BXPBXP

UX EVALUATION

What is a user experience evaluation?

A method to evaluate the **usability** of a game based on recognized principles rooted in cognitive science, also known as heuristics or rules of thumb.

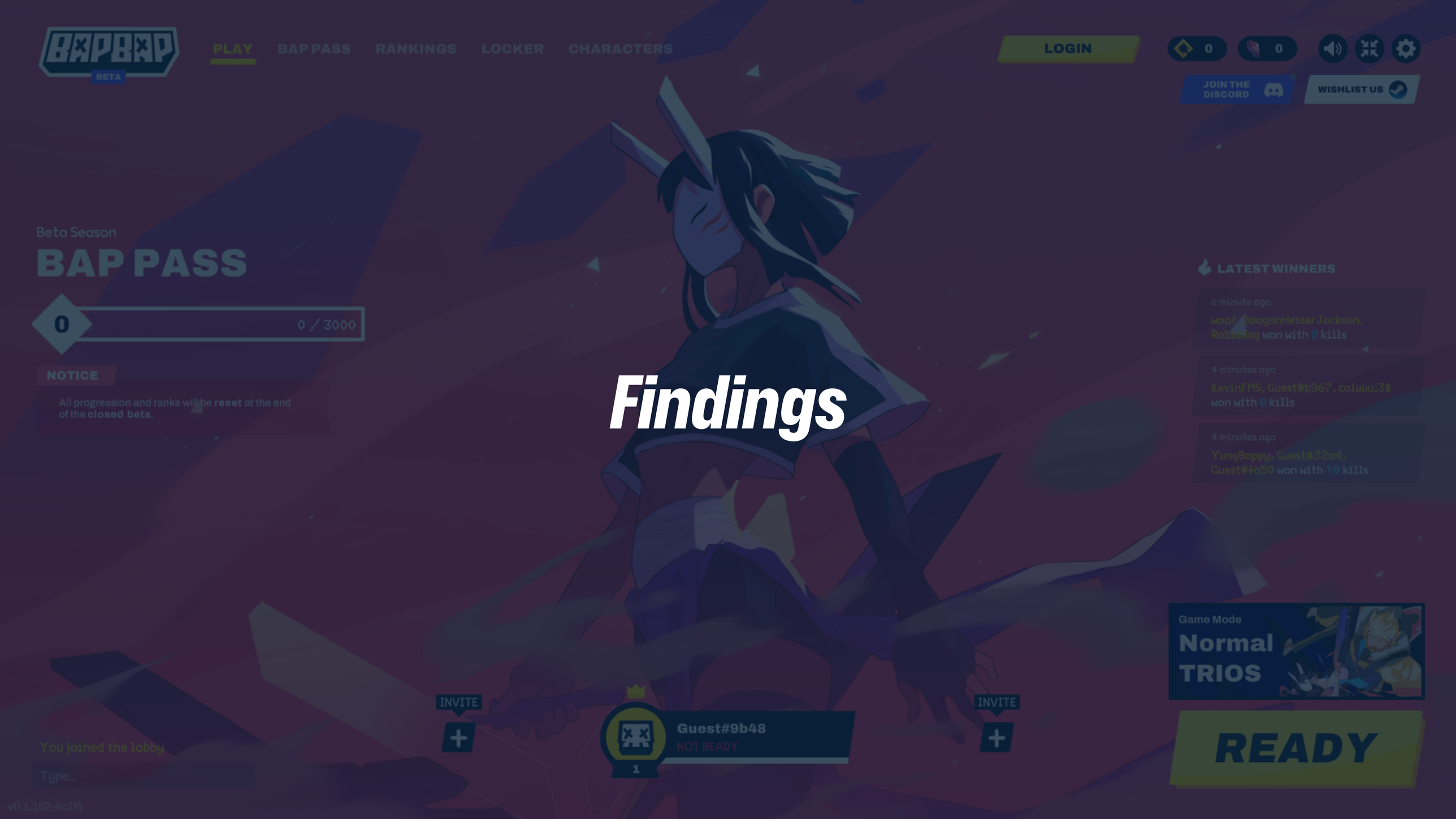
Outcome

A prioritized list of usability issues. Recommendations may be provided but keep in mind that these are just suggestions.

