

UX ADVICE FOR XOLO – 2

Please note: it's a quick analysis of Xolo Go w/o fully signing up as a freelancer, there's a very tiny chance that some things may work better after that

1. Country selectors are not smart enough

Country *
- Please select -

usa

No results found

Country *
- Please select -

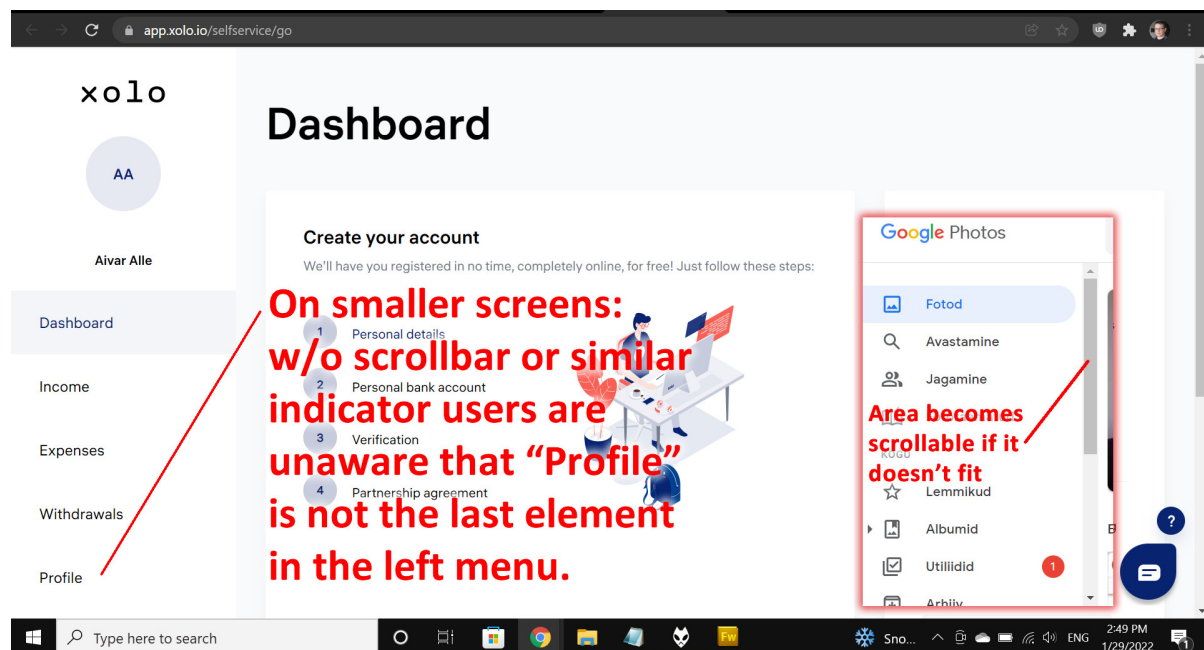
uk

No results found

There are at least some cases like “USA”, “UK”, “UAE”... that for sure should be caught by the system.

2. Left menu

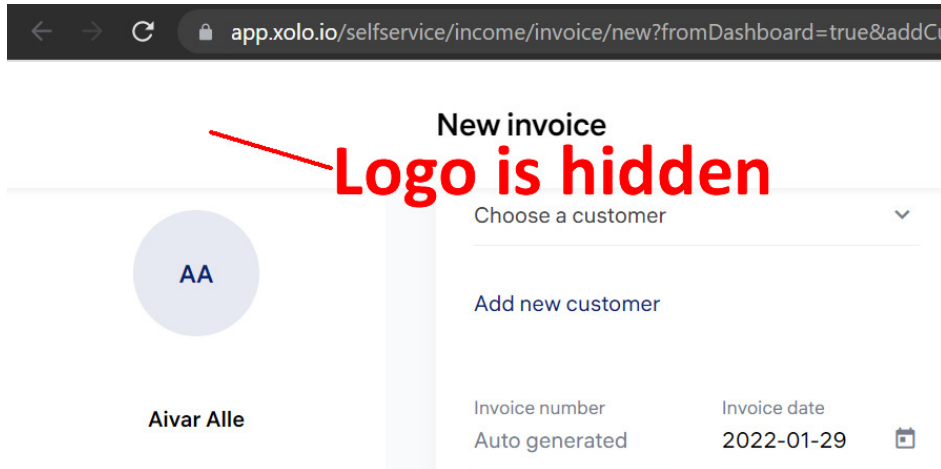
The left menu is scrollable on smaller screens, but users can't intuitively understand that it's scrollable.



