

Experience Test Report

BetterBugs.io

Date : 29th Aug, 2024

Url : <https://www.betterbugs.io/>

Title : [BetterBugs | Precise bug reports with one click.](#)

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Mission

The primary objective of this exploratory testing session was to assess the user experience, interface responsiveness, and core functionalities of the website [BetterBugs](#). The focus was on identifying any usability issues, visual inconsistencies, and functionality problems that could impact the user experience.

Coverage

I spent time looking at different parts of the website, including:

1. **Homepage:** How the main page looks and responds when you interact with it.
2. **Header Menu:** How easy it is to navigate through the menu at the top of the page.
3. **Dark Mode:** Whether you can switch between light and dark modes, and how it affects the overall look.
4. **AI Assistant:** How useful and easy it is to use the AI feature on the site.
5. **Content Check:** Looking for any mistakes in the text that might make the site seem unprofessional.

Obstacles

Like any journey, there were some bumps along the way:

1. **Header Menu Glitches:** The first issue I noticed was with the header menu on the homepage. The cursor would sometimes lag or get stuck, making it hard to use.
 - a. **Video Evidence:** <https://app.betterbugs.io/session/66d17b821168ff442b06b19>

2. **No Dark Mode Toggle:** I found that there wasn't an option to switch between light and dark modes, which could be a nice feature to have.
3. **Text Mistakes:** There were a few errors in the wording on the site, such as:
 - a. "One tool, far many solutions." should be "One tool, many solutions."
 - b. "Rewind the Last 2-Mins" should be "Rewind the Last 2 Minutes."
4. **Layout Problems in Edge:** On Microsoft Edge, the "Start with 15-day free trial" button overlapped with another part of the page, especially on different screen sizes.
5. **AI Assistant Confusion:** The AI Assistant wasn't very clear or helpful, which made it hard to use.

Audience

This journey is meant to help:

- **Developers:** So they can fix the technical issues.
- **Designers:** So they can improve the look and feel of the site.
- **QA Team:** So they can make sure everything runs smoothly.

The intended audience for this report includes the development and design teams at BetterBugs, as well as stakeholders involved in product management and quality assurance. The findings are also relevant to anyone involved in improving the user experience and interface design of the platform.

Techniques

To explore the site, I:

1. **Interacted with the Site:** Manually clicked around to see how everything worked.
2. **Tested on Different Browsers:** Especially on Microsoft Edge, to see how the site looks and behaves.
3. **Checked the Text:** Looked for any mistakes in the wording and made notes of them.
4. **Recorded Issues:** Took videos and screenshots to show where things went wrong.

The testing was performed using exploratory techniques, focusing on real-time interaction with the website's elements. The tester used different browsers and screen resolutions to identify layout issues, and also relied on manual inspection for grammatical errors. Observations were documented with video evidence where applicable.

Environment

I tried to make my testing as real as possible by:

- **Using Different Browsers:** Mostly Microsoft Edge and Chrome.
- **Checking Different Screen Sizes:** To see if the layout stayed consistent.

Testing was conducted in the following environment:

Edition Windows 11 Home Single Language, 64-bit operating system

Version 23H2

Installed on 17-06-2023

OS build 22631.4037

Browser Microsoft Edge browser (Version 127.0.2651.105)

Using only interactive methods to simulate various user scenarios and stress-test the platform's capabilities. Google docs is used for note-taking and documentation with screenshots and screen-capturing of bugs purposes.

Risk

Some risks if these issues aren't fixed:

1. **Hurting the Brand:** Errors and glitches can make the site look unprofessional.
2. **Losing User Trust:** Users might not feel confident using the site if they encounter problems.
3. **Missed Opportunities:** A poor experience could lead to fewer users and lost sales.
4. **Frustrated Users:** Layout and usability issues might make users leave the site.

Conclusion

This exploration showed that the BetterBugs website has some great features but also some areas that need improvement. The main takeaways are:

1. **Fixing Menu Glitches:** Especially in the header menu and layout across different screen sizes.
2. **Improving the AI Assistant:** To make it more user-friendly.
3. **Correcting Text Errors:** To ensure the site looks polished and professional.