Scope

The primary goal of this evaluation is to **improve the gaming experience for first-time players**.

The secondary goal is to **highlight issues that impact usability for all players**.


BAPBAP
BETA
PLAY
BAP PASS
RANKINGS
LOCKER
CHARACTERS
LOGIN
0
0
JOIN THE DISCORD
WISHLIST US
Beta Season
BAP PASS
0
0 / 3000
NOTICE
All progression and ranks will be reset at the end of the closed beta.
LATEST WINNERS
a minute ago
woof, DooganHeiserJackson, Rabiabog won with 8 kills
4 minutes ago
KevinFMS, Guest#b967, caluuu;3$ won with 8 kills
4 minutes ago
YungBappy, Guest#32a4, Guest#fa50 won with 10 kills
Findings
INVITE
Guest#9b48
NOT READY
1
INVITE
Game Mode
Normal
TRIOS
READY
You joined the lobby
Type...
v0.1.162-4c1f4

Summary

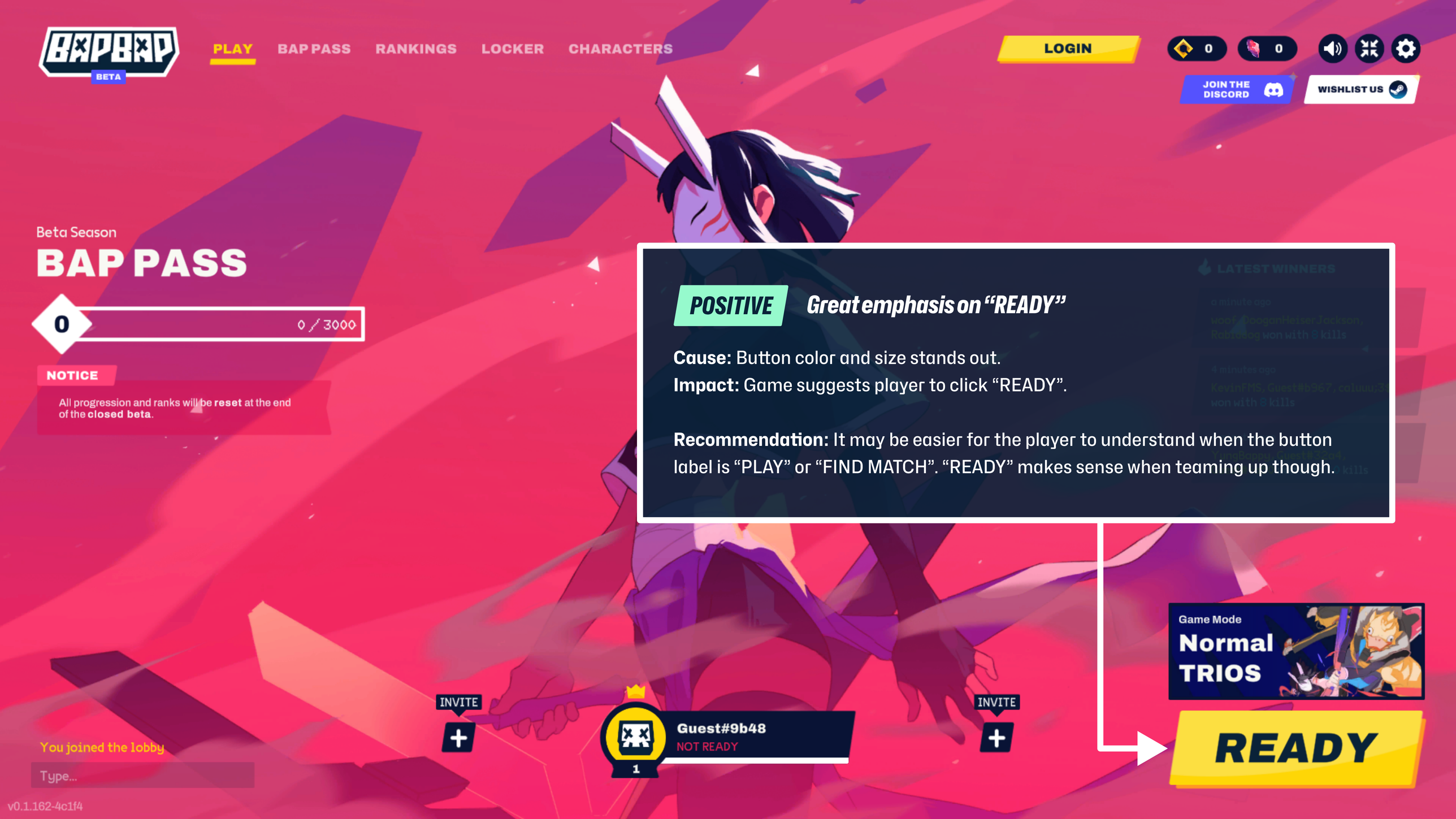
Overall the game is in a good state for gamers, especially for the ones who are familiar with battle royale games or games like Bloodline Champions and Battlerite.

