

# Talent Recruit - UX Review

**Prepared for:**

Talent Recruit

**Prepared by:**

Pratik Gami

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# About Talent Recruit Portal

## **Portal Users**

- Job Seekers
- Recruiters
- Employee referrers

## **Portal Objective**

### **1. Job Seekers**

- Search and apply for jobs
- View application history

### **2. Recruiters**

- Manage leads clients and candidates
- Post jobs
- Extract and analyse reports

### **3. Employee referrers**

- Refer candidates for jobs
- View reference history

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# About UX Review

## Reviews are Difficult

- We often concentrate on the negative.
- Every review finds “obvious” problems (that are NOT really obvious).

## Our Focus

To ensure that the Talent Recruit portal:

- Provides an effective interface for the user
- Provides comfort and convenience while interacting with the portal
- Increases task completion time

## Limitations of an Expert Review

- This review is based on:
  - Usability Heuristics (rules of thumb for usable design)
  - Current human factors and HCI research
  - Fundamental principles of human performance (cognition, perception, etc.)
  - How well the design supports decisive tasks
  - Knowledge gained from past usability testing
- We have not gathered information directly from users in creating this report.

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# Framework for Review



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information



Interaction

Ease of interaction (use of controls / features)

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# Navigation: Intermixing organisation schemes

Intermixing different types of organisation schemes makes it difficult for the user to form a consistent mental model, creating memory load for the user.

Job Seekers [Log In](#) Or [Register Here](#) [Home](#) [Recruiter](#) [Search Jobs](#) [Employee Referral](#)

Primary navigation is a mix of user based scheme and task based scheme.

The screenshot shows a navigation bar with links for Home, Recruiter, Search Jobs, and Employee Referral. Below this is a sidebar with a red border containing items: Lead, Client, Requirement, Candidate, Temp Staffing, Source, Forum, Reports, Billing Module, Mail Management, Management, Configuration, and Change Password. A red arrow points from the 'Client' item to a box labeled 'Object based scheme'. Another red arrow points from the 'Change Password' item to a box labeled 'Task based scheme'. To the right, there is a horizontal row of icons: a file, a person, a document, a chart, a bar graph, a group of people, a folder, an envelope, a grid, and a recycling symbol. A red box highlights the first four icons, which are connected by arrows to boxes labeled 'Action based', 'Object based', 'Task based', and 'Action based' respectively.

Lead  
Client  
Requirement  
Candidate  
Temp Staffing  
Source  
Forum  
Reports  
Billing Module  
Mail Management  
Management  
Configuration  
Change Password

Object based scheme

Action based

Object based

Task based

Action based

Task based scheme

## Recommendation

Consider using not more than one type of organisation scheme at one level.

# Navigation: Hidden options and functions

Most common usability problem is the inability for users to find desired content or feature. Good navigation systems are not hidden to users.

The screenshot shows a top navigation bar with links for 'Job Seekers Log In Or Register Here', a search icon, and a user icon. Below this, there's a horizontal menu with 'Home', 'Recruiter' (circled in red), 'Search Jobs', and 'Employee Referral' (circled in red). A large callout box points to the 'Employee Referral' link, stating: 'Login and register functions for Job Seekers are displayed upfront, however the same for recruiters and referrers are hidden under the respective tab'. Below the main menu, there are two vertical menus. The left one has items: Forum, Reports, Billing Module, Mail Management, Management (highlighted with a red box), Configuration, and Change Password. An arrow points from 'Management' to the right menu. The right menu has items: Forum, Reports, Billing Module, Mail Management, Management, Administration, Poll Management, Communication, Channel Manager, PortalRecruit (highlighted with a red box), Configuration, and Change Password.

APAR TECHNOLOGIES

Home **Recruiter** Search Jobs **Employee Referral**

Job Seekers [Log In](#) Or [Register Here](#)

Forum  
Reports  
Billing Module  
Mail Management  
**Management**  
Configuration  
Change Password

Forum  
Reports  
Billing Module  
Mail Management  
**Management**  
Administration  
Poll Management  
Communication  
Channel Manager  
**PortalRecruit**  
Configuration  
Change Password

Sub menu options are hidden, which are revealed only after clicking on the main option.

## Recommendation

Using more open and wide navigation model. Consider providing cues to let user know of hidden options.

# Navigation: No ‘where am I’ cues

A good navigation system clearly indicates current location within the interface hierarchy.

The first screenshot shows a homepage with a navigation bar at the top containing 'Home', 'Recruiter', 'Search Jobs', and 'Employee Referral'. Below the navigation bar are three search fields: 'Keyword' (Enter Designation, Role, Skills etc.), 'Location' (Enter Multiple Cities), and 'Poll of the Day' (What is the most important reason you). The second screenshot shows a login page with a 'Login' button and a 'User Name' input field. The third screenshot shows a calendar view with a 'My Calendar' header, a date navigation bar, and a weekly grid. A callout box on the calendar page states: 'User has no clue about which page he/she is on.'

User has no clue about which page he/she is on.

User has no clue if ‘Joining’, ‘Interview’ or ‘Event’ view is displayed.

## Recommendation

Clearly highlight where the user is in the website/application hierarchy.

# Navigation: Unexpected destination

A good navigation system helps users choose their destination and accordingly navigates to the same desired destination.

The screenshot illustrates a user interface for managing leads, clients, requirements, candidates, and temp staffing. On the left, a sidebar lists categories like Lead, Client, Requirement, Candidate, Temp Staffing, and Source. The main dashboard shows counts for each category: Lead (0), Client (0), Requirements (0), Total Offered (0), and Total Joined (0). A red box highlights the 'Total Joined' button, which has a red arrow pointing down to a 'Candidate' page. This page displays search filters (Home, Advanced Search, Category Search, Jargon Search, Search by Date) and a results table showing 22 profiles. Another red arrow points from the 'Temp Staffing' and 'Billing Module' buttons in the sidebar to a 'Joined Candidate' page on the right. This page lists categories such as Lead, Client, Requirement, Candidate, Temp Staffing, Source, Forum, Reports, Billing Module, and Mail Management. It also shows a summary of joined candidates and their status: 24 (No) Candidate Joined But Invoice Not Generated, 3 (No) 241920 (INR) Invoice Generated But Not Sent, and 4 (No) 509042100 (INR) Invoice Raised Payment Not Due. A search bar and sorting dropdown are also present on this page.

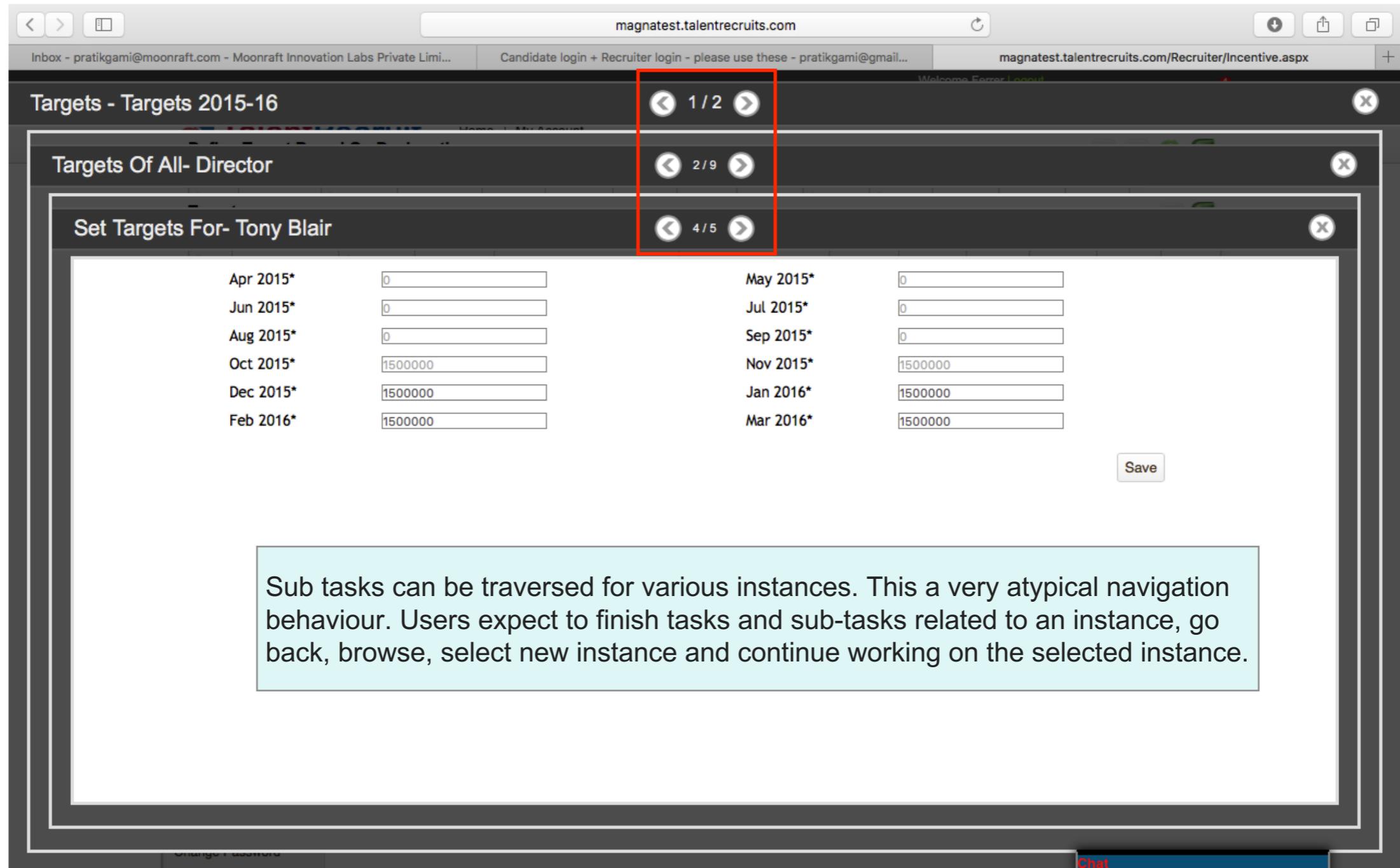
Clicking on 'Total Joined' tab navigates user to 'Candidate' page, whereas 'Temp Staffing' and 'Billing Module' tabs navigate users to 'Joined Candidate' page.

