CometChat Internship Task – Issues & Recommendations

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Tech Stack Used: React
GitHub: https://github.com/Ronik-Bajakke/CometChat

Introduction

This document presents my evaluation of the CometChat Dashboard, UI Kit Builder, Documentation, and the actual UI Kit implementation as part of the CometChat Internship Task. I explored each section in detail, tested the generated React UI Kit, and documented all issues, friction points, bugs, unexpected behaviors, and recommendations for improvement.

The purpose of this report is to provide clear, actionable feedback that can help enhance developer experience, improve usability, and strengthen the overall product workflow.

Dashboard

Expected vs Actual:

- **Expected:** The dashboard should be fully responsive and accessible on all screen sizes.

- **Actual:** On screens smaller than 768px × 633px, a message appears:
  "Dashboard is accessible only on desktop device. Please switch to a large screen for the best experience."
  This limits accessibility on tablets and smaller devices.
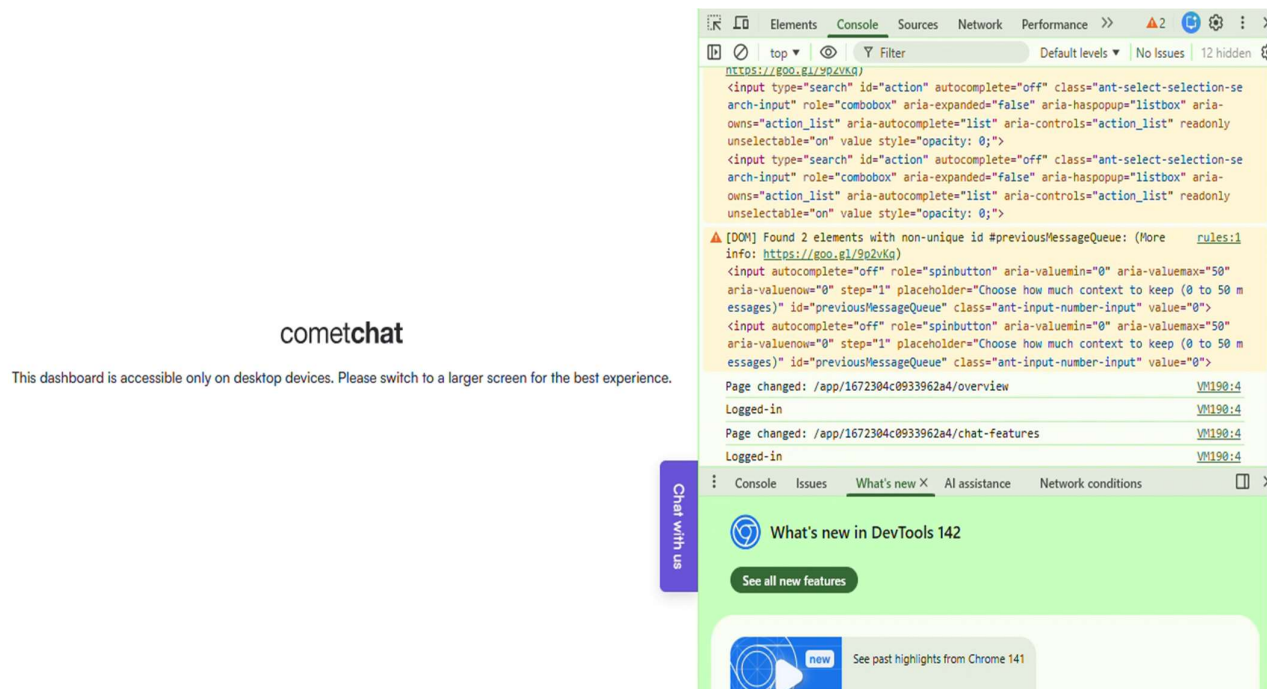
Friction Points:

- Unable to access the dashboard on smaller screens, affecting testing and mobile usability.
- Console shows warnings related to non-unique IDs and missing attributes, which can confuse developers.

Bugs or Errors:

1. **Non-unique IDs in DOM:**
   - Warning: Found 2 elements with non-unique id #action and #previousMessageQueue.
   - **Impact:** Can cause issues with JavaScript element targeting, accessibility problems, and unpredictable behavior.