“Get €300” and “Sign out” are hidden on a **regular** laptop (Win10, FullHD, Scale 150% - typical). There are 2 solutions of how to show scrollbar: 1) always; 2) on mouseover. The first solution is the most intuitive, but you may also consider the second one for aesthetical reasons.

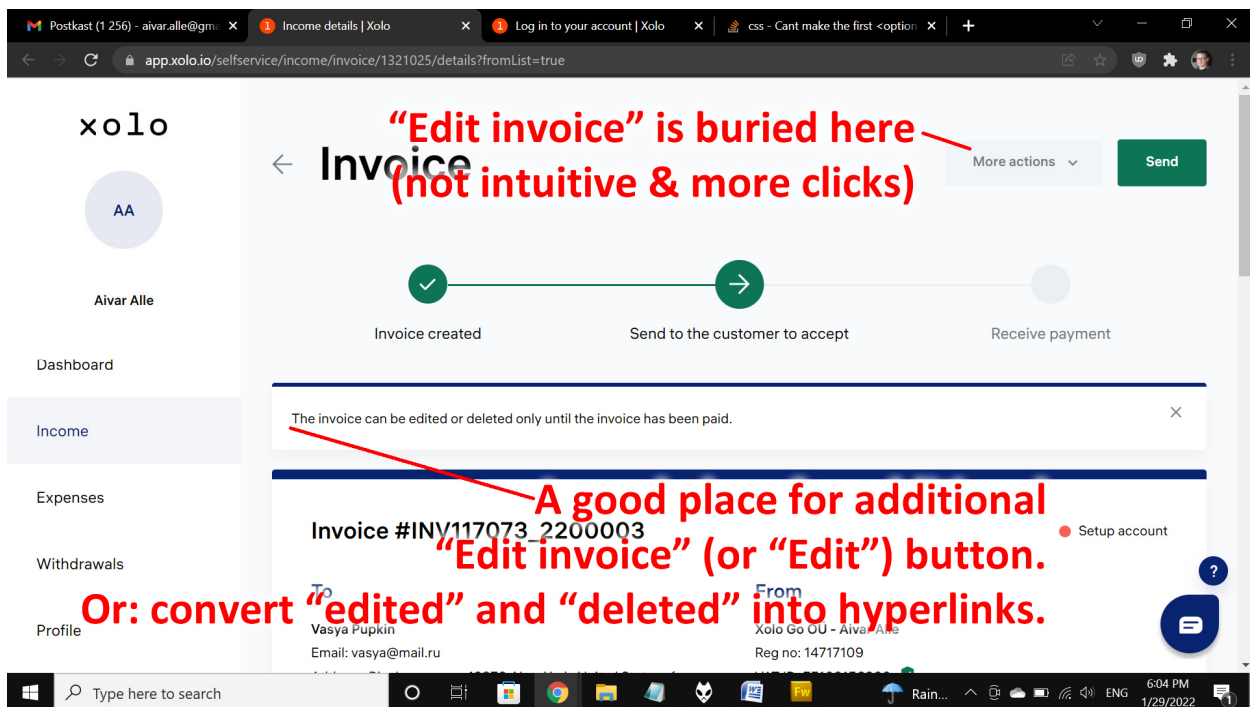
3. Unnecessary de-branding

Your logo disappears on some pages after scrolling down. But the disappearance is not objectively necessary and only creates a feeling of “cheapness”.



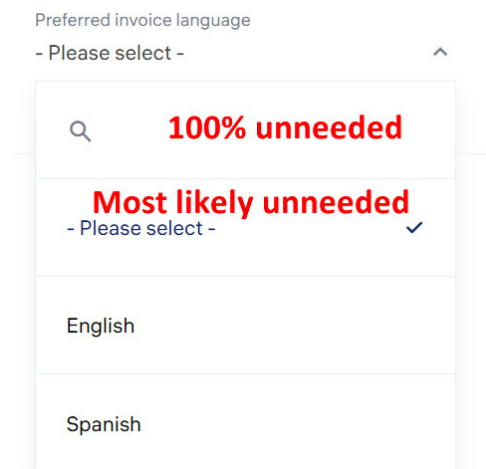
4. Edit invoice

It's a little bit hard to figure out how to edit invoices (also, additional clicks needed).



