

Title: UX Design Issues Report for Wadzzo App

Introduction: Wadzzo is a location-based rewards app that allows users to discover and collect virtual items called "pins" placed by brands. These pins can be redeemed for rewards, creating a fun and engaging way to explore your surroundings and interact with brands.

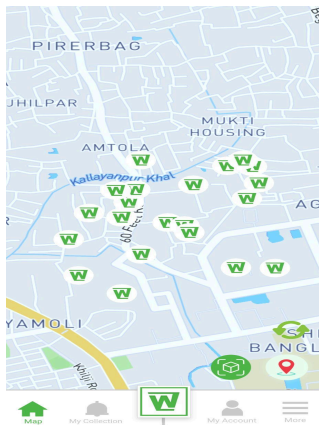
Testing Methodology:

- Device used - Redmi Note 10 Pro max
- Duration - 10 hours
- Features Tested - Map, My Collection, My Account, More

Detailed Issues :

Issue 1: The current location marker icon could be more user-friendly. When the user opens the map, initially the marker becomes invisible.

Screenshot: When the user opens the app, it displays like below



Impact on User Experience: When the current location marker becomes invisible on the map, it confuses the user. They may need help to orient themselves easily, leading to frustration or difficulty navigating. This disrupts the user's experience, especially when they need quick, reliable location feedback.

Recommendation: Make the current location marker more visible by using clear visual cues or alternative location indicators.

Issue 2: Zoom in issue:

When the user zooms in on the map for a few seconds, it automatically zooms out.

Impact on User Experience: The map automatically zooming out after a few seconds of zooming in can frustrate users as it interrupts their ability to closely examine their surroundings or find specific locations.

Recommendation: Allow users to maintain their zoom level without automatic adjustments. If necessary, include a manual reset button for zoom levels, but let users control zoom persistence for smoother navigation and a better experience.

Issue 3: When the users accidentally touch the 'w' symbol while viewing a location on the map, it repeatedly triggers the pop-up screen.

Impact on User Experience: Frequent pop-ups can confuse users and hinder their map exploration.

Recommendation: Implement a solution where the pop-up only appears after a long press.

Issue 4: When the user clicks on the 'W' icon to view more details, after navigating to that page, the bottom navigation bar becomes unresponsive and only the "More" button works. Clicking any button shows no result. However, if the user clicks the back arrow, the previous page is displayed properly.

Video Link:  pop up screen.mp4

Impact on User Experience: This issue disrupts the navigation flow and makes it difficult for users to interact with other sections of the app, leading to frustration and a potentially negative user experience.

Recommendation: Ensure all navigation bar buttons remain functional on the details page and test the responsiveness of those buttons.

Issue 5: The mobile device's back button does not function within the app. When the user presses, the app does not respond.

Impact on User Experience: This makes it harder for users to navigate, as they are forced to use the app's built-in navigation, which might not be easy to use. It negatively affects the overall experience, especially for users who are used to using the back button on their phones for navigation.

Recommendation: Enable the device's back button to work within the app. Make sure it consistently takes users back to the previous screen.

Issue 6: Lack of Onboarding for New Users.

Impact on User Experience: Especially for first-time users, Without an onboarding process, new users may find it difficult to understand how to navigate. This can result in confusion and frustration.


Recommendation: Add a simple onboarding process to guide new users through the app's main features. This can include short tutorials, tooltips, or walkthroughs to help users understand how to navigate the app.

Issue 7: My Collection- Slow Scrolling on the 'My Collection' Page.

Impact on User Experience: The slow scrolling on the 'My Collection' page can be frustrating for users as it disrupts the overall experience.

Recommendation: Optimize the performance of the 'My Collection' page to improve scrolling speed.

Issue 8: Back and Forward Buttons Not Functioning.

Screenshot:  back and forward button.jpg

Impact on User Experience: The back and forward buttons do not work, making it difficult for users to navigate between screens. This limitation forces users to rely on other navigation methods.

Recommendation: Make the back and forward buttons functional. This will help users navigate more easily and improve their overall experience.

Issue 9: When users click the delete button, the item is removed immediately without a confirmation message or alert.

Impact on User Experience: When users click the delete button, the item is removed instantly without any confirmation message or alert. This can lead to accidental deletions, causing frustration and potential loss of important data. Users may feel anxious about deleting items, fearing they might make mistakes without the opportunity to confirm their actions.

Recommendation: Add a confirmation message that asks users to verify their decision before deleting an item. This will help avoid accidental deletions and give users more confidence when managing their items.

Issue 10: When users click the filter button, they navigate to the filter page, but the filtering options do not affect the displayed items.

Video link:  filter.mp4

Impact on User Experience: When users click the filter button, they go to the filter page, but the filters don't work. If users can't easily find what they're looking for, they may choose to leave the app.

Recommendation: Fix the filtering feature so that it properly sorts items according to what users select.

Issue 11: The ascending or descending order symbol button is not functioning.

Impact on User Experience: The button for sorting items in ascending or descending order isn't working. This makes it tough for users to arrange items the way they want, which can be frustrating and make it harder to find what they're looking for. Users may end up feeling annoyed and dissatisfied with the app.

Recommendation: Look into why the sorting button isn't functioning and fix it. Making sure users can easily sort items will improve their experience and help them find what they need more quickly.

Issue 12: If users open the map without enabling their location, it does not display any message and instead displays random locations.

Impact on User Experience: If users open the map without turning on their location services, there is no message to inform them that their location is disabled. As a result, the map shows random places, which can lead to confusion and frustration. Users may struggle to understand why they can't see relevant locations, making the app less useful.

Recommendation: Add a message that encourages users to turn on their location services when they try to access the map without it enabled. This way, users will know what's going on, and it will make their experience with the app a lot better.

Issue 13: Confusing Greeting in Password Reset Email.

Screenshot: <https://prnt.sc/0fwvTUBXizqP>

Impact on User Experience: The password reset email greets users with a confusing message like "Hi 12<>/#&[! ". This can make users doubt the legitimacy of the email. Without a proper greeting, the email feels unprofessional, which might cause users to hesitate in following the instructions.

Recommendation: Ensure that all automated emails, including password reset emails, have a clear and professional greeting that includes the user's name or a standard salutation.

AR Picture:



Conclusion: The app has usability issues such as an unresponsive navigation bar, an invisible location marker, and the mobile back button not working. These problems make it harder for users to navigate and use the app smoothly. By addressing these issues with the suggested improvements, the app can provide a more intuitive and enjoyable experience for its users.

