

Dashboard / ... / Old Stuff

II - Existing User Feedback

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Interview Script:



Key Participant Comments:

interview 1-

Organization of site does not fit standards of api sites. Need descriptions of apis and comparison showing which one to use when over others. Maintain the site throughout new versions, update documentation. Make sure to account for backwards compatibility. One big html page for api information/details. Look to levelUp for inspiration. Clicking api button does not go where expected. Once saw where Get Started button went, realized that's what they expected to see when you click api button. Said having to sign up was a non-starter. want api to integrate easily into dev tool, be compatible with IDE and want the source to be available. Most frustrated by outdated/inaccurate APIs. Was not able to find actual information about available apis or figure out which one to use. Low usability rank. Suggests decision tree/ guide to help users figure out what api to use. After clicking APIs, all the different versions were confusing, unclear which is most recent.

LevelUp - <https://www.thelevelup.com/developer>

Transcript- [DevPortallInterview1.pdf](#)

Audio- [DevPortallInterview1.m4a](#)

interview 2-

Its a good skeleton, a good start. labels are confusing/misleading (apis, apps, groups, help). Want descriptions of apis and maybe comparisons. Provide sample code for every method. Needs good technical support, maybe even chat but email is good too. Keep it simple. Provide documentation. Include online forums for discussion and research. Search is messy/complicated, but highlighted terms in search are good. Did not click get started at any point. Look to Credit Call for inspiration. Willing to sign up to play with the functionality after deciding it might be a good fit. feels comparable to other api sites. High usability rank. Suggests decision tree/ guide to help users figure out what api to use.

Credit Call - <https://www.creditcall.com/developers>

Transcript- [DevPortallInterview2.pdf](#)

Audio- [DevPortallInterview2.m4a](#)

interview 3-

Looking for an api that fills business needs, not necessarily most elegant. Poor documentation is the downfall of apis. Home page did not display expected information (available apis, which one fits your needs, technical specifics). Did find the get started button, but felt there was not enough information about the apis and suggested a way of telling visitors exactly where to go to meet their needs. Did not feel they found actual documentation. Felt reviews/ratings were unnecessary as they would not be trusted from within the site. Would search out alternatives after attempting to find documentation, felt the homepage was clean and simple but needs more tech talk. Icons did not match up with features of apis. Middle of the road usability rank, **"below expectations but not terrible"**. Need filters to find apis that fit maybe. Participant was unsure of goal of the portal after interacting with it. Asked **"Is there actual API documentation?"**.

Transcript- [DevPortallInterview3.pdf](#)

Audio- [DevPortallInterview3.m4a](#)

interview 4-

Clicked get started but could not determine which api to use based on the information available, without having been an Elavon employee. Want direction to api based on specific project needs. The terms used might be too technical for users out of industry. Too much reading required considering don't yet know if this is the right api for me. Pictures or video would help. Needs examples and sample code. Make it as easy as possible to get started or users will leave for other services. If it was interactive, it would be more pleasing and understandable. Too difficult to find the necessary information. Be advertisement-like initially to hook visitors and then become a reference guide. The layout is simple but lacks flair like google materials. Needs to look current.

Transcript- [DevPortallInterview4.pdf](#)

Audio- [DevPortallInterview4.m4a](#)

Statistics:

participants who clicked "Get Started" without guidance: **2/4 (50%)**

participants who found documentation without guidance: **1/4 (25%)**

average usability score (1=unusable, 10=natural use): **4.5 (F)**

participants who said they would use DP over another payments API: **1/4 (25%)**

Recommendations:

Home Page-

- Eliminate "Apps" and "APIs" buttons in the header bar. This will make the "Get Started" button more clear as the next point of action for users. Participants demonstrated lack of understanding regarding the use of these buttons or didnt notice them at all.
- Provide a "Match Me" option to take in parameters of users and point them towards appropriate APIs
- Give brief overview (similar to what is currently on the page after clicking "Get Started") of what Elavon provides and can be possible through use of our APIs

Getting Started-

- Details about what each API does and what it is most useful to accomplish
- Comparison between different APIs to see what each does and does not offer
- Option to filter the APIs to fit needs

API Page-

- Interactive sample apps to allow visitors to play with the code before they have to read a lot of detailed information
- Highlight the basic operations supported in a readable manner
- Make path to documentation/reference guide inherent
- Reduce the amount of text on the first page of the API, should focus on whether it fits the needs of the user before overwhelming them with text

General-

- Needs to look updated and "Google Materials" similar
- Need better descriptions of the APIs
- Sample apps allow user to interact with the code and react more positively to the API

No labels

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