

10 APJ Usability Rules

前言

出发点：为了让用户使用产品时候更舒适、简洁、清晰的用户体验

目的：让开发者了解用户体验概念，产生以下标准

- 1.当文件大于**10MB**,请显示上传进度
- 2.用户上传文件时，应指明文件格式
- 3.放弃操作需要二次确认
- 4.保存操作之前，于文本输入框明确指出错误位置
- 5.按钮保持大小、形状一致
- 6.所有按钮首字母应大写
- 7.图标需要有文字说明或tooltip效果
- 8.错误讯息/页面应该提供解决方案
- 9.用户上传文件时，应指明文件大小和文件数量
- 10.导航栏需要颜色显示当前所在位置

Introduction

To enhance usability of company products, please follow the following guidelines:

1. Inform user the progress of the upload when uploading file larger than 10mb
2. File format should be indicated when allowing users to upload
3. Always double confirm before discarding changes
4. Always point out error before saving/ processing data
5. Keep buttons the same size and shape
6. All buttons should be capitalised
7. Do not use icon as button without words explanation
8. Put recommendations on error page
9. File size and quantity should be indicate when allowing users to upload
10. Always indicate what page users are in with page title or nav colour

#1

Inform user the progress of the upload
when uploading file larger than 10 mb

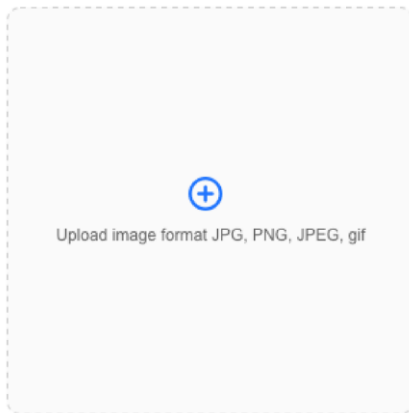
当文件大于10MB,请显示上传进度



#2

File format should be indicate when allowing users to upload

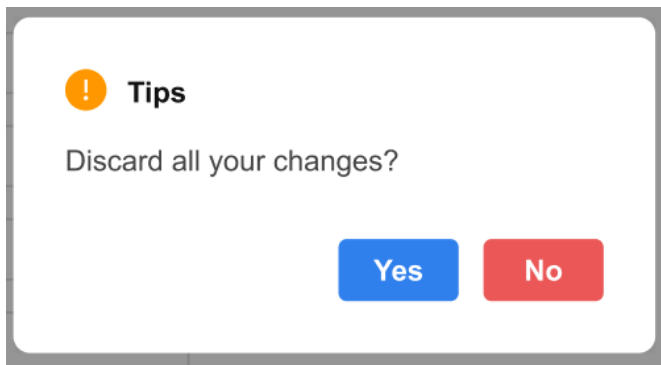
用户上传文件时，应指明文件格式



#3

Always double confirm before discarding changes

如用户已输入内容, 放弃操作时需要二次确认



#4

Always point out error in text fields before saving/
processing data

保存操作之前，于文本输入框明确指出错误位置

Name (In Full) *

Required content

#5

Keep buttons the same size and shape

按钮保持大小、形状一致



#6

All buttons should be capitalised

所有按钮首字母应大写



#7

Do not use icon as button without words explanation

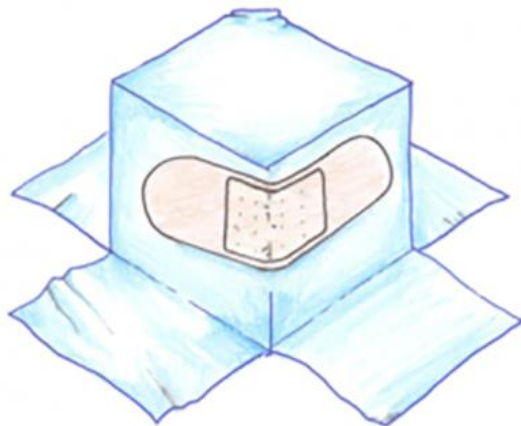
图标需要有文字说明或tooltip效果



#8

Put recommendations on error page

错误讯息/页面应该提供解决方案



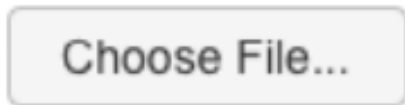
Error

Something went wrong. Don't worry, your files are still safe and the Dropboxers have been notified. Check out our [Help Center](#) and [forums](#) for help, or head back to [home](#).

