



UX AUDIT REPORT

FEBRUARY 2024

High level expert review
Heuristic evaluation & user interviews



In this report

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- Ben Shneiderman's 'Eight Golden Rules of Interface Design'
- Arnold Lund's 34 Usability Maxims
- Norman's Theory of Action
- Web3 Design Audit Checklist Based on Web3 Design Principles by Beltran

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4. INSIGHTS AND NEXT STEPS - *What we tested on*

- Recommendations

UMBRIA

UX AUDIT REPORT

INTRODUCTION



EXECUTIVE SUMMARY

In this comprehensive UX audit, we conducted an expert review of Umbria user experience based on Web3 usability guidelines and expert review checkpoints. The aim was to assess the platform's alignment with industry best practices, ensuring a seamless and user-centric experience for all users interacting with Web3 technologies.

Our review focused on evaluating critical aspects such as platform accessibility, navigation, search functionality, user education, error handling, and the integration of Web3 wallet functionalities. Through a meticulous assessment, we identified several areas that require immediate attention to enhance the overall user experience.

247 WEB USABILITY GUIDELINES

This review focused on evaluating critical aspects such as platform accessibility, navigation, search functionality, user education, error handling, etc. Through a meticulous assessment, we identified several areas that require immediate attention to enhance the overall user experience.

UX PRINCIPLES	COMPLIES	DOESN'T COMPLY	NOT APPLICABLE	COMPLIANCE RATE
Home Page	13 Criteria	None	None	100%
Task orientation	16 Criteria	4 Criteria	3 Criteria	76%
Navigation and IA	18 Criteria	None	1 Criteria	100%
Forms and data entry:	12 Criteria	None	4 Criteria	100%
Trust and credibility	8 Criteria	None	None	100%

UX PRINCIPLES	COMPLIES	DOESN'T COMPLY	NOT APPLICABLE	COMPLIANCE RATE
Writing and content quality	16 Criteria	1 Criteria	2 Criteria	94%
Page layout and visual design:	29 Criteria	4 Criteria	1 Criteria	87%
Search usability	None	None	16 Criteria	0%
Help, feedback and error tolerance	21 Criteria	3 Criteria	1 Criteria	87%
Total	133 Criteria	13 Criteria	28 Criteria	91%

REVIEW BASED ON WEB3 UX PRINCIPLES

By Beltran

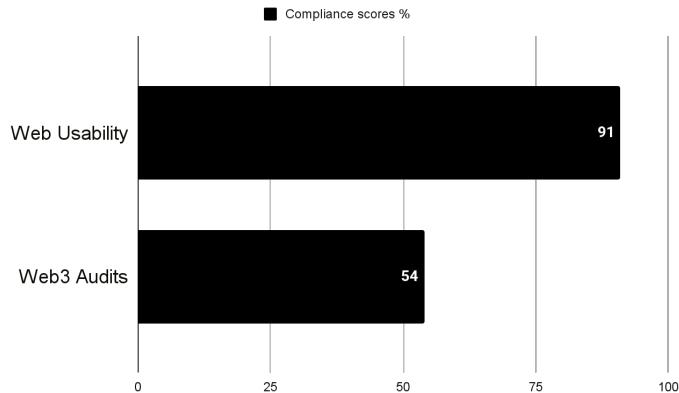
This review focused on evaluating critical aspects involved in the integration of Web3 wallet functionalities.

UX PRINCIPLES	COMPLIES	DOESN'T COMPLY	NOT APPLICABLE	COMPLIANCE RATE
Transparency of Data provenance	1 Criteria	3 Criteria	None	33%
Transparency of Transactions	6 Criteria	1 Criteria	1 Criteria	85%
Transparency of Smart Contract	1 Criteria	1 Criteria	1 Criteria	50%
Transparent User interaction History	1 Criteria	2 Criteria	None	33%
Transparency of Code	3 Criteria	3 Criteria	1 Criteria	50%

UX PRINCIPLES	COMPLIES	DOESN'T COMPLY	NOT APPLICABLE	COMPLIANCE RATE
Human Readable Hashes Format	1 Criteria	3 Criteria	None	25%
Time/Wait Management	2 Criteria	None	None	100%
Permanent Newbie Mode	1 Criteria	2 Criteria	None	33%
Gas Price and Transaction Reversal	0 Criteria	2 Criteria	1 Criteria	0%
Sense of Community	4 Criteria	None	None	100%
Total	20 Criteria	17 Criteria	4 Criteria	54%

USABILITY STATS

Overall Compliance percentage



Usability Score

GOOD

Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

Overall Compliance

153/183

Overall non
compliance

30/183

PRODUCT OVERVIEW

The Umbria ecosystem acts as a platform, for moving funds freely between cryptocurrency networks, and for trading those assets in one place.