2. **Missing autocomplete attributes:**
   - Some input fields (e.g., previousMessageQueue) lack autocomplete attributes.
   - **Impact:** Reduces usability; browser autofill may not work properly.
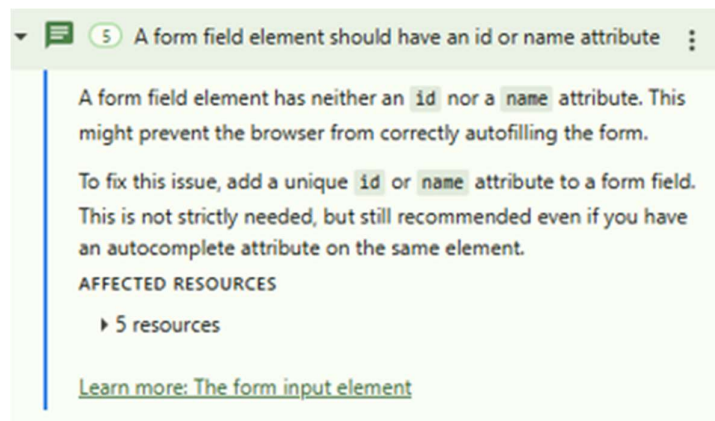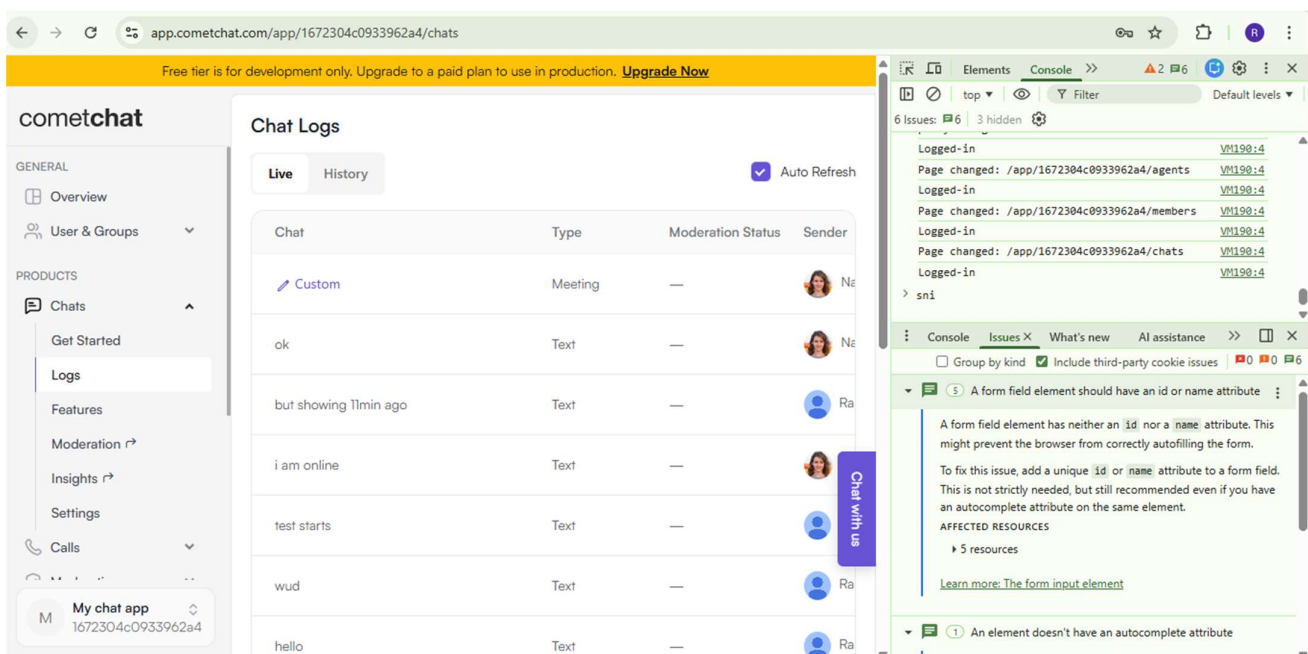
3. **Form fields missing proper id or name:**
   o Certain form elements are missing unique id or name attributes.
   o **Impact:** Can interfere with form submission, label association, and accessibility compliance.

