(a) Identify three notations that might be found in the user interface of a generic word processor. For each of these, identify an important attribute relevant to the design of a new word processor, explaining how each would affect users' experience of the product. [10 marks]

(b) The following screen shot is taken from a product designed by a local company. Describe two techniques for examining usability of this product, suggesting for each of them four ways in which they might influence the design. [10 marks]