CONTEXT OF THE AUDIT

This study involved collecting a rich research database consisting of detailed observations and findings based on Nielsen's Heuristic Evaluation, Design Arnold Lund's 34 Usability Maxims, and Web3 Design Audit Checklist Based on Web3 Design Principles by Beltran. These valuable resources complement and support the findings presented in this report.

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METHODOLOGY



METHODOLOGY

This report summarizes the findings of a comprehensive UX audit conducted on Umbria platform.

The audit utilized a combination of renowned UX methodologies, including Nielsen's Heuristic Evaluation, Ben Shneiderman's 'Eight Golden Rules of Interface Design, Arnold Lund's 34 Usability Maxims, Norman's Theory of Action, and the Web3 Design Audit Checklist Based on Web3 Design Principles by Beltran.

The purpose of the audit was to assess the user experience and identify areas for improvement to enhance usability and overall satisfaction

SEVERITY SCALE

Critical

Severely impairs the use of the product and cannot be overcome by users. It is necessary to fix this before releasing the product..

Serious

Occurs frequently and persistently, or users may not be able to resolve the issue or may not be aware of it. It's important to fix this, so give it a high priority..

Medium

May occur more often or be harder to overcome. Fixing this should be a low release priority.

Low

Can be easily overcome by the user or occurs very rarely. The release does not require repair unless additional time is available.

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FINDINGS



BUSINESS GOALS

- Decentralized Financial Services: Provide decentralized financial services that allow users to trade, lend, borrow, and earn interest without relying on traditional financial intermediaries.
- Community Governance: Implement a decentralized governance model that allows the community to participate in decision-making processes, shaping the future development of the platform.
- Liquidity Provision: Facilitate liquidity provision through decentralized exchanges and liquidity pools, enabling users to contribute and earn rewards.
- Innovation in Blockchain Technology: Contribute to the innovation and advancement of blockchain technology by introducing novel features, protocols, or solutions within the decentralized finance ecosystem.
- User Accessibility: Increase accessibility to financial services, especially for individuals in regions with limited access to traditional banking.
- Security and Trustlessness: Prioritize security and trustlessness by leveraging blockchain technology to ensure transparency and eliminate the need for trust in intermediaries.
- Ecosystem Growth: Foster the growth of the Umbria ecosystem by attracting users, developers, and contributors to build a vibrant and sustainable community.

USER GOALS

- Access to Financial Services: Providing users with access to a wide range of financial services, including lending, borrowing, trading, and yield farming, without the need for traditional intermediaries like banks or financial institutions.
- Decentralization: Empowering users by offering decentralized financial solutions that operate on blockchain technology, promoting transparency, security, and censorship resistance.
- Governance Participation: Allowing users to participate in the governance of the Umbria platform, enabling them to have a voice in decision-making processes such as protocol upgrades, fee structures, and asset listings.
- Yield Generation: Offering opportunities for users to earn passive income through various DeFi mechanisms such as liquidity provision, staking, yield farming, and participation in governance.
- Risk Diversification: Providing avenues for users to diversify their investment portfolios by gaining exposure to different digital assets and DeFi protocols within the Umbria ecosystem.
- Innovation and Experimentation: Supporting innovation in the DeFi space by encouraging developers to build and deploy new financial products and services on the Umbria platform, fostering a dynamic and evolving ecosystem.
- Community Engagement: Cultivating an engaged and supportive community of users, developers, and contributors who collaborate, share knowledge, and contribute to the growth and success of the Umbria project.

FINDINGS

Heuristic Used

Select the appropriate heuristics principle that matches the usability issue you've identified.

