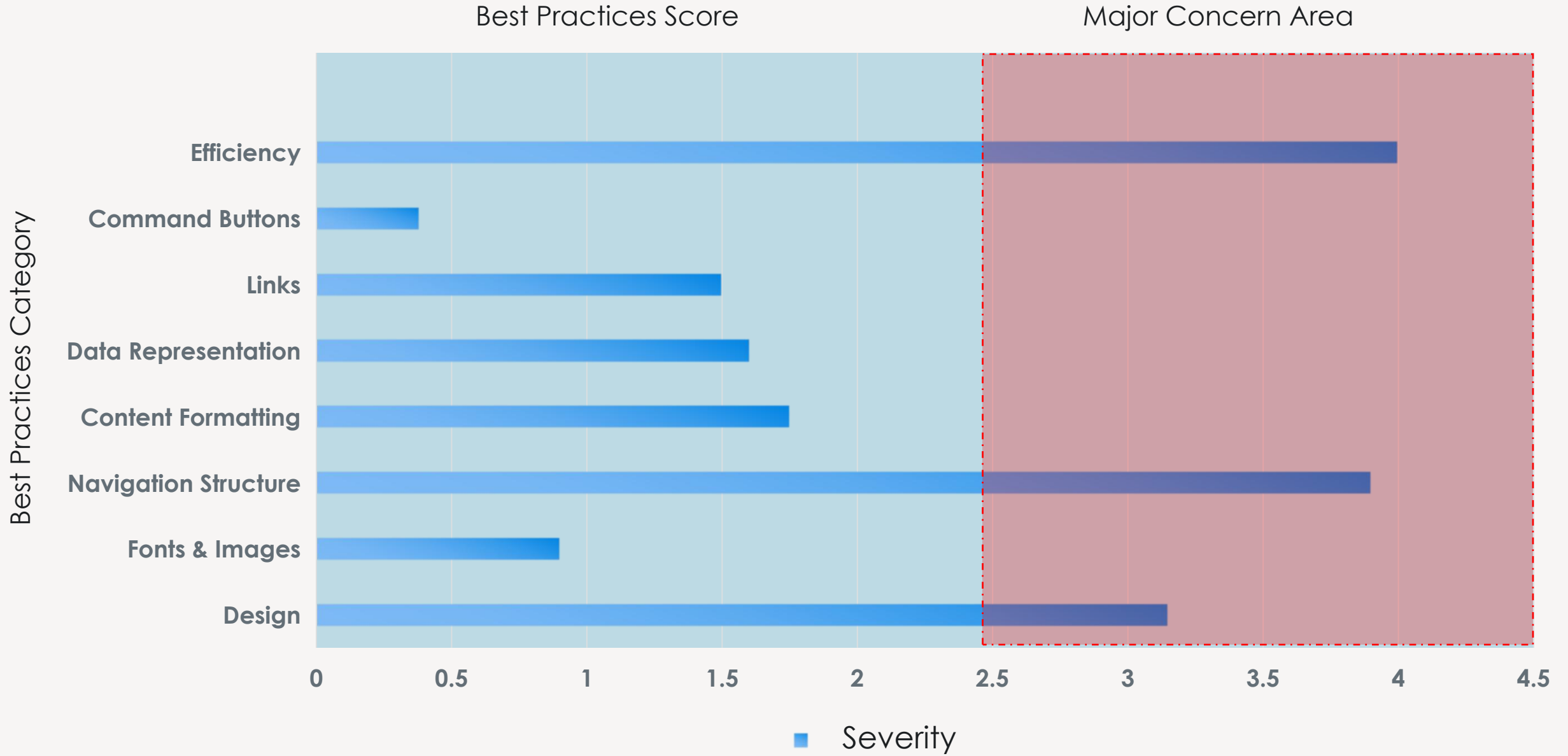
- Usability testing
- Shadowing
- A/B testing
- SUS surveys
- Heuristic evaluation
- QA
- Analytics
- Performance testing
- Observations
- Desirability evaluations
- Metrics
- Eye tracking

Here We Are !!

Design Principles : Product Goals and Objectives Mapping

CATEGORY	DESCRIPTION	DESIGN PRINCIPLE	DEFINITION	OUR PRODUCT
Utilitarian Value Principle	Design principles to fulfill desires related to convenience	Functional need	Product/service's functions must be designed to meet user's varicose functional requirements	Critical to Meet
		Flexibility	Product/service must be designed to cope flexibly with the user's varicose usage contexts, such as the task, environment, & user type	Critical to Meet
		Learnability	Product/service must be learned easily or memorized to use	Critical to Meet
		Efficiency	Product/service must be designed to achieve the purpose with the least effort	Critical to Meet
		Simplicity	Product/service must be designed to be simple	Critical to Meet
		Informativeness	Product/service must be designed to provide clear and detailed information	Critical to Meet
		Error Prevention	Product/service must be designed to minimize user errors and to recover easily from the errors	Critical to Meet
		Accessibility	Product/service must be designed to be accessible to information and control	Critical to Meet
		Consistency	Contents, structure, interaction, and design of product/service must be consistent	Critical to Meet
		Directness	Control of the product/service's function or interface must be given to users	Critical to Meet
Affective Value Principle	Design principles to fulfill aesthetic/emotional desires	Delicacy	Product/service must be designed to be delicate	Should Meet
		Reliability	Product/service must feel reliable	Should Meet
		Comfort	Product/service must feel comfortable and stable	Should Meet
		Simplicity	Product/service must feel clean, neat, and ordered	Should Meet
		Aesthetics	Product/service must feel aesthetically satisfactory	Not Require to meet
		Addictiveness	Product/service must be designed to make the user want to keep using the product/service	Not Require to meet
		Pleasure	Product/service must be designed to make the user feel pleasure and delight when using the product/service	Should Meet
Sociability Value Principle	Design principles to fulfill desires related to social/cultural activity	Relationship	Product/service must be designed to support the user to establish and maintain social relationships	Not Require to meet
		Socio-cultural value	Product/service must be designed to meet the user's social/cultural/religious frameworks	Not Require to meet
		Pride	Product/service must be designed to make the user feel ascendant and superior to others	Not Require to meet
		Equality	Product/service must be designed to make the user not feel discriminated against by others	Not Require to meet
		Identity	Product/service must be designed to support the user to express their identity	Should Meet

Best Practices Category	Severity Rating (Scale 1-5)
Design	3.15
Font And Navigation	0.90
Navigation Structure	3.90
Content Formatting	1.75
Data Representation	1.60
Links	1.50
Common Buttons	0.38
Efficiency	4.0
Over Average Severity 2.2023	
Overall best practice Score Low	

