

# User Experience (UX) Feedback Report

## Summary:

This report shares the results of user testing sessions for the ComfyShop App, an online shopping platform. We wanted to get feedback from users to make the app better. This document gives a brief overview of the tests we did, what we found, and what changes we can make based on feedback from two users.

## How We Did It:

We carefully selected two people to test the ComfyShop App. We wanted to make sure they represented different types of users. We did the testing on a laptop with the newest version of the app. We took notes and listened to what the users had to say.

## What We Tested:

We created different tests to see how well the app works. We looked at things like searching for products, adding items to the cart, signing up as a user, and using the app as an administrator.

## How We Did the Testing:

We explained what the app is for and how it works to the users. Then we asked them to try out the different parts of the app and tell us what they thought. We wrote down everything they said so we could analyze it later.

## What We Learned:

After reviewing our notes, we found some common things that users mentioned. We discovered some parts of the app that were not easy to use or had problems. Based on this feedback, we have ideas on how to improve the app and make it better for users.

Users feedback:

Search Functionality:

- Users have reported that the search bar generally performs well.
- However, there are instances where adding a space or a backtick before a word leads to unexpected results.

Search by Selected Category:

- Users have noticed a discrepancy when searching by a selected category. Clearing the search bar should display all products within the chosen category, but instead, it shows products from all categories.

Page Not Found:

- Users expect a proper "Page Not Found" error message when attempting to access non-existent pages through URLs.

Registration Page:

- Users would appreciate clear feedback when attempting to register with an email that already exists in the system.
- During the registration process, users would like to see validation messages indicating invalid email addresses or passwords that are too short.

### Navigation:

- It would enhance user experience to have a dedicated "Home" button within the header navigation bar for easy access to the home page.

### Login Page:

- The presence of a search bar on the login page appears unnecessary to users.
- Users have observed that even when already logged in, manually entering the login URL still allows access to the login page.
- Feedback is expected when incorrect login credentials are entered.

### Orders:

- Users find the design of the historical orders section to be visually appealing.
- On the cart page, users have noted that the checkout button should not be clickable if there are no items in the cart.
- When users have no historical orders, the order page should display an empty list instead of presenting a blank white page.
- Users have expressed a desire to see the dates of their historical orders.
- The total price of historical orders is reported to display an excessive number of decimal places.

### Cart:

- Users have identified an issue where the total amount is not updated when items are deleted from the cart, while it functions correctly when items are added.

- Users would like the ability to update the quantity of a product in the cart without having to navigate back to the product page.

#### Statistics:

- Users find the statistics page informative, providing valuable insights on product sales.
- However, there is a discrepancy where the page does not display the statistics for the selected category by default. Users expect immediate visibility of the selected category's statistics or the ability to select a different category.

#### Product Management:

- Users appreciate the appealing design of the new product creation page.
- To maintain data integrity, users suggest disallowing the setting of a negative value for product prices.
- The lack of image validation during product creation and the resulting application breakage when submitting a product without an image are identified as areas for improvement.

#### Category Management:

- Admin users have expressed a desire to view a list of existing categories when adding a new category within the category management system.

#### General Feedback:

- Users appreciate receiving clear feedback and error notifications when exceptions or errors occur, rather than experiencing a complete front-end breakdown.
- Unexpected behavior, such as encountering empty notifications when navigating to a new page, has been reported.