Severity

From the severity scale, select the appropriate rating for the usability issue you've identified.

Issue and Recommendation

Describe the usability issue and spell out your recommendations for UX improvements.

TASK ORIENTATION

People go to web sites to achieve particular goals, not to look around and admire the design. This means web pages needs to support customer tasks. A site is task oriented when it supports users in the effective and efficient completion of their tasks.



Issue (LOW)

- The current user flows involve unnecessary screens, contributing to a higher-than-necessary screen count for each task.
- Information is presented across multiple screens without considering progressive disclosure, potentially overwhelming users.

Recommendations

- Conduct a comprehensive analysis of existing task flows to identify redundant steps or screens. Streamline the process by eliminating unnecessary intermediary screens, ensuring that each step contributes directly to task completion. Prioritize a user-centric approach that minimizes the cognitive load and effort required to accomplish tasks.
- Implement a progressive disclosure strategy that unveils information progressively, only presenting details when users actively seek them or when it is contextually relevant. This approach avoids cluttering screens with unnecessary information and simplifies the user journey.

Issue (LOW)

- The platform does not present users with a comprehensive overview of all the steps involved in a task.
- Users lack real-time feedback on their current position within the task workflow.
- Users may face challenges navigating between different steps within a task.

Recommendations

- Implement a visual representation of all steps in a task, providing users with an overview of the entire workflow. This could be presented in the form of a progress bar, step indicators, or a dedicated section displaying each step. A clear, at-a-glance view helps users understand the task's structure and requirements.
- Introduce visual cues, such as highlighted or marked steps, to indicate the user's current position in the workflow. This feedback provides users with a sense of progress, context, and reassurance as they navigate through the steps. It enhances the user's understanding of where they are in the process.
- Implement interactive elements that allow users to navigate easily between steps. This could involve clickable step indicators, a table of contents, or a navigation panel. Enabling users to move forward or backward in the workflow enhances the user's control and flexibility during task completion.

Issue (LOW)

- Umbria platform exhibits weaknesses in robustness, as identified by the presence of a broken link. Users encounter disruptions in their journey due to broken links, hindering the overall user experience. The lack of reliability in key features may lead to frustration, decreased user trust, and a diminished perception of the platform's dependability.

Recommendations

- Conduct a thorough audit of all links within the platform, including navigation menus, buttons, and embedded links. Utilize automated tools and manual checks to identify and rectify broken links promptly.

Bridge

Uniswap on Ethereum Network

Umbriaswap on Polygon Network

Send From →

Ethereum Mainnet

Receive On

Polygon PoS Chain

MAX 0.00000000

ETH

Balance: 0.057820512809544020 ETH

You Will Receive Approximately:

0.00000000 ETH

- 0.00000000 ETH LP and UMBR Staker Fee
- 0.00331441 MATIC Bridge Fee

Get Bridge Address

- or -

Send (Metamask)

Audited by CERTIK

Made with ❤️ by the Umbria Team.

Link to the Umbriaswap on polygon does not work

PAGE LAYOUT AND VISUAL DESIGN

The checkpoints in this area ask if the dialogue is aesthetic and minimalist. Appropriate visual design means that the fonts, icons, colours and layout help the customer complete common tasks and that pages do not contain information that is irrelevant or rarely needed.