## Recommendation

Re-label the links to clearly indicate where it will be leading to.

# Navigation: Atypical navigation mechanism

A navigation system must match users mental model. Poorly designed navigation systems account for 80% of observed usability problems.



## Recommendation

Avoid traversing of instances at task level. Use a drill down navigation model.

# Navigation: Unclear, inconsistent labels

Getting the label right can dramatically facilitate browsing. Research shows that users will make use of a link or button rather than searching if it is relatively obvious that the link or the button is what they need.

Inconsistent labelling pattern.

Primary noun: Candidate, Client, Leads, Reports, Targets/Incentives...

Primary + Helping noun: Poll Management, Channel Manager, App settings...

Helping + Primary noun: Temp Staffing, Auto Alert/Notification...

Labels are not self-explanatory and leave users wondering what they might contain.

Leads to 'Joined Candidates page'

Candidate

Temp Staffing

Source

Forum

Reports

Billing Module

Mail Management

Management

Configuration

Change Password

'Management' and  
'Configuration' are very  
ambiguous terms

Management

Administration

Poll Management

Communication

Channel Manager

PortalRecruit

Configuration

Master Setting

App Setting

Email Template

Offer Template

Auto Alert/Notification

Control Setting

User Rights Setting

Target/Incentives

Administration,  
Management,  
Configuration.....Whats  
the difference?

Talent recruit Portal or  
other portals?

What is a Master?

Which app?

Which controls?

## Recommendation

Use clear, consistent and self-explanatory labels.

# Navigation: Unclear grouping and ordering

Proper grouping and ordering of menu options aids easy scanning and findability of relevant content

Candidate	Management	How are these options ordered?
Temp Staffing	Administration	
Source	Poll Management	
Forum	Communication	
Reports	Channel Manager	
Billing Module	PortalRecruit	
<b>Mail Management</b>	Configuration	Mail too is a mode of communication, shouldn't Mail Management be a part of 'Communication Management'?
Management	Master Setting	Shouldn't this be part of 'Mail Management'?
Configuration	App Setting	
Change Password	Email Template	
	Offer Template	
	Auto Alert/Notification	
	Control Setting	
	User Rights Setting	'User Rights' is part of Administration (which falls under Management) and part of "User Rights Settings" (under Configuration) too.
	Target/Incentives	If adding, editing, deleting Users, Business, Polls, Channels, messages under 'Management' then what is Targets/Incentives under Configuration?

Red boxes highlight the following items for review:

- Mail Management
- Email Template
- User Rights Setting
- Target/Incentives

Icons representing various system functions are shown below the navigation menu:

## Recommendation

Consider sorting and grouping options logically which would make sense to the users.

# Review Insights



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information



Interaction

Ease of interaction (use of controls / features)

# Presentation: Scattered information

Organising text into chunks allows users to quickly scan through information and find the content they are looking for.

Keyword

Location

Job Category

[Browse All Jobs ➔](#)

1-10 of 15 Jobs

**Hot Links**

- [IT-Software / Software Services / testing Jobs \(7\)](#)
- [Banking / Financial Services / Broking Jobs \(3\)](#)
- [Banking, Insurance & Financial Services Jobs \(2\)](#)
- [IT Software - Application Programming / Maintenance Jobs \(2\)](#)
- [Other Jobs \(2\)](#)
- [Sales / Business Development / Client Servicing Jobs \(1\)](#)
- [Software Development - QA and Testing Jobs \(1\)](#)
- [Oil and Gas / Power / Infrastructure / Energy Jobs \(1\)](#)
- [Accounting / Tax / Company Secretary / Audit Jobs \(1\)](#)
- [IT Software - QA Jobs \(1\)](#)
- [IT Software - System Programming Jobs \(1\)](#)
- [IT Software-QA & Testing Jobs \(1\)](#)
- [IT Software-System Programming Jobs \(1\)](#)
- [Consultancy Jobs \(1\)](#)

Job Title	Skills	Date
<a href="#">Sr. Manager Business Development</a>	Sales, Marketing Mumbai	07 Dec 2015
<a href="#">Sales / Business Development / Client Servicing</a>		Banking / Financial Services / Broking
<a href="#">.Net Developer</a>	.net,"Dot Net",C#	04 Dec 2015
<a href="#">IT Software - Application Programming / Maintenance</a>	Bangalore	Other
<a href="#">developer</a>	Finance Process Mumbai	03 Dec 2015
<a href="#">Software engineer</a>	Java	Oil and Gas / Power
<a href="#">Sr. Java Developer</a>	Java	16 Nov 2015
<a href="#">IT Software - Application Programming / Maintenance</a>	Bangalore	Banking / Financial Services / Broking
<a href="#">Desktop Support Engineer</a>	Good Excel Knowledge, Good Communication Skill	29 Oct 2015
<a href="#">Pune</a>		IT-Software / So

<.com/Search/Jobs/?10-Sr.-Manager-Business-Development>

Information is all over.

Difficult to differentiate between information

Difficult to compare and select jobs.

## Recommendation

Chunk, organise and align text to increase users ability to scan and improve readability. Use grid/table and align text under common header. Use white space to differentiate different one information from other.

# Presentation: Inconsistency

Inconsistency within the same channel projects an outdated and unprofessional aesthetic, while increases frustration amongst users as they need to relearn the UI every time it changes.

Job Title- Sr. Manager Business Development	Functional- Sales / Bus
Location- Mumbai	Experience Range- 2 - 5 Years
<b>About Us</b>	
Headquartered in Singapore, we are one of Asia Pacific's leading organization operations in 6 countries and development centres in Singapore, Malaysia and India.	
<b>Roles and Responsibility</b>	
Manage accounts and meet targets relating to revenue growth. Provide regular feedback to senior management about market trends. Develop effective working relationships with customers through business development opportunities. Communicating new product developments to prospective clients.	
Key Functions & Roles of the Candidate:	

Job Title- Finance Executive	Functional- Banking,
Location- Bangalore	Experience Range- 0 - 2 Years
<b>About Us</b>	
Headquartered in Singapore, we are one of Asia Pacific's leading organizations, providing technology consulting, software development and outsourcing services, with operations in 6 countries and development centres in Singapore, Malaysia and India.	
<b>Roles and Responsibility</b>	
<b>Financial adviser: Job description</b>	
Financial advisers provide clients with specialist advice on how to manage their financial affairs. They advise clients on the most appropriate products and services available, ensuring clients are well informed and make informed decisions.	

Job Title- .Net Developer	Functional- IT Software - Application Programming / Maintenance
Location- Bangalore	Experience Range- 2 - 5 Years
<b>About Us</b>	
Headquartered in Singapore, we are one of Asia Pacific's leading organizations, providing technology consulting, software development and outsourcing services, with operations in 6 countries and development centres in Singapore, Malaysia and India.	
<b>Roles and Responsibility</b>	
<b>Job Description for Finance Process Experts (for Ops Stabilization phase)</b>	
<b>Key Responsibilities</b>	
Perform end user transactional activities in Finance processes (AP / AR / R2R ) like posting of invoices, posting JVs, manual payment, reconciliation etc.	

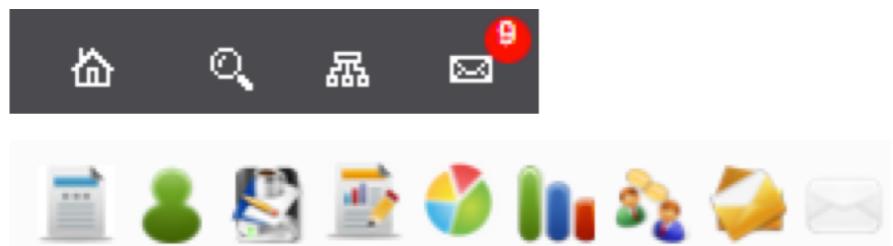
## Inconsistency in

- font size
- font weight
- font color
- font family
- font style
- font alignment

all in the same page.....

this hinders quick scanning of text and decreases readability drastically.

# Presentation: Inconsistency (cont'd)



Inconsistent Icon styling

[Logout](#) IT Software Jobs

[Browse All Jobs](#) ➔ [Add Document](#)

[IT Software - System Programming](#)

Inconsistent links

Day Week Month

Joining Interview Event

Inconsistent buttons

Size

Same size

Profiles sent to Client

Shares

Inconsistent dropdown

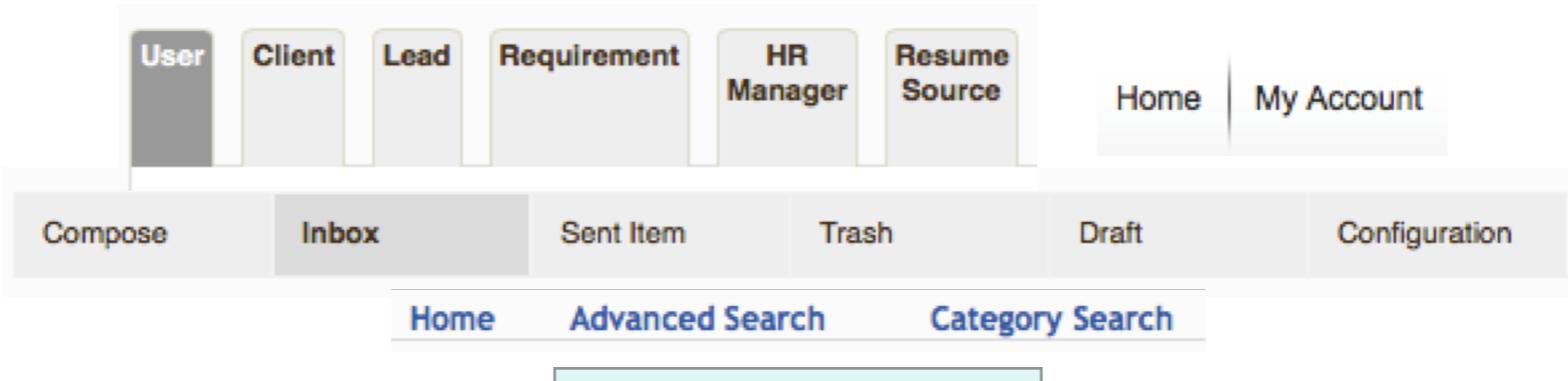
Modular View

twitter.com

www.facebook.com

www.google.com

Inconsistent checkboxes



Inconsistent tabs

# Presentation: 'Below the fold'

Surfacing important information and functionality helps users deep dive to find what they are looking for.