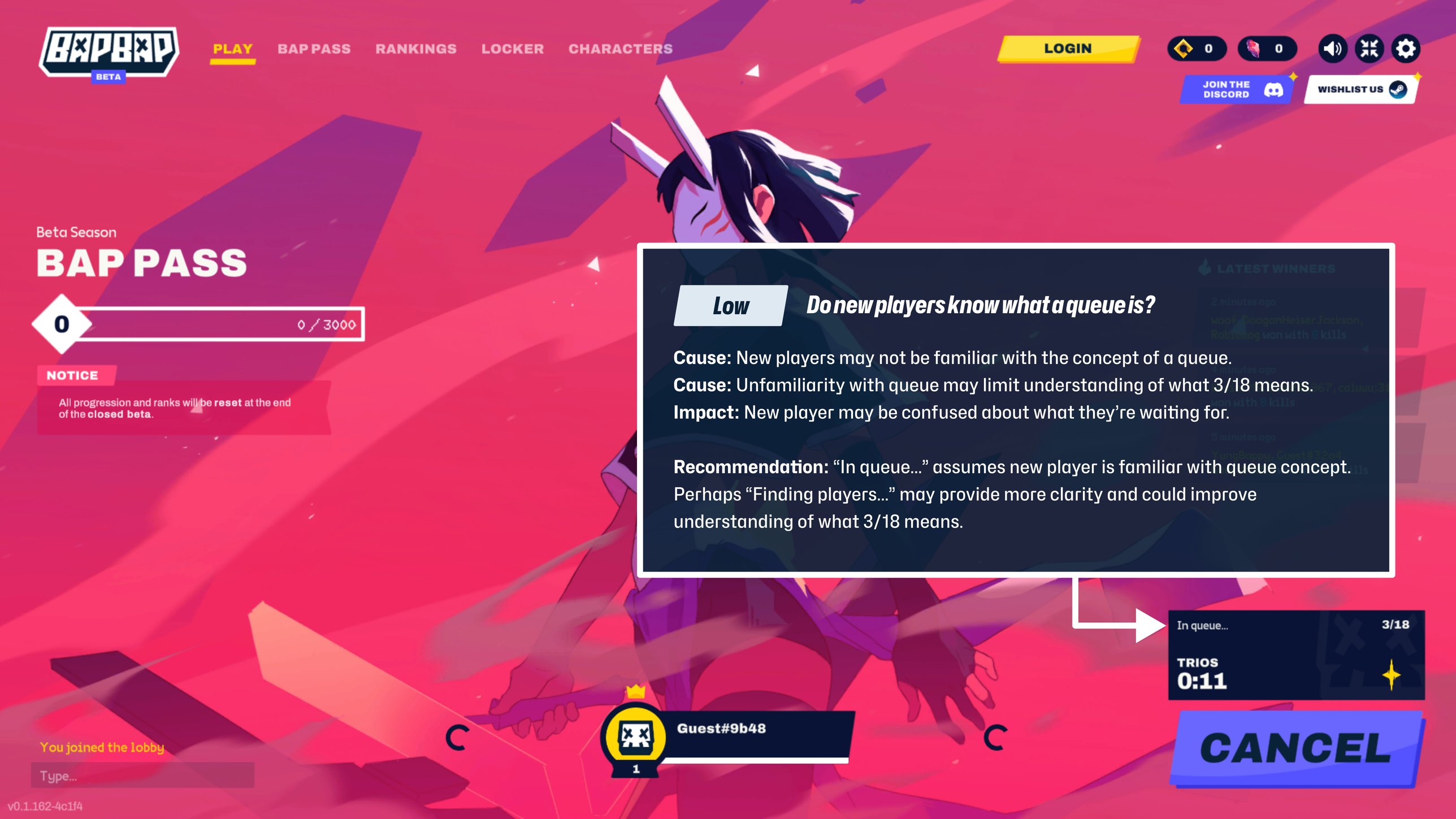
However, the gaming experience for first-time and perhaps casual players has plenty of opportunity for improvements. These players may be confused about what the controls are and what the goal of the game is, potentially resulting in players quitting the game.

