

Dashboard / ... / XI - Tests

May 24 2017 Test

Created by Chris Ernst, last modified on 2017-06-06

Summary

Almost every tester picked up on the test client link showing and then hiding.

We should probably add a headline like "Features" at the top so people don't get confused that "In-Store" and "Mobile" are not products.

The test client is pretty hard to use with all the fields already out there (even the ones you don't want). Also getting a success or error is not obvious; it returns a web page...?

Search didn't really return what they wanted. Results from all products are returned, which can be confusing. It's also not clear which product the results are for.

Overall a little confused about what this actually is, which could just be the nature of the test (just getting dropped here instead of actually looking for a payments provider)

Recommendations

1. The test client needs to be redone, but I don't think that's really possible with Akana.
2. Some layout and copy changes to make it more obvious that there are some software services that Elavon offers, and these are them.
3. More brief examples in the early marketing stuff (like in the carousel or something) to make it obvious this is software
4. More cohesive branding
5. Better transition from marketing speak to developer speak

Summary Data

Task	Time to complete	Ease (1 = very difficult)
Download a PDF	96.75	3.6
Refunds	121	3.5
Test client	420	2.1
Get help	59	4.7
Questions	Response	
How easy do you think it would be to implement the ability to issue a refund?	3.5	
Perception of security	4.5	
Overall experience	3.7	
Net Promoter score	-10	

Data

25-60

United States, United Kingdom, Canada

Advanced Web User

You must be a developer

Tasks	A	B	C	D	E
General comments - Determine which product fits your needs			found converge mobile		Confused the "mobile" "in-store" "secure" for the products
Ease (1 = very difficult)	5	5	4	4	5
Time to complete (in seconds) - Download a PDF	110	47	-	-	-
Completed task?	yes	yes	no - downloaded converge mobile solution sheet instead	no - downloaded poynt and converge mobile solution sheets instead	no

Tasks	A	B	C	D	E
Ease	3	5	5	5	1
Time to complete - Refunds	-	82	-	130	-
Completed task?	no	yes	no	yes	no
Ease	5	5	4	4	1
Time to complete - Test client	-	468	-	343	-
Completed task?	no	yes	no	yes	no
Ease	2	3	4	3	1
Time to complete - Get help	129	55	64	44	15
Completed task?	yes	yes	yes	yes	no - found custsvc@elavon.com
Ease	3	5	5	4	5
Questions					
How easy or hard do you think it would be to implement the ability to issue a refund? (1 = very difficult)	4	4	4?	4	2
Perception of security (1-5)	3	5	5	5	4
Overall experience	4	4	4	4	2
What frustrated you most about this site?	could not access test client, although it would appear and disappear from the product dropdown	Test client option kept disappearing	Not placing the values in the proper fields for running the query.	Unclear what the product is.	Lack of clarity. Not simple. Tasks weren't able to be completed.
If you had a magic wand, how would you improve this site?	provide full suite solutions, as well as, implementation services. Your support team has to be well-versed enough to implement. Why not sell me the product suite and the implementation/setup?	Make test client easier to find	Somewhat easier to use in the testing of parameters. I wasn't able to adjust the field names. A dropdown selection from top to bottom would reduce the time to enter the information.	Update the layout. Clearly identify the products and which APIs/SDKs go along with those products. Create a more consistent look and feel between product pages.	Make it easier to navigate, and easier for the customer to understand what they are looking at. Not everyone is as technical, even developers.
What did you like about the site?	I liked that you could purchase a la carte, site gave me enough confidence to take the next step, which would be calling for live demo, cost and implementation support	Products capabilities	Overall, everything was easy to use and to find documentation for. The PDF was easy to locate.	Terminal page looked great. The product itself sounds great.	Not very many things. Email was easy to find.
How likely are you to recommend this site to a friend or colleague (1-10)?	7	8	8	7	0
Comments		was in converge, searched, ended up in fusebox		couldn't find the test client, "look and feel is all over the place" "seems slapped together"	had a lot of trouble finding anything, but didn't really try either

25-60

United States, United Kingdom, Canada

You must own a business, have decision-making power about the services your company uses (either partial or complete).