Content “below the fold” will frequently be missed.

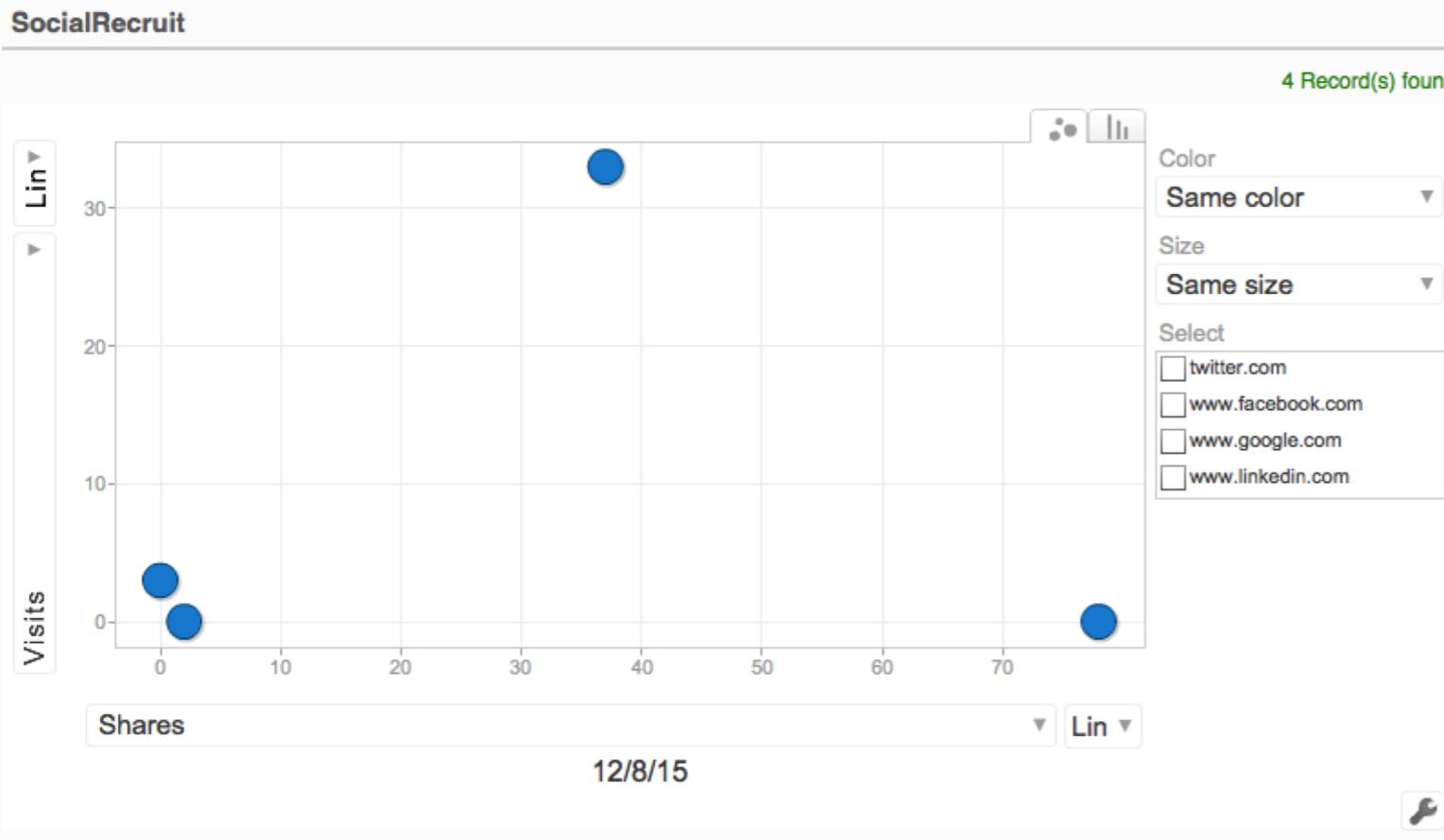
Its frustrating to scroll every time for important and frequently used information

The screenshot shows a web-based dashboard for APAR Technologies. At the top, there's a navigation bar with the company logo, a welcome message "Welcome Ferrer Logout", and various icons for search, refresh, and notifications (with a red dot). Below the navigation is a sidebar menu with links like Lead, Client, Requirement, Candidate, Temp Staffing, Source, Forum, Reports, Billing Module, Mail Management, Management, Configuration, and Change Password. The main content area features a "Choose Option" dropdown set to "My Dashboard" and a "Search" button. Below this is a row of five colored boxes displaying analytics: 1 Lead (green), 5 Client (blue), 9 Requirements (orange), 13 Total Offered (purple), and 22 Total Joined (yellow). To the right of these boxes are small icons for a user profile and a refresh. Below the analytics is a section titled "My Calendar". It includes a monthly calendar for December 2015 with days from Mo to Su. The date "08-12-2015" is highlighted with a red box. A detailed view of the day shows hours from AM 9 to PM 12. Buttons for "Day", "Week", and "Month" are at the top of the calendar, and buttons for "Joining", "Interview", and "Event" are to the right. A callout box in the bottom left corner of the calendar area states: "Dashboard is meant to give a 360 degree view of everything that matters the most to the user. Here prime real estate is occupied by calendar widget and important analytics is pushed below the page fold." At the very bottom of the page, there's a dark footer bar with a "Chat" button.

# Presentation: Poor data visualisation

Selection of proper chart can help users make better analysis and uncover more insights

Efficient and usable charts help users make analysis faster.



Giving options to select colours, size, social media, bar/bubble view is not required as the data to be displayed is very simple. All these additional options will distract the user from his main task.

Almost three fourth of the page is utilised to display simple data.

Since the bubbles are scattered across a bigger canvas, it's takes more time and effort to traverse between bubbles. Thus increasing motor load.

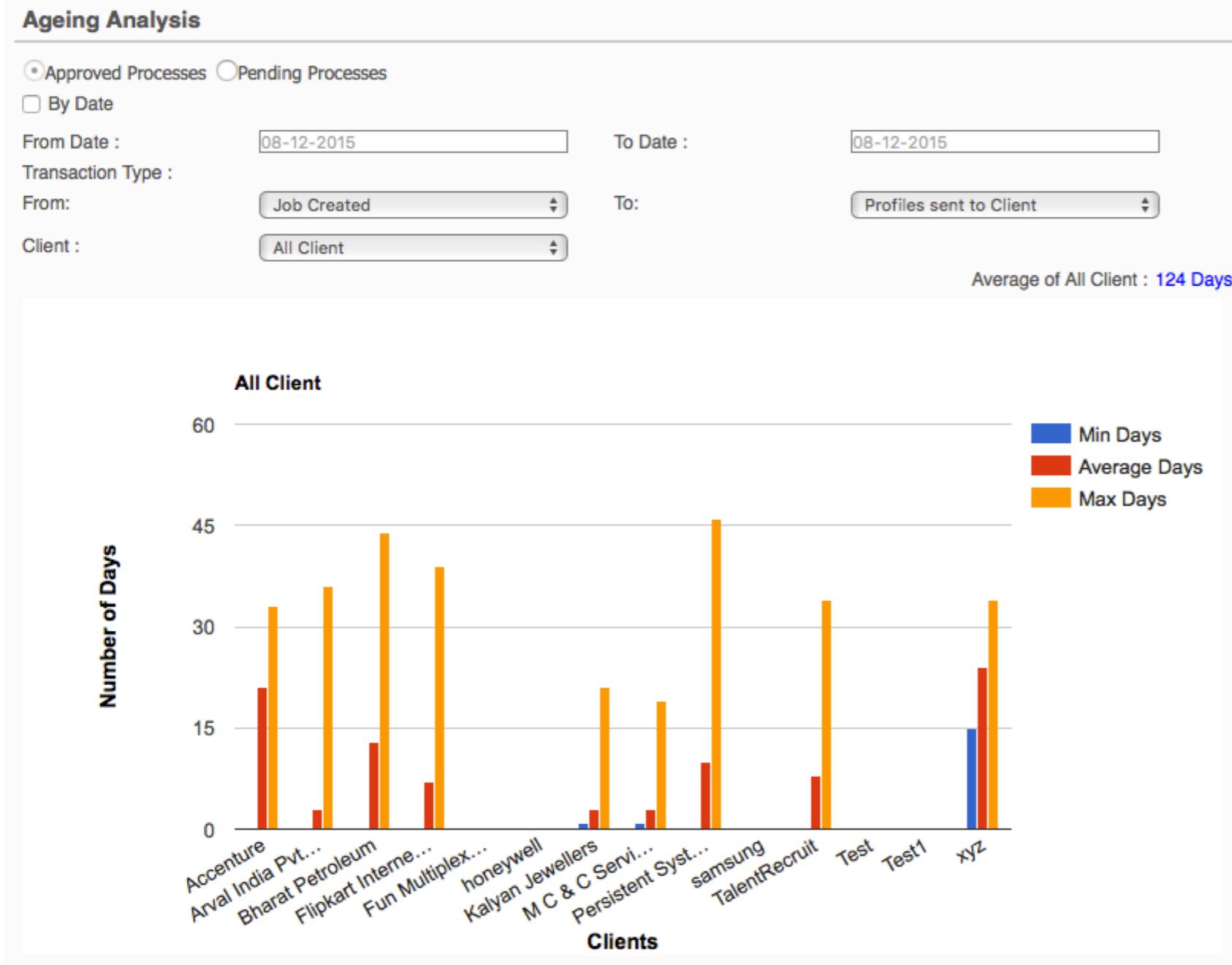
Referrer Id	Referrer Host	Shares	Visits
2	www.linkedin.com	78	0
3	www.google.com	0	3
1	www.facebook.com	37	33
4	twitter.com	2	0

It's impossible to figure out which bubble or bar (in the bar view) represents which social media unless clicked/hovered.