5. Drop-downs with unnecessary options

Basically, instead of giving a **simple** choice between English and Spanish, you're giving 4 "choices", these just "eat" screen space and make the system more complicated. You can for sure remove the search field - switching between 2 languages doesn't require a search field.



The importance of "- Please select -" is also very questionable, **you also have this in many other places**, too. If it can be removed, then my suggestion is to do so.

6. Deleting rows

It's possible to delete rows, but the **X** button is not visible on smaller screens (like regular laptop, Win10, FullHD, Scale 150%), the scrollbar looks like a part of the table's design. Not intuitive.

UPDATE: The interface changed a little bit compared to the screenshot below (or I'm seeing some testing), the issue is less serious now, but I still suggest additional tuning.

Type ?	Service description ?	Quantity	Price	Discount	Net amount	VAT rate ?
Professional service ▾	Design	1 pc ▾	100	0 %	€100,00	0%
Professional service ▾	Type here	1,00 h ▾	0,00	0 %		

Add row

7. Quantity

The system doesn't accept pre-filled (placeholder) Quantity. But it accepts the same with Discount. It leads to additional clicks, especially with "pc", where quantity is typically 1 and manually entering that value is just an unnecessary work.

There is also a bigger problem: the issue makes the system more complicated for new user – **s/he will simply not understand why the system is not calculating** Net amount and Total while all the data is (kinda) entered. I recommend to start accepting the default Quantity (if there are no serious objections against this).

Type ?	Service description ?	Quantity	Price	Discount	Net amount	VAT rate ?
Professional service ▾	SEO consulting	1,00 pc ▾	100	0 %		

8. Another similar problem

When creating a new invoice w/o choosing a customer at first, the system doesn't calculate Net amount and so on. I assume that the system needs customer's data for VAT.

However, it creates a problem for a new user – **s/he will simply not understand why the system is not calculating** despite the table being filled.

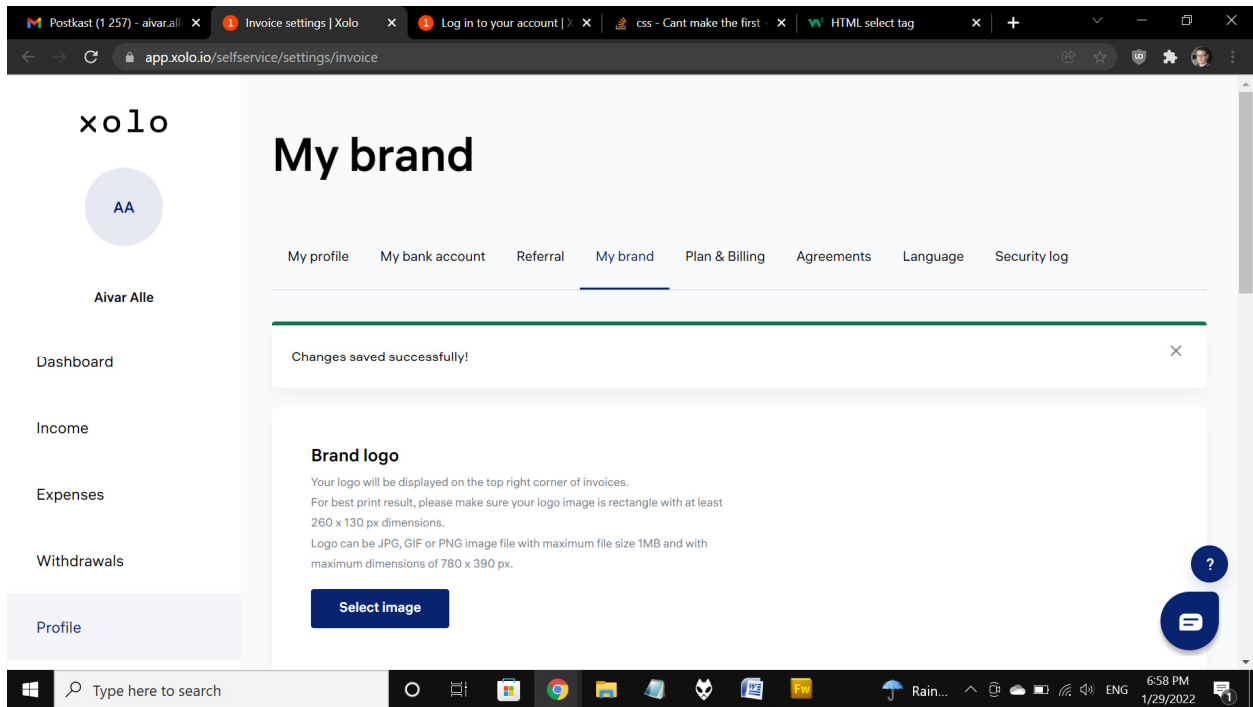
How to fix the issue? I suggest adding somewhere a text a la "Choose a customer to see VAT/Total" (or something similar).