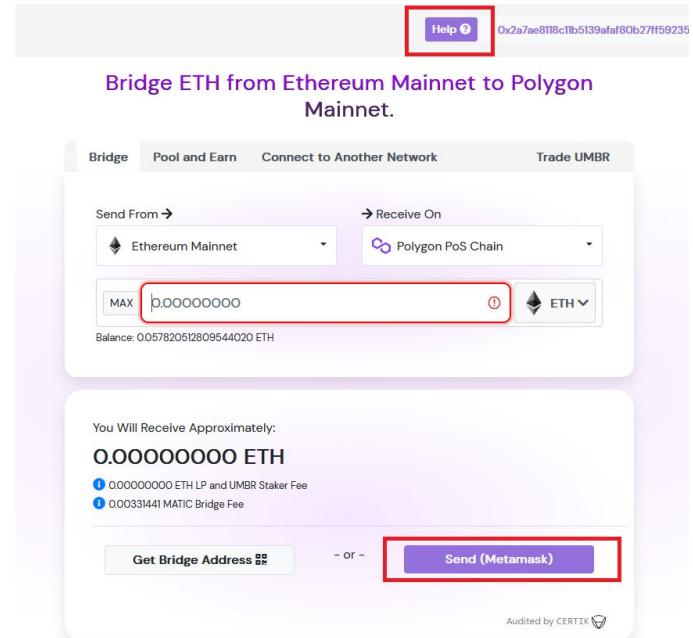


Issue (MEDIUM)

- The current platform lacks the necessary visual cues to clearly indicate some clickable elements, such as buttons, causing confusion for users. Users are unable to easily distinguish between interactive and non-interactive elements, which impedes their ability to navigate and engage with the platform's features. Implement a consistent and distinct visual style for clickable elements, such as buttons

Recommendation

- Implement a consistent and distinct visual style for clickable elements, such as buttons. Use contrasting colors, gradients, or shadows to make them stand out. Apply hover effects to clickable elements, such as changing the color or adding a subtle animation, to give users immediate feedback when hovering over them.



Buttons lack the necessary visual cues (change of state on hover) to clearly indicate some clickability.

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WRITING AND CONTENT QUALITY

Writing for the web is not the same as writing for print: people read differently on the web and expect to scan content pages for information



Issue (LOW)

- The platform exhibits shortcomings in maintaining concise text, as unnecessary instructions and welcome notes contribute to information overload and hinder user efficiency. Extraneous content may lead to cognitive strain, diminishing the clarity and simplicity of the user interface. This deviation from concise communication hampers the user experience by potentially overwhelming users with superfluous information."

Recommendations

- Conduct a comprehensive content audit to identify and evaluate the necessity of each piece of text on the platform. Simplify and streamline instructions, removing redundant or verbose content to prioritize clarity and brevity.

The Cheapest and Fastest Cross-Chain Bridge, Powered by a Multi-Chain Liquidity Protocol.

The Highest Yields

Supply ETH, MATIC, USDT, USDC and more, to earn a portion of all fees generated by the bridge, with no impermanent loss.

Liquidity Pools→

Cheapest & Fastest Bridge

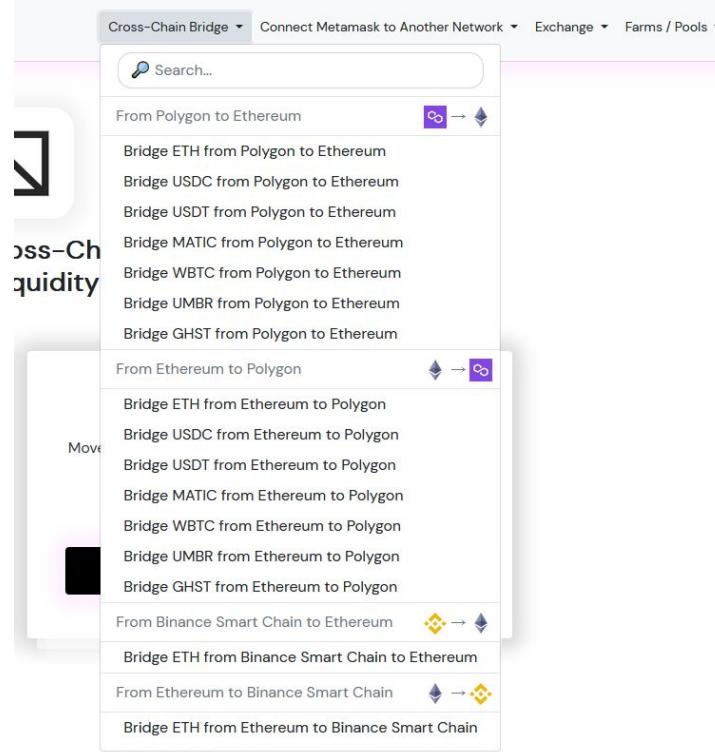
Move your assets cross-chain, 10x cheaper and 10x faster than other bridges.