Missing or Unclear Steps:

- No instructions or guidance for handling dashboard warnings or non-unique IDs.

Suggestions for Improvement:

- Make the dashboard responsive for smaller screens (tablet/mobile friendly).
- Ensure all input elements have unique IDs and proper name attributes.
- Add autocomplete attributes to relevant input fields for better UX and accessibility.
- Provide documentation or tooltips explaining common console warnings for developers.

UI Kit Builder (Configuration + Download Flow)

Expected vs Actual:

- **Expected:** The UI Kit Builder page should load quickly, allow selecting themes, components, and features, then generate a working UI Kit without errors.
- **Actual:** Several issues were observed: failed stylesheet loading, theme application errors, and accessibility-related form warnings.

Friction Points:

- Stylesheets occasionally fail to load, causing the interface to appear broken or incomplete.
- Console logs show confusing errors without clear guidance.
- Form fields lack proper labels or IDs, reducing accessibility and developer clarity.
- Theme application may fail if the root element is missing or incorrectly set.

Bugs / Errors (Observed in Console):

1. **Failed Stylesheet Load**
   - Message: "This page failed to load a stylesheet from a URL."
   - **Impact:** UI may look broken, and theme preview may not render correctly.

This page failed to load a stylesheet from a URL.

AFFECTED RESOURCES

▸ 2 sources
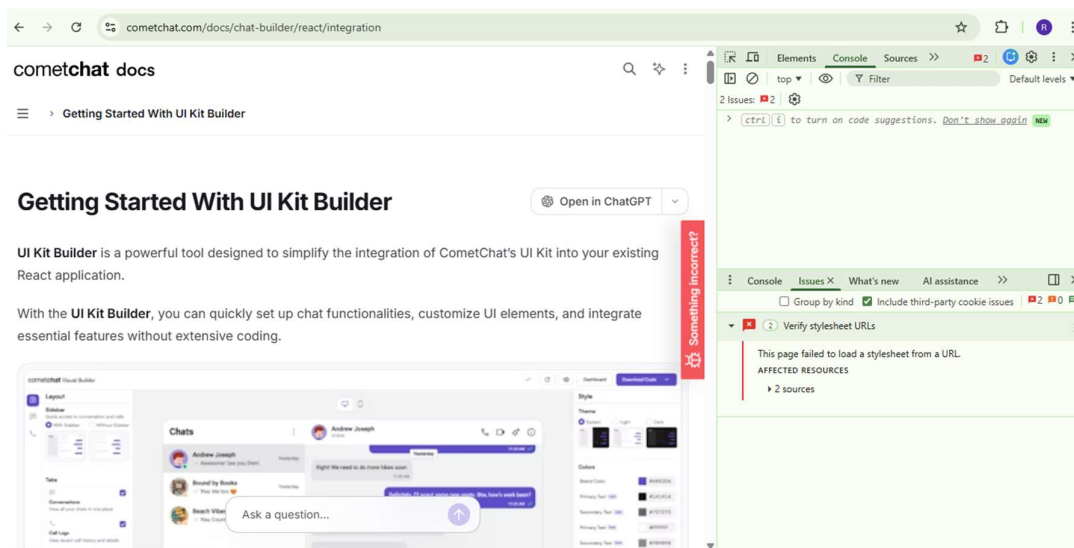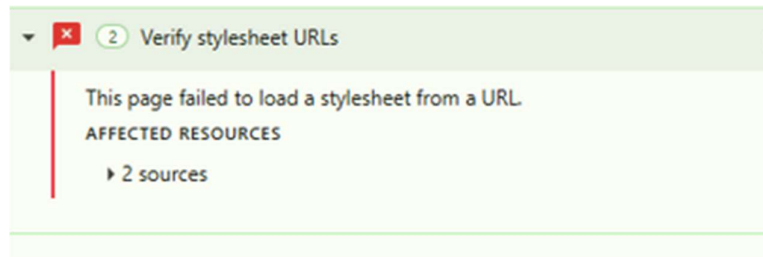
2. **Theme Root Element Not Found**
   - Console Error (useThemeStyles.ts:42): *"Root element not found. Ensure the theme data attribute is correctly set."*
   - **Impact:** Theme styles may not apply, causing visual inconsistencies in the generated UI Kit.
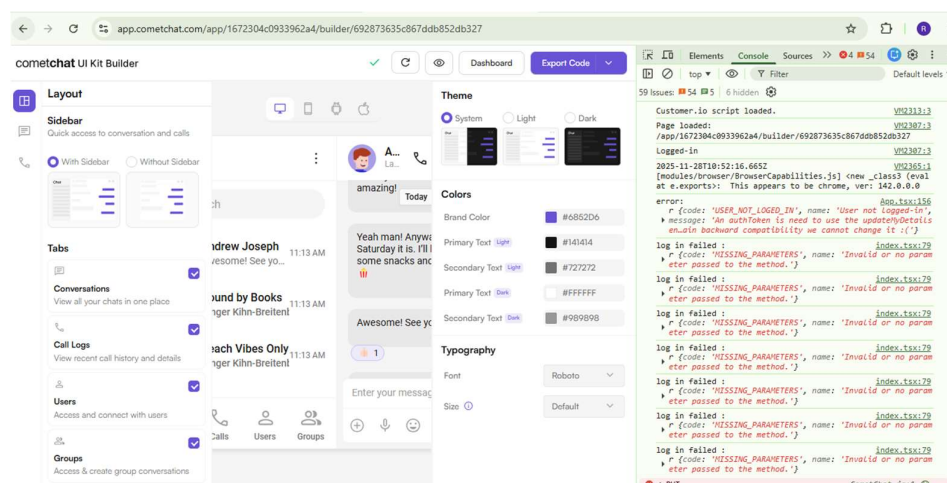
3. **Form Fields Missing id or name Attributes**
   - Some configuration form fields lack id or name.
   - **Impact:** May affect form submission, accessibility, and automated testing.