9. Profile – My brand – Custom sales invoice interest

1 second after setting "Sales invoice interest" to 1 and pressing "Save". Looks like everything is fine, no error message.

Nope, everything is not fine, if users scroll down, they'll see the error message, but I'm afraid that they won't do it.

How to solve the issue? Well, you have a good success message, add a similar non-success message (some other solutions are also possible):

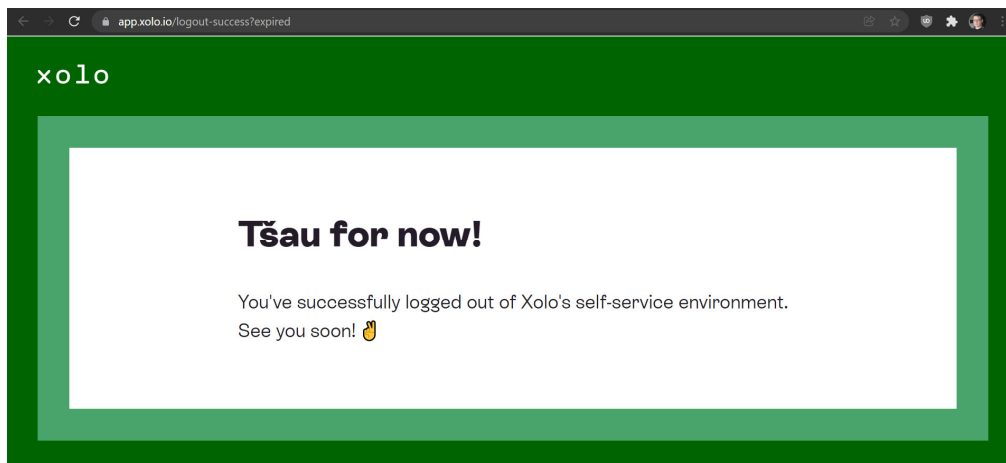


10. Currency

Currency	Interest ?
EUR ▼	0,02

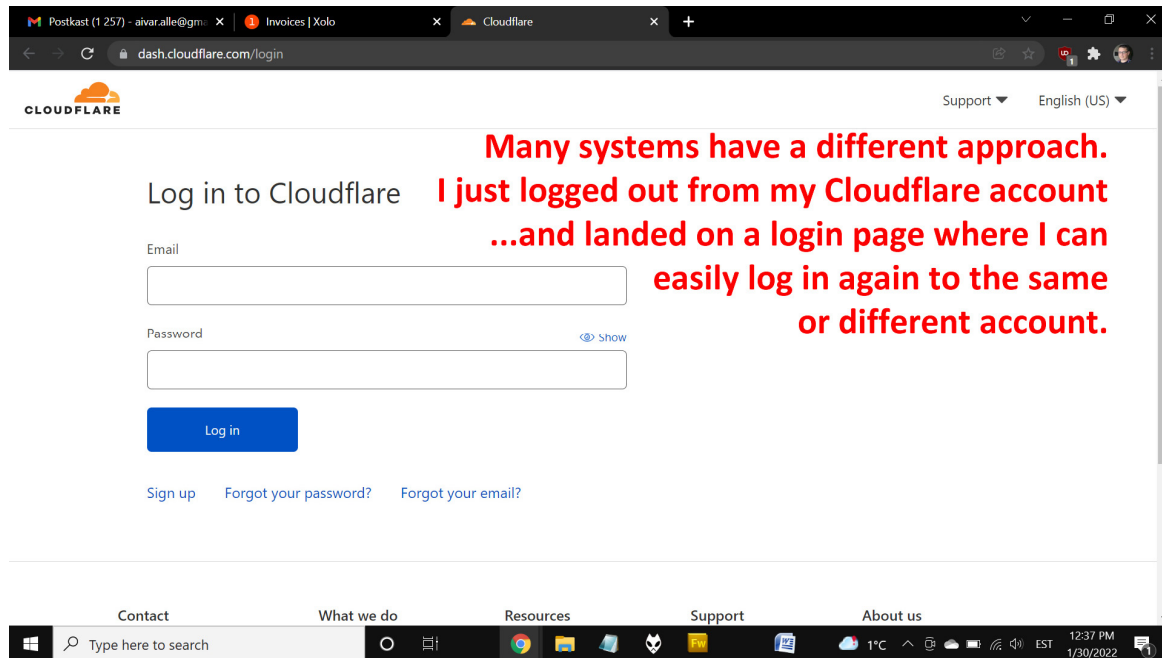
The only choice is EUR, but users may still spend a lot of time trying to figure out whether it is somehow possible to switch to USD. My suggestion is to add (?) icon for Currency to give a quick & clear answer to this question. Despite it's already written somewhere, users don't read a lot before trying the software.