Exploratory Testing and Observations

Primary Objective

Focus on user experience, interface responsiveness, and core functionalities.

- Visited the URL : <https://www.betterbugs.io/> (url title: [BetterBugs | Precise bug reports with one click.](#)).



- The very first thing I found is that there is a **glitchiness** on the top most layout of the Homepage. The animation given to the cursor while hovering is making the interaction with the header menu difficult and **provides a false sense of an unpolished website!** Sometimes it glitches very early, and starts hanging the movement of the mouse or cursor.
Video_Link: <https://app.betterbugs.io/session/66d17b8211168ff442b06b19>
- The **lack of a customizable dark mode** option limits user choice and personalization, potentially impacting user experience and satisfaction.



Here are some **grammatical and phrasing errors** or areas for improvement on the website's homepage:

Section	Original Text	Suggested Correction
Headline	One tool, far many solutions.	One tool, many solutions. or One tool, so many solutions.
Feature Descriptions	Capture screens effortlessly, create markups, and share with others.	Effortlessly capture screens, create markups, and share them.
Feature Descriptions	Rewind the Last 2-Mins	Rewind the Last 2 Minutes.
Client Testimonial	<i>It definitely saves my time while I send issues to developers for fixing.</i>	<i>It definitely saves me time when sending issues to developers for fixing.</i>
	<i>A game-changer tool for testers.</i>	<i>A game-changing tool for testers.</i>
	<i>This software is really good for finding and fixing errors in code.</i>	<i>This software is excellent for finding and fixing code errors.</i>
	<i>I have been using Better Bugs for past sometime and it has drastically improved my bug reporting experience.</i>	<i>I have been using BetterBugs for some time, and it has drastically improved my bug reporting experience.</i>
	<i>I have been using this tool and it made my life easier. It made the bug reporting efficient and also saved my time.</i>	<i>I have been using this tool, and it has made my life easier. It made bug reporting more efficient and saved me time.</i>
	<i>I really like the integration part of the feature which allows users to upload bug reporting directly to their PM tool.</i>	<i>I really like the integration feature that allows users to upload bug reports directly to their PM tool.</i>
Section Titles	Designed foreveryone.	Designed for everyone.
Footer	Show us some love ❤️. Try BetterBugs today if you haven't already. A quick feedback and a rating on our Chrome web store page would be awesome!	Show us some love ❤️. Try BetterBugs today if you haven't already. Quick feedback and a rating on our Chrome Web Store page would be awesome!

Above table provides a clear overview of the suggested corrections for the website's homepage. **Grammatical and phrasing mistakes** on a website can have several **negative consequences**, including:

1. Loss of Credibility:

- Errors can make the website appear unprofessional, leading visitors to question the credibility and reliability of the brand or service. Poor grammar and phrasing

suggest a lack of attention to detail, which can be particularly damaging in industries where precision is valued.

2. Negative User Experience:

- Confusing or poorly written content can make it difficult for users to understand the website's message, features, or instructions. This can lead to frustration and a higher bounce rate, as users may leave the site rather than try to decipher the content.

3. Decreased Trust:

- Trust is critical in converting visitors into customers or users. Grammatical errors can undermine trust, as users may doubt the company's ability to deliver quality products or services if they can't even maintain a polished online presence.

4. Lower Conversion Rates:

- Errors can disrupt the flow of information and weaken calls to action, leading to lower conversion rates. If users are confused or put off by the content, they are less likely to sign up, make a purchase, or engage with the site.

5. Brand Damage:

- Consistent grammatical mistakes can harm a brand's reputation, especially if competitors present more polished and professional websites. This can affect how the brand is perceived in the marketplace and may reduce customer loyalty.

6. SEO Impact:

- While minor grammatical mistakes may not directly affect search engine rankings, poor-quality content can indirectly harm SEO. Users who find the content difficult to read may spend less time on the site, leading to higher bounce rates, which can negatively impact rankings.