## Recommendation

Data visualisation is not required in this context. Data in tabular format below is more than sufficient.

# Presentation: Poor data visualisation (cont'd)



Number of days for what?

Shouldn't 'Approved Processes' be the title instead of 'All Client'

User might find it difficult to associate bars to clients (X axis)

Confusing filters. From and To labels make sense for date but is confusing with Transaction type.

## Recommendation

- Use appropriate Graph titles. Make efficient use of white space and gutter space.
- Consider making Y axis dynamic in accordance to the maximum value so as to better utilise the real estate and making bars with minimum values more prominent.
- Use proper Filters.

# Presentation: Super wide tables

Users lose context while going through wide scrolling tables without static/fixed/frozen header columns,

Requirement Name	Client Name	Email	Contact No	Offered Location	Contract Expiry
Business Analyst	xyz	srimoramr5@gmail....	91-8143216252		30/09/2016
Sr. Java Developer	Arval India Pvt Ltd	arigela123.purush...	91-9591489552	Bangalore	30/09/2016
Sr. Java Developer	Arval India Pvt Ltd	anushbabu.ch@gm...	91-8089604319	Bangalore	30/09/2016
Testing	Flipkart Internet Pvt Ltd	neha.java@yahoo.c...	732-734-0298	Mumbai	31/12/2015
Finance Manager	TalentRecruit	nrworld1@gmail.com	734-274-9249	Bangalore	31/10/2015
Sr. Java Developer	Arval India Pvt Ltd	yousry.help@gmail....	0097156498		
Sr. Java Developer	Arval India Pvt Ltd	singhvarun_1989@...	9820158298	Iko	30/09/2016
Sr. Java Developer	Arval India Pvt Ltd	hridya.girija@gmail....	8086227440	Hyderabad	30/09/2016
Finance Manager	TalentRecruit	muks-77@hotmail.c...	9004127972, 9821122696	Pune	31/10/2015

Once the candidate column (first column) is out of display, it becomes difficult to make associations between the candidate and its attributes, thus making user scroll too and fro.

This leads to increase in motor, memory and cognitive load.

# Presentation: Super wide tables

## Table Recommendations

Price ▲	Company	Change	% Change	Last Updated
\$19.88	Intel Corporation			09/01/2010
\$25.84	Microsoft Corporation			09/01/2010
\$27.96	Pfizer Inc			09/01/2010
\$29.01	Alcoa Inc			
\$30.27	General Motors Corporation	1.09	3.74%	
\$31.61	AT&T Inc.	-0.48	-1.54%	
\$34.14	General Electric Company	-0.08	-0.23%	
\$34.64	The Home Depot, Inc.	0.35	1.02%	
\$35.57	Verizon Communications	0.39	1.11%	
\$36.53	Hewlett-Packard Co.	-0.03	-0.08%	09/01/2010
\$36.76	McDonald's Corporation	0.86	2.4%	09/01/2010
\$38.77	Honeywell Intl Inc	0.05	0.13%	09/01/2010
\$40.48	E.I. du Pont de Nemours and Company	0.51	1.28%	09/01/2010
\$40.48	E.I. du Pont de Nemours and Company	0.51	1.28%	09/01/2010

- Organise the most important columns to the left.
- Experiment with frozen/fixed columns, so if the person does need to horizontally scroll, they can keep context.
- Offer resizing and rearranging of columns.
- Only show a set number of columns in the default view (so there is no horizontal scrolling in the default view) and offer a Customise option so the person can choose to hide or show more columns.
- Offer Sorting options.

# Review Insights



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information

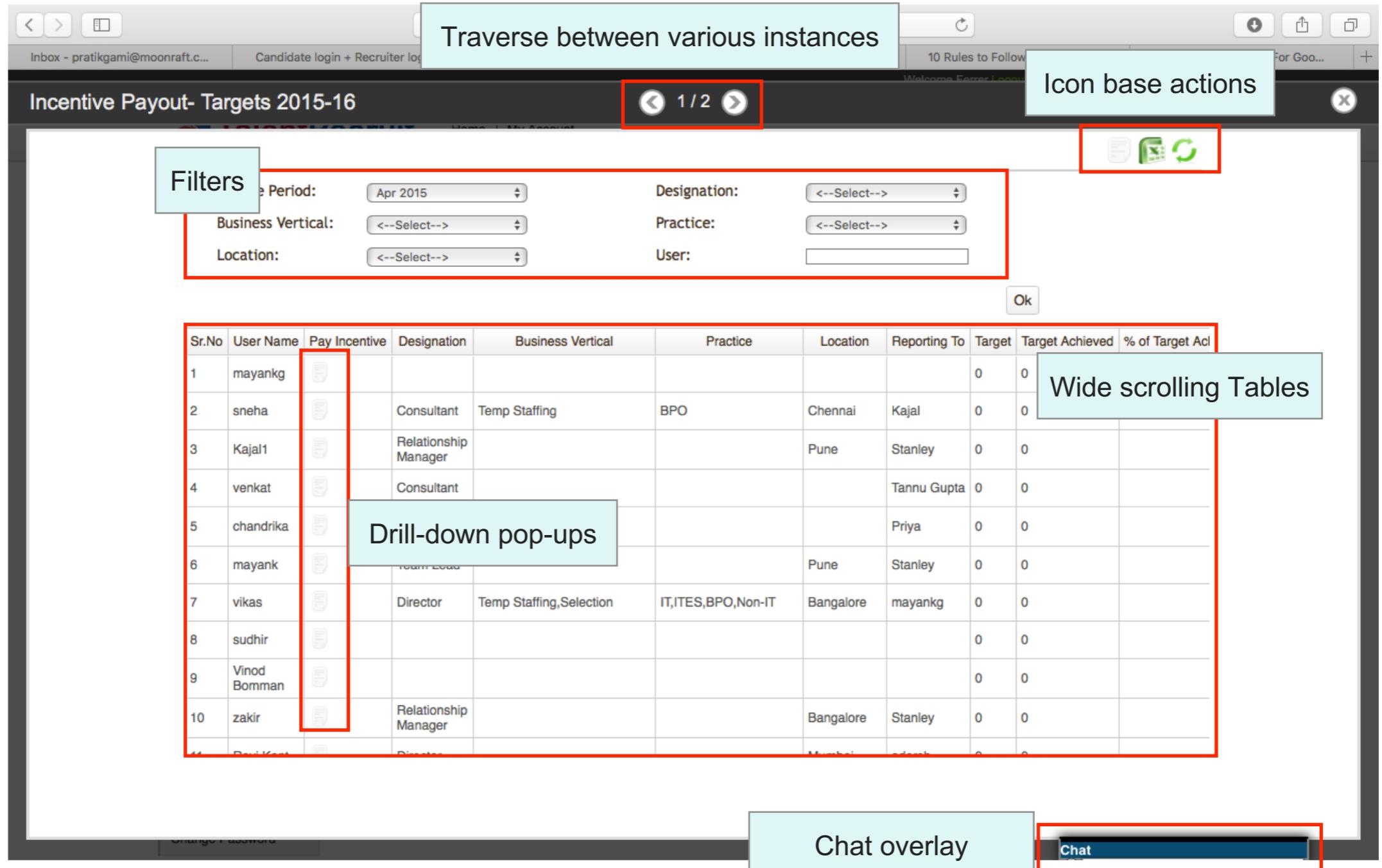


Interaction

Ease of interaction (use of controls / features)

# Content: Overwhelming pop-ups

Pop-ups are meant for sub tasks, including lots of things in it is a huge mistake.



## Recommendation

Keep the pop-ups as simple as possible. Ask or show only essential informations.

Strictly avoid using pop-ups to show drill down details

# Content: Overwhelming text

Users tend to not read lengthy text. Large amounts of text makes it difficult for users to scan through information.

## Key Responsibilities

■ Perform end user transactional activities in Finance processes (AP / AR / R2R ) like posting of invoices, discrepancy management, follow up cash application etc

■ Prepare & Review account reconciliation and implement the same (AR / R2R)

■ Validate supporting documents for Check on the accuracy of ageing of amount reported as per AFM guidelines

■ Validate the template usage and its Reconciliation tool requirements

■ Check on QA criteria for every account issues identified

■ Provide training and build process of reconciliation

■ Drive clearance of open items & ensure Identity compliance issues & drive



### Position Description: Finance Manager

Basic Function: The functions of the finance manager position can be considered identical to a treasurer position (see the Treasurer job description), or as a "light" treasurer who has additional analysis responsibilities that include support of the management team in a variety of operational decisions. This job description assumes the latter view of the finance manager position. As such, the finance manager should manage funds in such a manner as to maximize return on investment while minimizing risk, and while also ensuring that an adequate control structure is in place over the transfer and investment of funds. Further, the finance manager engages in financial analysis in such areas as forecasting, budgeting, engaging in cost reduction analysis, and reviewing operational performance. The position is considered to be more senior than the financial analyst position.

#### Principal Accountabilities:

##### Management

Maintain a documented system of accounting policies and procedures

Manage outsourced functions

Oversee the operations of the treasury department, including the design of an organizational structure adequate for achieving the department's goals and objectives

Funds Management

Forecast cash flow positions, related borrowing needs, and available funds for investment

Ensure that sufficient funds are available to meet ongoing operational and capital investment requirements

Use hedging to mitigate financial risks related to the interest rates on the company's borrowings, as well as on its foreign exchange positions

Maintain banking relationships

Assist in determining the company's proper capital structure

Arrange for equity and debt financing

Invest funds

Recommend appropriate dividend issuances, based on historical dividend patterns and expected cash flows

Budgeting

Manage the preparation of the company's budget

Report to management on variances from the established budget, and the reasons for those variances

Assist management in the formulation of its overall strategic direction

Financial Analysis

Engage in ongoing cost reduction analyses in all areas of the company

Review the performance of competitors and report on key issues to management

Engage in benchmarking studies to establish areas of potential operational improvement

Interpret the company's financial results to management and recommend improvement activities

Review company bottlenecks and recommend changes to improve the overall level of company throughput

Participate in target costing activities to create products that meet predetermined price goals

Assist in the determination of product pricing in relation to features offered and competitor pricing

Compile key business metrics and report on them to management

Manage the capital budgeting process, based on constraint analysis and discounted cash flow analysis

Create additional analyses and reports as requested by management

## Recommendation

Chunk, organise and bullet text to increase users ability to scan and improve readability.

