



VISIT LISBOA

WEB PRESENCE
QUALITY EVALUATION
WITH FLOCI METHOD



Group's participants:

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INTRODUCTION



**7 LOCI
META-
MODEL**



1

QVIS? WHO? IDENTITY

2

QVID? WHAT? CONTENT

3

CVR? WHY? SERVICES

4

VBI? WHERE? INDIVIDUATION

5

QVANDO? WHEN? MANAGEMENT

6

QVOMODO? HOW? USABILITY



LISBON

A city full of authenticity where old customs and ancient history intermix with cultural entertainment and hi-tech innovation



A multicultural capital of Portugal, located in the central area of the country, on the Atlantic Ocean side



A city with warm and sunny climate, hospitality, rich cuisine and charming music





IDENTITY

QUESTIONS ABOUT

GRAPHIC DESIGN

logo



six images in the homepage

catchy start

WELCOME TO LISBON OFFICIAL WEBSITE
ALL YOU NEED TO PLAN YOUR TRIP

LAYOUT

visible, easily accessible,
fixed menu

[Visit Lisboa](#) [About Turismo de Lisboa](#) [Convention Bureau](#) [Press](#) [Lisboa Shop](#)

* Six languages

 English

LISBON	SEE & DO	PLAN	SLEEP
		Lisboa Card	
		Tickets	
		Tours	
		Accommodation Reservation Booking.com	
		Useful Information Tourist Offices, Getting Around Lisbon and Other Practical Information	

WHAT'S ON	TICKETS & OFFERS
	Lisboa Card Transports & Attractions
	Lisboa Shop Souvenirs, Guides, Maps
	Tickets
	Tours
	Accommodation Reservation booking.com
	Taxi Voucher

almost same
sections



welcome
video

christmas
video



PERSONALISATION

no visual icons

no animations

list of trips & tours with detailed info

different itineraries

FILTER

Sort

- Alphabetical Order
- TripAdvisor Rating

Location

- Lisbon
- Around Lisbon
- Tagus Arch
- Outside of Lisbon

TripAdvisor Rating

-
- & up
- & up

21 results

1 2 3 ... > >>



Adapted & Senior Tours Portugal

TripAdvisor Traveler Rating
Based on 43 reviews

Specialized tourism for persons with reduced mobility and seniors, through a varied range of tours in adapted vehicles and points of interest which can be accessed by wheelchair

[READ MORE >](#)



Tours



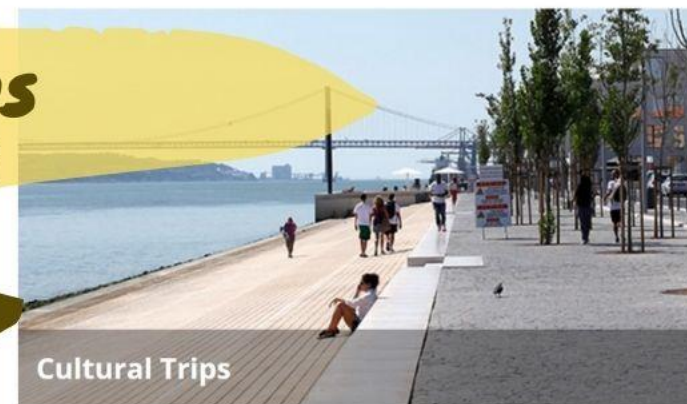
bikeiberia Tours & Rentals

TripAdvisor Traveler Rating
Based on 682 reviews

City Bike Tours & Quality Bike Rentals in Lisbon's downtown. Bike Tours for all biking levels and a variety of Bikes to cater for different needs.

[READ MORE >](#)