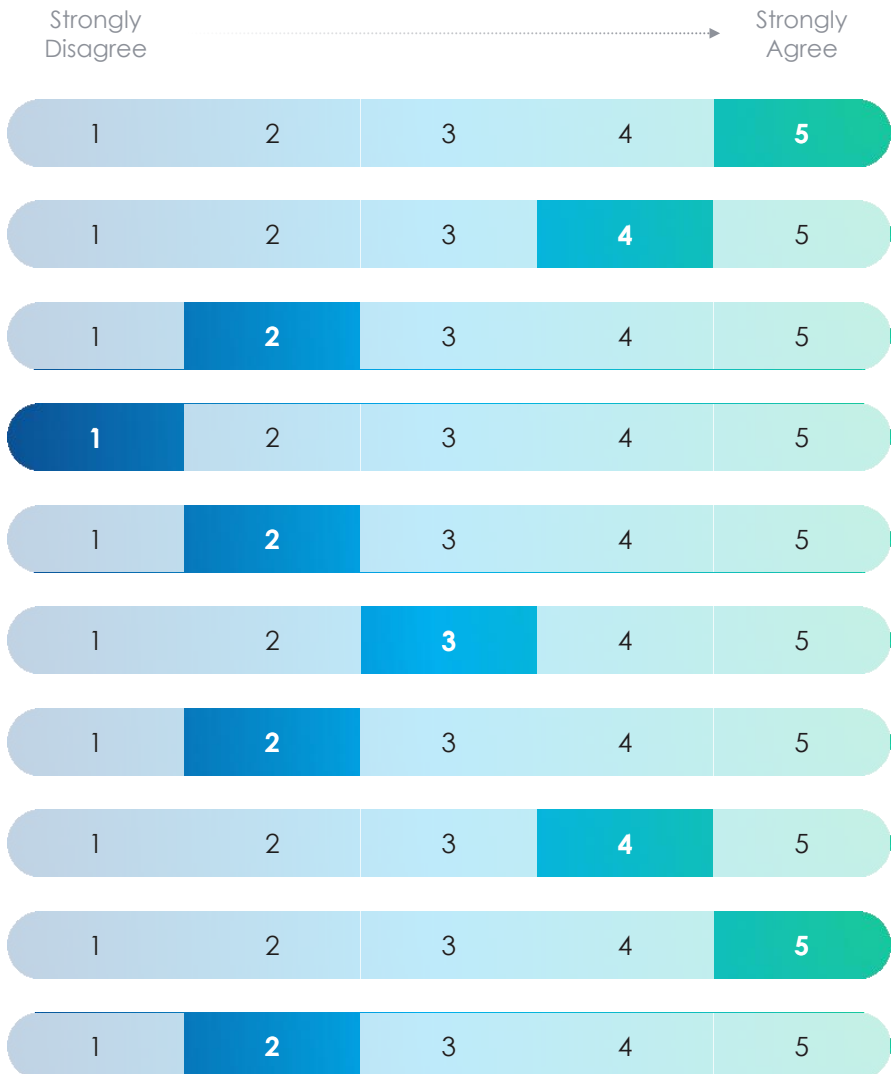


System Usability Scale (SUS)

- 1 I think that I would like to use this system frequently
- 2 I found the system unnecessarily complex.
- 3 I thought the system was easy to use
- 4 I think I would need the support of a technical person to be able to user this system.
- 5 I found the various functions in this system were well integrated
- 6 I thought this system was too inconsistent
- 7 I would imagine that most people would learn to use this system very quickly.
- 8 I found the system very cumbersome to use.
- 9 I felt very confident using the system.
- 10 I needed to learn a lot of things before I could get going with this system.


Total = 22

SUS Score = $22 \times 2.5 = 55$



DASHBOARD

 [View Profile](#)

 System Info

B

 Personal Info

 Education Info

 Experience Info

A

 Skills Info

 Passport Info

 Visa Info

 Bank Info

 Your Documents

 Family Details

 Nominee Details

Consistency and standards

A. Same icon for all Anchor text, very confusing for user to recall.

B. Duplicated information under "view profile" and "System info to Nominee Detail"

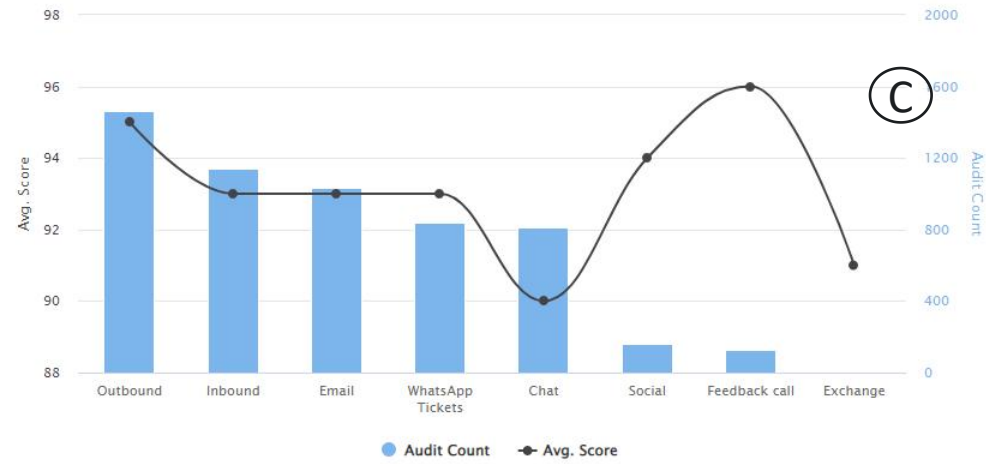
Severity Rating 3

Dashboard

Select Process

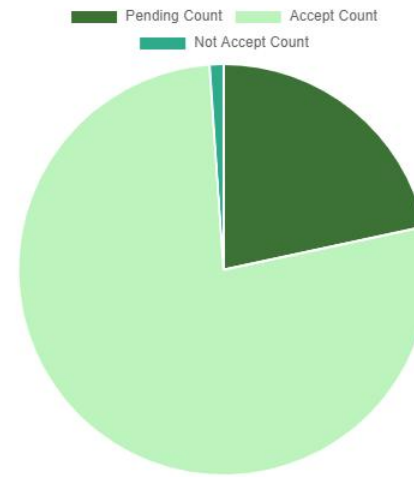
* ALL

LOB Wise Details



Audit Details

Total Audit: 5592



Consistency and standards

- A. Select control Dropdown arrow is missing.
- B. "Total Audit" label and value in wrong place.
- C. Audit count text readability is very low.