Bridge Tokens→

How it works

The Umbria Narni Bridge employs an innovative liquidity-supply mechanism that accelerates and reduces the expense of cross-chain bridging. This bridge streamlines the cross-chain movement of assets by maintaining various assets on multiple chains concurrently within liquidity pools. Distinct from traditional cross-chain bridges, the Umbria Narni Bridge is capable of conducting cross-chain transactions by accepting assets on one chain and distributing the corresponding asset on the target chain. What sets the Umbria Narni Bridge apart from other cross-chain bridges is its lack of dependence on validator smart contracts, which can significantly decelerate the bridging process. By eliminating the need for such validation, the Umbria Narni Bridge can execute cross-chain transactions at a considerably lower cost.

Simplify and streamline instructions, removing redundant or verbose content to prioritize clarity and brevity.



Maintain concise text to prevent information overload. This looks like too much info at first glance.

PAGE LAYOUT AND VISUAL DESIGN

The checkpoints in this area ask if the dialogue is aesthetic and minimalist. Appropriate visual design means that the fonts, icons, colours and layout help the customer complete common tasks and that pages do not contain information that is irrelevant or rarely needed



Issue (LOW)

- The current platform lacks the necessary visual cues to clearly indicate some clickable elements, such as buttons, causing confusion for users. Users are unable to easily distinguish between interactive and non-interactive elements, which impedes their ability to navigate and engage with the platform's features.
- The current platform lacks proper visual feedback to indicate that buttons and links have been clicked, resulting in a deficiency in user experience. Users are unable to confidently discern whether their interactions have been registered, leading to uncertainty and potential frustration.

Recommendations

- Implement a consistent and distinct visual style for clickable elements, such as buttons. Use contrasting colors, gradients, or shadows to make them stand out. Apply hover effects to clickable elements, such as changing the color or adding a subtle animation, to give users immediate feedback when hovering over them.
- Implement subtle animation or color changes when buttons and links are clicked, providing immediate visual feedback that the interaction has been recognized. Change the appearance of buttons and links temporarily when clicked, such as altering the color or adding a shadow, to communicate the action's success.

Issue (Low)

- The platform faces readability issues in its font choices, impacting the overall user experience. The selected fonts fail to provide optimal legibility, potentially causing strain on users' eyes and hindering content comprehension. Poor readability may lead to increased bounce rates and user dissatisfaction, as users may find it challenging to consume information comfortably."
- The platform demonstrates deficiencies in adhering to an underlying grid structure, resulting in inconsistent alignment of items and widgets both horizontally and vertically across pages. This lack of alignment undermines visual harmony, introduces a sense of disorder, and compromises the overall user experience. Users may find it challenging to navigate and engage with content cohesively, leading to potential confusion and a diminished perception of design professionalism.

Recommendations

- Reevaluate and choose fonts that prioritize readability without sacrificing style. Opt for sans-serif fonts for online content and ensure that the font size is appropriate for comfortable reading, especially on smaller screens.
- Grid System Implementation: Establish a robust grid system that guides the placement of items and widgets consistently across pages. Utilize a grid layout to ensure precise alignment, promoting a structured and visually cohesive design.
- Consistent Margins and Padding: Enforce consistent margins and padding for elements within the grid. This helps maintain a sense of order, prevents overcrowding, and enhances the overall visual balance of the pages.
- Column and Row Structure: Define a clear column and row structure within the grid, specifying the placement of items. Ensure that elements are arranged in a logical order

Ethereum --- Avalanche	4.86%	415
Ethereum (ETH) Ethereum --- Arbitrum	YIELD 5.59%	PARTICIPANTS 362
Ethereum (ETH) Ethereum --- Optimism	YIELD 3.18%	PARTICIPANTS 307
USD Coin (USDC) Ethereum --- Polygon	YIELD 4.37%	PARTICIPANTS 416
USD Coin (USDC) Ethereum --- BNB Chain	YIELD 37.60%	PARTICIPANTS 304
USD Coin (USDC) Ethereum --- Avalanche	YIELD 1.94%	PARTICIPANTS 274
Tether (USDT) Ethereum --- Polygon	YIELD 3.25%	PARTICIPANTS 423
Tether (USDT) Ethereum --- BNB Chain	YIELD 9.29%	PARTICIPANTS 287
Polygon (MATIC) Ethereum --- Polygon	YIELD 3.08%	PARTICIPANTS 472
Wrapped Bitcoin (WBTC) Ethereum --- Polygon	YIELD 0.04%	PARTICIPANTS 362
Aavegotchi (GHST) Ethereum --- Polygon	YIELD 0.00%	PARTICIPANTS 329

