

Sterling On-boarding Audit #1

Test Results Summary

H A X O R

What is Haxor?

- We study developers as they build apps on your API
- Developers think-aloud along the way and fill out a survey rating their experience and provide additional feedback

Test Script

Build a NodeJS application that performs a background check on a user:

- Use the Sterling API to create a NodeJS application that performs a SSN Trace check on the example candidate (see [candidate.js](#) below).
- Use the Sterling Developer Portal to update the status of the applicant (see [callback notes](#) below) and display this status in the NodeJS application.
- Use the Sterling front-end JS library to create a GUI for performing the same SSN Trace check, but this time on the front end.

Test Results

Test Name	Goal	Technology
Build a NodeJS app that performs a background check with the Sterling API	Build a NodeJS application that performs a background check on a user. See the guide linked above for more detailed instruction.	NodeJS

Overall

Scores

45

0:58
Duration

3.6
Clarity

3.4
Ease

6.0
Code

5.6
Docs

3.8
NPS

Contract	Reached Goal? (self evaluated)	How long did it take?	Clarity	Ease	Code Accuracy	Documentation Accuracy	Would you recommend this to a friend?
Zach Weinberg		0:48	★★★★	★★★★★★	★★★★★★★★★★	★★★★★★★★★★	★★★★
Matthew McGuff		1:00	★★★	★★★	★★★★★★★	★★★	★★★
Derek P	✓	1:00	★★★	★★★	★★★	★★	★
Kenneth M Dubroff		1:00	★★★★★	★★	★	★★★★★	★★★
Peter Krieg		1:00	★★★	★★★	★★★★★★★★★★	★★★★★★★★★★	★★★★★★★★

Friction Points

Opportunities for Improvement

1. Authentication
2. Developer Landing Page
3. Content-Type
4. On-boarding Vocabulary
5. Step-by-Step Lists
6. URL Endpoint
7. “Try It” Feature
8. “Packages”
9. SDKS
10. API Model
11. Front End Packages
12. Developer Portal
13. Callbacks

Authentication

- How do I authenticate?
 - Authentication information is missing from step by step
 - Link from “standard process”
- Where do I get my token?
 - Label curl command as “getting bearer token” and “using bearer token”
- Auth is just totally missing from the getting started guide
 - It’s mentioned as “step 1” but not mentioned in guide
 - Kenny spends entire time trying to do auth

Developer Landing Page

- Everyone goes right toward the docs.
 - People are not referencing the landing page again
 - Make this page more like docs.
 - Or ditch it and move the resources to the docs page
- Quickstart link from developer portal is broken
- Api.sterlingtalent doesn't link to developer portal
 - Add link under "sign in"

Content-Type

- Do they tell me what the content-type should be?
 - Content-type not supplied
 - Assumed JSON
 - Seems to return a mix of errors
 - Supply as form url encoded in docs
 - Improve error codes

On-boarding Vocabulary

- Keys were called “client id” and “client secret” in email from Christopher Dural
- Referenced as “username” and “password” on docs
 - Keep consistent language

Step-by-Step Lists

- Elaborate on “standard process”-
 - Steps are duplicated, endpoint is in title and details are below
 - Each step can be a page.
 - Add code examples
 - Explain why we do each thing

URL Endpoint

- Endpoint not listed in getting started guides
- Generic directories like /test with no endpoint
 - List endpoint

“Try It” Feature

- Candidate Sample is malformed
 - Doesn't work
 - Returns “malformed json”
 - Missing a quote
- Try it is unclear
- Need to put bearer token in each time

"Packages"

- What the heck is a package?
 - Define a package early in introduction
 - Write concepts guides
 - Clarify why you need to call this endpoint
- Not all packages being available is confusing
 - Rename packages to something else
- Where do they come from?
- What is required?

SDKs

- “On-demand” has no meaning for developers
 - Rename SDKS
- Documentation too verbose
 - Too long
 - Complicated
 - Not helpful
 - Expand on documentation with how to guides
- People don’t visit SDK page
 - Reference SDKS early in docs

API Model

- Process is confusing because model relationship is not clear
 - Draw a model diagram to visualize relationship
 - Elaborate on models and steps

Front End JS Package

- “Candidate-pay” is confusing
 - Rename packages
- Ecommerce is confusing
 - Brand this as a solution, something like “Stripe Checkout”
- Examples don’t work
 - Fix examples
 - Create embeddable widgets
- “on-demand-candidate-pay”
 - Take “pay” out of repo name.
 - This is the frontend library.

Developer Portal

- Initial empty state can be improved
 - “When something happens, it shows up here”
 - Opportunity to be helpful here
 - Add blank text to “make your first API call”
- Action buttons are confusing
 - Need descriptions
- Concept of a “screening” is confusing within UI
 - Model relationships and additional context in guides will help

Callbacks

- Unclear how long it will take to process
 - Include information about expectation for job execution