7. Missed Business Opportunities:

- In some cases, potential clients or partners may view grammatical errors as a red flag, causing them to choose a competitor instead. This can result in missed business opportunities and lost revenue.

8. Legal and Compliance Issues:

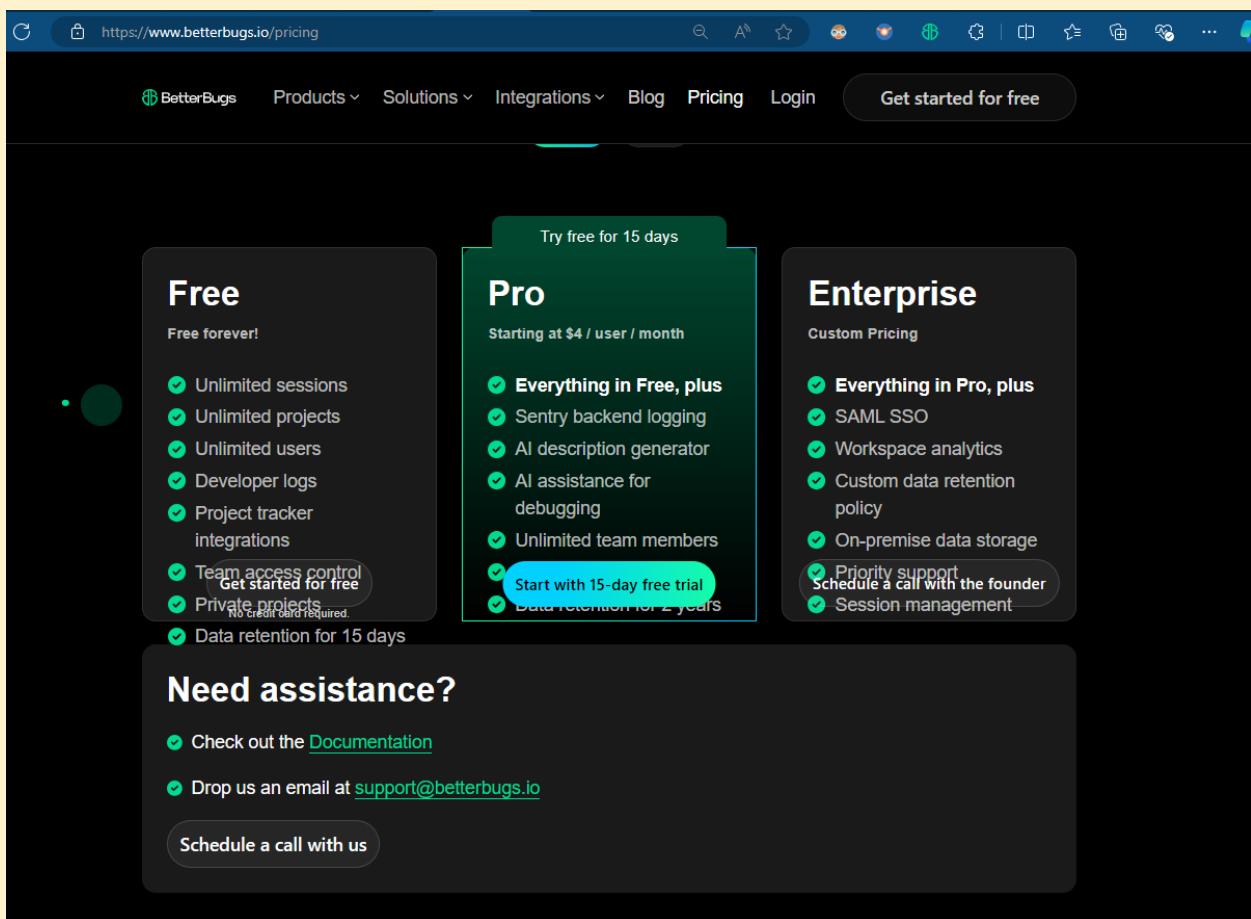
- In some industries, especially those involving legal, financial, or healthcare information, grammatical errors could lead to misunderstandings or misinterpretations, potentially resulting in legal consequences or compliance issues.