Visibility of System

- A. Breadcrumb is missing

Severity Rating 3

Leaderboard - Agent

Employee Name	Audit Count	Average Quality Score
Sambit Saha	102	88.16 %
SHASHANK SHEKHAR SHARMA	92	92.11 %
Ayesha Khatoon	87	95.47 %
Karishma Karmakar	87	98.43 %
Subhajit Dutta	84	86.20 %
AQUEEB KHAN	79	88.86 %
Pallab Kundu	78	89.96 %
Pankaj Takhur	75	97.00 %
PRIYANKA SARKAR	74	86.93 %
Dharmika Gohil	73	97.33 %

Leaderboard - QA

Employee Name	Audit Count	Average Quality Score
Devendra Bisht	882	91.25 %
Pooja Pawar	849	95.04 %
Anchal .	834	90.94 %
Kivika Awomi	825	92.79 %
Syed Arsalan Ali	818	96.70 %
Sunil Kumar	701	94.62 %
Jharna .	650	93.58 %
Ashwani Rani	28	97.68 %

LOB - Ranking

LOB Name	Audit Count	Average Quality Score
Outbound	1463	95.00 %
Inbound	1142	93.62 %
Email	1033	93.12 %
WhatsApp Tickets	839	93.80 %
Chat	811	90.36 %
Social	163	94.67 %
Feedback call	129	96.31 %
Exchange	7	91.71 %

All Apps

My Profile

My Team

Quality

Reports

Reset Password

Service Request

Master Entry

Process Knowledge Test

PIP

Process Updates

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Consistency and standards

- A. Text Header align is not uniform. first on bottom aligned , other 2 column top aligned.
- B. Header gets hide when scroll bar slide to bottom.
- C. “Employee name” header is left align and value are centerd aligned
- D. Same icons for all features box

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

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Consistency and standards

- A. Same icon for all Anchor text, very confusing for user to recall.
- B. Duplicated information under “view profile “ and “ System info to Nominee Detail”

Severity Rating 3

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SHARMA	72	92.11 %
Ayesha Khatoon	87	95.47 %
Karishma Karmakar	87	98.43 %
Subhajit Dutta	84	86.20 %
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Pallab Kundu	78	89.96 %
Pankaj Takhur	75	97.00 %
PRIYANKA SARKAR	74	86.93 %
Dharmika Gohil	73	97.33 %

View All **A**

All Apps

Consistency and standards

- A. “view All” is not look like button, very confusing.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

←

Satyajit Roy (Assistant Manager - Admin, Administration)

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Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

System Info

A

✎

Office Location:	KOL,(Kolkata)	Employees' Department:	Administration	Sub Department:	Administration,(admin)
Emp ID/XPO ID	S_ROY01	Joining Date:	2023-02-20	Class/Batch Code:	
Designation:	Assistant Manager - Admin	Organization Role:	Assistant Manager	Level-1 Supervisor:	

Client Info

Client(s):

Process Info

Process(s):

Payroll Info

Payroll Type:	D	Payroll Status:		Currency:		Gross Pay:	*****
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Consistency and standards

- A. Consistance padding for Edit icon not applied.
- B. Padding between Form lable and Form velve is not consistance.
- C. “No data avabale” place holder is missing.
- D. Header style is missing

Severity Rating 3

Visibility of System

- A. Breadcrump is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

← Satyajit Roy (Assistant Manager - Admin, Administration)

Home

Grid

Settings

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

System Info

A

Office Location:

KOL,(Kolkata)

Employees' Department:

Administration

Sub Department:

Administration,(admin)

Emp ID/XPO ID

S_ROY01

Joining Date:

2023-02-20

Class/Batch Code:

Designation:

Assistant Manager - Admin

Organization Role:

Assistant Manager

Level-1 Supervisor:

Client Info

Client(s):

Process Info

Process(s):

Payroll Info

D

Payroll Type:

Payroll Status:

Currency:

Gross Pay:

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Severity Rating Score:
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Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Personal Info

Date Of Birth:31-12-1969

Father Name:

Spouse Name:

Nationality:

Email ID(Personal):rsatyajit77@gmail.com

Phone:RXQzclBhdHV6TGcvbWpG

Caste:

Present Address:

Country:

Address:

Permanent Address:

Country:

Address:

ESI Number:

Blood Group:

Mother Name:

Date of marriage:*****

Differently Abled:

Email ID(Office):rsatyajit77@gmail.com

Phone:RXQzclBhdHV6TGcvbWpG

TAX/PAN No:

State:

State:

Social Security No / Aadhaar No:

Gender:Male

Marital Status :

No of children:

Mobile No / Aadhaar No:

UAN(EPF) Number:

City:

City:

Pin:

Pin:

Consistency and standards

A. Consistance padding for Edit icon not applied.

B. Padding between Form lable and Form velve is not consistence.

Severity Rating 3

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Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Education

AAdd

Exam	Passing Year	Board/UV	Specialization	Grade/CGPA	Action

B

MODULE USABILITY ISSUE

- All other Module have same usability issue.
- Education Experience
 - Skill
 - Passpo
 - Visa
 - Bank
 - Family Detail
 - Nominee Detail

Consistency and standards

- A. Consistance padding for Add button not applied. Button color change.
- B. “No data avabale” place holder is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Your Documents

Description *	Uploaded File	Action
Aadhar Card / Social Security No		
PAN Card		Upload
Photograph		
Covid-19 Declaration		
ESIC Bank Doc		

Experience *

Experience Info Details Not Found

Passport Info *

Passport Info Details Not Found

Education Info *

Education Info Details Not Found

Other Info (Optional)

Other Info Details Not Found

1
File Type
Choose File
No file chosen
Upload

Consistency and standards

- A. Header style is changes.
- B. Button color is changes.
- C. padding between content is not unifoirm. It look like paragraph texct. Is should be in column apttern.
- D. Red is usually used for allert.
- E. Button color chage
- F. Uploading is not working, it didnt showany any messge confirmation or sucess msg after click the choose file button.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Nominee Details

+ Add Nominee

Name	Relation	State	District	Pincode	<div>A</div> Address	Action
Details of Nominee u/s 71 of ESI Act 1948/Rule 56(2) of ESI (Central) Rules,1950 for Payment of Cash Benefit in the Event of Death						
<div><div>D</div><div>C</div>** NOTE : Development team-Nominee-1, Dependants-all Family members who will be covered</div>						

Consistency and standards

- A. Header style is changes.
- B. Button color is changes.
- C. Detal of Nominee inforion looks like content part of tabular header.
- D. Note text look very confusing. . formation need to chnages

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

SERVICE REQUEST

12, 696

Sessions

-15%

1.12

Page Sessions

-15%

00:20

Avg Sessions

-15%

7.56%

%New Sessions

-15%

49%

Bounce F

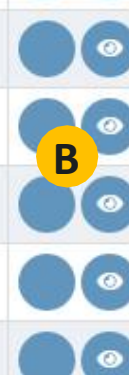
-20%

Consistency and standards

- A. Header height and row height is different
- B. Button style is different. Padding is in consistence and other button icon is not visible.

Severity Rating 3

Date of Request	Location	Request By	ID - Name	Category	Sub Category	Assigned to	Priority	Comme
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comme
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comme
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comme
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comme
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comment Text Goes Here
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comment Text Goes Here
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comment Text Goes Here
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comment Text Goes Here
22.11.2021	kolkata	Daljeet Singh	FKOLXXXX	Leave Portal	Test 1	Manash Kundu	High	Comment Text Goes Here



Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Search Tickets

A

Start date

03-01-2023

End date

01-03-2023

Select Location

None selected

Select Category

ALL

Select Priority

ALL

Select Status

ALL

Select View

Show All Tickets

B

Search

Add Ticket

Total Tickets Found : 0

C

Date of Request	Location	Request By	ID	Category	Sub Category	Assigned to	Priority	Status	Comment	Action
-----------------	----------	------------	----	----------	--------------	-------------	----------	--------	---------	--------

Consistency and standards

- A. Mandatory fields are not marked.
- B. Button style is different.
- C. Header height is not standard.

