

Dashboard / ... / XI - Tests

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Summary

No one noticed that you could jump around the page using the table of contents.

People only used the next/previous buttons when prompted to use them.

People a little confused about the difference between the different products. Do you mix and match? Do you need to pick several?

The navigation is alright, but not always noticed.

Marketing materials are very text-heavy and hard to scan quickly. Hard to compare and contrast different products.

What is the cost?!

Documentation is good: thorough and easy to understand

Recommendations

Table of fields and values should be able to be resorted by "required" and "name."What does "C" stand for?

Next/previous buttons maybe could be removed?

Navigation could be bigger or more obvious, and needs indicators for expanding/collapsing menu items

Summarize the products and as they relate to each other better. Maybe example applications?

Summary Data

Task	Time to complete (s)	Ease (1 = very difficult)
Find correct product	82	4.27
Issue refund	110	4
Navigate to next page	10	--
Jump to link	110	2.4
Questions	Response	
Ease of implementing refund	3.8	
Perception of security	4.3	
Overall experience	4	
Net promoter score	10	

Data

Tasks	A	B	C	D	E	F	G	H	I	J	K
Discuss what you think you can do on the site?		shopping, payments, e-commerce. few options how to do this			provides payment solution. not just online payments, instore or over the counter. secure. analyzing data?	payment processing, read through products. think all products are separate but based on converge.		good information, assumed pdf download, more info in docs. understood easily the information on the landing page. thought examples were helpful.		confused by circle buttons and doesnt like the images. payment solutions from customer to business. mobile option, in store, secure. create a payment option for your customers.	
Selected product to manage mobile and in-store payments?	chose Converge, but wasn't too sure		commerce sdk	converge	converge	converge, but had a hard time differentiating between products	converge	felt converge was the right choice	converge	chose viaconex.	converge
Time-on-task? (s)	158	141	108	45	55	101	58	20	50	42	127
Successful?	yes	yes	no	yes	yes	yes	yes	yes	yes	no	yes
Ease rating? (1-5)	2	4	5	5	4	3	5	5	4	5	5
Can your product issue refunds?			video cut off here		but took a little bit to find	remembered seeing it previously so very quick	thought the instructions said to use the search bar, so ended up in commerce sdk	documentation > additional processing options > transaction types	took a while to find return/credit. partially due to it being referred to as a refund first. unsure what c meant.	struggled to find converge. realized why didnt pick it the first time. went to converge doc. transaction types. return/credit	went to transaction types, but missed return/credit. maybe language issue
Time-on-task? (s)	137	157	--	210	154	40	120	47	80	150	211
Successful?	yes, but did not pick up on conditional requirements	yes, but didn't look for the required fields, only found the return/credit page in the docs	--	yes, but didn't see the required fields, thought only credit card number	yes	yes	no	yes	yes	yes	no
Ease Rating? (1-5)	4	4	--	4	3	4	5	4	3	5	4
Navigate to next page properly time-on-task? (s)	10	8	--	6	6	9	3	0	5	0	1
Successful?	yes	yes	--	yes	yes	yes	yes, although still in commerce sdk	no, thought it meant to skip that page of the test and just moved on	yes	no, thought it meant to skip that page of the test and just moved on	yes