# Content: Lack of context

Users find it easier to comprehend contextual information. Information out of context may pose cognitive, memory or motor load, as user will have to guess, use trial and error or use other means to figure out things on the portal.

The screenshot shows a tree list interface. On the left, there are two orange boxes labeled 'Motor load' and 'Memory load'. The tree list itself has two main nodes: 'Dashboard Module' and 'Lead Module'. Under 'Dashboard Module', there is a node 'Choose Option' which further branches into 'My Dashboard', 'My Team Dashboard', and 'All Dashboard'. Under 'Lead Module', there is a node 'Add Lead' and another 'Choose Option' node which branches into 'My Lead'. All items in the tree list are checked.

- [-]  Dashboard Module
  - [-]  Choose Option
    - My Dashboard
    - My Team Dashboard
    - All Dashboard
  - [-]  Lead Module
    - Add Lead
    - [-]  Choose Option
      - My Lead

Few levels of the tree list has label 'Choose option'. Users have to memorise the hidden items or click 'Choose Option' to explore hidden items.

## Recommendation

Uniquely label every item of the tree list.

The screenshot shows a configuration form for email settings. On the left, there are three orange boxes labeled 'Cognitive load'. The form fields include:

- SMTP Port Number\*
- SMTP Host Name\*
- POP Port Number\*
- POP Host Name\*
- SMS Gateway Link\*
- Add Auto Cc Mails
- Enable SSL on SMTP
- Enable SSL on POP

Recruiter might not know what SMTP, POP, SSL, Gateway Link, etc. means.

## Recommendation

Avoid using jargons.

# Content: Lack of context (cont'd)

Asset Description	<input type="text"/>
AssetCode	<input type="text"/>
Manufacturer	<input type="text"/>
AcquisitionDate	<input type="text"/>
Return Date	<input type="text"/>
Remarks	<input type="text"/>

What asset are we talking about while applying for a job? Car? House?

Education Gap*	<input type="text"/>
Employment Gap*	<input type="text"/>
Reporting To*	<input type="text"/>
Reason For Change	<input type="text"/>

Reporting to? While applying?  
May be whom I was reporting to in the previous company?

## Recommendation

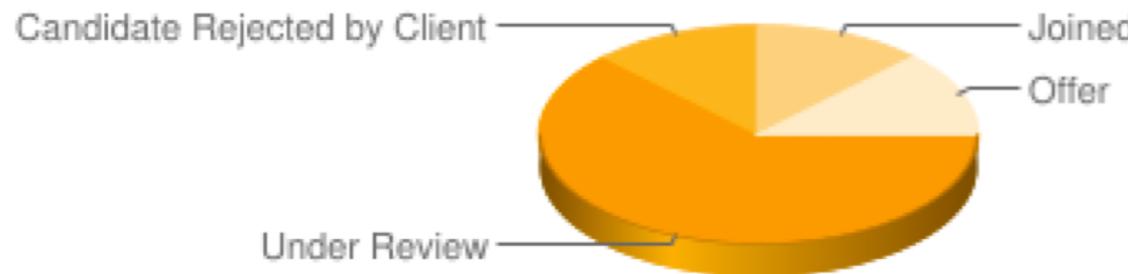
Clearly mention what kind of data is expected to be entered. Use hint text or information icon to provide information on required data entry. Information icon is placed next to the label which on hover displays information in a fly-out

Consider re-wording the label.

# Content: Incomplete data

Incomplete data leads to confusion and frustration, as users will have to put in additional efforts to figure out what's happening.

## Summary



Summary pie chart doesn't show the complete picture.

No numbers available. Users have to guess through observation, thus increasing cognitive load.

Application history doesn't show when was the application sent or when was the job offered.

## Application History

Software engineer

Java

Current Status : In Process

Last Reviewed On :1 hour ago

QA Analyst

QTP and Selenium

Hydrabad

Current Status : In Process

Last Reviewed On :Oct 11 2015 7:11PM

developer

Finance Process

Mumbai

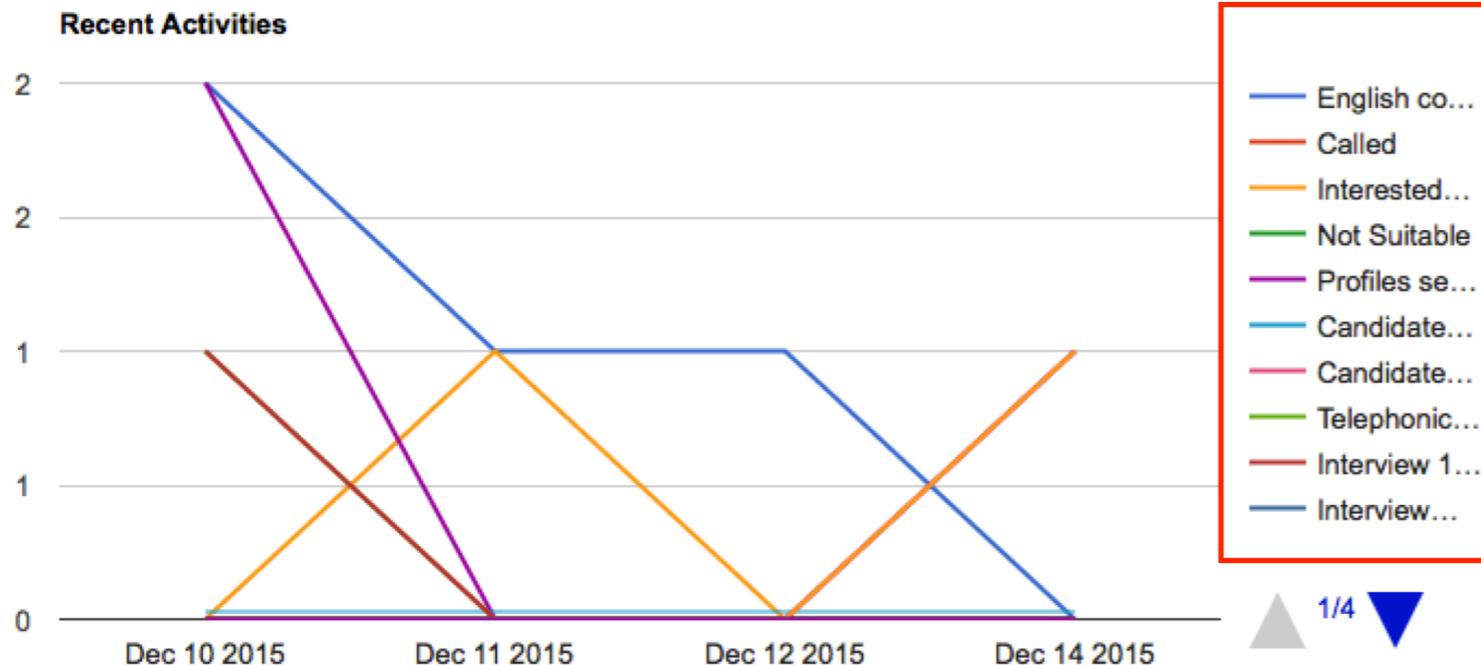
Current Status : In Process

Last Reviewed On :1 hour ago

## Recommendation

Show complete information which would enable users to make sound decisions.

# Content: Incomplete data (cont'd)



Legends are truncated leaving it on user to guess/understand what activity is being visualised.

## Recommendation

Avoid truncating data. Truncate only if the shortened data makes sense.

E.g.

candidate profi...

Telephonic inter...

Current CTC: 6  
Expected CTC: 8  
Notice Period: 2

CTC is in lacks or thousands? Is it per year or month?

Notice period is in weeks or months?

## Recommendation

Current CTC: 60,000 / month  
Expected CTC: 90,000 / month  
Notice Period: 2 weeks

Current CTC: 6 lacs / year  
Expected CTC: 9 lacs / year  
Notice Period: 2 months

# Content: Poor language

Poor use of language projects unprofessional attitude. Also it may make it tough for users to understand the content.

Sr.No.	Question Title
1	Rate your self How good at in java

Poor sentence construction. Missing articles and noun/pronoun.

Do You Possess Driving License: Yes

Missing punctuations (?).

Do You Have A Valid Passport: Yes

Missing punctuations (?).

# Review Insights



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information



Interaction

Ease of interaction (use of controls / features)

# Interaction: Poor form design

Controls within a form design contribute significantly to task success and task completion time. A well design form must have logically grouped controls that project affordance, intuitiveness and should be appropriate to the action being performed.

From and To date fields are closer to the label 'Transaction Type' and not 'By Date'.  
Label and respective field are far apart

By Date

From Date :  To Date :

Transaction Type :

From:  To:

Client :

Average of All Client : [124 Days](#)

By Date       Based on Requirement Allocation  Based on Requirement Worked

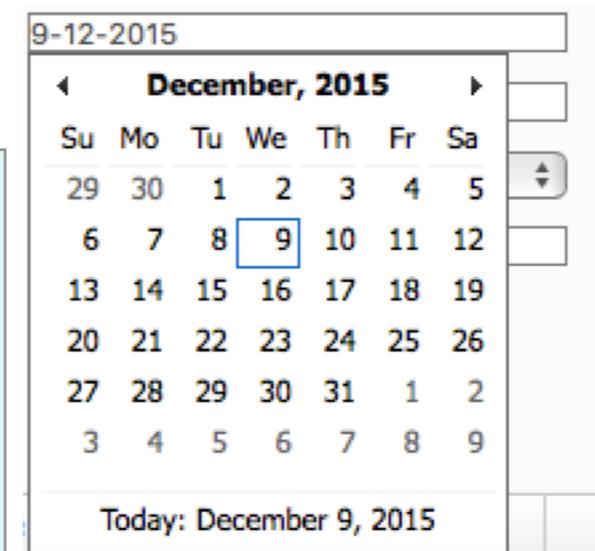
From Date  To Date

It seems 'By Date' is label for radio buttons.