4. **Form Fields Missing Labels**
   - Certain input elements do not have associated labels.
   - **Impact:** Reduces accessibility for screen readers and may confuse users filling out forms.

5. **Runtime TypeError in CometChatMessageList**
   - Error Object:
   - {
   - "code": "ERR_SYSTEM",
   - "name": "getMessageOptions: TypeError",
   - "message": "Cannot read properties of null (reading 'getUid')",
   - "details": "TypeError: Cannot read properties of null ..."
   - }
   - **Impact:**
     - Occurs when getMessageOptions is called on a null or uninitialized user object.
     - Causes repeated console errors and can block rendering of message lists.
     - Observed multiple times during UI Kit testing.

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Missing or Unclear Steps:

- No guidance for resolving stylesheet or theme root errors.
- Limited instructions for correctly filling out configuration forms.
- No documentation links or tooltips explaining console warnings for developers.

Suggestions for Improvement:

- Ensure all stylesheets load properly; provide a fallback message if a load fails.
- Validate the theme root element exists before applying styles; show a user-friendly error if missing.
- Add unique id and name attributes to all form fields.
- Associate clear labels with all form inputs for accessibility compliance.
- Include developer tooltips or a troubleshooting guide for common console warnings.
- Provide a step-by-step guide or checklist for successfully configuring and downloading a UI Kit.
- For CometChatMessageList: wait for login completion before rendering message lists, and guard getUid() calls against null to prevent repeated console errors.

Documentation (Linked from Dashboard & Integration Guides)

Expected vs Actual:

- **Expected:** Documentation should load correctly, providing step-by-step guides, examples, and integration instructions.
- **Actual:** The page failed to load a stylesheet from a URL, resulting in a broken layout and missing styles.
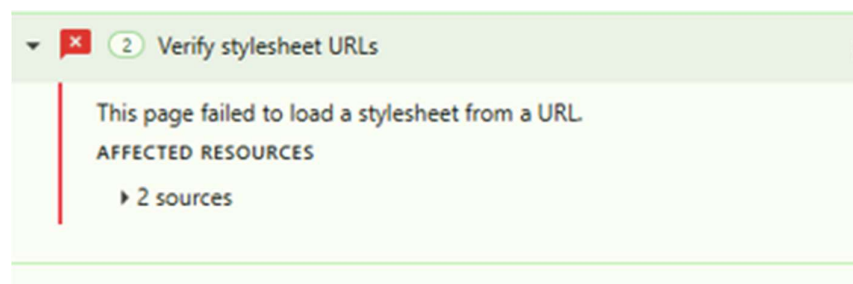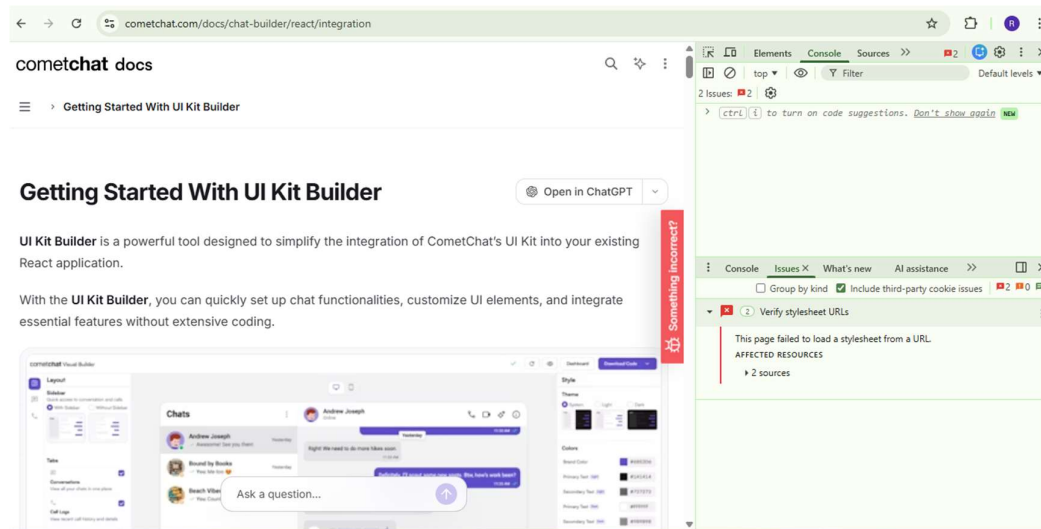
Friction Points:

- Documentation page appears visually broken or unstyled.
- Hard to follow steps or examples due to missing formatting.

Bugs / Errors (Console Observed):

1. **Failed Stylesheet Load**
   - Message: "This page failed to load a stylesheet from a URL."
   - **Impact:** Layout is broken; text and code sections may be unreadable, making the documentation difficult to use.

Missing / Unclear Steps:

- No guidance on what to do if stylesheets fail to load.
- Missing alternative or fallback styling for the documentation page.

Suggestions for Improvement:

- Ensure all stylesheet URLs are correct and accessible.
- Provide fallback styles or a warning message when a stylesheet fails to load.

Actual UI Kit Implementation (Code Tested)

Expected vs Actual:

- **Expected:** The UI Kit should correctly reflect user actions, roles, and call functionalities.
- **Actual:** Several unexpected behaviors were observed during testing of chat and call features.

Bugs / Errors / Observations:

1. **Incorrect Action Message When Adding User**
   - **Expected:** When a user adds someone to a group, the log should show "You added Nancy."
   - **Actual:** It shows "Ramesh added Nancy."
   - **Impact:** Displays another user's name instead of the current user, creating confusion and poor UX.
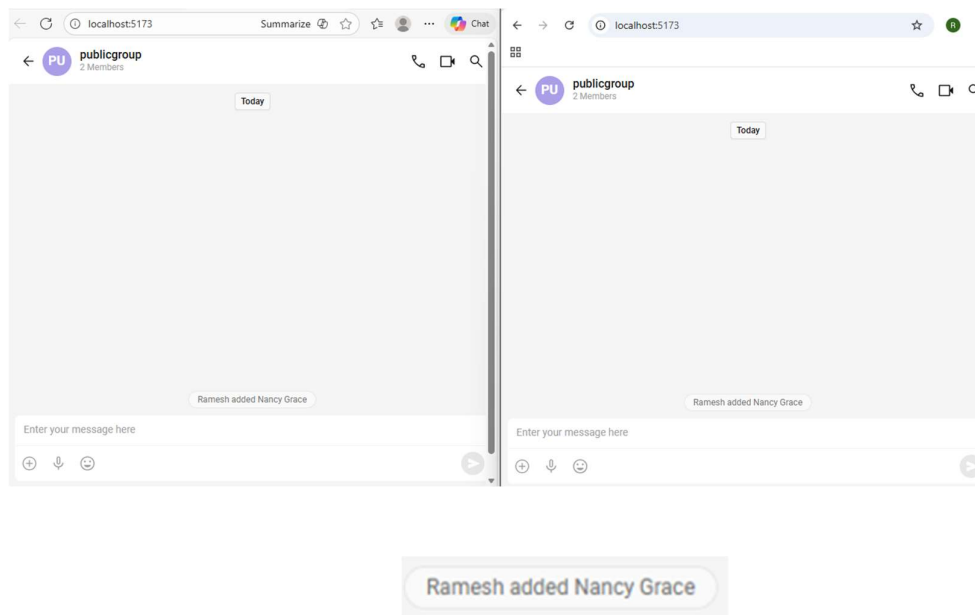

2. **Leave Group Warning**
   - **Expected:** A confirmation message like "Are you sure you want to leave and exit the group?"
   - **Actual:** Generic warning "Something went wrong" is shown.
   - **Impact:** Poor user experience; unclear feedback.
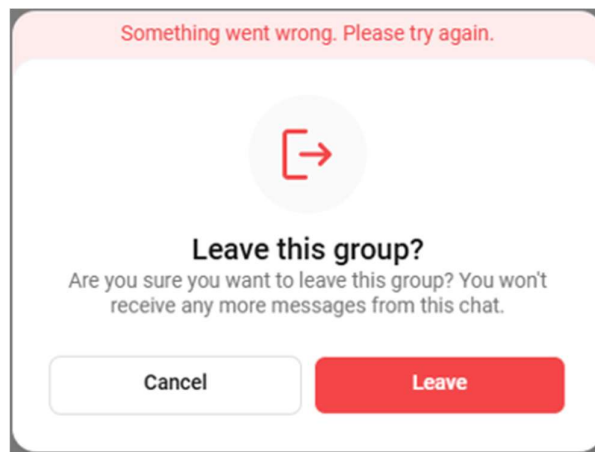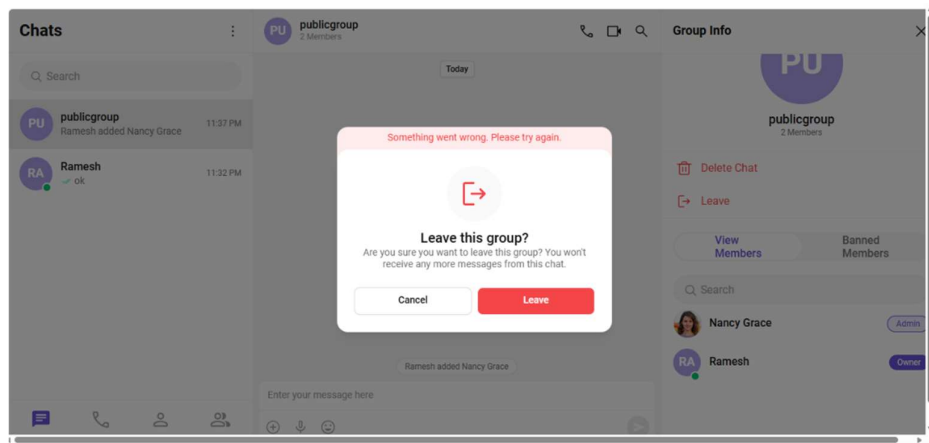
3. **Admin Role Limitation**

   o **Expected:** Admins should be able to assign admin roles to other users.

   o **Actual:** When Nancy made Ramesh admin, Ramesh cannot make Nancy admin back, as Nancy is owner from before.