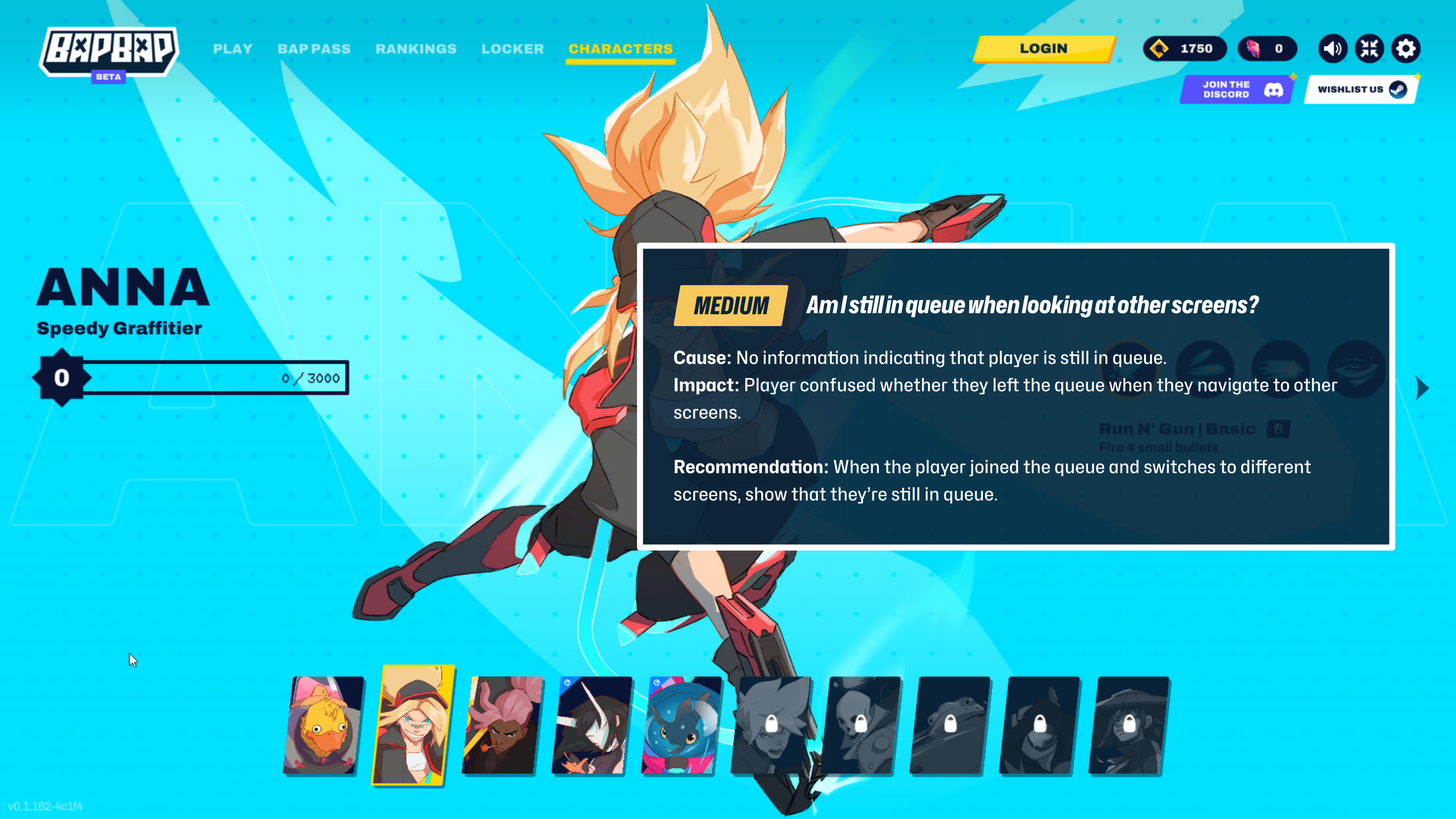
Severity ratings

To help assess which issues should be resolved first, the usability issues have been prioritised using the following severity ratings:

POSITIVE	This worked as expected, and represents a best practice that should be maintained through future updates.
CRITICAL	This usability problem will make some players unwilling or unable to continue playing. Fix urgently.
SERIOUS	This usability problem will significantly slow down some players when completing a common task and may cause players to find a workaround. Fix as soon as possible.
MEDIUM	This usability problem will impact some users, causing frustration but will not impact progression.
LOW	This is a quality problem, for example a cosmetic issue or a spelling error. Note: Although this is a minor issue in isolation, too many "lows" will negatively affect credibility and may damage your brand.


BAPBAP
BETA
PLAY
BAP PASS
RANKINGS
LOCKER
CHARACTERS
LOGIN
0
0
JOIN THE DISCORD
WISHLIST US
Beta Season
BAP PASS
0
0 / 3000
NOTICE
All progression and ranks will be reset at the end of the closed beta.
LATEST WINNERS
POSITIVE