#9

File size and quantity should be indicate when allowing users to upload

用户上传文件时，应指明文件大小和文件数量



Up to 1 files can be uploaded, each file is 10MB

#10

Always indicate what page users are in with page title or nav colour

导航栏需要颜色显示当前所在位置



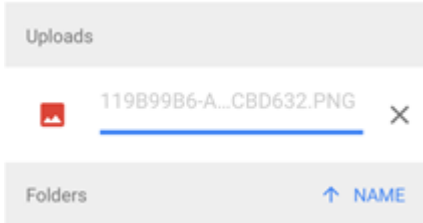
10 Usability Heuristics Rules

Inform user what is going on, need to give feedback to his/her action within a reasonable time.

一般比较常见的可能就像是loading bar，或是显示剩余时间等等让使用者可以有概念现在状态是什么，以免失去耐性或是对产品产生焦躁感。其他例子像是你在推特tweet的时候，或是寄email的时候发出声音也是其中的案例。

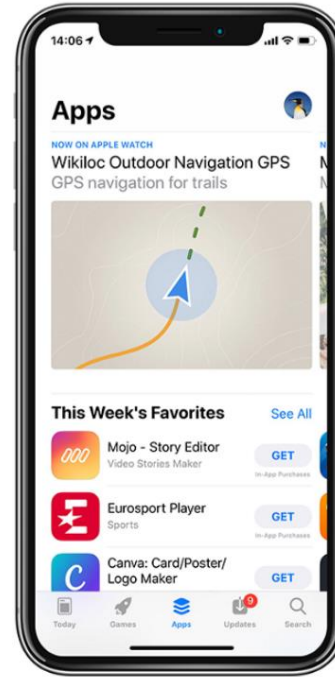
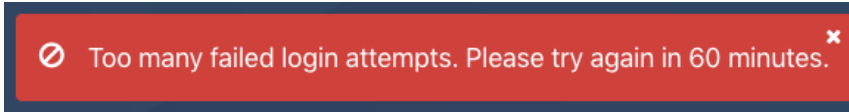
#1

Visibility of system status



Google informing user the progress of the upload.

Popup informing user why he/she cannot login



Time, Wifi signal and battery life status.

Navigation with selected tab

#1

Visibility of system status

It's important for application to speak the language of the target user base.

系统应该以使用者熟悉的文字、语言和句法来呈现，而不是使用系统导向的术语。遵循现实世界的习俗惯例，让资讯已有逻辑而自然的方式呈现。

#2

Match between system and the real world



An extreme example is a skeuomorphism design, which transfers all details of real world objects into the software.



Recycle bin icon is similar to a real bin, and icon itself shows if it's empty or not.

#2

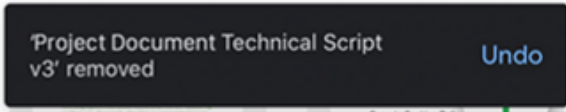
Match between system and the real world

Give user freedom to navigate and perform action, the freedom to undo any accidental actions.

使用者常常会点到错误的功能，因此系统需要一个清楚的“出口”让使用者离开不应该在的状态，而不需要透过繁琐的步骤。另外系统也应支持“回覆动作”和“重新动作”。

#3

User control and freedom



← Undo unwanted actions



← Recover you accidentally deleted files

#3

User control and freedom

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.

使用者不应被不同的文字、状态和动作是否包含相同的意思而感到混淆。

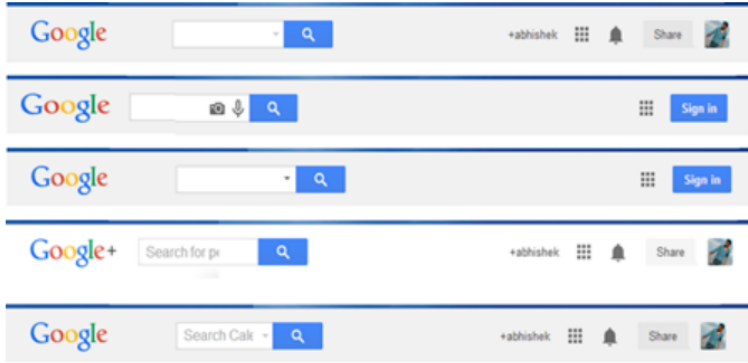
#4

Consistency and standards

“Don't forget that people spend 90% of their time interacting with other apps.”

