

→ Endpoints  
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→ Usability  
Report

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INFURA

## → **Agenda**

1. Background
2. Methods
3. Findings
4. Recommendations

## → **Background**

Web3 has seen one of its' largest growth periods with respect to Web2 developers entering the ecosystem. Infura is often one of the first tools developers sign up for.

We wanted to ensure our proposed onboarding design guided new users, especially those new to Web3, to creating their first project and getting their first response.

## → Methods

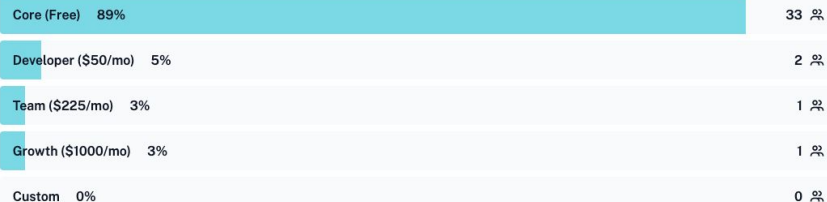
## Unmoderated Usability Tests (Maze)

### Which Infura subscription plan are you on?

MULTIPLE CHOICE

37

RESPONSES

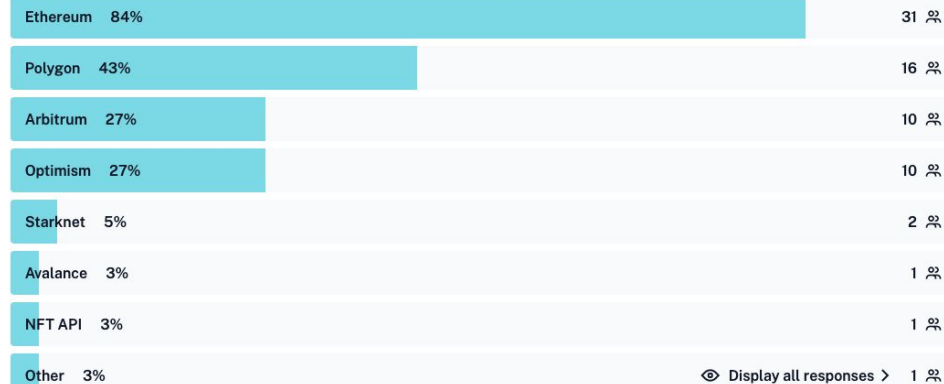


### Which endpoints are you currently sending requests to?

MULTIPLE CHOICE

37

RESPONSES



## → **Core Findings**

- Overall, participants were able to quickly identify what options they have for endpoints on different blockchains.
- They were able to select different networks on the same chain.
- A significant number of participants don't understand that they can use the same key for multiple networks.
- Participants that didn't have prior knowledge of chains needed more support finding an endpoint for open ended requirements.

→ **Are users able to quickly identify what options they have for endpoints on different blockchains?**

Research answer: Users are able to quickly identify what options they have for endpoints on different blockchains

→ "Love Ethereum, first endpoint I used was Ethereum too so its a no brainer that i chose Ethereum L1" - Tester #107383208

"Using Polygon for testing stuff, very affordable + lots of stuff working there already, maybe even more than on Eth mainnet" - Tester #108177375

→ **Are users able to understand that they can use the same key for multiple networks?**

Research answer: A significant number of users don't understand that they can use the same key for multiple networks

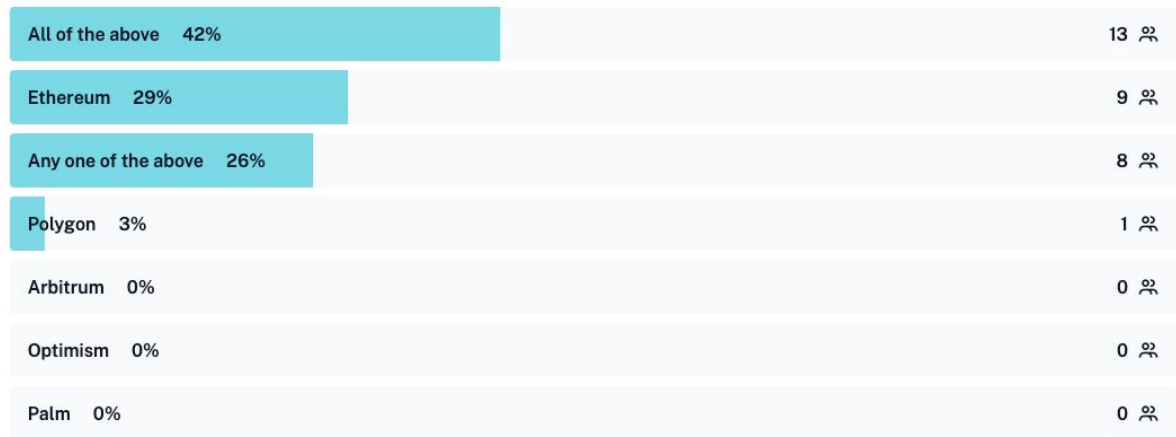




## When using a Web3 API Key, which of these endpoints can you send requests to?

MULTIPLE CHOICE

31  
RESPONSES



→ "Honestly, I do not see a way to select/activate the endpoint. When initially creating a project, I could only select "Web 3" and not ETH/Optimism/Polygon/etc." - Tester #107293701

"not knowing that Palm is part of the web3 API options, a hint to all other networks would be useful" - Tester #106927171

→ **Are users able to understand how to select different networks for a chain?**

Research answer: Users are able to understand how to select different networks for a chain

100% of users successfully completed the task of choosing a Ethereum test network in an average of 13.3 second

→ **If users don't know what chain they need endpoints for, are they able to learn more to figure it out?**

Research answer: Users that don't know what chain they're looking for need more support finding the right chain

→ "I don't seem to see the teaching guide" - Tester  
#106917616

"That is the one that I have used in the past and  
didn't have a reason to choose something different. "  
- Tester #106976579

→ **If users already know what chain they need endpoints for, are they able to find them quickly?**

Research answer: Users that already know what chain they need endpoints for, are able to find the endpoints quickly

→ "everything was very seamless " - Tester #107384336

"Scalable sidechain/Layer 2 - having experienced majority of these protocols in the past it was an easy decision to choose a tried and tested Polygon Network as its cheaper for gas etc [though Arbitrum and Optimism both have been flavour of the quarter ;)]" - Tester #107383208

## → **Recommendations**

- Explore new ways of educating users that one key can be used across multiple endpoints
- Iterate on ways of educating users on what endpoints should be used for different use cases so that users that don't know what they're looking for can find something quickly



## → More information

1. [Research Plan](#) (Confluence)
2. [Raw Findings](#) (Maze)