Great emphasis on “READY”
Cause: Button color and size stands out.
Impact: Game suggests player to click “READY”.
Recommendation: It may be easier for the player to understand when the button label is “PLAY” or “FIND MATCH”. “READY” makes sense when teaming up though.
Game Mode
Normal
TRIOS
INVITE
INVITE
Guest#9b48
NOT READY
1
You joined the lobby
Type...
READY
v0.1.162-4c1f4


BAPBAP
BETA
PLAY
BAP PASS
RANKINGS
LOCKER
CHARACTERS
LOGIN
0
0
JOIN THE DISCORD
WISHLIST US
Beta Season
BAP PASS
0
0 / 3000
NOTICE
All progression and ranks will be reset at the end of the closed beta.
LATEST WINNERS
Low
Do new players know what a queue is?
Cause: New players may not be familiar with the concept of a queue.
Cause: Unfamiliarity with queue may limit understanding of what 3/18 means.
Impact: New player may be confused about what they're waiting for.
Recommendation: "In queue..." assumes new player is familiar with queue concept. Perhaps "Finding players..." may provide more clarity and could improve understanding of what 3/18 means.
In queue...
3/18
TRIOS
0:11
CANCEL
Guest#9b48
1
You joined the lobby
Type...
v0.1.162-4c1f4