#4

Consistency and standards



Google's changes throughout the year.



Inconsistent icons

#4

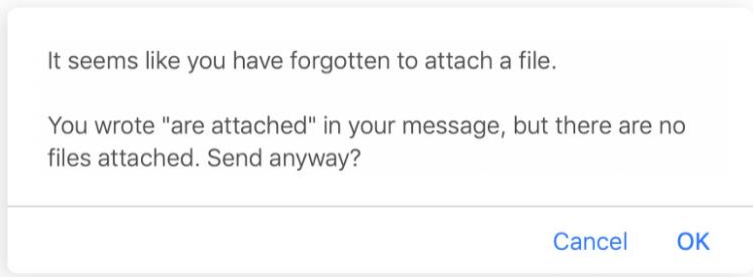
Consistency and standards

The best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

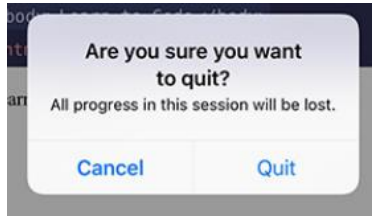
比起让用户知道“你这步做错了”，更好的方式是让用户一开始就预防错误。可以减少错误导向的状况或是在使用者进行行动之前给使用者确认的步骤。

#5

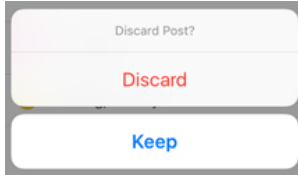
Error Prevention



Smart slip prevention in the gmail web app.



Confirmation dialog before a potentially dangerous operation.



Input that doesn't let you write an invalid value.

#5

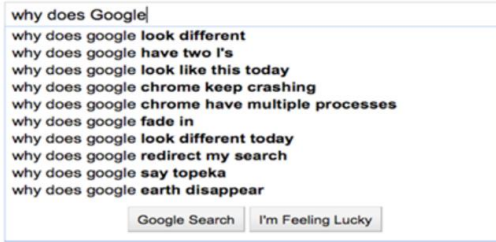
Error Prevention

Minimize the user's memory load by making elements, actions, and options visible. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

让使用者去认知而非记住系统, 减少使用者需要记忆的事情、行动和可见的物件。使用者不应该去记住资讯的流程和步骤。使用说明应在适当的方式都可以让使用者轻易的看到和取回。

#6

Recognition rather than recall



← When you google, it gives you list suggestions as you type in based on your previous searches and related most searches. It also lists your matching bookmarks as well.



← When a user returns to an eCommerce site like Amazon and eBay, the personalised home page includes a list of recently viewed items, suggestions by your browsing history and recommendations through your purchase history.