suggestions for routes



Cultural Trips



VisitLisboa
5,987 Tweets

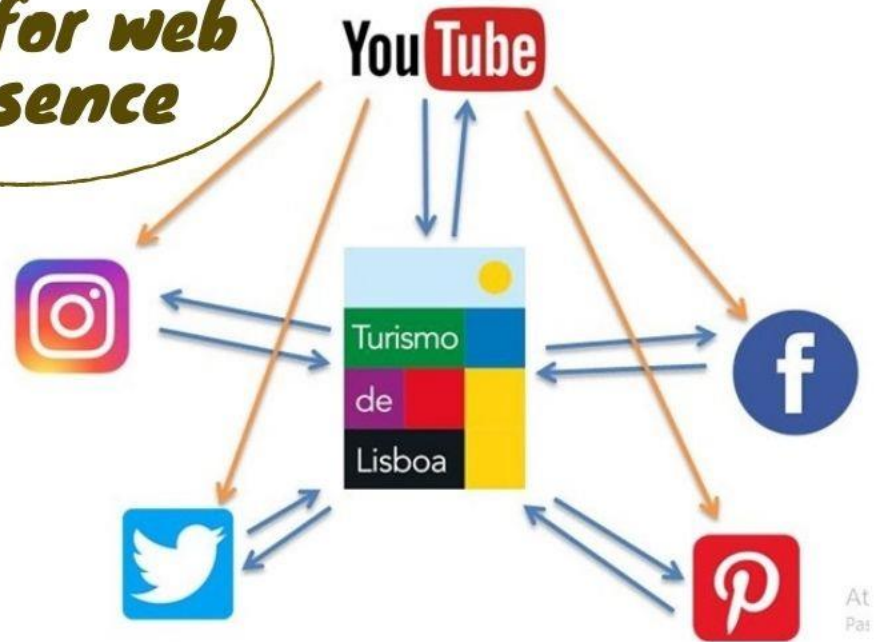
Visit Lisboa
@visitlisboa · Organizzazione no-profit

Visit Lisboa
@TurismodeLisboa
Welcome to the World's Leading City Break Destination 2019! Visit visitlisboa.com
© LISBOA visitlisboa.com Joined October 2012
190 Following 78.5K Followers

Visit Lisboa
@visitlisboa · Welcome to the World's Leading City Break Destination 2019!
Visit us on: <http://www.visitlisboa.com>
723 followers 9 following
5.6k monthly viewers

OFFICIAL SOCIAL MEDIA ACCOUNTS

map for web presence



Turismo de Lisboa Visitors & Convention Bureau
2680 iscritti

World's Leading City Destination 2018
#VisitLisboa

ISCRIVITI

Instagram

visit_lisboa Follow

3,148 posts 88.1k followers 91 following

Visit Lisboa
If you're dreaming about your next trip in Europe, come & discover Lisbon, a historic city full of stories to tell #VisitLisboa
www.visitlisboa.com

WEB REPUTATION & CONSISTENCY

At Pat

Lisbon Region

All sorts of experiences within a short distance range.
Click on the map to find each area information.

LISBON	
Baixa, Chiado	Alfama, Castelo
Bairro Alto	Av Liberdade
Belém	Parque das Nações
The Riverside	Others
AROUND LISBON	
TAGUS ARCH	
CITY OF LISBON	



map of Lisbon region

GEOGRAPHICAL IDENTITY

LBS is missing

more details about area and places to visit

SHOW MORE

real manageable map is missing

Air

Land at the Lisbon international airport which is just a mere 7 km from the centre of the city. Served by the main international airlines and just 3 hours away from the main European capitals, it is very easy to reach.



external link to Google Maps



Visit Lisboa About Turismo de Lisboa Convention Bureau Press Lisboa Shop

WHY LISBON

TRAVEL TRADE

CALENDAR

HOTELS

REQUEST FOR PROF

REQUEST FOR PROPOSAL

Name *

Email *

Company *

Phone

File

Choose File No file chosen

SUBMIT

Convention Bureau

CONTENT

QUESTIONS ABOUT



The Lisboa Convention Bureau was founded in 1991 to provide impartial advice and assistance to MICE buyers and event organizers looking to hold events in the Lisbon Region.

In addition to guaranteeing the quality of its services, the Bureau provides impartial advice and assistance to MICE buyers and event organizers looking to hold events in the Lisbon Region.

REQUEST FOR PROPOSAL

MANAGERS'

CONTENT COMPLIANCE

Contact

+351 210 312 700

+351 210 312 899

www.visitlisboa.com

atl@visitlisboa.com

Rua do Arsenal, 21
1100-038 | Lisboa

contacts



Shopping & Categories

From top brand stores to markets, here are some of the best Lisbon shopping options.



Sightseeing & Activities

There's a lot to do and see in Lisbon. Find out what for guaranteed fun.