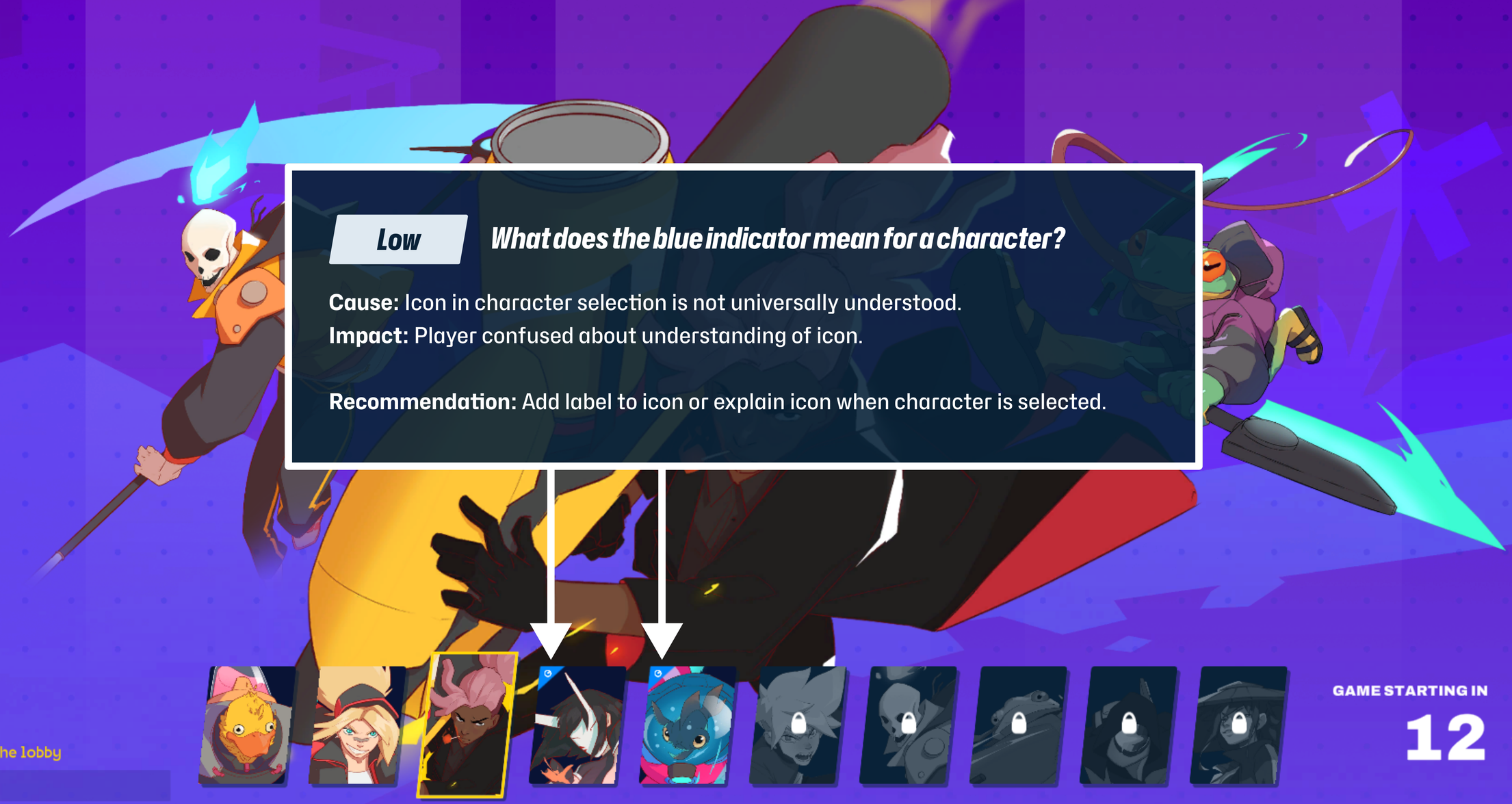

BAPBAP
BETA
PLAY
BAP PASS
RANKINGS
LOCKER
CHARACTERS
LOGIN
1750
0
JOIN THE DISCORD
WISHLIST US
ANNA
Speedy Graffitier
0
0 / 3000
MEDIUM
Am I still in queue when looking at other screens?
Cause: No information indicating that player is still in queue.
Impact: Player confused whether they left the queue when they navigate to other screens.
Recommendation: When the player joined the queue and switches to different screens, show that they're still in queue.
Run N' Gun | Basic
Fire 4 small bullets.
v0.1.162-4c1f4