Excel OK

The label 'Excel' doesn't clearly indicate that it's meant to download in Excel format.

Clicking on 'December, 2015, for changing month and year is not very intuitive.  
The control take more clicks to change month and year compared to a dropdown for month and year



# Interaction: Poor form design (cont'd)

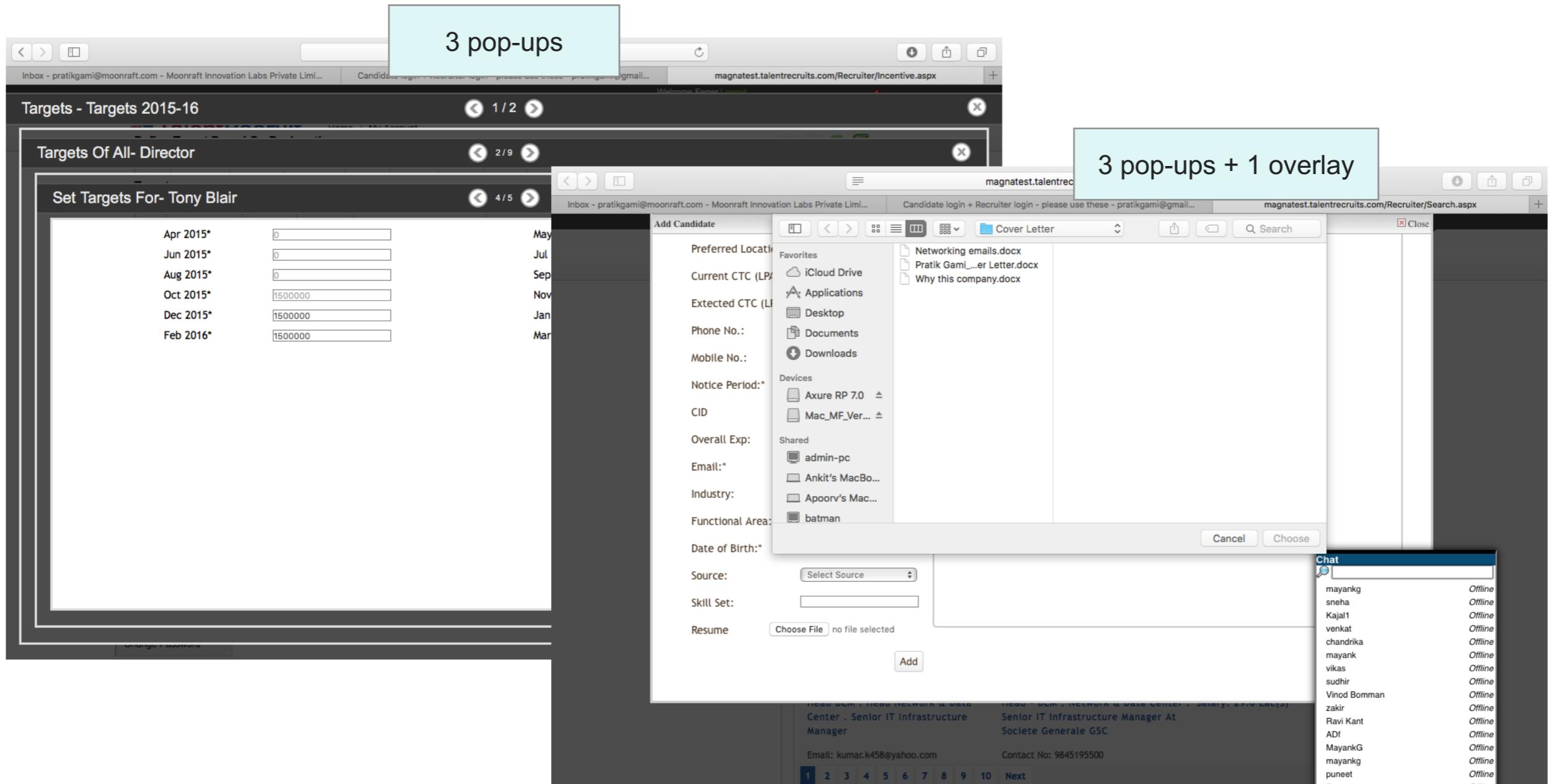
Controls used within a form must set proper ‘how to use’ and ‘how much to enter’ entry expectation with users.

Mobile No:	<input type="text"/>	
Business Vertical:	<div style="border: 2px solid red; padding: 5px;"><p>&lt;--Select--&gt;</p><p>Global Staffing ITES Staffing other</p></div>	<p>No indication of field allowing multiple selection</p>
Practice:	<div style="border: 1px solid gray; padding: 5px;"><p>&lt;--Select--&gt;</p><p>BPO Direct Selling Business Insurance</p></div>	
Location:	<input type="text"/>	
Phone No:	<input type="text"/>	<p>No masking for STD code and main number</p>
From Date :	<input type="text" value="08-12-2015"/>	<p>Field width is way longer than expected value length</p>
Transaction Type :		
From:	<div style="border: 1px solid gray; padding: 5px;"><p>Job Created</p></div>	<p>Date field looks like a text box. However, clicking on the field opens a calendar widget which is not an expected behaviour</p>
		<p>No hint text showing allowed format for date</p>

# Interaction: Too many pop-ups

Users hate pop-ups. Using pop-ups within pop-up will add to the frustration.

Users lose context of the main task while going through multiple pop-ups nested one within another.



## Recommendation

Avoid invoking pop-ups from another pop-up. At any give time, on any given page there should't be more then one pop-up.

Once a pop-up is invoked, deactivate all interactions on the page except those within the pop-up.

# Interaction: Poor feedback

Job Title- BPO  
Location- Adilabad  
**About Us**  
Working with Experis IT : Experis IT gives you the space to develop your career. Our recruiters respect your experience and connect you to the challenging, high profile IT projects you are meant to do. Experis IT recruiters speak your language and assist you in getting to where you want to be in your career. We provide top talent to a wide range of companies from small, local establishments on up to technology industry global leaders, and we'd love to help you find a new opportunity that's just the right fit for you and your expertise. Regardless of if you're just starting out in your career or if you're a seasoned IT professional, if you're looking to capitalize upon your IT knowledge and skill set, Experis IT is the right place for you.  
**Roles and Responsibility**  
**Desired Candidate**

Job Title- Testing  
Location-  
**About Us**  
Working with Experis projects you are mea **Job Expired**  
range of companies from small, local establishments on up to technology industry global leaders, and we'd love to help you and your expertise. Regardless of if you're just starting out in your career or if you're a seasoned IT professional, if you're looking to capitalize upon your IT knowledge and skill set, Experis IT is the right place for you.  
**Roles and Responsibility**  
**Desired Candidate**

You already applied for this job, your application is in process

**Apply**

**The feedback message goes unnoticed as**

- font size is small**
- it is positioned at the bottom of the job description**
- Action occurs in the right and reaction to the left**

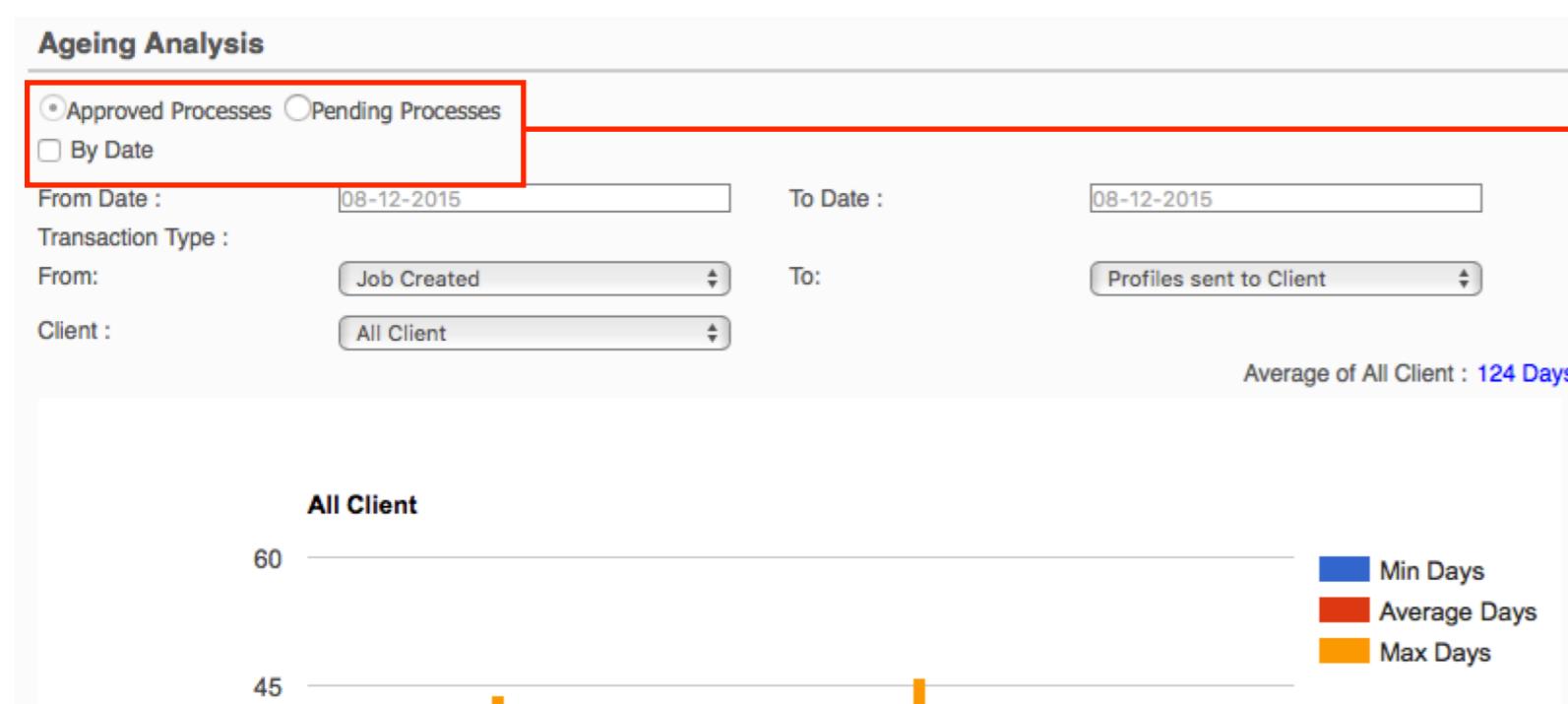
## Recommendation

Position of the message on a page must be constant across the portal.

