

UX/UI App Review

Review Date: 14/08/17

App Name: Raza (v1.19)

Platform Reviewed: Android

Store Rating: 3.6/5

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Splash Screen

- Background effect seems off-brand (Radial stripe pattern)

Login Page

- Bad contrast of white "Sign in" text on yellow button background
- Sign up right arrow stretched

Sign up

- Sign up button different style to Sign in button
- Field hint text colours different to Sign in fields

Landing Page

- Header navigation icons not clear what they link to without first selecting
- Navigation usually appears below screen header
- Balance position inside dialing box strange, with no alignment or container
- Delete button plays dialing sound effect, which may confuse users
- Striped background effect on keypad makes it feel quite dated

View Rates

- List doesn't just contain counties as is suggested by the list title, but also mobile networks
- Quick-jump alphabet on right side uses non-native control

Recharge

- No currency indicator in Amount field
- Fields are different sizes and styles
- Not clear that Terms & Conditions is a link
- If Reward Points are available, these should be offered to be used here too

Access Number

- It seems that this needs to be setup before any call can be made, and therefore it should be requested when the user first logs in if it hasn't already been set
- Screen uses non-standard toggle control style similar to native iOS toggle, which Android users may not be so familiar with
- Credit card number field should prevent more than 16 digits being entered
- Credit card expiration year should not offer dates in the past

Overview

The app feels quite dated and doesn't follow many Android style guidelines, which when adopted make an app feel more intuitive to use and will make your users more comfortable. The dialing process isn't particularly clear, unless users first visit your website to understand how it works.

Marketplace reviews reveal some customers are unhappy with the app due to promises of free credit being misleading or confusing. A lot of customers will read reviews before downloading an app so it's very important to address any issues raised here as soon as possible.