The screenshot shows a digital wallet interface with a light purple header. On the left, there's a sidebar with icons for 'Add to Metamask', 'Exchange / Trade', and 'See Token Info'. The main area displays a balance of '0.057821 ETH' and two large buttons: 'Add Liquidity' (purple) and 'Unstake' (light blue). At the top right, there are 'History' and 'Stake' buttons.

Table has inconsistent padding giving the effect of a non vertical alignment.

2:23

bridge.umbria.network

	YIELD ⓘ	PARTICIPANTS ⓘ
USDC ⓘ	36.45%	304
ETH ⓘ	1.94%	274
USDT ⓘ	3.17%	423
USDT ⓘ	9.25%	287
MATIC ⓘ	2.95%	472
WBTC ⓘ	0.04%	362
GHST ⓘ	0.00%	329

bridge.umbria.network

	YIELD ⓘ	PARTICIPANTS ⓘ
ETH ⓘ	2.29%	493
ETH ⓘ	5.25%	415
ETH ⓘ	5.27%	362
ETH ⓘ	3.66%	307
USDC ⓘ	4.41%	416
USDC ⓘ	36.45%	304
ETH ⓘ	1.94%	274

2:23

bridge.umbria.network

Add to Metamask

View Contract Code

Exchange / Trade

See Token Info

BALANCE ⓘ

— ETH

Install Metamask

STAKE ⓘ

History

— ETH

Install Metamask

ETH ⓘ

YIELD ⓘ

PARTICIPANTS ⓘ

493

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ERRORS, HELP AND LEARNABILITY

These guidelines help assess if the site helps prevent customers from making errors. A site is error-tolerant if, despite evident errors in input, the intended result may be achieved with either no or minimal corrective action by the customer.

For novices and experts alike there should be readily available ways for them to become comfortable with using your product. Easy access to FAQs, onboarding etc.



Issue (MEDIUM)

- The current platform fails to show users how to do common tasks, even where appropriate, resulting in a deficient user experience. Users lack access to demonstrations or tutorials that could guide them on utilizing the platform's functionality effectively, leading to frustration and reduced user engagement.

Recommendations

- Develop an onboarding process that introduces users to the platform's key features and functionalities. Use interactive elements and informative screens to educate users on how to use the platform effectively. Use tooltips and pop-ups strategically to provide contextual guidance for specific actions. These informational cues should be unobtrusive but easily accessible to users who need additional help.

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TRANSPARENCY OF DATA PROVENANCE

- Does the application clearly indicate which data comes from the blockchain and which does not?
- Are the addresses of the contracts clearly stated?
- Are all blockchain data linked to independent blockchain explorers?
- Is it clear which data comes from oracles?



Issue (LOW)

- Umbria does not clearly indicate which data originates from the blockchain and which data does not.
- The Platform does not provide clear indications regarding the origin of data from oracles.

Recommendations

- Improve Data Indication: Clearly differentiate between data originating from the blockchain and data from other sources.
- Enhance Oracle Data Transparency: Clearly disclose the sources of data obtained from oracles, including information about the oracle providers, methodologies used, and data validation mechanisms.

TRANSPARENCY OF TRANSACTIONS

- Are irreversible actions clearly indicated?
- Are actions involving money or value clearly indicated?
- Are actions that could potentially lead to user identification clearly indicated?
- Are actions that generate new contracts in the user's name clearly indicated?
- Does the application clarify and confirm the new future state in advance?
- Is the data being used for a transaction shown in a human-readable format?
- Are suggested values for gas price clarified and how to overwrite the transaction?
- Is transaction wait time managed effectively



Issue (LOW)

- Umbria fails to clearly indicate actions that could potentially lead to user identification. This lack of clarity raises significant concerns regarding user privacy and data protection.