Severity Rating 3

General ovservation

- 1. Breadcrump is missing
- 2. Similar issue in across the Application.

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

← Satyajit Roy (Assistant Manager - Admin, Administration) ⌵ ⚙️

Add New Ticket

A Priority:

Location:

Category:

Sub Category:

☐ Submit on behalf of another user **B** Attach C

Subject:

Ticket Details:

Consistency and standards

- A. Mandatory fields are not marked.
- B. Field alignment is not correct
- C. Upload document Filename is truncated

Severity Rating 2

Severity Rating Score:

2 = Major usability problem: important to fix, so should be given high priority

RESET PASSWORD

Bulk Reset Password

A

Enter Tool IDS With Comma Separator (**New Password will be 'Tool ID'**)

Comments

B

Reset Password

C

Consistency and standards

- A. Mandatory fields not marked.
- B. Total Character input supported not mention
- C. Button Color is different.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Select Location Select Department Select Client Select Process

Select L1-Supervisor Select Status

L1 Supervisor Select Client Select Process Select Status

Check To Move User...	SL	Name	Tool ID	Employee ID	Designation	Client	Process	L1 Supervisor	Office Email ID
Move To									

Consistency and standards

- A. Spacing between Field is not uniform
- B. Mandatory fields are not marked.
- C. Header style change

Severity Rating 3

General observation

- 1. Breadcrumb is missing
- 2. Similar issue in across the Application.

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

QUALITY

From Date (mm/dd/yyyy)

03-04-2023

To Date (mm/dd/yyyy)

03-04-2023

A

Select Process

Search Ticket ID

View

B

No Master Auditor Data
Found

C

Consistency and standards

- A. Mandatory fields are not marked
- B. Button size
- C. text Alignment

Severity Rating 1

Severity Rating Score:

1 = Major usability problem: important to fix, so should be given high priority

From Date (mm/dd/yyyy)

To Date **A**/dd/yyyy)

Traget

Select Process

03-04-2023

03-04-2023

Location

View

Certification Audit B					
SL	Xpoid	Agent Name C	No of Audit	Score	Status

General Observation Note:

1. Breadcrump is missing in majorly all screens.

2. Field mandatory icon in All forms.
- 1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Severity Rating Score:

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Consistency and standards

- A. Form Field Size is not uniform.

B. Table Main Header font Size.

C. Header font size and Header height.

Severity Rating 1

Create Bucket

Bucket Name	Bucket Criteria Min	Bucket Criteria Max	Target Per Month	Action
A	80	100	10	EDIT DELETE B
B	60	79	15	EDIT DELETE

Upload Excel

Submit **A**

Sample Excel **C**

Set Target As Per Bucket

Select Bucket to Assi ▼

Set Target As Per Score

Search..

General Observation Note:

- 1. Breadcrump is missing in majorly all screens.
- 2. Field mandatory icon in All forms.
- 3. Font Size for readability
- 4. Table Hear and Row height

Severity Rating Score:

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Consistency and standards

- A. Diffrent button color in same Screen
- B. Action button syle chnage
- C. Button Alignment

Severity Rating 1

QUALITY ASSURANCE

Consistency and standards

- A. Mandatory fields are not marked
- B. Button color chnage
- C. Header style change.

Severity Rating 1

Select a View

Select a Location
Kolkata

Select a Department
Administration

Select a Sub Department
ALL

Select a Client
ALL

Select a process
ALL

Select TL/Trainer
ALL

Tool ID

Show

0
Total Users

0
Total Users Online

0
Total Users Offline

0
Users On Leave

List Of MIA Users

Select a Disposition For Bulk Change

<input type="checkbox"/>	SL	Tool ID	Employee ID	Agent	Dept	Client	Office	Designation	Process	Assigned To	Status	Action
<input type="checkbox"/>	SL	Tool ID	Employee ID	Agent	Dept	Client	Office	Designation	Process	Assigned To	Status	Action

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Severity Rating Score:

1 = Major usability problem: important to fix, so should be given high priority

Select Location

Select

▼

Select Department

Select

▼

Select Client

ALL

▼

Select Process

--Select--

▼

Select L1-Supervisor

-Select-

▼

Select Status

Active

▼

SHOW

L1 Supervisor

-Select-

▼

Select Client

--Select--

▼

Select Process

ALL

▼

Select Status

Select

▼

Check To Move User...	SL	Name	Tool ID	Employee ID	Designation	Client	Process	L1 Supervisor	Office Email ID
-----------------------	----	------	---------	-------------	-------------	--------	---------	---------------	-----------------

Move To

Severity Rating Score:

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Consistency and standards

- A. Padding between Form Field is not uniform.
- B. Button Color different
- C. Header color change.

Severity Rating 1

PROCESS UPDATE

Update Manag

A



Create
Update



Active
Update
List

0

B



Expired
Update
List

0



Deleted
Update
List

0

Consistency and standards

- A. Text not visisble when left menu collopse
- B. Badge position in wrong place.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Active Update List

From Date

2023-03-03

To Date

2023-03-03

Submit

#

Location

Designation

Process

LOB

Individual Id

Created By

Created Date

Title

Action

Consistency and standards

- A. Header bg color is different.
- B. Button and Form Field is not vertically aligned.
- C. Button size is very Big