   o **Impact:** Limits admin functionality; inconsistent role management.You cannot transfer to Nancy Grace.
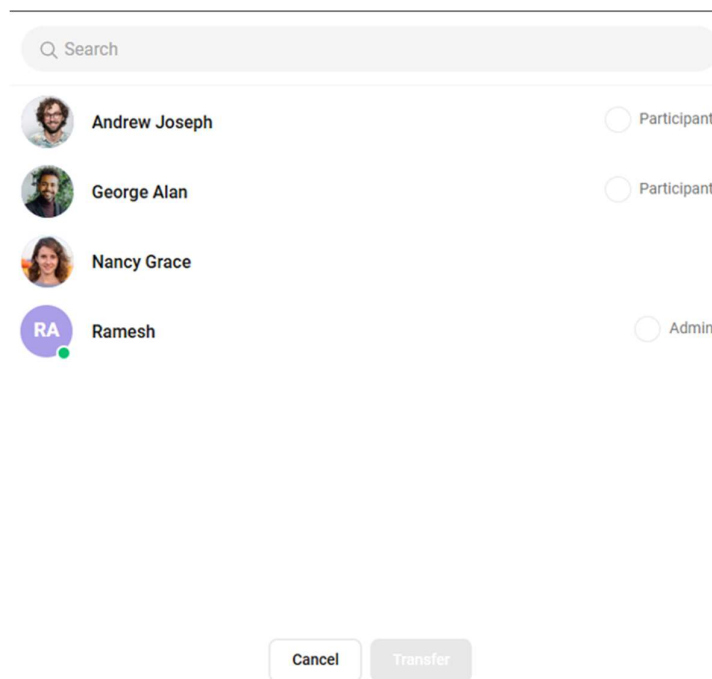
4. **Call Features – Raise Hand Suggestion**
    o **Suggestion:** Add a "Raise Hand" feature during calls, visible to admin, owner, and call initiator.
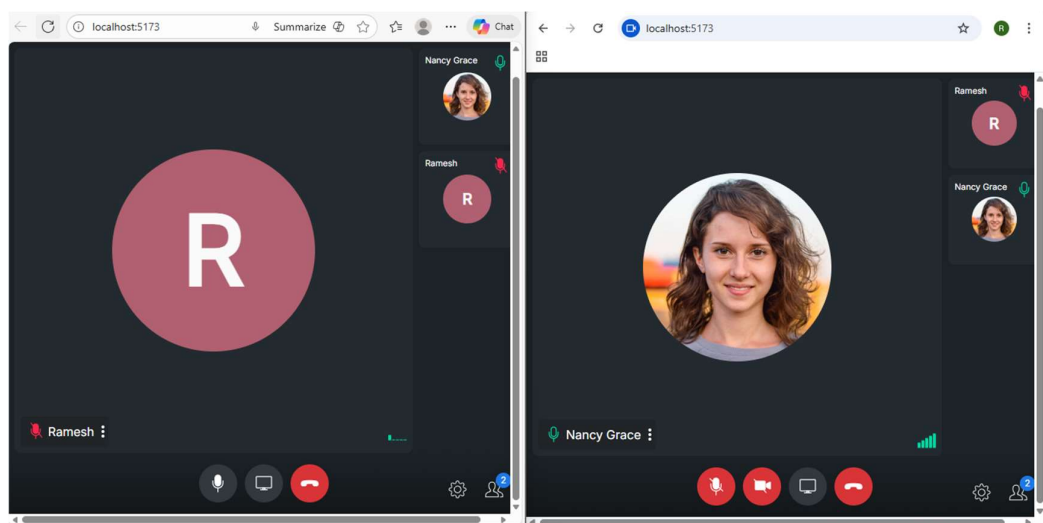
5. **Call Video Switch Restriction**
    o **Observed:** Only one user can request to switch to video; the first user to request retains control throughout the call.
    o **Impact:** Limits flexibility during video calls.