11. Logged out



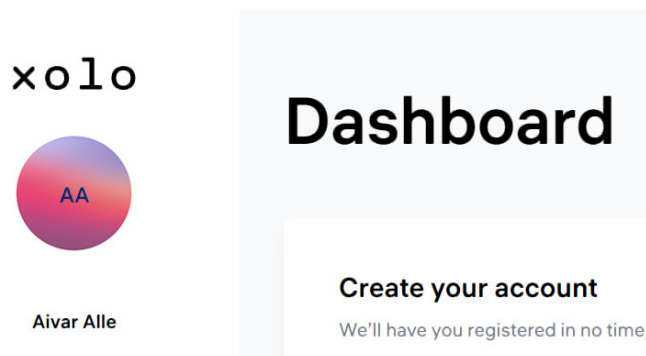
It's hard to get back into the system after logging out, there's no form or link for logging back... and you have also removed the top menu with such a link.

I don't know what's the practice of using several accounts in your system on the same devices. But, if this practice exists, then it's important to give users an easy possibility to log in after logging out. Also, it's not a very rare scenario when users log out temporarily while leaving their PC unattended. Also, educational scenarios: showing something in one account and going to another one.



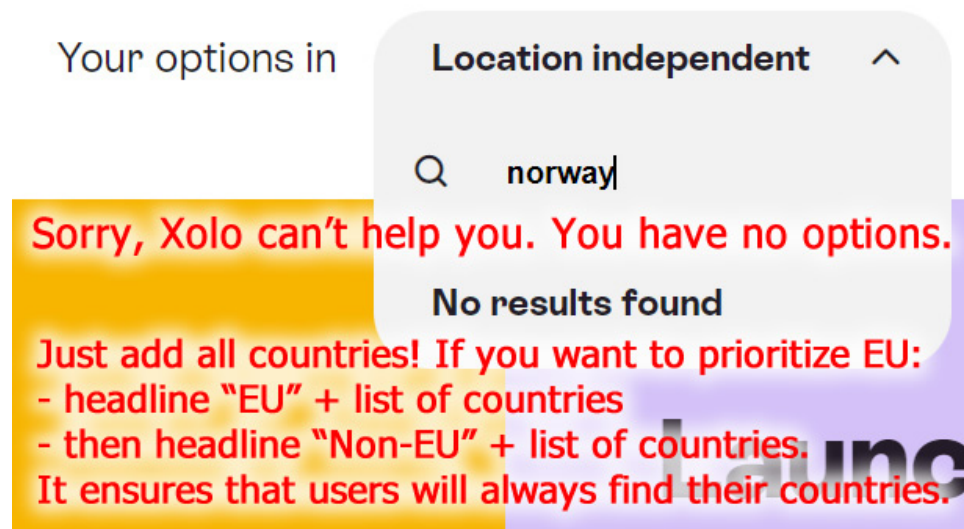
12. Temporary avatar

Minimalism is a good thing, but the interface is too boring until users upload their photos. Try using a little bit nicer temporary avatar to improve the first impression - something like this:



13. UPDATE! NEW! Quite critical UX mistake on Xolo's front page

...and nope, "Location independent" is not clear enough if user's country is not listed.



See also: <https://optim.ee/4xolo.pdf> (Part 1)