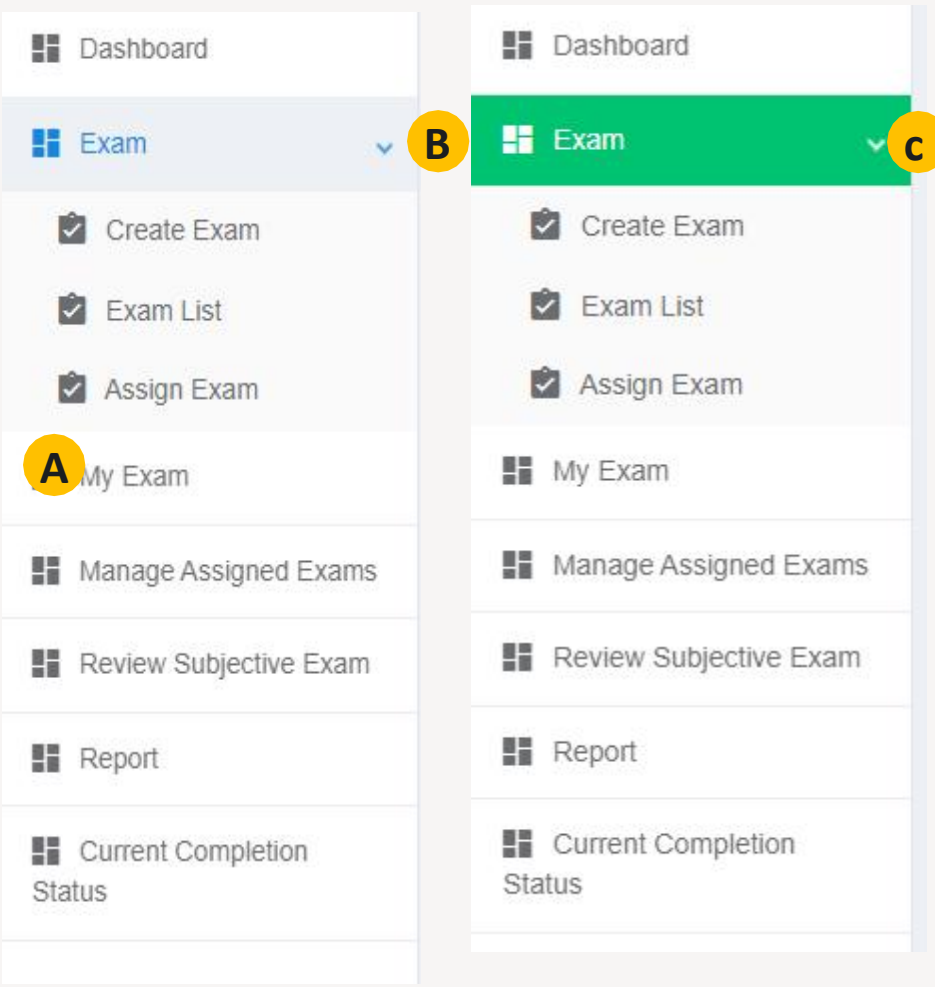
Severity Rating 3

General ovservation

- 1. Breadcrump is missing
- 2. Similar issue in Expired Update List, Deleted Update List and Report Module

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

PIP



Consistency and standards

- A. Same icon for all menu items.
- B. Menu Hover and selected color have different bg color family.

Severity Rating 3

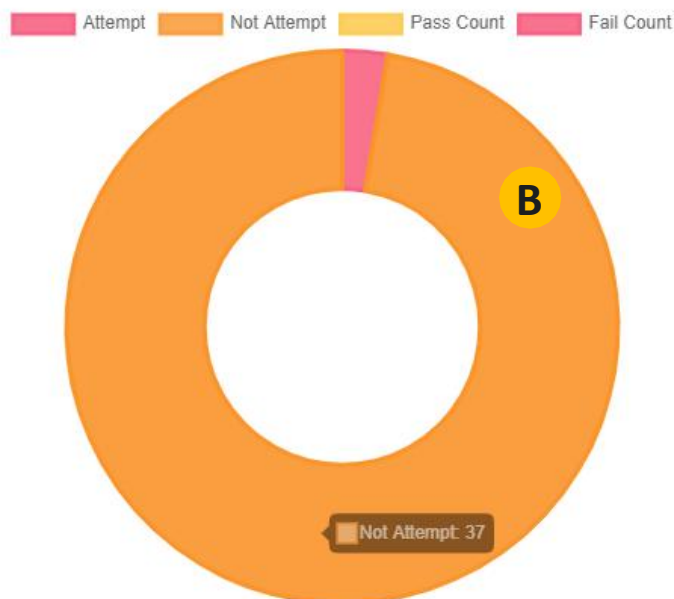
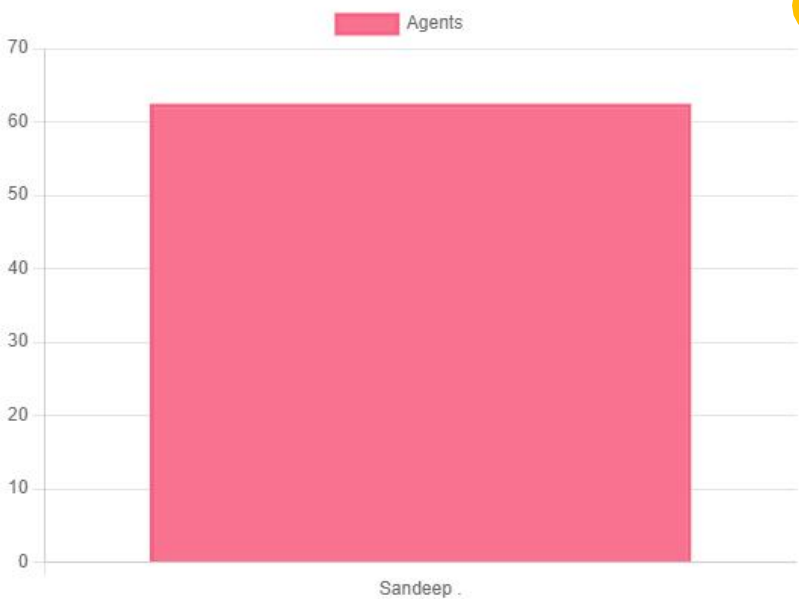
Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Process Knowledge Test

Select Month

March












Consistency and standards

- A. Chart Header is missing. Y axis data header is missing.
- B. Pie Chart not indicate teh valus of ecah legends. Not clear what is chat used for vusilization.

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Agent Name	Emp. ID	Tool ID	TL Name	Attempt	Not Attempt	Total Obtain	Avg Score	Action
Sandeep .	1003706	OMDGUR000068	Koroulembi NG	1	0	62.5	62.5	
Aarti Dhama	1002934	OMDGUR000041	Rajat Sajwan	0	1	0	0	
Somyajyoti Majee	G123474	OMDRAN000022	Gourab Dey	0	1	0	0	
Mohua Mandal	NBPO1631	OMDKOL000016	Subhrangshu Roy	0	1	0	0	
Aaronyak Basak	G123209	OMDRAN000016	Gourab Dey	0	1	0	0	
Pragya Singh	NBPO1633	OMDMOH000022	Subhrangshu Roy	0	1	0	0	
Kajal .	1002755	OMDGUR000078	Rajat Sajwan	0	1	0	0	
AQUEEB KHAN	G125476	OMDKOL000054	Gourab Dey	0	1	0	0	
Kavita .	1003147	OMDGUR000058	Rajat Sajwan	0	1	0	0	

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Consistency and standards

- A. Header height size not in proportion to row height .
- B. Header get hide on scroll.
- C. Button style change.

Severity Rating 3

General Observation

- Table Heading is missing
- table Footer is missing
- Pagination is Missing
- Total Record Information not available

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Create Exam

Create Exam Download Sample

A

Exam List

Question Type*

Select Question Type

Search

Exam List

Question Type*

Select Question Type

Select Question Type

MCQ

Subjective

B

C

Consistency and standards

- A. Button width size is very big. Padding is not uniform, blue button left padding and right padding.
- B. Button get hide under select option.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Assign Exam

Location*

None selected

Department*

None selected

Clients*

Please select

Process

None selected

Supervisors

None selected

Exams*

Select Exam

Question Assign Type*

Select option

777888

Select all

Location*

None selected

Search for sor

Select all

Gurgaon

Kolkata

Noida

Ranchi

Consistency and standards

- A. Location taking numeric, input.
- B. padding between form leabl and fields are not adequate.
- C. Mandatory and Non mandory Filds should be grouped.

