



## Observations

1. The website contains a substantial amount of content, which may overwhelm visitors.
2. It's unclear how 92agents addresses specific user problems; the explanation of how the service alleviates pain points is absent.
3. Calls to Action (CTAs) appear to be placed haphazardly throughout the site, lacking strategic placement.
4. The design lacks consistency, which could detract from the user experience.
5. Key messages and titles are not adequately emphasized, making important information easy to overlook.
6. The homepage does not prompt the user to take any specific action, potentially leading to user inaction.
7. The options to sign in or sign up for the portal are not prominently displayed, which may hinder user engagement.



## Observations

1. The website resembles a Web Application and fails to clearly communicate what users can achieve or do on the platform.
  2. The "Celebrate Success" section is empty. It's important to communicate to users during such empty states to prevent the misconception that content is failing to load.
  3. The services section is not accessible due to continuous loading, preventing users from viewing what is offered.
  4. There should be a dedicated section explaining how users can contribute and detailing the services available for volunteering.
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## Doubts/Questions

1. Are you seeking design improvements for just the website, or are you also looking to enhance the design of the Web Application?
2. Have the features for both sites already been outlined, or do we need to discuss and refine these before proceeding with the design?
3. Are there any technical limitations we should be aware of? For example, are we required to use low-code platforms or specific Content Management Systems (CMS) like WordPress, Wix, or Shopify?
4. What are the primary objectives of both applications? Specifically, what actions would you like users to take when visiting?

**Please provide your insights on these points to ensure we align our strategies with your vision and objectives effectively.**