Restaurants & Cafes

Lisbon offers delicious menus for all tastes and diets. We help you to choose.

different activities



*'Bird Watching'
'Lisbon for kids'*



USERS' CONTENT COMPLIANCE

*contact info &
external links &
TripAdvisor reviews*



six languages

-  English
-  English
-  Português
-  Castellano
-  Français
-  Deutsch
-  Italiano



emergency contacts



 **INFOLISBOA 800 500 503**
Chamada grátis em Portugal / Free call in Portugal
INTERNATIONAL CALLS **+351 210 079 347**
Das 9 às 19h, de 2ª a 6ª / From 9am to 7pm, monday to friday

Lisbon story according to
the point of view of
an artist or a topic like
nature and the urban art

more
videos



WELCOME TO LISBON OFFICIAL
WEBSITE
ALL YOU NEED TO PLAN YOUR TRIP



**MEDIA
CONTENT**

introductory
video



* English subtitles
are available

Lisbon
photo
gallery



Main Gallery



Follow us on     

*music festivals,
artistic exhibitions
or cultural events*

EVENTS

*main
social media
platforms*



*three main categories:
upcoming events,
main events & local events*

LINKS

Lisbon Region

All sorts of experiences within a short c
Click on the map to find each area info

*links to
different
places of
Lisbon
region*

Details

-  +351 213810240
-  www.amoreiras360view.com
-  info@amoreiras360view.com
-  Av. Duarte Pacheco
1070-103 | Lisboa
-  OPEN 10:00 - 22:00
-  

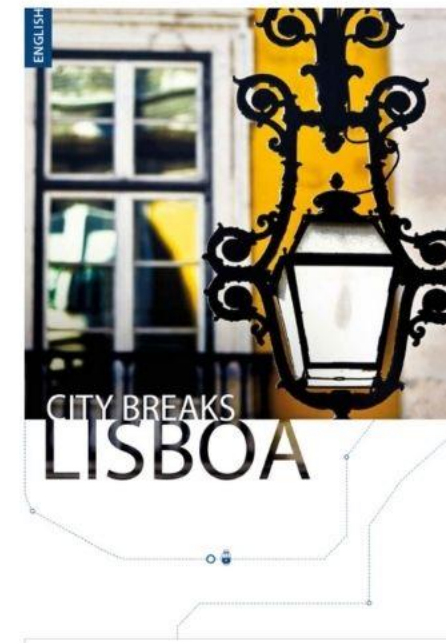
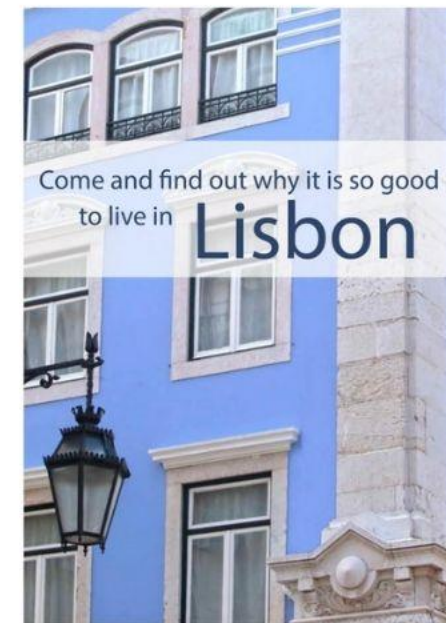
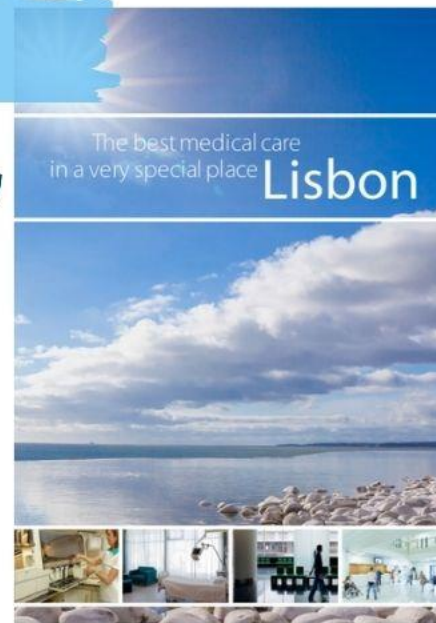
(-1€) with Lisboa Card

		
Telephone Codes		
National Emergency Number		
Public Health Line 24	*Online	www.sns24.gov.pt
Police Tourism Station (PSP) Praça dos Restauradores	lsbetur@psp.pt contacto@psp.pt	www.psp.pt www.safecommunitiesportugal.com
Police Tourism Station (PSP) Santa Apolónia	lsbetur@psp.pt contacto@psp.pt	www.psp.pt www.safecommunitiesportugal.com
Trains (CP)	*online	www.cp.pt
Buses (Carris)	atendimento@carris.pt	www.carris.pt

*useful contacts
& links*

brochures&publications

DOWNLOADABLE MATERIAL



digital magazine in pdf format

SOURCES COPYRIGHT

CONTACT



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Convention Bureau
Rua do Arsenal, 21
1100-038 Lisboa

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F: +351 210 312 899

atl@visitlisboa.com

www.visitlisboa.com

Privacy Policy

The Digital Visit Lisbon Platform comprises the website, mobile website version and mobile application (for Android and IOS).