Recommendations

- Improve User Identification Disclosure: Clearly indicate any actions or processes that may result in user identification, ensuring users are informed about the potential risks and implications.

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TRANSPARENCY OF SMART CONTRACT EVENTS

- Are all events, even those for developer purposes, clarified and made accessible to the end user?
- Are interrupting messages shown only for information relevant to the current user?
- Can users subscribe to, unsubscribe from, or temporarily mute certain events?



Issue (LOW)

- The platform does not clarify or make all events, including those for developer purposes, accessible to the end user. This lack of transparency hinders users' understanding of the platform's operations and limits their ability to fully engage with the available functionalities.

Recommendations

- Clearly indicate and make accessible all events, including those for developer purposes, to the end user. Providing users with visibility and clarity about system events will enhance their understanding of the platform's operations and empower them to make informed decisions.

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TRANSPARENCY AND ACCESSIBILITY OF USER'S INTERACTION HISTORY

- Does the application provide a history of all transactions from a given address?
- Is it clear where the history is stored (local or server)?
- Are tools provided to navigate, search, export, and delete the history cache?



Issue (LOW)

- The current platform fails to provide clarity on where the history is stored, whether it is stored locally on the user's device or on the server. This lack of transparency creates uncertainty for users, leading to concerns about data privacy, security, and the persistence of their historical activities on the platform.
- Umbria does not provide users with the necessary tools to navigate, search, export, or delete the history cache. This lack of functionality restricts users from efficiently managing and leveraging their transaction history, impacting usability and user control.

Recommendations

- Clear Data Storage Information: Clearly communicate to users whether their browsing history, preferences, or other data are stored locally on their device or on the server. This information should be presented in a prominent and easily accessible location, such as in the settings or account dashboard.
- Introduce user-friendly tools to navigate, search, export, and delete the history cache.
- These features will enable users to efficiently access and manipulate their transaction data, enhancing usability and user control.

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TRANSPARENCY OF CODE

- Is it clear which blockchain is being used?
- Are the addresses of the Smart Contracts used in read/write operations clarified?
- Is it clear which code is open source and where to find it?
- Is it clear where code is being run (local vs remote server)?
- Is the web3 provider / Blockchain node clarified?



Issue (LOW)

- Open-Source Code Clarity: It is not clear which code is open source and where to find it. This lack of transparency inhibits users from reviewing and validating the codebase, limiting their ability to assess security measures.
- Code Execution Indication: The platform does not clearly indicate whether the code is being run locally on the user's device or on a remote server.
- The platform does not make it clear which data originates from oracles or has been influenced by oracles.

Recommendations

- Open-Source Code Disclosure: Clearly indicate which code is open source and provide accessible references to the code repository. Code Execution Visibility: Clearly communicate whether the code is executed locally or on a remote server, addressing concerns related to data privacy, security, and external dependencies.
- Clearly indicate when data is sourced from or influenced by oracles. This transparency will empower users to differentiate between data from different sources.

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HUMAN READABLE HASHES FORMAT

- Are compact versions of the hashes shown but always showing the initial and end parts?
- Are users allowed to expand the full address/hash?
- Can users easily copy it?
- Is a custom human readable name or text associated with the addresses and hashes?



Issue (MEDIUM)

- The platform falls short in presenting compact versions of hashes, as it neglects to consistently display the initial and end parts. The absence of this crucial information hinders users' ability to quickly recognize and verify the integrity of the hash. Without the inclusion of the initial and end parts, users may face challenges in confidently matching and confirming the authenticity of cryptographic hashes, potentially diminishing trust in the platform's security measures.
- Umbria fails to provide users with the ability to expand the full address/hash. This limitation inhibits users from accessing and reviewing complete details.
- Furthermore, the platform does not allow user to easily copy associated custom human-readable name or text with addresses and hashes.

Recommendations

- Integrate a design solution that displays compact versions of cryptographic hashes, featuring the initial and end parts. This partial display helps users quickly identify and verify the hash without compromising security.
- Implement an expandable feature that allows users to view the full address or hash on the platform. When users encounter truncated addresses or hashes, they should have the option to click or tap on the shortened version to reveal the complete string.
- Implement a user-friendly copy functionality for addresses and hashes. This functionality should be easily accessible and allow users to quickly copy the information with a simple action.