Guest#daf6
SKINNY
Guest#9b48
ZOOK
Guest#042c
FROGGY
Low
No information to help first-time players decide what character to play
Cause: Player does not know the difference between characters.
Impact: Player does not know which character to select.
Recommendation: Show character information on selection such that the player can make an informed decision. On the flip side, not showing any character information could promote players to explore and experiment new characters.
You joined the lobby
Type...
GAME STARTING IN
12
v0.1.162-4c1f4

Guest#daf6
SKINNY

Guest#9b48
ZOOK

Guest#042c
FROGGY



Low ***What does the blue indicator mean for a character?***

Cause: Icon in character selection is not universally understood.
Impact: Player confused about understanding of icon.

Recommendation: Add label to icon or explain icon when character is selected.

You joined the lobby

Type...

GAME STARTING IN
12

v0.1.162-4c1f4

SERIOUS ***What is the goal of the game?***

Cause: Not all players are familiar with battle royale games.
Cause: No information about what the goal is once the game starts.
Impact: Player confused about what to do.

Recommendation: Perhaps showing a goal at the beginning of the game? The obvious recommendation is to include a tutorial in the game but that could also hinder how easy it is to join a game in BAPBAP.

CRITICAL ***How do I move?***

Cause: No instructions are provided as to how to move the character.
Cause: Arrow keys and WASD are the most common ways to move a character.
Cause: Non-gamers may not know about WASD.
Cause: Some gamers may be more familiar with point-and-click.
Impact: Player frustrated as they can't figure out how to move the character.

Recommendation: Show new players quick instructions how to move the character. It's also possible to show a message when the player tries to move using arrow keys.