During Initial Call:
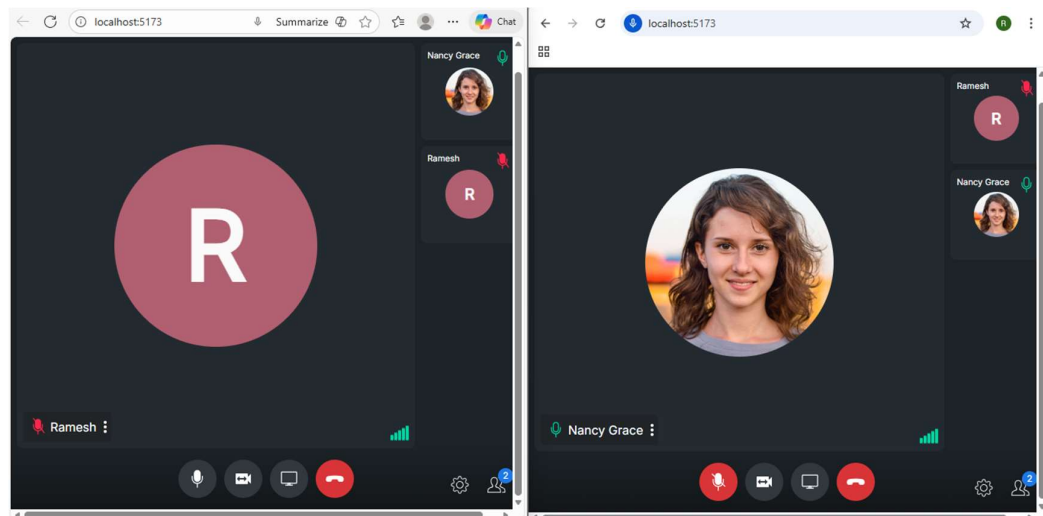
After One Switches to Video Call: Only 1 can switch to video
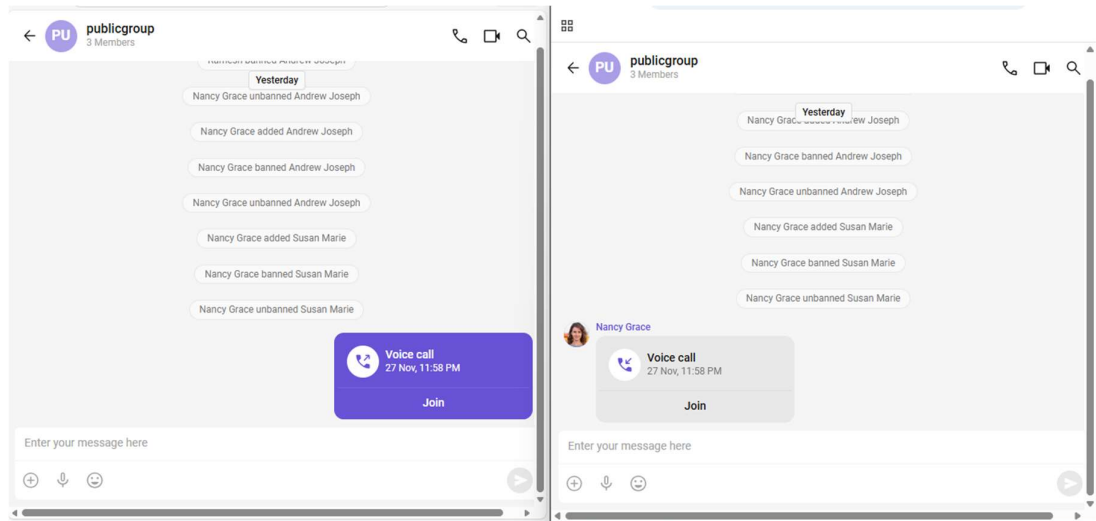

6. **Kick User Restriction**
    o **Current:** Owner, admin, or call initiator cannot kick any user arbitrarily.
    o **Impact:** Limits control for call management.

7. **Call Ended Changes**
    o **Expected:** After a call ends and everyone exits, display "Call ended 1 min ago" or a similar message in the chat.
    o **Actual:** Users can still join the ended call.

8. **Status Feature Suggestion**
   - o **Suggestion:** Implement a user status feature (like WhatsApp) to indicate online, busy, away, etc., for better UX.

Suggestions for Improvement:

- Fix user addition to correctly reflect the current user.
- Update leave group confirmation to show proper warnings.
- Revisit admin role management logic to allow mutual role assignment.
- Add call features like "Raise Hand" and improve video call request handling.
- Improve call end behavior and display proper notifications.
- Consider adding a status feature for users to enhance user experience.