The screenshot shows the Umbria Narni Pool interface. At the top, there is a navigation bar with tabs: Bridge, Pool and Earn, Connect to Another Network, and Trade UMBR. The Pool and Earn tab is selected. On the right side of the top bar, there are several status indicators: Help ?, Address (Ox2a7ae), Gas Price (33e97e), Ethereum Mainnet, Wallet Unlocked, and a yellow notification icon. Below the top bar, a message reads "Stake and earn fees in the Narni bridge staking pool." A dropdown menu titled "Select Network" is open, showing "Ethereum Mainnet" as the selected option. The main content area contains a text block: "The platform falls short in presenting compact versions of Addresses as it neglects to consistently display the initial and end parts. Also, Implement a user-friendly copy functionality for addresses."

The platform falls short in presenting compact versions of Addresses as it neglects to consistently display the initial and end parts. Also, Implement a user-friendly copy functionality for addresses.

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PERMANENT NEWBIE MODE

- Is educational information woven into normal interaction?
- Are there 2 or more levels of educational content: Blockchain basics and Dapp specific lingo?
- Is the amount of new things and concepts that the user needs to learn minimized and increased progressively?



Issue (MEDIUM)

- Umbria fails to effectively weave educational information into normal interactions.
- Moreover, the platform does not minimize the amount of new things and concepts that users need to learn, nor does it progressively increase the complexity of educational content, making it challenging for users to grasp unfamiliar concepts.

Recommendations

- Integrated Educational Content: Integrate educational information seamlessly into normal interactions, providing users with relevant explanations, tooltips, or guided tutorials that enhance their understanding of the platform's features and processes.
- Multi-Level Educational Resources: Develop two or more levels of educational content, including blockchain basics and Dapp-specific lingo, to cater to users with varying levels of familiarity. These resources should cover essential concepts, terminologies, and best practices to empower users to make informed decisions..

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GAS PRICE AND TRANSACTION REVERSAL

- Is what Gas and Gas price clarified?
- Are gas prices ranges suggested and time approximations for the upper and lower bounds clarified?
- Are transaction reversals allowed?



Issue (MEDIUM)

- The current platform fails to clarify what Gas and Gas price are, resulting in a deficient user experience. Users are left without clear explanations or relevant information about these terms, leading to confusion and potential obstacles in their interactions with the platform
- Gas Price Ranges and Time Approximations: The platform does not suggest gas price ranges or provide time approximations for the upper and lower bounds. This absence of information makes it challenging for users to estimate transaction costs and plan their interactions accordingly. Clear suggestions and time approximations would help users make informed decisions based on factors like network congestion and gas fees.

Recommendations

- Provide a clear and concise explanation of what Gas and Gas price are in the context of the platform. Use user-friendly language and avoid technical jargon to ensure the information is easily understood by all users.
- Gas Price Ranges and Time Estimates: Suggest gas price ranges and provide time approximations for the upper and lower bounds. This information will assist users in estimating transaction costs and better planning their interactions based on network conditions and gas fees.

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USABILITY SCORE



153 /183
GOOD

Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

USABILITY SCORE

Ultimately, the usability score is a quantitative or qualitative representation of how usable and effective a product is in meeting user needs and goals. It helps evaluate the success of UX design and identify areas for improvement to enhance the overall user experience.

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NEXT STEPS



NEXT STEPS

Suggestions to improve the Umbria experience

#1

Incorporate Newbies in Product Roadmap -

Switch from focusing on product development for just veteran users of the blockchain and involve newbie users in developing a user-centric product.

#2

Implement Findings -

follow up the Implementation of the Research Findings on live platform.

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RESOURCES



SOURCES

Explore attached Unabridged UX audit detailed findings on Umbria

- [Expert Review Based On web Usability Guidelines Spreadsheet report](#)
- [Expert review based on Web3 UX Principles by Beltran Spreadsheet report](#)
- [Expert review collation and usability score report on Airtable spreadsheet Report](#)



www.generalmagic.io

