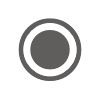
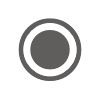
**Transcript**

18 September 2025, 03:12am

 **Venkat Gopal** started transcription

 **Venkat Gopal** 0:22  
OK.  
So I'm going to be describing.  
Particular scenario.  
Where?  
The user is on their iPhone. They're opening a file from Outlook.  
It's a OneDrive business file. It's an Excel file.  
And this file is password protected and it's sensitivity label is confidential or highly confidential.  
Hey, going into the video.  
The user starts from outlook.  
You can see the Outlook screen user searched.  
Or something. And the first search result says Medium asks for protected plus highly confidential.  
When the user clicks on it now I have paused that 3 seconds.  
You can see a loading spinner on the screen. It's overlaid on the main screen content.  
It shows up as a.  
Grey rectangle, grey square and there is a spinner animation on top of it in the background you can still see the outlook screen.  
No.  
Again paused it.  
And 4 seconds.  
So now there's a.  
A screen that has come up from the bottom.  
This is the previewer.  
The PREVIEWER has a close button on the top left, it has the name of the file in the center along with the format. Excel 6 and the size 8.7 MB, and there's a share icon on the top right.  
At the bottom of the screen there's a large button saying open Microsoft Excel.  
And then to the right of that button, there is a another button to attach this to a new email.  
In the center of the screen.  
It's blank, so the content is not loaded yet and there is the same.  
Uh spinner animation happening.  
Now I've paused it again at 6:00 seconds.  
You can see the content or the canvas area.  
Uh.  
Has loaded somewhat, so the actual content hasn't loaded, but the structure of that content so I can see the grid lines of the Excel lane very light Gray.  
And they're black.  
So it is almost like a shimmer animation has paused and so I can see that in the background and the foreground I actually see a message message says open in desktop app and then it has an exclamation mark icon on the left.  
And then the content says password protected files that are also protected with sensitively label or information rights management can't be opened in the browser. You can open file, you can open the file in the desktop app to open it in your browser. You may remove the password from the path from the desktop app.  
Then there's a link saying give feedback to Microsoft and there are 2 buttons below that saying open in desktop app or cancel.  
Below that, the header and the footer of the screen still have the same.  
Elements as described earlier.  
Now the problem with this experience is that this dialogue box that I see in the foreground is.  
Taken from.  
The web app on large screen, so the entire font size, font tramp.  
Everything, even the buttons, they are all optimised for large screen. They are not optimised for mobile and this looks completely out of place on mobile and it should just not have shown up. The reason this is happening is probably because.  
We have taken the web large screen code and we are opening it on mobile and we have not done the work to.  
Design this error message properly so the error will still be the same irrespective of the platform you're opening it on. But this is literally the same error that someone on large screen would see.  
What I would have expected is.  
First of all, if we do show any errors when the document hasn't loaded properly in the previewer, then it needs to follow the same design guidelines as the rest of the screen. So we will need to follow the correct fluent mobile type ramp.  
And messaging guidelines and so on. Also, the content of the message will have to be unique to mobile.  
On mobile app, there's no way I can open in desktop app.  
So the content that needs to be written correctly again, you want to open it in the mobile app.  
So. So yeah, that's one. And then the second thing is.  
We can go a step further.  
Where if we know that the user has the actual mobile app installed, then why not directly open it on the mobile app? Why do we have to again tell a user that this is not possible and then that they need to do another action to go and open it?  
It would definitely be a better user experience if we already knew that this document will likely not open in the previewer, and so we automatically check if the user has the app installed and if they do, then we directly open it there rather than.  
Failing to open it in Previewer, telling user a message saying ohh this does not work because of our technical limitation that the user does not care about and then making them have to click again to actually go and do something.  
There could be another use case here.  
For example, the user doesn't have the mobile app installed.  
In that case, we should be able to direct them to the App Store or the Play Store where they can get the app.  
OK, so these were the first 6 seconds so far. Now I'm moving on.  
OK, so in this video now I've paused at 8:00 seconds. You see that the user has tapped on open in desktop.  
Now I get a blank screen and then it opens the mobile app.  
In the mobile app now I've paused at 12:00 seconds.  
I see.  
A blank canvas.  
And on the header there's a back button, there's an edit button and there's a triple dot button.  
Uh, just below the header, there is a progress bar.  
Showing up as a thin Gray strip and the amount of the document has loaded shows up in green on the left hand side.  
Now I've paused again at 13:00 seconds.  
Now a user is seeing the password box so it says please enter the password to open this file and there's a text box for password and then cancel and OK Now the issue here is.  
You would have noticed this flicker. So if I go back to.  
For 10 seconds.  
I see a blank canvas and the header.  
If I go to 11 seconds, the header now has that progress bar.  
And then when I go to 12 seconds.  
I now see this.  
A shimmery canvas on the back with very light grey.  
Uh, with a light Gray grid.  
And then it's the shimmer is happening and then I see this password box.  
So these are too many state changes. There's different thing after 11 seconds then it slightly flickers and becomes a different thing in 12 seconds and then after 13 seconds it becomes another thing. So having too many state changes like this every second without user actually doing anything.  
Is a poor experience because it makes our product feel a little disjointed and not well put together. This lack of visual stability often reduces the users confidence in the.  
Uh.  
Quality of the product.  
So now I'm moving on.  
The user enters the password.  
And then clicks OK.  
The other thing like this password dialogue box, looks like it follows the design guidelines of the platform which is iOS.  
It is not aligned with Microsoft App design guidelines or fluent guidelines. Once again, this looks like maybe something not part of our mobile app.  
Ideally any dialogue or any UI that that is shown needs to follow the same design guidelines as what is used in our app, which will be fluent mobile.  
Once the user has entered the password and clicks OK I've I've paused the video at 18:00 seconds now.  
I again go back to that white canvas state, so the header, the same state as what you saw in 11 seconds. So the header has a back button and edit button and a triple dot and the rest of the screen is blank.  
Now paused the video again at 20:00 seconds.  
Now there are some changes. The header now shows a file name in green colour on the top it says Medium pass protected plus highly confidential. There's a cloud icon next to the file name that represents.  
The the save status of that file below that are the same header options. The back button, the edit button and the triple.at the bottom you now see the sheet tab bar. It says sheet one because there's one tab in the sheet.  
There is a button for showing all the sheets on the left and there is another plus button on the right to help you add sheets above that. There is a formula bar.  
Um.  
So yeah, and and the issue again here is.  
If you recall.  
At 19:00 seconds, so at 18:00 seconds the whole thing is blank. At 19:00 seconds. Now I have.  
A couple of these elements showing up like the file name and the sheet tab bar.  
And then I go on to 21 seconds.  
And then the canvas has loaded so the canvas and the grid so I can see the content now. So again having so many state changes and your elements showing up one after the other every second creates a slightly disjointed experience. So while it works.  
It loaded but it doesn't give the sense of being well put together or high quality.  
So yeah, that brings us to the end of this video.

 **Venkat Gopal** stopped transcription