Tasks	A	B	C	D	E	F	G	H	I	J	K
Jump to link?			--		scrolled	scrolled	was in commerce sdk	Scrolled, could not find it	scrolled	used control+f to find it	
Time-on-task? (s)	180	42	--	300	117	76	215	54	65	40	10
Successful?	no, didn't see the table of contents icon	no	--	no	no	no, did not find the icon	no	No, scrolled	no, but saw anchor link on the merchant forms header	no	no
Ease Rating? (1-5)	2	3	--	2	2	2	1	2	1	5	4
Questions											
How easy do you think it would be to issue a refund? (1-5)	4	4	--	4	4	4	4	4	3	2, but easier to do himself than his team	5
Indicate the level of security you perceive these products to achieve? (1-5)	4	5	--	4	4	4	5	5	4	3, because you have to code yourself so security is up to you	5
Rate your overall experience using the site? (1-5)	3	4	--	4	4	2	4	5	4	5	5
What frustrated you most about this site?	it was too time consuming to figure out which product was a could match for our needs	Navigation on left-hand side to access sub-sections	More information about the different products, explained in a consumer-friendly way. It is difficult to understand the products even if you are a developer.	Not seeing the tabs right away. My eye was not drawn to things right away so I was searching for a while on the last few.	The documentation material was a little difficult to navigate.	The navigation on the main page made it difficult to compare products. Also, didn't even notice my left-side navigation until I was told. The color and type doesn't make it intuitive.	I could not find Merchant Payment Form.	Nothing was frustrating	The docs navigation left quite a bit to be desired. It wasn't clear from the off that the sections were folded, clicking on a heading revealed many more pages (which is a good thing) but this was hidden by default giving the impression of sparse docs. Furthermore, the navigational jump on that payment page had me very confused.	No frustrations.	nothing, it is very well designed

Tasks	A	B	C	D	E	F	G	H	I	J	K
If you had a magic wand, how would you improve this site?	- add a product finder tool that asks simple questions about a prospects needs and capabilities and recommend the right product for them. - change from paragraphs to bullet points for the cards with the product features - add some testimonials in the lower right above the fold that we can scroll through - add trust indicators / company advantages above the fold - number of customers, security certifications, trusted partners, etc.. - improve performance of documentation sidebar. add detail to the sidebar, it seemed like I would have to scroll through a lot of sections to find what I want	Improve navigation in documentation	Would illustrate how each particular product works.	Brighter and longer navigation bar	I would add a menu with different options, so the user does not always need to scroll the entire home page to get to his desired section.	I'd use color, type, and icons to indicate navigation and information better. I'd add a comparison tool for someone who is in a rush. Make it easier for possible customers to find the solution to their problem!	Nothing the first landing page showing you all the options was very nice	Maybe more examples so home page viewers can understand real-world applications	I would expand headings by default so for example if I wanted to see what payment types you accept and I wouldn't expect to delve into a submenu or force a page reload to see content about individual types. Take a look at the docs menu for terraform.io or any of the other hashicorp products very very good layout makes it easy to search through using cmd + f. Very useful when you start to understand the different API calls and trying to find docs for syntax rather than functionality. For functionality the search bar and keyword searching is probably king.	Give some idea of cost upfront. I didn't see anything as far as the cost.	i will work better on the manual and include simplified processes and graphs. I will also add prices for each product
What did you like about the site?	the look and feel was nice overall. the products seemed impressive once I was able to learn about them.	Nice professional looking home page with good information and nice graphics	I liked the documentation part, very easy to find and navigate across.	Colorful and the large wording.	From a design stand point I think it looked good.	I liked that the documentation had some type hierarchy. (I've seen some TERRIBLE documentation before.) I liked some of the font choices. The Converge description seemed to be a bit clearer than the others, but the whole site could use some copy editing and a little graphic design to communicate on the sales end.	It was easy to use and select a product you like, so you can learn more about it. (documentation)	Great documentation, easy to navigate, clear and concise, transparent!	Design was very nice. Populated docs area was a great surprise and gives me confidence that I would be able to support the implementation based on my ability to read the info being provided.	The abundance of information available.	a wide range of products

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How likely are you to recommend this site to a friend or colleague (1-10)	6	7	10	7	7	6	9	9	7	9	8
Viewer Comments	was served the JSON for the menu in the content area	pretty good tester	the video cut off during the refund task, not really sure what happened there because they clearly filled out the end questions.	not sure this is an actual developer				Seemed like a very knowledgeable tester, accomplished all the tasks except got confused by the navigate to next page page and could not jump to the link.	interested in reading more indepth at security stuff. a lot of reading for understand, but prefer more doc than less doc so its good.		fast talker!

Wes

Had trouble with navigation

Downloaded the PDF and ctrl + f to find refunds in converge

Test client was a little weird, but liked the try it now better with more info prepopulated

Hated search

No labels

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