The Visit Lisbon website, mobile website version and mobile application are jointly referred to hereinafter as the "Platform".

Please read our Privacy Policy carefully before using the Platform.

The Lisbon Tourism Association – Visitors and Convention Bureau (ATL) recognises, appreciates, complies with and defends your right to privacy, and, as such, has adopted this Privacy Policy, which rules on the collection and use of personal information via the Platform.

On using the Platform you agree to the collection and use of your personal information by the same, provided this is done in accordance with this Privacy Policy. We update this Privacy Policy on a regular basis to ensure you are familiar with any amendments. If you are in doubt in relation to the Privacy Policy, you may contact us here. If you do not agree with this Privacy Policy, you are not authorized to use the Platform and should exit immediately.

Collection of personal information

Non-registered users may only use the features of the Platform which do not require the user to be registered, whereby the following information is collected from non-registered users of the Platform:

ABOUT US

Turismo de Lisboa	Press
Associates	Organize a congress
Publications	Terms and Conditions
Our Brands	Privacy Policy

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Terms and Conditions

The Digital Visit Lisbon Platform comprises the website and the mobile website version.

The Visit Lisbon website and the mobile website version are jointly referred to hereinafter as the "Platform".

Please read these Terms and Conditions carefully before using the Platform.

The Platform is the property of the Lisbon Tourism Association – Visitors and Convention Bureau (ATL), a private association of public use, enrolled with the Corporate Taxpayers' Registry under N.º 501880160, headquartered at Rua do Arsenal, N.º 23, Lisbon, Portugal.

*all rights are
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Turismo de
Lisboa*

SERVICES

QUESTIONS ABOUT

visitlisboa.com/en

Connection is secure

Your information (for example, passwords or credit card numbers) is private when it is sent to this site.

[Learn more](#)



[Visit Lisboa](#) [About Turismo de Lisboa](#) [Convention Bureau](#) [Press](#) [Lisboa](#)

LISBON

SEE & DO

This website uses cookies to ensure you get the best experience on our website.

[Learn more](#)

Got it!

[Home](#) > [Cookies Policy](#)

Cookies Policy

Information we automatically collect:

COOKIES

ABOUT US

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[Terms and Conditions](#)
[Privacy Policy](#)

PRIVACY

Privacy Policy

The Digital Visit Lisbon Platform comprises the
The Visit Lisbon website, mobile website versio
Please read our Privacy Policy carefully before

Google Transparency Report

[Overview](#) [Site status](#)

SECURITY

Safe Browsing site status

Google's Safe Browsing technology examines billions of URLs per day looking for unsafe websites. Every day, we discover thousands of new unsafe sites, many of which are legitimate websites that have been compromised. When we detect unsafe sites, we show warnings on Google Search and in web browsers. You can search to see whether a website is currently dangerous to visit.

Check site status

<https://www.visitlisboa.com/en>

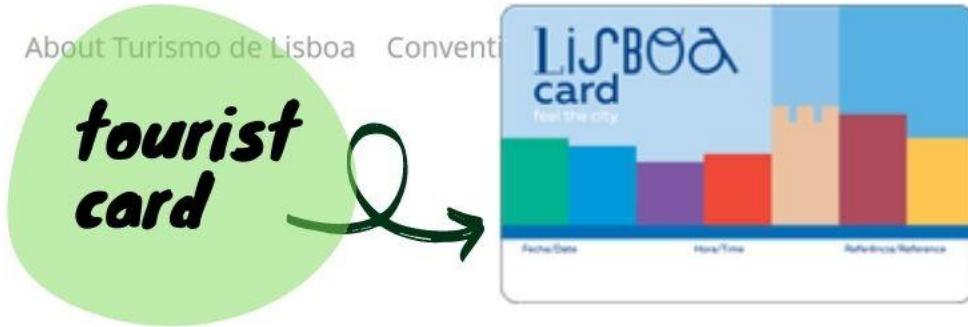
Current status

✓ No unsafe content found

TOURISM PRODUCTS TO PURCHASE



Visit Lisboa About Turismo de Lisboa Conventi



Lisboa Shop > Guides

Shop by Category

- Tiles
- Mugs
- CD's
- Traditional Ceramics
- Collectable
- Soaps
- Several
- Fado - Live Shows
- Guides**
- Games/Puzzles
- Books
- Maps
- Posters



