Chase Mobile Application

Usability Heuristics

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Personas

The Accountant

The Graduate Student

The Business Owner
Visibility and the real world

System status

Indicators

Banks, in real life
Freedom and standards

User control
Choice parameters
Consistency
Flexibility and efficiency

Accelerators

Experience

Tailoring actions
Aesthetics and minimalism

Choice color scheme

Limited imagery

Recognition, rather than recall
Documentation and errors

FAQ selection

Error prevention

Recognize, diagnose, and recover
Suggestions

Searching

Back options

Convenience