In summary, grammatical and phrasing mistakes can damage a website's effectiveness, reputation, and profitability. Maintaining high-quality content is essential to ensure a positive user experience and uphold the brand's credibility.

Issues found while using BetterBugs

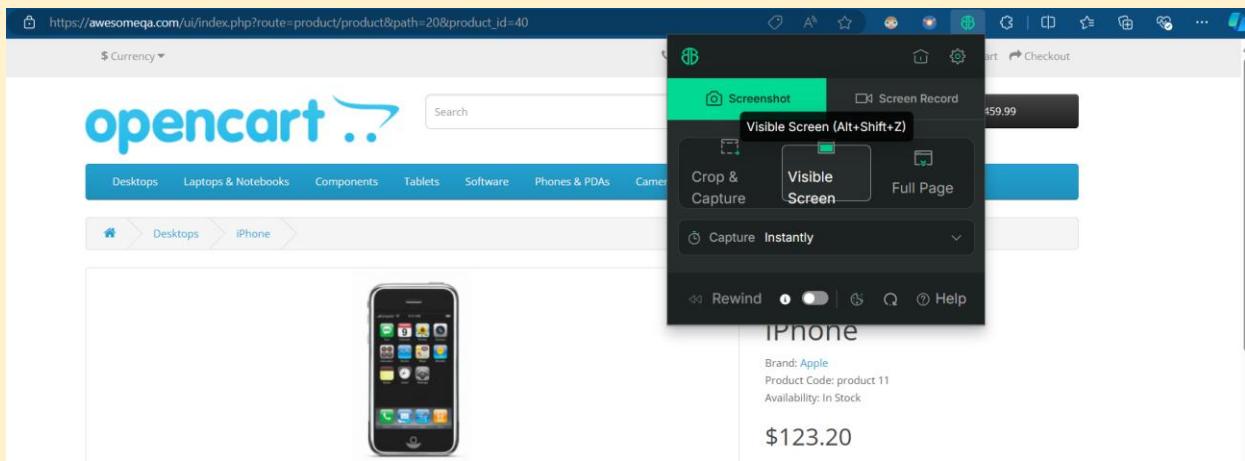
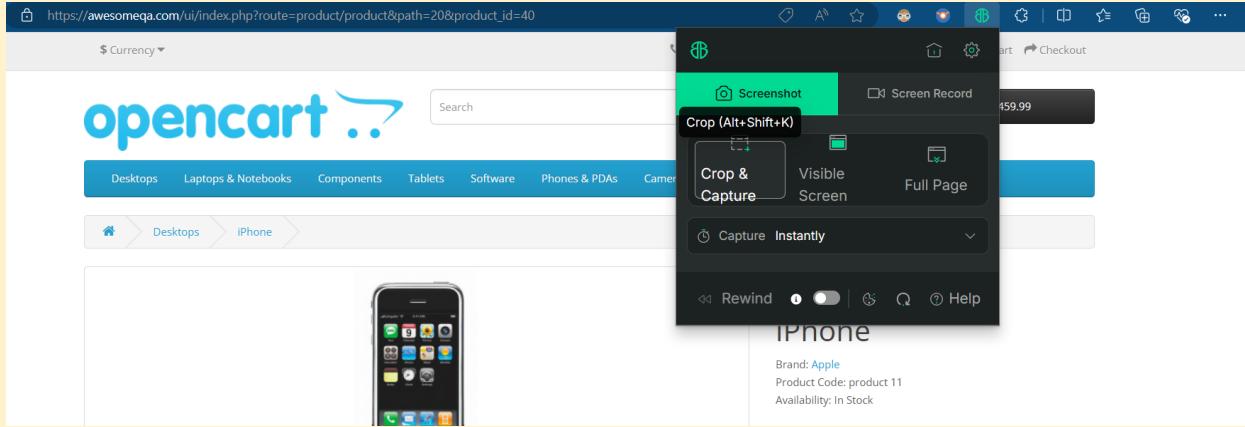
1. Bug: Overlapping of buttons and texts

