SUMMER INTERNSHIP

BUG FINDING REPORT ON SATHYANET.COM

(FIBERNET WEBSITE)

A PROJECT REPORT

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INTRODUCTION

- This report summarizes the bugs identified on the website sathyanet.com during an internship at Sathya Technosoft. The purpose of this report is to document the issues found, their impact on usability, and to suggest improvements to enhance the overall user experience and functionality.

BUG FINDINGS

Outdated Disney Hotstar Icon Present in Homepage Image

- The homepage currently displays an image containing the Disney Hotstar icon, which is outdated. This image should be updated to reflect the Jio Hotstar icon in line with current branding. Displaying the old icon may mislead users regarding the streaming service offered.

Problem with Support Email Navigation

- The support email address support@sathyanet.com is currently not functioning as expected. Clicking the link does not open the user's default mail client, and emails may not be delivered. This issue should be investigated promptly to restore proper communication.

Incorrect QR Code Provided for Fibernet Bill Payments

- The website promotes QR code-based payments for Fibernet bills. However, the QR code provided redirects users to the My Sathya app instead of a dedicated Fibernet bill payment portal. This causes confusion and disrupts the payment process.

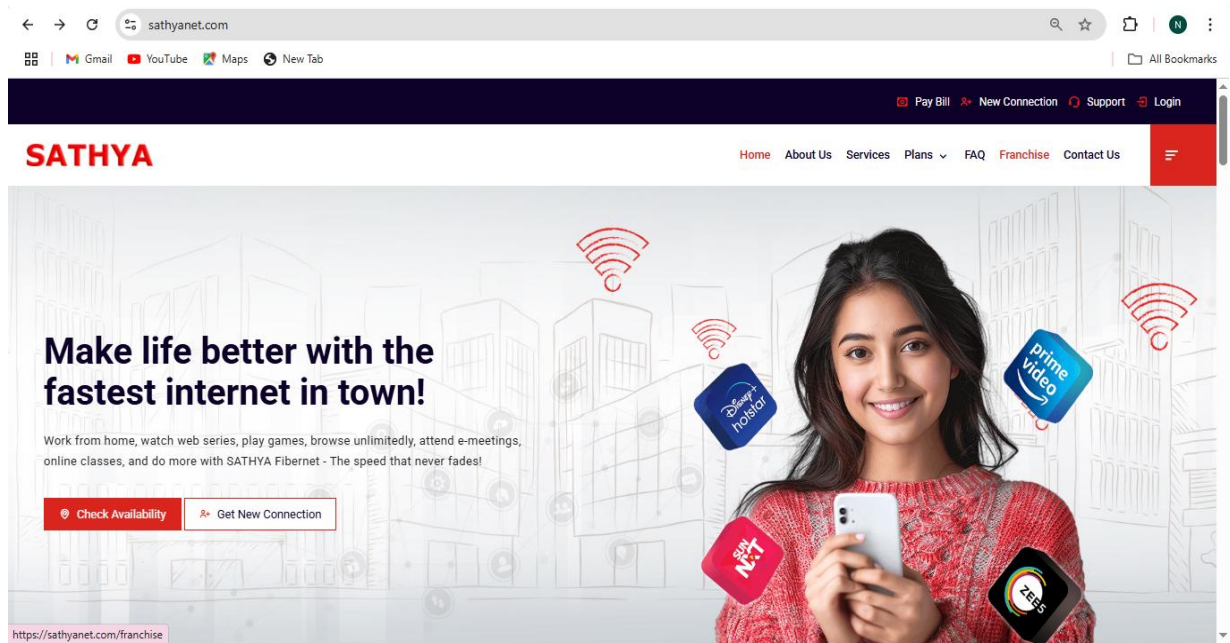### Franchise Might Be Less User-Friendly

- The franchise model appears less user-friendly compared to licensing. Licensing minimizes complexity and procedural barriers, allowing easier onboarding and smoother user interaction. Highlighting licensing as the more accessible option can enhance usability and customer satisfaction.

