

AUTHOR PERSONA - KIM:

Overview

The application was created keeping the pain points and the needs of the users in mind and was tested for usability by the end users themselves. It provided a valuable feedback for us to improve the features in the next iteration and present the final product.

Below is the feedback we received from the **Author Persona, Kim:**

Login Page Experience:

- "Login page looks bright and contains information about the application and its uses"
- "I am able to find the box for logging in to the system"
- "I am not able to register myself instantly on the website"
- "Navigation is pretty simple"

Landing Page Experience:

- "I am able to understand the layout of the page"
- "Page looks neat and well-organized"
- "There are many search criteria which helps to search any document easily"
- "I could not view the article by clicking on its title; need to click on 'eye' icon"
- "I can easily create a new article and assign category and sub-category"
- "I did not find any application error"
- "I can start creating an article and then save it in draft mode if I am unable to complete it"
- "I can save few important keywords as tags"
- "I like the fact that it is easy to navigate back to the landing page from create article page"
- "I can see which articles I have submitted to my Approver for review, but cannot make any changes"

Overall Experience:

- "I am able to access on my laptop and on my mobile phone"
- "The landing page looks very basic"