Consider using pop-ups or overlays to display feedback and other messages.

# Interaction: Unusual behaviour

Users are accustomed to specific web interactions and UI behaviour changing which would cause confusion and frustration.



Changing the selection scrolls the page up to the top after refresh, thus losing the focus from the UI in context.  
This may increase users frustration significantly as filters are often used while doing analysis.

The title row content is a link, clicking on which sorts the respective column. This is very atypical behaviour.

**Recommendation.**  
Use sorting conventions like using up and down arrows to sort content in ascending and descending order.

Financial Year Jan-2015 - Dec-2015 Client <-- Select Client -->  
Business Vertical Practice  
Location User

Excel OK

Sr.No	Skill Name	Status	January	February	March	April	May	June	July	August	September	October	November	December	Total	
1	ASP.NET	Candidate Selected	0	0	0	0	0	0	0	0	9	0	0	0	9	
2		Offer	0	0	0	0	0	0	0	0	0	7	0	0	0	7
3		Joined	0	0	0	0	0	0	0	0	0	6	0	0	0	6
4		Deployed	0	0	0	0	0	0	0	0	0	3	1	0	0	4
5	Business Analysis	Candidate Selected	0	0	0	0	0	0	0	0	0	0	1	0	0	1
6		Offer	0	0	0	0	0	0	0	0	0	0	2	0	0	2
7		Joined	0	0	0	0	0	0	0	0	0	0	1	0	0	1
8	CISCO	Joined	0	0	0	0	0	0	0	0	0	7	0	0	0	7
9	Java	Offer	0	0	0	0	0	0	0	0	0	1	0	0	0	1

# Interaction: Unusual behaviour (cont'd)

The screenshot shows the TalentRecruit software interface. At the top, there is a navigation bar with icons for Home, My Account, Logout, and other system functions. A red box highlights the 'grid' icon in the top right corner. A red arrow points from this icon down to a modal overlay titled 'RecruiTALK'. The main content area displays a table titled 'Define Team Targets And Incentives' with two records. The table columns include Sr. No., Title, Financial Year Name, Remark, Target Type, Incentive Applicable From, and Added By. The first record is 'Targets 2015-16' and the second is 'motive 2015-2016'. Below the table, there are several input fields: Title, Financial Year, Incentive Applicable From, Choose Target Option, and Remarks. A red box encloses the entire 'RecruiTALK' overlay, which contains a 'Submit' button at the bottom right.

Clicking on an icon from the top of the pages opens 'Recruit Talk' overlay at the bottom of the page.

Clicking on the title bar of the overlay, closes the overlay.

User Rights Setting  
Target/Incentives  
Change Password

## Recommendation

Keep the overlay close to its entry point. Either use it as an overlay falling down from the top edge, or club the functionality with chat functionality.

Provide clear close button to close the overlay.

# Interaction: Unusual behaviour (cont'd)

## Improper action vs reaction

Clicking on 'OK' button displays the result below. However the 'Excel' button is displayed besides 'OK', which might not be noticed by the user.

## Recommendation

Reaction must either below the action (if task flow direction is top-down) or to the right of the action (if task flow direction is left-right)

Financial Year: Jan-2015 - Dec-2015  
Client: <-- Select Client -->  
Business Vertical:  
Location:  
Practice:  
User:

Sr.No	Skill Name	Status	January	February	March	April	May	June	July	August	September	October	November	December	Total
1	ASP.NET	Candidate Selected	0	0	0	0	0	0	0	0	9	0	0	0	9
2		Offer	0	0	0	0	0	0	0	0	7	0	0	0	7
3		Joined	0	0	0	0	0	0	0	0	6	0	0	0	6
4		Deployed	0	0	0	0	0	0	0	0	3	1	0	0	4
5	Business Analysis	Candidate Selected	0	0	0	0	0	0	0	0	0	1	0	0	1
6		Offer	0	0	0	0	0	0	0	0	0	2	0	0	2
7		Joined	0	0	0	0	0	0	0	0	0	1	0	0	1
8	CISCO	Joined	0	0	0	0	0	0	0	0	7	0	0	0	7

User Name:

User Role: <-- Select Role -->

Search

Select User	User Name	User Role
<input checked="" type="checkbox"/>	mayankg	Super Admin
<input checked="" type="checkbox"/>	sneha	Super Admin
<input checked="" type="checkbox"/>	venkat	Super Admin
<input type="checkbox"/>	chandrika	Super Admin
<input checked="" type="checkbox"/>	vikas	Super Admin
<input checked="" type="checkbox"/>	zakir	Admin
<input type="checkbox"/>	Ravi Kant	Super Admin
<input checked="" type="checkbox"/>	adarsh	Super Admin
<input checked="" type="checkbox"/>	Stanley	Super Admin
<input type="checkbox"/>	Ferrer	Super Admin
<input type="checkbox"/>	Tannu Gupta	Super Admin
<input type="checkbox"/>	Kajal	Super Admin
<input type="checkbox"/>	Vivek	Super Admin
<input type="checkbox"/>	Olivia	Business Manager
<input type="checkbox"/>	Priya	Admin

Order No.	Select User	User Name	User Role	Move
1	<input checked="" type="checkbox"/>	Kiran Naik	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
2	<input checked="" type="checkbox"/>	sneha	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
3	<input checked="" type="checkbox"/>	zakir	Admin	<a href="#">Up</a> <a href="#">Down</a>
4	<input checked="" type="checkbox"/>	mayankg	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
5	<input checked="" type="checkbox"/>	venkat	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
6	<input checked="" type="checkbox"/>	chandrika	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
7	<input checked="" type="checkbox"/>	vikas	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
8	<input checked="" type="checkbox"/>	Stanley	Super Admin	<a href="#">Up</a> <a href="#">Down</a>
9	<input checked="" type="checkbox"/>	adarsh	Super Admin	<a href="#">Up</a> <a href="#">Down</a>

Submit

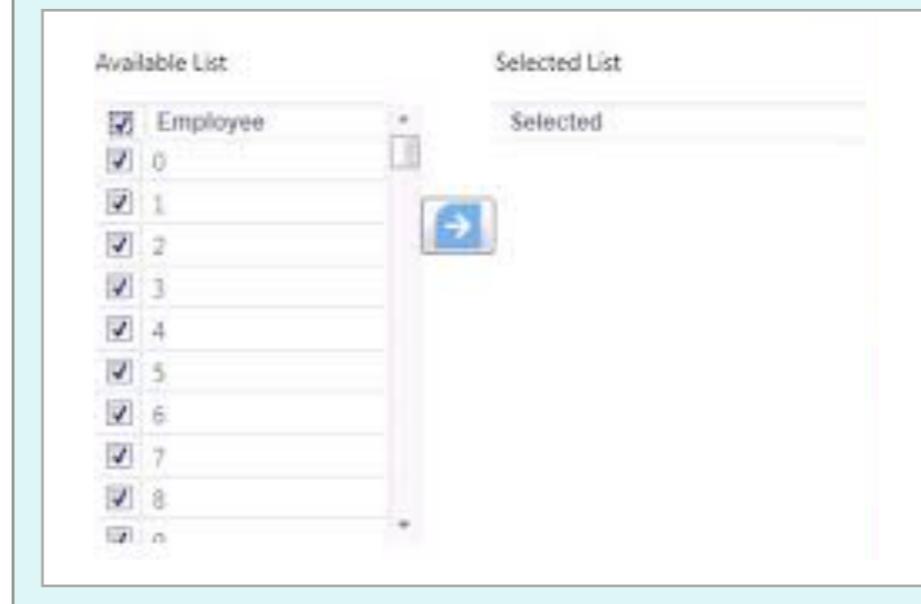
Selecting an entity from the bottom right table adds it to the top left table. However there is no indication of this behaviour/interaction.

## Recommendation

Consider placing the 2 tables next to each other.

Provide appropriate title for both the tables. E.g. Available list and selected list.

provide option to select and deselect all options.



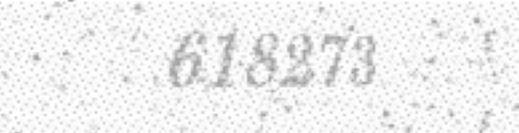
# Interaction: Inconsistency

Users tend to memorise every aspect of a task when performed frequently. Inconsistency in UI behaviour for such tasks leads to errors, thus increasing task completion time and frustration.

Login

User Name

Password

Are you human?  


**Enter Image Text**

**Login**

[Can't access your account?](#)

Login

User Name

Password

**Login**

[Can't access your account?](#)

Captcha requirement is sometimes asked while login and sometimes skipped.

Many a times captcha field is not displayed initially, but after clicking on 'Login' button system brings in the captcha field with mandatory field not entered error.