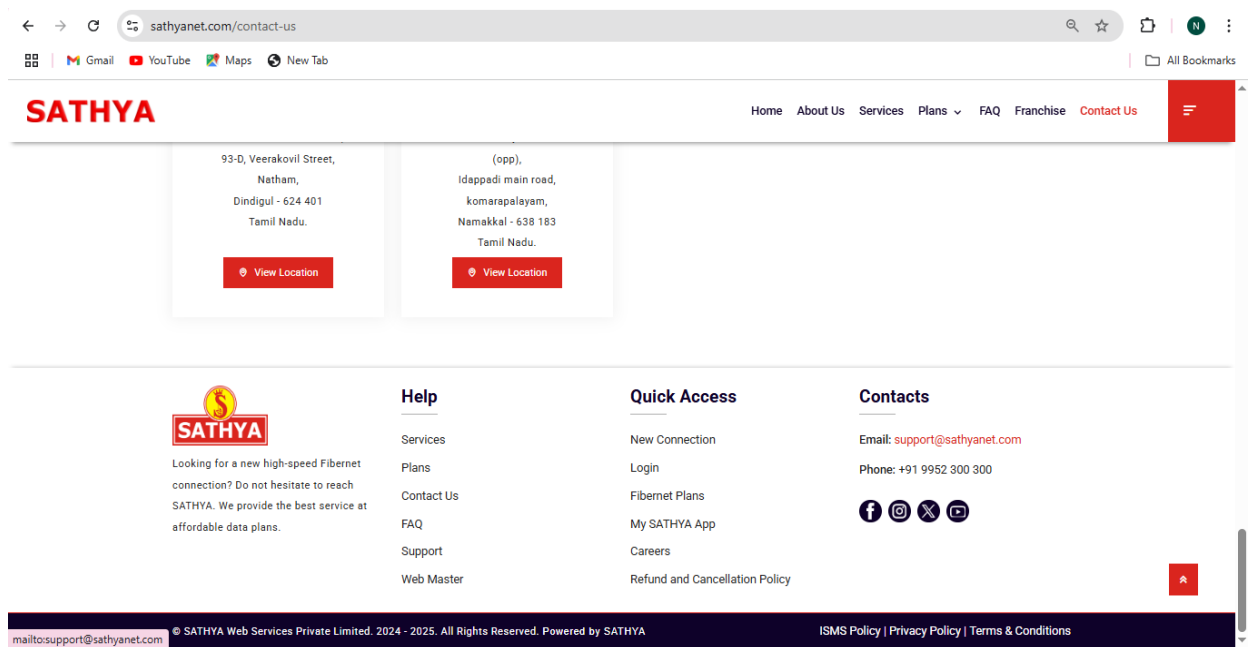### Unclear Wording in Service Description