Severity Rating 3

General Observation

Form fileld look haphazard. It can be 2 colum field

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority



Dashboard

Exam

Create Exam

Exam List

Assign Exam

A

My Exam

Manage Assigned Exams

Review Subjective Exam

Report

Current Completion Status

Satyajit Roy (Assistant Manager - Admin, Administration)



Assign Exam

Location*	Department*	Clients*	Process	Supervisors
None selected	None selected	Please select	None selected	None selected
Agents	Exams*	Question Assign Type*		
None selected	Select Exam	Select option		
Submit				

B

Consistency and standards

- A. I clicked on Assign Exam Menu link, no change as Active menu.
- B. Button size is very big

Severity Rating 3

General Observation

- Breadcrumb is missing
- Form field look haphazard. It can be 2 column field

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority



Dashboard

Exam

My Exam

Manage Assigned Exams

Review Subjective Exam

Report

Current Completion
Status

← Satyajit Roy (Assistant Manager - Admin, Administration)



Assigned Exams

Exam Name	Question Type	Question Assigned Type	Assigned On	Total Marks	Exam Status

General Observation

- My Exam Module showing Wrong header name



Dashboard

Exam >

My Exam

Manage Assigned Exams

Review Subjective Exam

Report

Current Completion
Status

← Satyajit Roy (Assistant Manager - Admin, Administration)



Exam List

Exam Name

User List

Status

A

Exam Name	Assigned User
No result found.	

Consistency and standards

A. Button size is not consistance across Application

Severity Rating 2

General Observation

- Manage Assigned Exam Module showing Wrong header name



Dashboard

Exam >

My Exam

Manage Assigned Exams

Review Subjective Exam

Report

Current Completion
Status

← Satyajit Roy (Assistant Manager - Admin, Administration)



Assigned Exams

Assigned User	Exam Name	Question Type	Question Assigned Type	Assigned On	Total Marks	Exam Status
---------------	-----------	---------------	------------------------	-------------	-------------	-------------

General Observation

- Review Subjective Exam Module showing Wrong header name

PKT Report

From Date

03-03-2023

To Date

03-03-2023

Question Type*

--Select Question Type--

Submit

Question Type*

--Select Question Type--

Please select an item in the list.

Download Report

User Name	Emp. ID	Tool ID	TL Name	Exam Name	Exam given Date	Score Obtained(%)	Pass/Fail Status
-----------	---------	---------	---------	-----------	-----------------	-------------------	------------------

Consistency and standards

A. mandatory form vaildation messges is showing diffrently. In other screen it shows as popup on sform submit

Severity Rating 2

General Observation

- Button size is very big
- Header gets hide on scroll.
- Button hide on select drop down.

Current Completion

From Date

dd-mm-yyyy



To Date

dd-mm-yyyy



Process

None selected



Submit

A

C

B

A

[Download Report](#)

Agent Name	Tool ID	Location	L1 Supervisor	Assigned Process	Exam Name	Exam Start Date	Exam End Date	Exam Attempted	Exam Score	Pass/Fail Status
------------	---------	----------	---------------	------------------	-----------	-----------------	---------------	----------------	------------	------------------

Consistency and standards

- A. Button size and color is not consistance on page.
- B. Header text is left aligned on wrap
- Button hide on select drop down.

Severity Rating 2

General Observation

- Button size is very big
- Header gets hide on scroll.

PERFORMANCE METRIX

The screenshot shows a 'Search Metrics' form with the following elements and annotations:

- Search Metrics**: The main heading of the form, annotated with a yellow circle **A**.
- Select a Location**: A dropdown menu with 'Kolkata' selected, annotated with a yellow circle **D**.
- Select a Client**: A dropdown menu with '--Select--' selected, annotated with a yellow circle **D**.
- Select a process**: A dropdown menu with 'NA' selected, annotated with a yellow circle **D**.
- From**: A text input field.
- To**: A text input field.
- Search**: A green button with the text 'Search', annotated with a yellow circle **B**.
- View Metrix**: A link with a document icon, annotated with a yellow circle **C**.

Consistency and standards

- A. Heading is incorrect, not matching with Menu
- B. Button size is very big.
- C. Icon tooltip is missing, col, o also chnage.
- D. Manadatory Fields are not marked

Severity Rating 1

General Note

Similar Issue in following Screen:

- TL view
- Agent View
- Design Metrix Screen
- Upload Screen
- Upload Target
- Upload Grade

Severity Rating Score:

1 = Major usability problem: important to fix, so should be given high priority

Select Location

Select

▼

Select Department

Select

▼

Select Client

ALL

▼

Select Process

--Select--

▼

Select L1-Supervisor

-Select-

▼

Select Status

Active

▼

SHOW

L1 Supervisor

-Select-

▼

Select Client

--Select--

▼

Select Process

ALL

▼

Select Status

Select

▼

Check To Move User...	SL	Name	Tool ID	Employee ID	Designation	Client	Process	L1 Supervisor	Office Email ID
-----------------------	----	------	---------	-------------	-------------	--------	---------	---------------	-----------------

Move To

Severity Rating Score:

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Consistency and standards

- A. Padding between Form Field is not uniform.
- B. Button Color different
- C. Header color change.

Severity Rating 1

MY TEAM

Consistency and standards

- A. Mandatory fields are not marked
- B. Button color chnage
- C. Header style change.

Severity Rating 1

Select a View

Select a Location

Kolkata

Select a Department

Administration

Select a Sub Department

ALL

Select a Client

ALL

Select a process

ALL

Select TL/Trainer

ALL

Tool ID

Show

0



0



0



0

Total Users

Total Users Online

Total Users Offline

Users On Leave

List Of MIA Users

Select a Disposition For Bulk Change



SL

Tool ID

Employee ID

Agent

Dept

Client

Office

Designation

Process

Assigned To

Status

Action



SL

Tool ID

Employee ID

Agent

Dept

Client

Office

Designation

Process

Assigned To

Status

Action

Severity Rating Score:

1 = Major usability problem: important to fix, so should be given high priority

Select Location

Select

▼

Select Department

Select

▼

Select Client

ALL

▼

Select Process

--Select--

▼

Select L1-Supervisor

-Select-

▼

Select Status

Active

▼

SHOW

L1 Supervisor

-Select-

▼

Select Client

--Select--

▼

Select Process

ALL

▼

Select Status

Select

▼

Check To Move User...	SL	Name	Tool ID	Employee ID	Designation	Client	Process	L1 Supervisor	Office Email ID
-----------------------	----	------	---------	-------------	-------------	--------	---------	---------------	-----------------

Move To

Severity Rating Score:

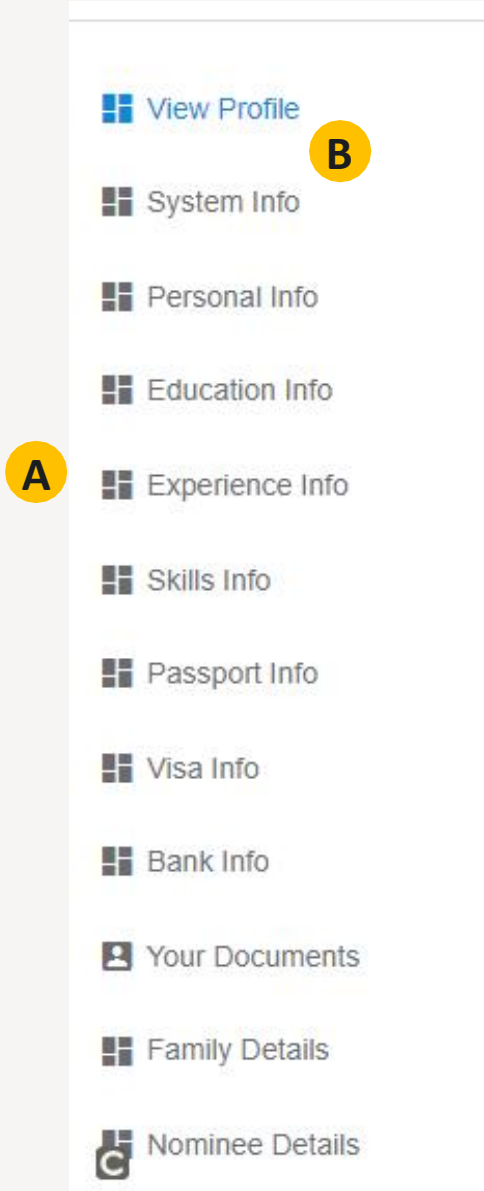
1 = Cosmetic problem only: need not be fixed unless extra time is available on project

Consistency and standards

- A. Padding between Form Field is not uniform.
- B. Button Color different
- C. Header color change.

Severity Rating 1

MY PROFILE



Consistency and standards

- A. Same icon for all Anchor text, very confusing for user to recall.
- B. Duplicated information under “view profile “ and “ System info to Nominee Detail”

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority



Consistency and standards

- A. Select control Dropdown arrow is missing.
- B. "Total Audit" label and value in wrong place.
- C. Audit count text readability is very low.

Severity Rating 3

Visibility of System

- A. Breadcrumb is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Leaderboard - Agent

Employee Name	Audit Count	Average Quality Score
Sambit Saha	102	88.16 %
SHASHANK SHEKHAR SHARMA	92	92.11 %
Ayesha Khatoon	87	95.47 %
Karishma Karmakar	87	98.43 %
Subhajit Dutta	84	86.20 %
AQUEEB KHAN	79	88.86 %
Pallab Kundu	78	89.96 %
Pankaj Takhur	75	97.00 %
PRIYANKA SARKAR	74	86.93 %
Dharmika Gohil	73	97.33 %

Leaderboard - QA

Employee Name	Audit Count	Average Quality Score
Devendra Bisht	882	91.25 %
Pooja Pawar	849	95.04 %
Anchal .	834	90.94 %
Kivika Awomi	825	92.79 %
Syed Arsalan Ali	818	96.70 %
Sunil Kumar	701	94.62 %
Jharna .	650	93.58 %
Ashwani Rani	28	97.68 %

LOB - Ranking

LOB Name	Audit Count	Average Quality Score
Outbound	1463	95.00 %
Inbound	1142	93.62 %
Email	1033	93.12 %
WhatsApp Tickets	839	93.80 %
Chat	811	90.36 %
Social	163	94.67 %
Feedback call	129	96.31 %
Exchange	7	91.71 %

All Apps

My Profile

My Team

Quality

Reports

Reset Password

Service Request

Master Entry

Process Knowledge Test

PIP

Process Updates

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Consistency and standards

- A. Text Header align is not uniform. first on bottom aligned , other 2 column top aligned.
- B. Header gets hide when scroll bar slide to bottom.

Severity Rating 3

3 = Major usability problem: important to fix, so should be given high priority

Leaderboard - Agent

Employee Name	Audit Count	Average Quality Score
Sambit Saha	102	88.16 %
SHASHANK SHEKHAR SHARMA	92	92.11 %
Ayesha Khatoon	87	95.47 %
Karishma Karmakar	87	98.43 %
Subhajit Dutta	84	86.20 %
AQUEEB KHAN	79	88.86 %
Pallab Kundu	78	89.96 %
Pankaj Takhur	75	97.00 %
RIYANKA SARKAR	74	86.93 %
Dharmika Gohil	73	97.33 %

Leaderboard - QA

Employee Name	Audit Count	Average Quality Score
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Pooja Pawar	849	95.04 %
Anchal .	834	90.94 %
Kivika Awomi	825	92.79 %
Syed Arsalan Ali	818	96.70 %
Sunil Kumar	701	94.62 %
Jharna .	650	93.58 %
Ashwani Rani	28	97.68 %

LOB - Ranking

LOB Name	Audit Count	Average Quality Score
Outbound	1463	95.00 %
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Chat	811	90.36 %
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Feedback call	129	96.31 %
Exchange	7	91.71 %

All Apps

My Profile

My Team

Quality

Reports

Reset Password

Service Request

Master Entry

Process Knowledge Test

PIP

Process Updates

© 2023 Omind Technologies.

Consistency and standards

- A. Same icon for all Anchor text, very confusing for user to recall.
- B. Duplicated information under “view profile “ and “ System info to Nominee Detail”

Severity Rating 3

3 = Major usability problem: important to fix, so should be given high priority

SHARMA	75	95.47 %
Ayesha Khatoon	87	95.47 %
Karishma Karmakar	87	98.43 %
Subhajit Dutta	84	86.20 %
AQUEEB KHAN	79	88.86 %
Pallab Kundu	78	89.96 %
Pankaj Takhur	75	97.00 %
PRIYANKA SARKAR	74	86.93 %
Dharmika Gohil	73	97.33 %
View All A		

All Apps


Consistency and standards

- A. “vial All” is not look like button, very confusing.


Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority



[Dashboard](#)[Apps](#)



AQUEEB KHAN	79
Pallab Kundu	78
Pankaj Takhur	75
PRIYANKA SARKAR	74
Dharmika Gohil	73

View All

My Profile

My Team

Quality

Reports

Reset Password

Service Request

Master Entry

Process Knowledge Test

PIP

Process Updates

Sunil Kumar	701	94.62 %
Jharna .	650	93.58 %
Ashwani Rani	28	97.68 %

Social	163	94.67 %
Feed		
Ex		

My Profile

Master Entry

Process Knowledge Test

PIP

Quality

PIP

Reports

Process Updates

Consistency and standards

A. Padding beween Form lable and Form velve is not consistance.

B. Phone number shows Alphabets

C. Content Overlapping

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

← Satyajit Roy (Assistant Manager - Admin, Administration)

Home

Grid

Settings

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

System Info

A

Office Location:	KOL,(Kolkata)	Employees' Department:	Administration	Sub Department:	Administration,(admin)
Emp ID/XPO ID	S_ROY01	Joining Date:	2023-02-20	Class/Batch Code:	
Designation:	Assistant Manager - Admin	Organization Role:	Assistant Manager	Level-1 Supervisor:	