#6

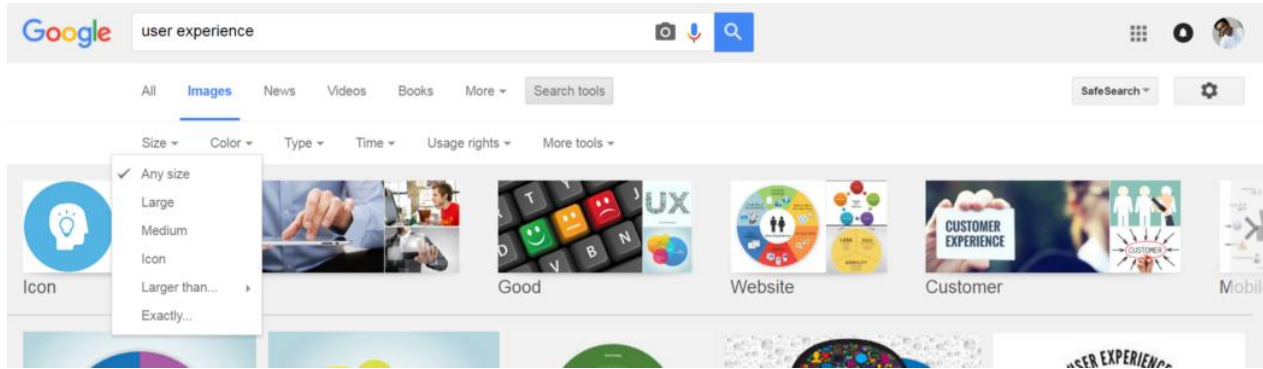
Recognition rather than recall

Shortcuts — hidden from novice users — may speed up the interaction for the expert user such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

提供使用时的自由度和效率, 产品应该提供自由度来满足专进阶使用者和没有经验的使用者。提供没经验的使用者预定的功能和提供进阶使用者所需要的操作。

#7

Flexibility and efficiency of use



While a novice user uses the default google image search, the expert user always can refine the search by size, colour, type, and so on.

#7

Flexibility and efficiency of use

Reference No. Please enter reference no.

Department Please enter department

Submission Date (From) DD-MM-YYYY

Status Pending x
Q All

Search Reset

← Using filters to narrow down search

#7

Flexibility and efficiency of use

Keep the content and visual design focused on the essentials. Ensure that the visual elements of the interface support the user's primary goals.

美观和极简设计, 资讯呈现不应该包括不相关或少用的资讯。
对话框里任何多余的资讯都会让重要的资讯的视觉明显度下降。

#8

Aesthetic and minimalist design



Google Search I'm Feeling Lucky

Google.lk offered in: [සිංහල](#) [தமிழ்](#)

← Looks good, works beautifully

#8

Aesthetic and minimalist design

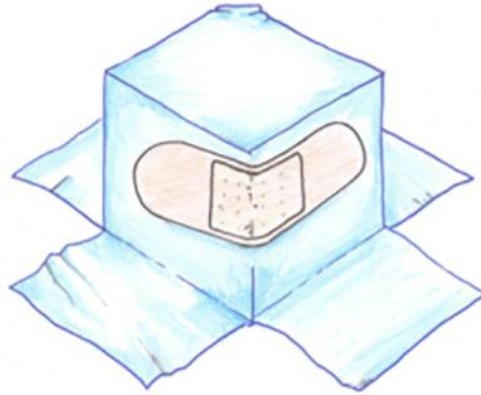
Error messages should be easy to understand, precisely indicate the problem, constructively suggest a solution, and presented with visual treatments that help users notice and recognize them.

帮助使用者去了解、侦错和恢复错误, 错误讯息应该让使用者认知问题是什么, 和提供解决方案。

许多例子像是：**Error Code: XXXX** 或是**404** 之类的就是很好的例子, **Error Code**可能让使用者并不知道到底错误是什么。

#9

Help users recognize, diagnose, and recover from errors



Error

Something went wrong. Don't worry, your files are still safe and the Dropboxers have been notified. Check out our [Help Center](#) and [forums](#) for help, or head back to [home](#).

#9

Help users recognize, diagnose, and recover from errors

Help and documentation content should be easy to search and focused on the user's task. Keep it concise, and list concrete steps that need to be carried out.

帮助和说明文件, 虽然最好的系统可以在不需要使用说明文件下完成任务, 但是提供帮助和说明仍是必要的。这些资讯应该让使用者轻易查询, 注重在使用者的任务上, 并且条列式说明所需步骤, 而且档案不应太大。

#10

Help and documentation

Name: * ?

Context: * ?

URI context path of the API (case sensitive).

The supported formats are..

1. /foo
2. /foo/bar
3. /foo/{version}/bar (case sensitive) - allows the version to be within the context

← You can provide any extra information that would be useful to users, along with the label. But you should do so only if it is necessary.

#10

Help and documentation

Choose File...

Up to 1 files can be uploaded, each file is 10MB

File upload should be prompted, so that users can clearly upload the standard, to avoid repeated operation failure

文件上传应该加提示，让用户清楚上传的标准，避免多次操作失败

#10

Help and documentation