- The phrase "service at reasonable prices and support as and when required" is grammatically awkward and lacks clarity. Revising it to more professional alternatives such as "service at reasonable prices with support provided as needed" would improve user understanding and trust.
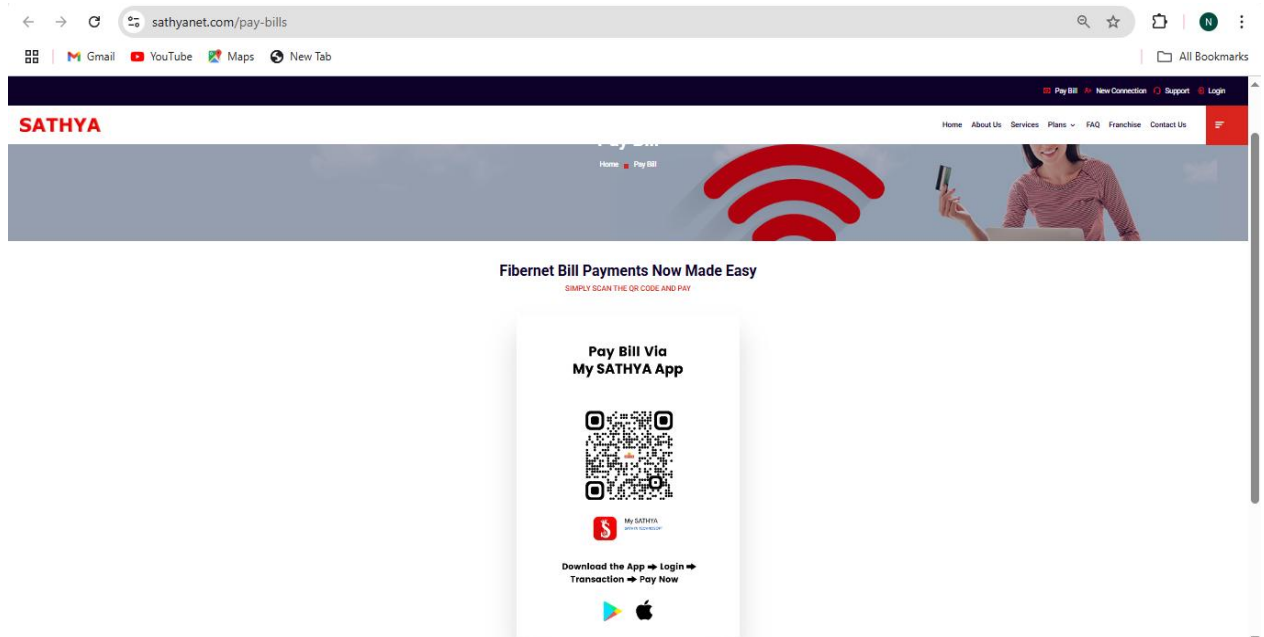
RELATED SCREENSHOTS
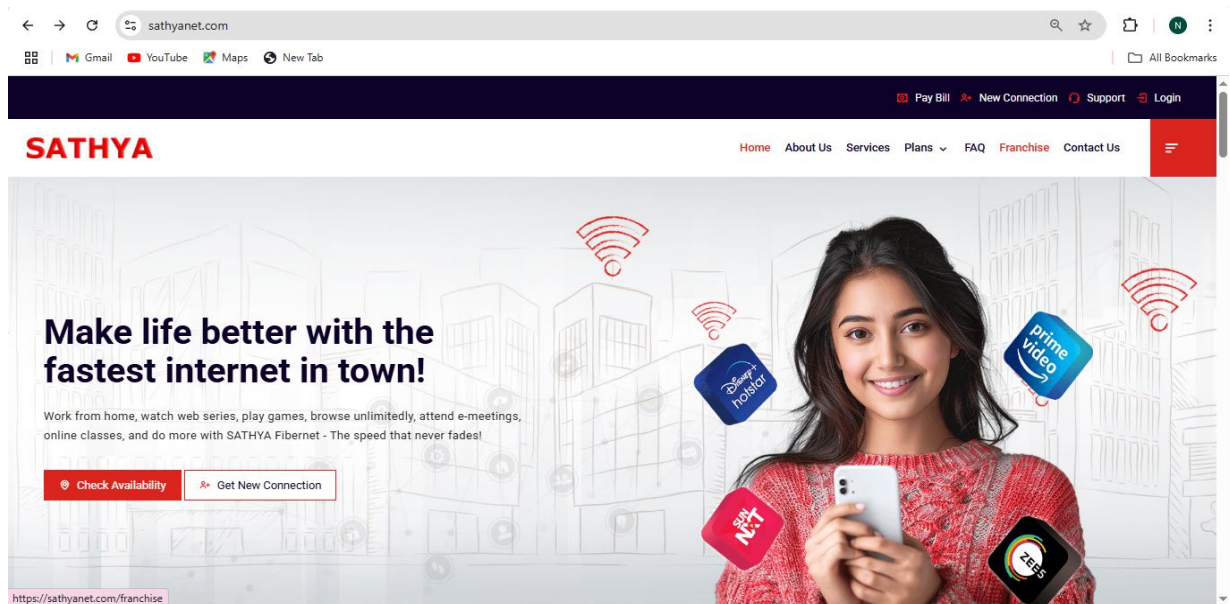
Outdated Disney Hotstar Icon Present in Homepage Image
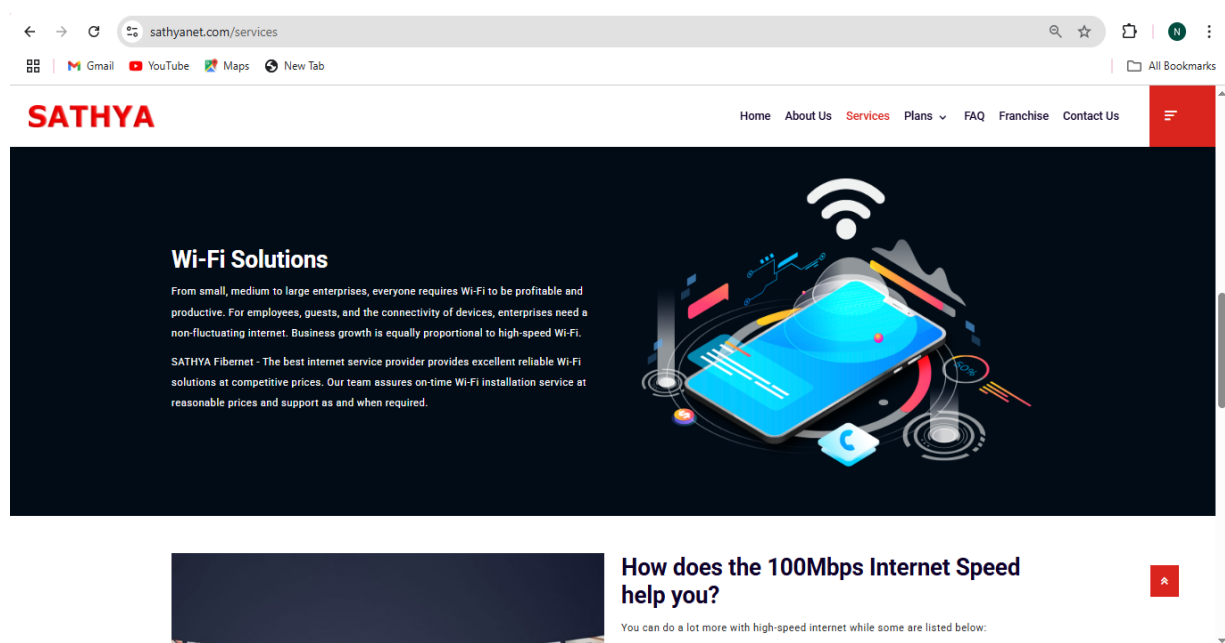

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Franchise Might Be Less User-Friendly

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CONCLUSION

The bugs identified highlight important areas where the website's functionality and user experience can be improved. Addressing these issues promptly will help ensure a more reliable, user-friendly, and professional online presence.

RECOMMENDATIONS

It is recommended that the development team review and resolve the reported issues in order of severity to enhance site performance and customer satisfaction.