Low ***Inconsistent coloring of teammates' health bars***

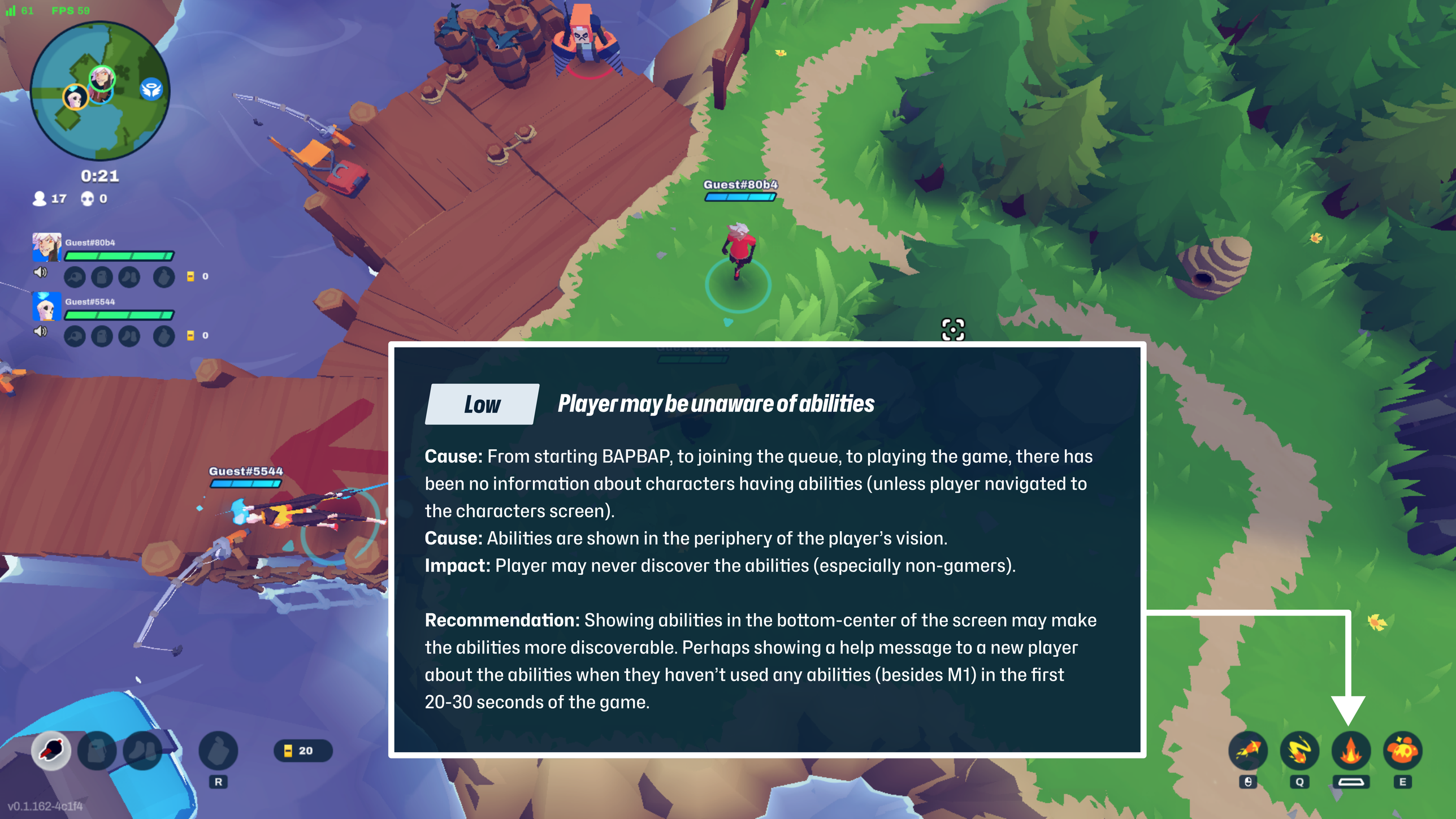
Cause: Inconsistent usage of color for teammates' health bars.
Impact: Player has to spend additional cognitive energy to understand that the two colors mean the same thing.

Recommendation: Use same color (green) for teammates' health bars. To make the player's health bar stand out, perhaps, a yellow color could be used.

MEDIUM ***Lacking clarity in item stats***

Cause: It's unclear what stats will be increased or decreased.
Impact: Harder time for players to learn about item rarity.
Impact: Players have a harder time learning about the importance of items.
Impact: Confusion for the player regarding how an item will impact their stats.

Recommendation: Show how swapping an item will increase and reduce certain stats.



Low ***Player may be unaware of abilities***

Cause: From starting BAPBAP, to joining the queue, to playing the game, there has been no information about characters having abilities (unless player navigated to the characters screen).
Cause: Abilities are shown in the periphery of the player's vision.
Impact: Player may never discover the abilities (especially non-gamers).

Recommendation: Showing abilities in the bottom-center of the screen may make the abilities more discoverable. Perhaps showing a help message to a new player about the abilities when they haven't used any abilities (besides M1) in the first 20-30 seconds of the game.

Low

Feedback message for reviving teammates doesn't reflect current state

Cause: Revive vs. reviving.

Impact: The message may confuse the user as they are **reviving** their teammates.

Recommendation: Change text to "Reviving teammates" to provide better feedback to the player when they are reviving their teammates.

58 FPS 56
0:11
3 0 1
KissMe
1090
260
KissMe
MEDIUM
New players may not be aware that they can be revived.
Cause: The main call-to-action is “Exit to Lobby”. (this was fixed in an update)
Cause: No feedback is shown to the player that they can be revived.
Impact: New player may leave game prematurely.
Impact: Other players’ experience could be negatively impacted as their teammates leave the game prematurely.
Spectating
KissMe
Exit to Lobby
1090
R
Q
E
v0.1.162-4c1f4

Next steps

If you'd like to chat about any of these issues or have any questions, please don't hesitate to contact me.

If any steps are taken to resolve the issues, I'd be happy to take a look again.

Contact information

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