Client Info

Client(s):

Process Info

C

Process(s):

Payroll Info

D

Payroll Type:

Payroll Status:

Currency:

Gross Pay:

Consistency and standards

- A. Consistance padding for Edit icon not applied.
- B. Padding between Form lable and Form velve is not consistance.
- C. “No data avabale” place holder is missing.
- D. Header style is missing

Severity Rating 3

Visibility of System

- A. Breadcrump is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

← Satyajit Roy (Assistant Manager - Admin, Administration)

Home

Grid

Settings

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

System Info

A

Office Location:	KOL,(Kolkata)	Employees' Department:	Administration	Sub Department:	Administration,(admin)
Emp ID/XPO ID	S_ROY01	Joining Date:	2023-02-20	Class/Batch Code:	
Designation:	Assistant Manager - Admin	Organization Role:	Assistant Manager	Level-1 Supervisor:	

Client Info

Client(s):

Process Info

Process(s):

Payroll Info

Payroll Type:		Payroll Status:		Currency:		Gross Pay:	
---------------	--	-----------------	--	-----------	--	------------	--

Consistency and standards

A. Consistance padding for Edit icon not applied.

B. Padding beween Form lable and Form velve is not consistance.

C. “No data avabale” place holder is missing.

D. Header style is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Personal Info

Date Of Birth:31-12-1969

Father Name:

Spouse Name:

Nationality:

Email ID(Personal):rsatyajit77@gmail.com

Phone:RXQzclBhdHV6TGcvbWpG

Caste:

Present Address:

Country:

Address:

Permanent Address:

Country:

Address:

ESI Number:

Blood Group:

Mother Name:

Date of marriage:

Differently Aabled:

Email ID(Office):RXQzclBhdHV6TGcvbWpG

Mobile No / Aadhaar No:

UAN(EPF) Number:

City:

Pin:

City:

Pin:

Social Security No / Aadhaar No:

Gender:Male

Marital Status :*****

No of children:

Mobile No / Aadhaar No:

City:

Pin:

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Personal Info

Date Of Birth:	31-12-1969	Blood Group:		Gender:	Male
Father Name:		Mother Name:		Marital Status :	
Spouse Name:		Date of marriage:	*****	No of children:	
Nationality:				Differently Abled:	
Email ID(Personal):	rsatyajit77@gmail.com			Email ID(Office):	rsatyajit77@gmail.com
Phone:	RXQzclBhdHV6TGcvbWpGeTbMbdUEKz08	Mobile No / Aadhaar No:	RXQzclBhdHV6TGcvbWpGeTbMbdUEKz08		
Caste:		TAX/PAN No:		UAN(EPF) Number:	
Present Address:					
Country:		State:		City:	Pin:
Address:					
Permanent Address:					
Country:		State:		City:	Pin:
Address:					
ESI Number:				Social Security No / Aadhaar No:	

3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Education

AAdd

Exam	Passing Year	Board/UV	Specialization	Grade/CGPA	Action

B

All other Module have same usability issue.

- Education Experience
- Skill
- Passpo
- Visa
- Bank
- Family Detail
- Nominee Detail

Consistency and standards

A. Consistance padding for Add button not applied. Button color change.

B. “No data avabale” place holder is missing

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Your Documents

Description *	Uploaded File	Action
Aadhar Card / Social Security No		
PAN Card		Upload
Photograph		
Covid-19 Declaration		
ESIC Bank Doc		

Experience *

Experience Info Details Not Found

Passport Info *

Passport Info Details Not Found

Education Info *

Education Info Details Not Found

Other Info (Optional)

Other Info Details Not Found

1
File Type
Choose File
No file chosen
Upload

Consistency and standards

- A. Header style is changes.
- B. Button color is changes.
- C. padding between content is not unifoirm. It look like paragraph texct. Is should be in column apttern.
- D. Red is usually used for allert.
- E. Button color chage
- F. Uploading is not working, it didnt showany any messge confirmation or sucess msg after click the choose file button.

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Satyajit Roy

FEMS ID: OMDKOL000061, Emp/XPO ID: S_ROY01, Join Date: 2023-02-20, Location: KOL, Department: Administration, Designation: Assistant Manager - Admin

Nominee Details

+ Add Nominee

Name	Relation	State	District	Pincode	Address	Action
Details of Nominee u/s 71 of ESI Act 1948/Rule 56(2) of ESI (Central) Rules,1950 for Payment of Cash Benefit in the Event of Death						
** NOTE : Development team-Nominee-1, Dependants-all Family members who will be covered						

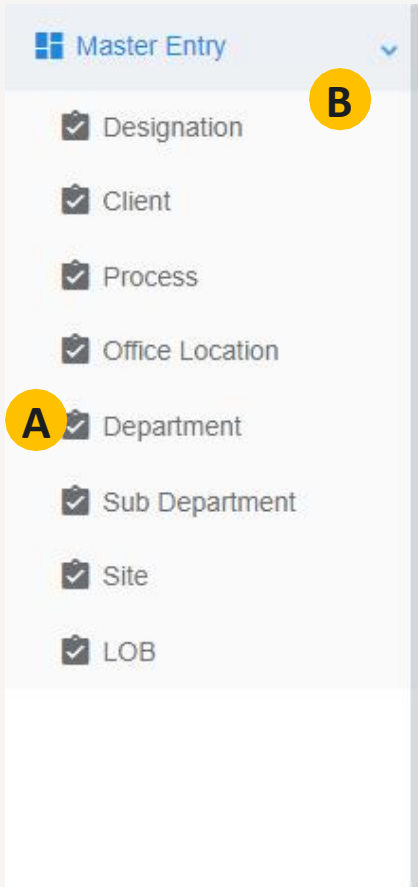
Consistency and standards

- A. Header style is changes.
- B. Button color is changes.
- C. Detal of Nominee inforion looks like content part of tabular header.
- D. Note text look very confusing. . formation need to chnages

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

MASTER ENTRY



Consistency and standards

- A. This look like left menu.This is tabular data sorting. should above the tabular data.
- B. Check and uncheck icon not chnage on click













Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Manage Designation

Add Designation

SL	Name	Role	Status	Action
1	Site Head	admin	Director	<div><div>A</div><div>Active</div><div><div>B</div><div></div></div></div>
2	Team Leader	tl	Team leader	<div><div>Active</div><div></div></div>
3	Agent	agent	Production Specialist	<div><div>Active</div><div></div></div>
4	Manager	manager	Manager	<div><div>Active</div><div></div></div>
5	Trainer	trainer	Trainer	<div><div>Active</div><div></div></div>
6	Support	support	Executive	<div><div>Active</div><div></div></div>
7	Trainee	agent	Production Specialist	

Consistency and standards

- A. This look like a button. create confusion for user
- B. Padding between to icon is not uniform.

Severity Rating 3

Severity Rating Score:
3 = Major usability problem: important to fix, so should be given high priority

Thankyou

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