Lisboa Shop > Tours

Lisbon Tours

Here you can find and book different options available in our tours.



dealing with
an OTA

E-COMMERCE FOR ACCOMMODATION

TICKETS & OFFERS

Lisboa Card
Transports & Attractions

Lisboa Shop
Souvenirs, Guides, Maps

Tickets

Tours

Accommodation
Reservation
booking.com

Taxi Voucher

List your property

Register

Sign

In partnership with



TripAdvisor Traveler Rating
Based on 421 reviews



MEMBER

Sleep

Where to stay in Lisbon? With such a varied selection of places, it's only normal to ask. With all types of prices, you can find the most suitable accommodation here to stay; private accommodation is always an option, but the greatest variety and possibilities are provided by hotels from rooms in historic buildings to the most recent renovation or innovation projects in the city, you'll find hotels to suit all tastes and budgets. Spend the night in a royal palace with the best views in Lisbon. After all, in the city of seven hills, there is no lack of places that will charm even the most hard-core traveler with the best choice of accommodation.

linking to the
hotels' website



FILTER

Sort

- Alphabetical Order
- TripAdvisor Rating

Type

- Hotel
- Pousadas
- Hostels

278 results

1 2 3 ... > >>



1908 Lisboa Hotel

TripAdvisor Traveler Rating
Based on 421 reviews

Rooms with a contemporary design in a classic Art Nouveau style building. A new concept in the city. Relax and start your journey with the 1908 Lisboa Hotel.



READ MORE >

Details

- +351 218804000
- 1908lisboahotel.com
- info@1908lisboahotel.com
- Largo do Intendente Pina Manique, 6
1100-285 | Lisboa



USERS' SERVICE COMPLIANCE

meteo 16°
4:57 PM

Lisbon Region

All sorts of experiences within a short distance range. Click on the map to find each area information.

LISBON	
Baixa, Chiado	Alfama, Castelo
Bairro Alto	Av Liberdade
Belém	Parque das Nações
The Riverside	Others
AROUND LISBON	
TAGUS ARCH	
OUTSIDE OF LISBON	

cartography

Timetables



Metro

Everyday from 06:30 am to 01:00 am. More info



Trains

Everyday from 05:00 am to 01:00 am. More info



Buses

Everyday from 05:30 am to 12:30 am. Night service from 12:30 am to 05:30 am. More info



Pharmacies

Monday to Friday 09:00 am to 07:00 pm (Some pharmacies are open 24 hours)
Saturdays from 09:00 am to 01:00 pm (When closed a pharmacy is open 24 hours)



Post

Monday to Friday 09:00 am to 06:00 pm. (The post office is open 24 hours)
Cabo Ruivo and Beirao are open on weekdays until 06:00 pm

service timetables

Lunch from 12:00 pm to 03:00 pm, Dinner from 07:00 pm to 11:00 pm



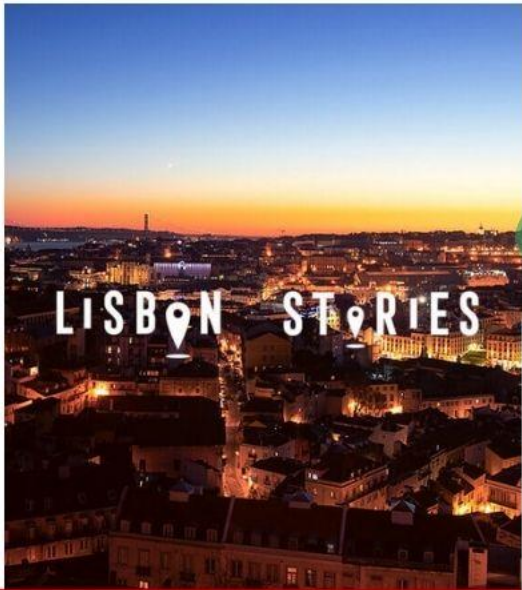
Embassies

Monday to Friday 09:00 am to 03:00 pm.



Shopping centres

Everyday from 10:00 am to 12:00 am.



transport



useful information

Covid19 - Information for travellers
#StaySafe



Observatório

Studies and statistics office of Turismo de Lisboa

tourism studies & statistics

MANAGERS' SERVICE COMPLIANCE

Hotel information by area

Surveys

Other information

REQUEST FOR PROPOSAL

2020



InfoGest 2020

DOWNLOAD - 29.7 KB

membership of Turismo de Lisboa

Proposal for Membership of Turismo de Lisboa

BECOME AN ASSOCIATE

BECOME AN ASSOCIATE

Name *

Email *

Tax Payer Number *

Notes

APPLY

convention bureau

Phone

File

Choose File No file chosen

SUBMIT

impartial advice and assistance to MICE buyers and event organizers in the Lisbon Region.