- **Issue:** When I clicked on the “Pricing” menu heading, there was an overlap of the “**Start with 15-day free trial**” button over the “Pro” card while operating in the Microsoft Edge browser with different screen size.
- **Implication:** *Brand Damage, Decreased Trust, Missed Business Opportunities, Negative User Experience, Loss of Credibility*



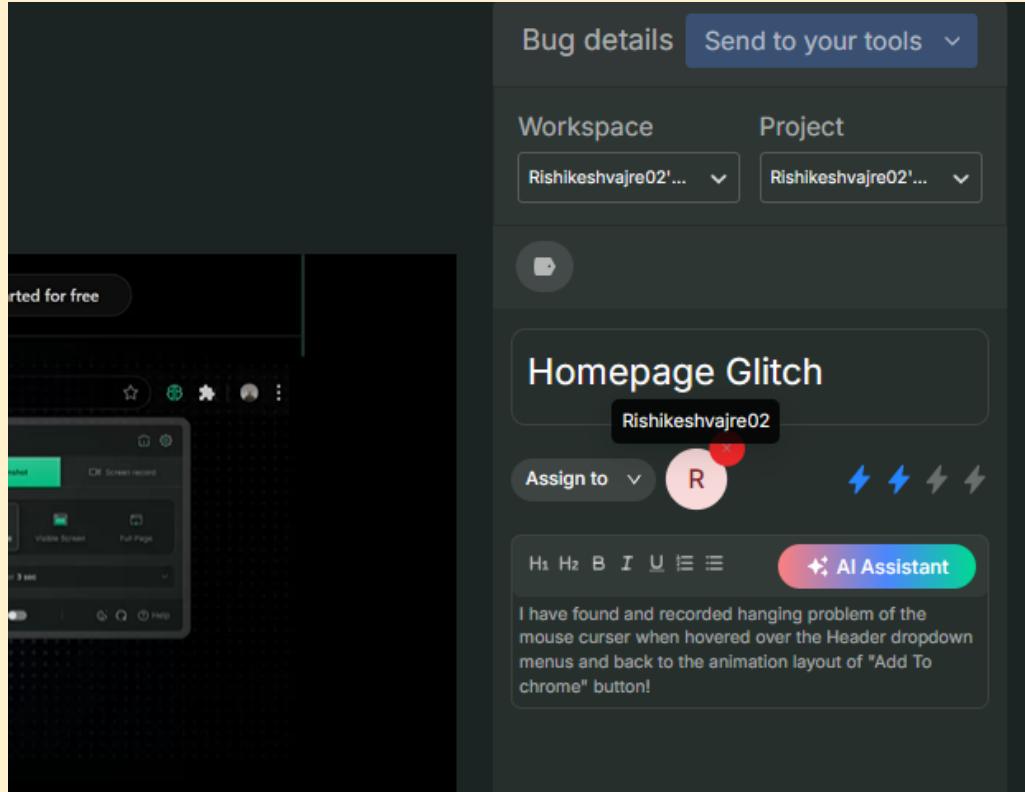
2. Bug: Text out of boundaries in the BetterBugs short panel

- **Issue:** When clicked on the add-on symbol on the Microsoft Edge browser, we see the texts out of boundaries, but it does not appear on Google Chrome browser



3. Bug: Assign to Bug - Delete "X" Symbol is not Present

- **Issue:** Instead of an "X" symbol for deletion, a large red dot is provided. This is visually unappealing and disrupts the slick design expected in modern UI.
- **Implication:** The non-intuitive design could lead to user confusion and frustration, potentially causing delays in bug deletion or incorrect actions. Users accustomed to standard symbols might take longer to adapt.