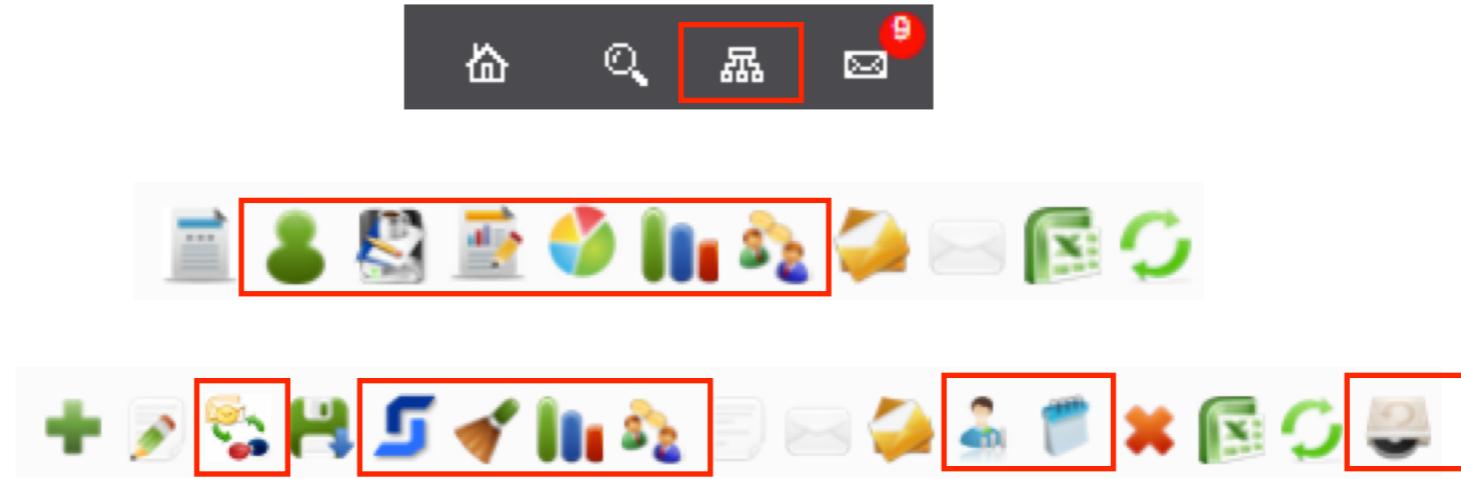
## Recommendation

Keep UI elements on Login widget consistent.

Error prevention is better than correction. Consider activating the 'Login' button only when all the mandatory fields have been entered.

# Interaction: Icon buttons

Users tend to remember only popular icons like save, delete, edit, hamburger menu and so on...



Too many icons pose memory load on user as users need to memorise what each icon is meant to do.

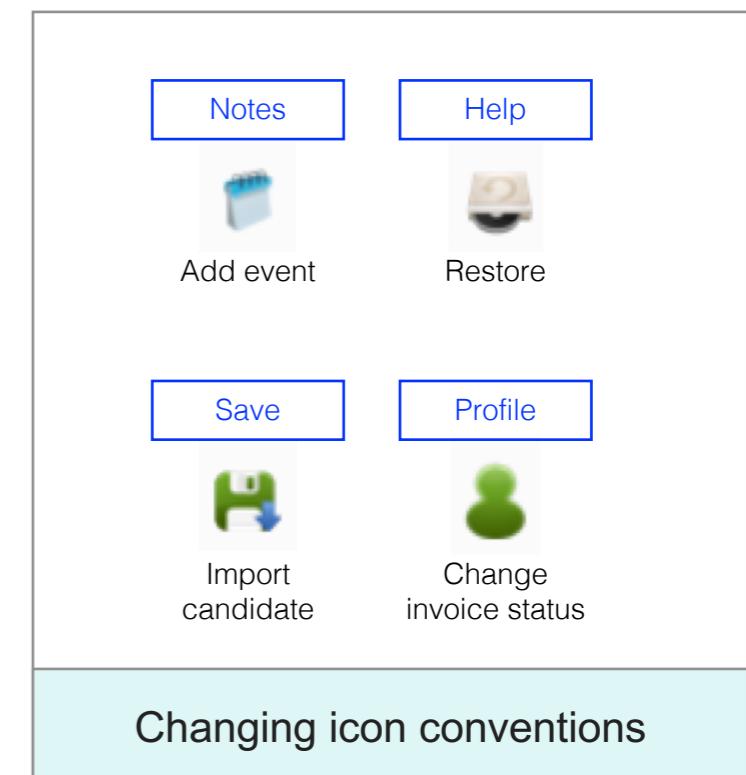
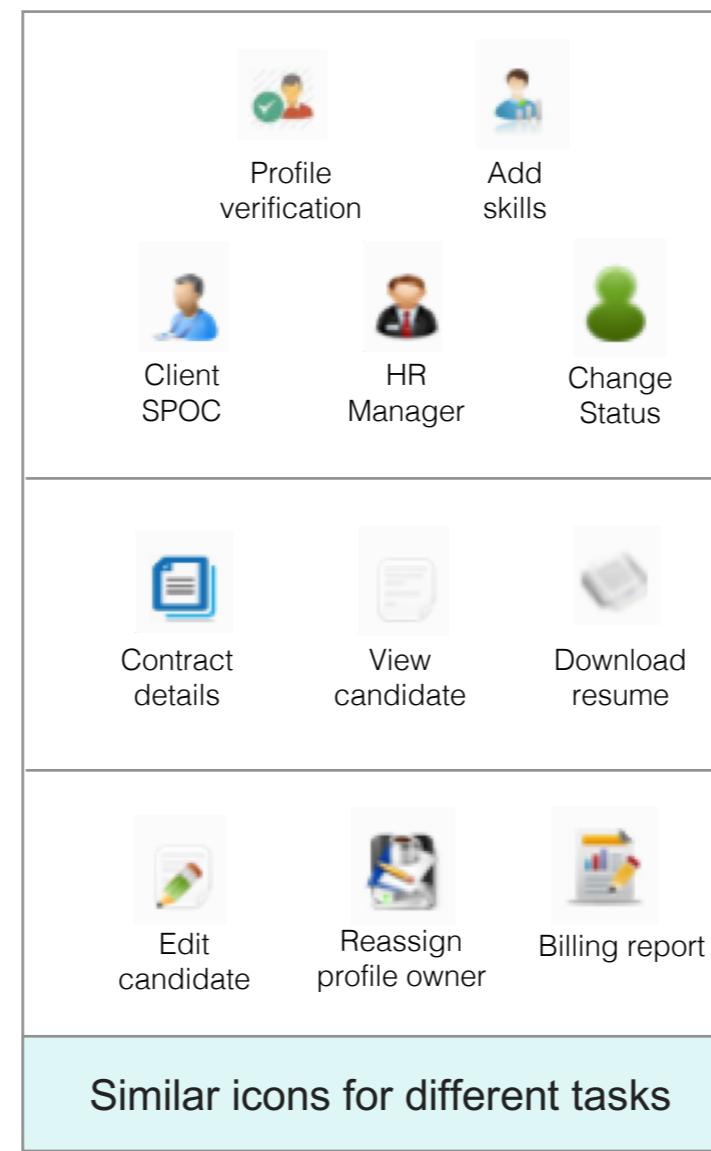
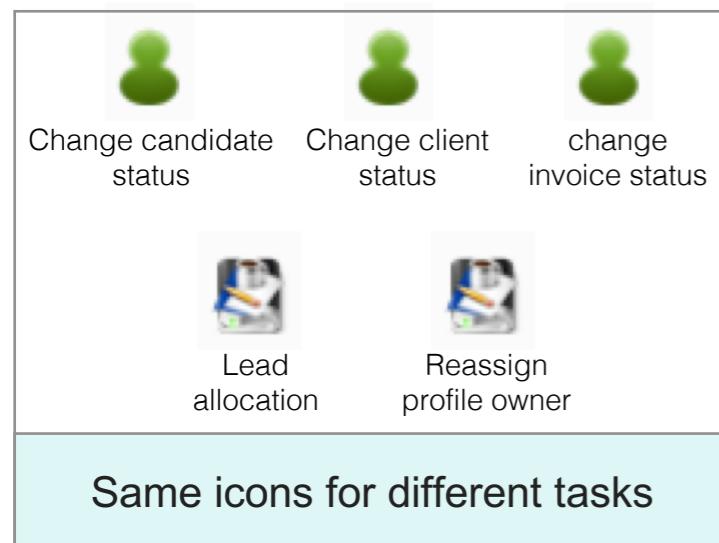
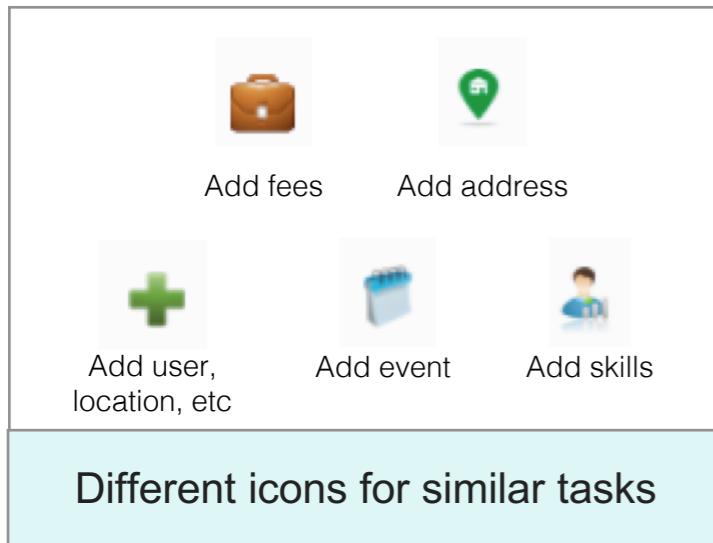
Icon base interaction also poses motor load as the user need to hover over each icon to see what the function is.

## Recommendation

consider using icons along with labels.

# Interaction: Icon buttons (cont'd)

Inefficient use of icons can lead to major confusion.



# Index

About Talent Recruit Portal

About Expert Review

Framework for Review

Review Insights

► Summary of Insights

# Summary

## Navigation and Structure

- Navigational hierarchy is not easy to perceive.
- Navigation sometimes delivers unexpected results.
- Navigation labels are difficult to comprehend.
- The sense of place helps the user understand where they are.
- Hidden navigation makes it difficult to find information.

## Presentation

- Poor data visualisation tools, overloading user's attention.
- Dashboard and other reports page do not make a good use of space.
- Extra long tables, making it difficult to comprehend information.

## Content

- Few pages and pop-ups or very overwhelming.
- Consider using more contextual and jargon free content.

## Interaction

- Inconsistent, difficult or unfamiliar interaction techniques get in the user's way
- Lack of clear or appropriate affordances confuse user – “does this thing work?”
- Too many nested pop-ups pose as a distraction.

Thank you