Tasks	F	G	H	I	J
General comments - Determine which product fits your needs	looking for mobile and in store. explore products. explore terminals to see what's available. not sure how to get started with terminals. thought successful. don't know how to get started.		feels two options are mobile app and terminals. read about converge api. "converge sounds interesting". read about the rest of the products. think mobile and terminal are standalone products. clicked into converge. read benefits. went back and read into terminals page. back into converge. back to terminals. decided on terminals and mobile app. felt successful.	can use elavon as a way of paying for my business. mobile, online, and in store. looks quite secure. not the most breathtaking website. it looks modern. products and services section not attractive, different widths. need app and terminals	went into terminals. not a lot of options, like the docking station. didn't really look at products. said not sure if completed

Tasks	F	G	H	I	J
Ease	4	2	4	4	4
Time to complete (in seconds) - Download a PDF	159	83	123	33	147
Completed task?	no, entered viaconex and converge and did not find the download button.	yes	felt successful but no, downloaded both the terminal solutions sheet and the converge mobile solutions sheet	yes, found conmob pdf	yes, but was blocked by task box
Ease	1	4	5	4	3 (couldnt find it, suggested putting it in the left hand bar)
Time to complete - Refunds	181	34	533	125	174
Completed task?	partially. found refunds in pay sdk but completely missed it when reading through converge.	yes	no. looked at everything but the converge page, and eventually gave up due to how long it was taking.	not sure (but did)	yes
Ease	3	5	1	4	3 (took a while)
Time to complete - Test client	506	259	797	81	145
Completed task?	Yes, eventually realized where to enter the fields but did not use the proper format for some of the fields, because unfamiliar with it	partially	partially. eventually landed on converge test client and started entering some information, but got overwhelmed by all the fields and took too much time so moved on.	encountered error/bug (couldnt read the whole task, was in conmob so test client was not available)	partially. felt confused in the test client and did not understand how to input the values, but made it to the test client page quickly.
Ease	2	1	1	3	1
Time to complete - Get help	34	29	79	72	44
Completed task?	yes	yes	no, found custsrv@elavon.com	yes found help button on the test client page	yes
Ease	5	5	5	5	5
Questions					
How hard or easy do you think it would be to implement the ability to issue a refund? (1-5)	3	3	4	5	2
Perception of security (1-5)	4	5	5	4	5
Overall experience	3	5	5	4	2
What frustrated you most about this site?	i really wish that it had a way to help new customers to find the solution that is going to work best for their needs, rather than leaving it up to the customer to figure out what they think will work best.	The last task with the test client	running the test option	could have more attractive, clearer links and buttons, no FAQ page	I was just super confused. I couldn't find the product options. The test client was way above my head.
If you had a magic wand, how would you improve this site?	Have some kind of questionnaire about the kinds of things the customer thinks they are going to want/need for their business and then guide them to the solution that best fits their needs.	Move the boxes slightly apart so you can focus on each individually.	change the way the test option is presented	all that I just listed	I would make it more easy to understand for a layperson, for a non-technical person.
What did you like about the site?	It definitely is good at being descriptive and giving detailed information about each of the different options.	How informative it was! And the use of diagrams and colours.	the overall ease of use	modern, felt trustworthy and reliable, lots of options	I like the main page and the graphic design. I like the product offered. Right away I knew it would be something I was interested in for my own business.
How likely are you to recommend this site to a friend or colleague (1-10)?	7	7	10	7	5

Tasks	F	G	H	I	J
Comments	<p>Wanted a way to be guided to the right solution based on your specific needs, with those questions determined by the main things people are looking for or asking about. Struggled to locate refunds and the right test client, but did complete the test client task pretty well even though not a developer.</p>	<p>Interested in getting the product (UK). Said the website is concise but struggled with some of the tasks. Said it is pleasing to look at with the colors. Too much text.</p>	<p>Thought all issues were personal problems and not at fault of the site, struggled to find and understand the test client, did not find the right pdf, and could not find refund information for converge. Think the sight provides the physical terminals rather than coding for yourself.</p>	<p>Seems knowledgeable about payments. Was unsure about what the products were, and focused more on the "mobile" and "instore" links so missed the test client, but found it when looking for help.</p>	<p>Had trouble finding products, was more focused initially on "mobile" and "instore". found the test client impossible to do with no code experience.</p>

No labels

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