REQUEST FOR PROPOSAL



QUESTIONS
ABOUT

INDIVIDUATION

SEARCH ENGINES POSITIONING

USING TWO KEYWORDS

°Lisbon°
&
°Lisbon Travel°



4th & 1st position



Bing

2nd & 6th position

yahoo!

5th & 7th position

DOMAIN NAME & WEBSITE TRAFFIC

www.visitlisboa.com
↑
easy, short, simple



not enough data

keywords & competitors



Top Organic Keywords (8,234) *i*

Keyword	Pos.	Volume	CPC (USD)	Traffic % <i>↕</i>
lisbon	3	60,500	1.38	38.02
lisboa	3	9,900	1.37	6.22
visit lisbon	1	320	1.35	1.04
turismo	13	14,800	0.00	0.92
lisbon tourism	1	260	1.95	0.85

Main Organic Competitors (8,454) *i*

Competitor	Com. Level <i>↕</i>	Com. Ke...	SE Keywords
golisbon.com <i>↗</i>		595	6,423
lisbonlisboaportugal.com <i>↗</i>		528	10,479
lisbonguru.com <i>↗</i>		465	10,707
lisbon.net <i>↗</i>		293	3,495
visitportugal.com <i>↗</i>		562	22,265

\$ITEWORTHTRAFFIC

DAILY ESTIMATIONS

Unique Visitors	1,546
Revenue (From Ads)	\$ 4 USD
Unique Pageviews	3,734

1,546 visitors per day

PR CHECKER *.info*

Web Page URL: <http://visitlisboa.com>

The Page Rank:



6/10

page rank

BASIC AND OFFLINE COMMUNICATION

CONTACT



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Convention Bureau
Rua do Arsenal, 21
1100-038 Lisboa

T: +351 210 312 700
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atl@visitlisboa.com
www.visitlisboa.com

← on homepage

in the section
"Turismo de Lisboa"



INFOLISBOA 800 500 503
Chamada grátis em Portugal / Free call in Portugal
INTERNATIONAL CALLS **+351 210 079 347**
Das 9 às 19h, de 2ª a 6ª / From 9am to 7pm, monday to friday

animated
widget
"Infolisboa"

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- atl@visitlisboa.com
- Rua do Arsenal, 21
1100-038 | Lisboa

COMMUNICATION AMONG THE USERS AND SOCIAL NETWORKING



pins about places, material and immaterial culture and heritage of the city

729 followers

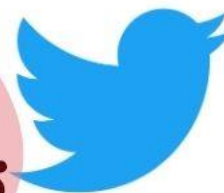
- promo-video on the home page
- in total 17.716.906 views
- two posts in the "community"



87.000 followers

- engagement rate 3,2%
- around 15 comments per post
- around 2.100 likes per post

74.000 followers



- engagement rate 0,12%
- around 12 retweet per post
- around 98 likes per post

YouTube

2.680 followers

COMMUNICATION AMONG ACTORS

Convention Bureau



The Lisboa Convention Bureau was founded in 1987 and has 200 members including Hotels, Meeting Facilities, DMC's and PCO's.

In addition to guaranteeing the quality of its members and their services, the LCB offers impartial advice and assistance to MICE buyers and event organizers looking to hold events in the Lisbon Region.

[REQUEST FOR PROPOSAL](#)

LISBOA ranks 2nd at the ICCA's (International Congress and Conference Association) World City Ranking - Cheers!

Follow us on



SEE & DO

Sightseeing & Activities

Heritage & Culture

Lisbon Flavours

Shopping & Categories

Lisbon Stories

active collaboration



social media for communication

QUESTIONS ABOUT

MANAGEMENT

**CODE
COMPLIANCE**



 www.visitlisboa.com

**Google
Chrome**



Mozilla Firefox



Safari



visit_lisboa • Follow



social media pages

- one or more
- posts updated every day



visit_lisboa The Palácio da Restauração has this name because it was here that the last meeting that gave rise to the Restoration of Independence of Portugal was planned, on December 1, 1640.



#StaySafe
www.visitlisboa.com/
Palácio da Independência
Nuno Correia CML

19h



VisitLisboa

5,980 Tweets



VisitLisboa @TurismodeLisboa · 52m
Lisboa's Christmas tree shines once more.



Visit Lisbc

20 h · 🌐

With the Restorat
1640, D. João IV v

This painting by Veloso Salgado shows that moment and can be visited at the Military Museum of Lisboa.

#StaySafe

<https://www.visitlisboa.com/.../museu-militar-de-lisboa>

Museu Militar de Lisboa



UPDATE

digital magazine

Information for travellers

If you have symptoms and believe you need

(+351) 808 24 24 24 (option 9 for English)

atendimento@sns24.gov.pt

www.sns24.gov.pt

website

- continuously updated
- events & tourist information
- (including Covid-19 situation)

NOVEMBER (until december 8th)

the areas of menu

fast & intuitive navigation



[Visit Lisboa](#) [About Turismo de Lisboa](#) [Convention Bureau](#) [Press](#) [Lisboa](#)

LISBON

SEE & DO

PLAN

SLEEP

WHAT'S ON

TICKETS & OFFERS

Sightseeing & Activities

Heritage & Culture

Lisbon Flavours

Shopping & Categories

Lisbon Stories



Welcome to
Lisboa Shop

TRIP PLANNER

Create your perfect Lisbon Experience

Add your dates to get personalized suggestions.

START AT

END AT

CREATE YOUR TRIP

VIEW MY TRIPS

vertical scrolling & highlights

online shop

TECHNOLOGIES

QUESTIONS ABOUT USABILITY



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LISBON

SEE & DO

PLAN

SLEEP

WHAT'S ON

TICKETS & OFFERS

Search



*easy,
intuitive,
well organised*

WEB NAVIGATION

DOWNLOAD TIME



East Coast of the USA

Load time

3.90 s

West Coast of the USA

Load time

6.51 s

Europe

Load time

2.54 s

Far East (Asia)

Load time

9.15 s

South America

Load time

8.52 s

INTERNAL ENGINE SEARCH

max 2 words

Results for **cascais** in Events [Click to search for places](#)

10 results



Festas do Mar - Cascais'22

August 2022 (date to be confirmed) Free

[August] The natural amphitheatre of Cascais Bay is a per

events in certain area

Results for **cascais** in Places [Click to search for events](#)

82 results

« < 1 2 3 4 5 > »



Taguscruises

Tours



TripAdvisor Traveler Rating

Based on 944 reviews

Discover the best perspective of Lisbon on board of a luxurious sailing yacht.

READ MORE >

attractions, hotels, activities



Casinha dos Sapateiros

Guest Houses



TripAdvisor Traveler Rating

Based on 13 reviews

Em pleno centro histórico da cidade, a Casinha dos Sapateiros oferece-lhe uma experiência autêntica e genuína da iluminada cidade de Lisboa.

READ MORE >

29



Quinta da Marinha Golf



is missing



SITE MAP

EQUAL INFORMATION IN
ALL SITE'S LANGUAGES



- contacts
- Covid-19 information
- 'Trip Planner'
- Lisboa Card

CULTURES COMPLIANCE

LANGUAGE & ICONS

Covid19 - Information for travellers
#StaySafe



*doesn't occupy a
relevant position*

6 languages



-  English
-  English
-  Português
-  Castellano
-  Français
-  Deutsch
-  Italiano

icons of social accounts



Follow us on



no special plug-in is requested

HARDWARE & SOFTWARE COMPLIANCE

BROKEN LINKS




14	http://www.carris.pt/en/home/	www.carris.pt/en/home/	url src	404
15	http://www.historiabacalhau.pt/	www.historiabacalhau.pt	url src	500
16	https://www.facebook.com/auraloungecafe/		url src	404
17	http://www.bikescompany.tours/	www.bikescompany.tours	url src	bad host
18	tel:%20http://museudearteantiga.pt/	http://museudearteantiga.pt/	url src	bad url
19	https://www.facebook.com/orizontegolf/%20https://www.facebook.com/Herdade-Da-Aro...		url src	404

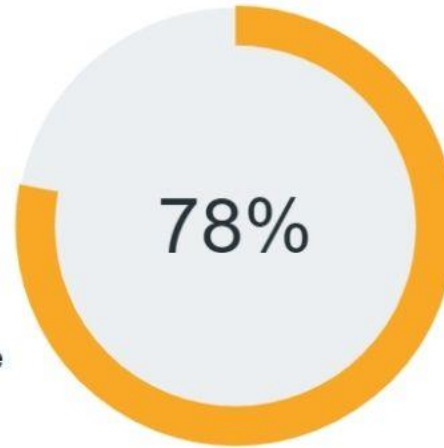
59 broken links on 3.000 processed pages

<http://visitlisboa.com/>

Tested: 12/11/2020 5:35:59 PM



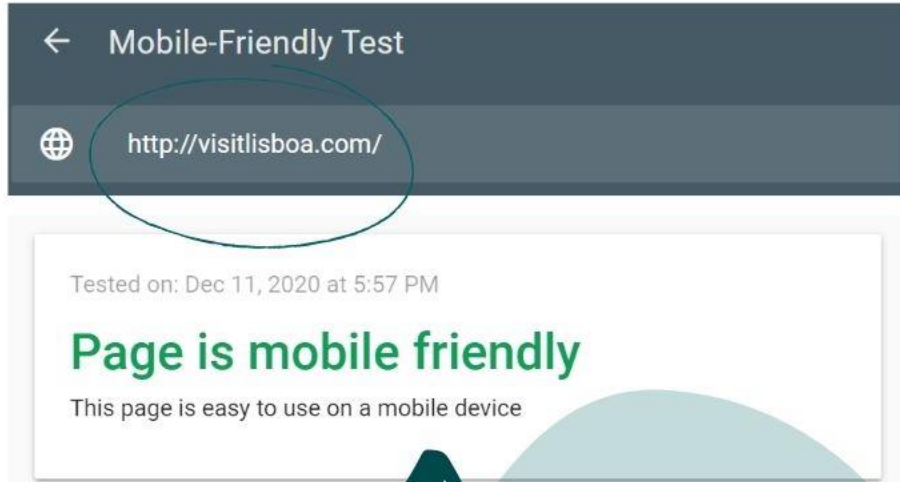
-  53 violations identified
-  266 automated tests run
-  78 additional tests available



Compliance Score

IMPAIRED USERS

MOBILE COMPLIANCE



website is optimised for smartphone

CONTACT

Turismo de Lisboa Visitors & Convention Bureau
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different mainpage & navigation menu

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visitlisboa.com

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- My City
- Local Lisbon Testimonials
- Get to Lisbon
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INFORMATIONS ABOUT WI-FI COVERAGE IN THE CITY



**UNOFFICIAL APPS OR TRAVEL GUIDES
ON GOOGLE PLAY & APP STORE**

*no any
information
about wi-fi*

*only searching on an
external search engine*

*an official app can
be found only on
Apk or Aptoide*

OFFICIAL APPS

STRENGTHS

- WELL DEFINED IDENTITY AS AN INTERNATIONAL DESTINATION
- EASY RETRIEVABLE CONTACTS
- ACTIVE PRESENCE ON MOST SOCIAL MEDIA PLATFORMS
- BOOKING ACCOMMODATION WITH A DIRECT LINK TO BOOKING.COM
- COMPLETE AND EXHAUSTIVE INFORMATION ABOUT THE EVENTS
- PREVIOUS VERSIONS OF BROCHURES AND LEISURE GUIDES
- USEFUL LINKS IN CASE OF EMERGENCY (POLICE, EMBASSIES, PHARMACIES...)
- EASY ORIENTATION IN THE WEBSITE THANKS TO THE BREADCRUMBS SYSTEM
- ACCURATE TRANSLATIONS IN OTHER LANGUAGES
- WEBSITE ADAPTED FOR SMARTPHONES

WEAKNESSES

- INCONSISTENT WEB REPUTATION CAUSED BY DIFFERENT LOGOS ON SOCIAL MEDIA
- INCOMPLETE GEOGRAPHICAL IDENTITY
- THE SOCIAL MEDIA ARE NOT USED IN THE BEST WAY
- IMMEDIATE ASSISTANCE ON THE WEBSITE IS MISSING
- PRESENCE OF BROKEN LINKS
- PROMO VIDEO IS POOR OF DETAILS
- THE INTERNAL SEARCH ENGINE DOESN'T WORK WITH COMPLETE SENTENCES
- A SITE MAP IS MISSING
- DIFFICULT NAVIGATION FOR VISUALLY IMPAIRED USERS
- COVID19 INFORMATION ISN'T IMMEDIATELY ACCESSIBLE
- INFORMATION ABOUT WI-FI ZONES IN THE CITY IS MISSING
- OFFICIAL APP IS HARD RETRIEVABLE



***THANK YOU
FOR
YOUR
ATTENTION***

***ALICE, ALINA, CRISTINA, DAVIDE, ELISA,
IULIA, LEI, MARCO, RICCARDO, SILVIA***