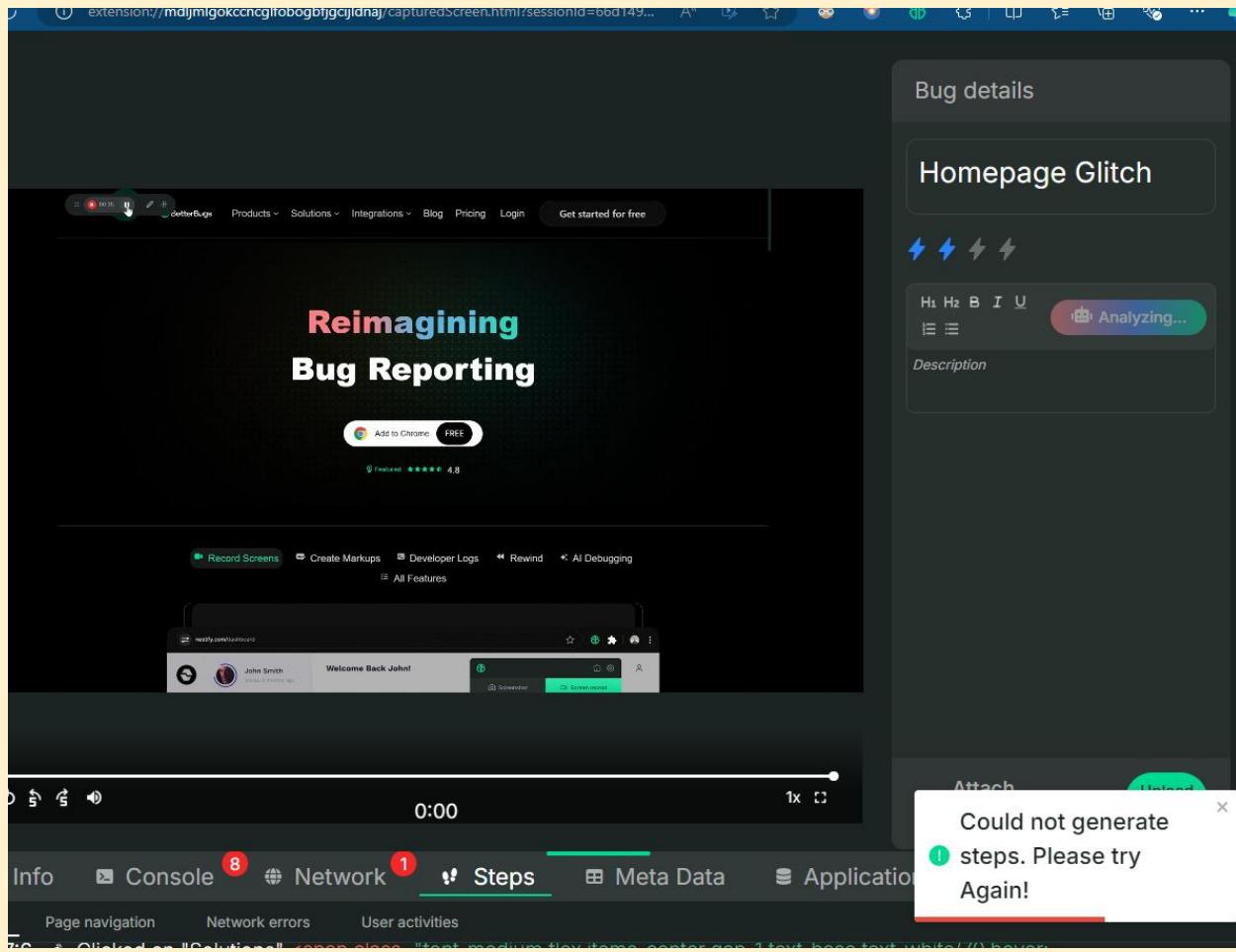


4. Bug: No Hint Pop-Up on Hovering Over the Tag Button

- **Issue:** There is no hint or tooltip pop-up when hovering over the label button, making it harder for users to understand the function of the button.
- **Implication:** Lack of visual guidance impacts user efficiency, increasing the learning curve, especially for new users who rely on hints to navigate the interface.

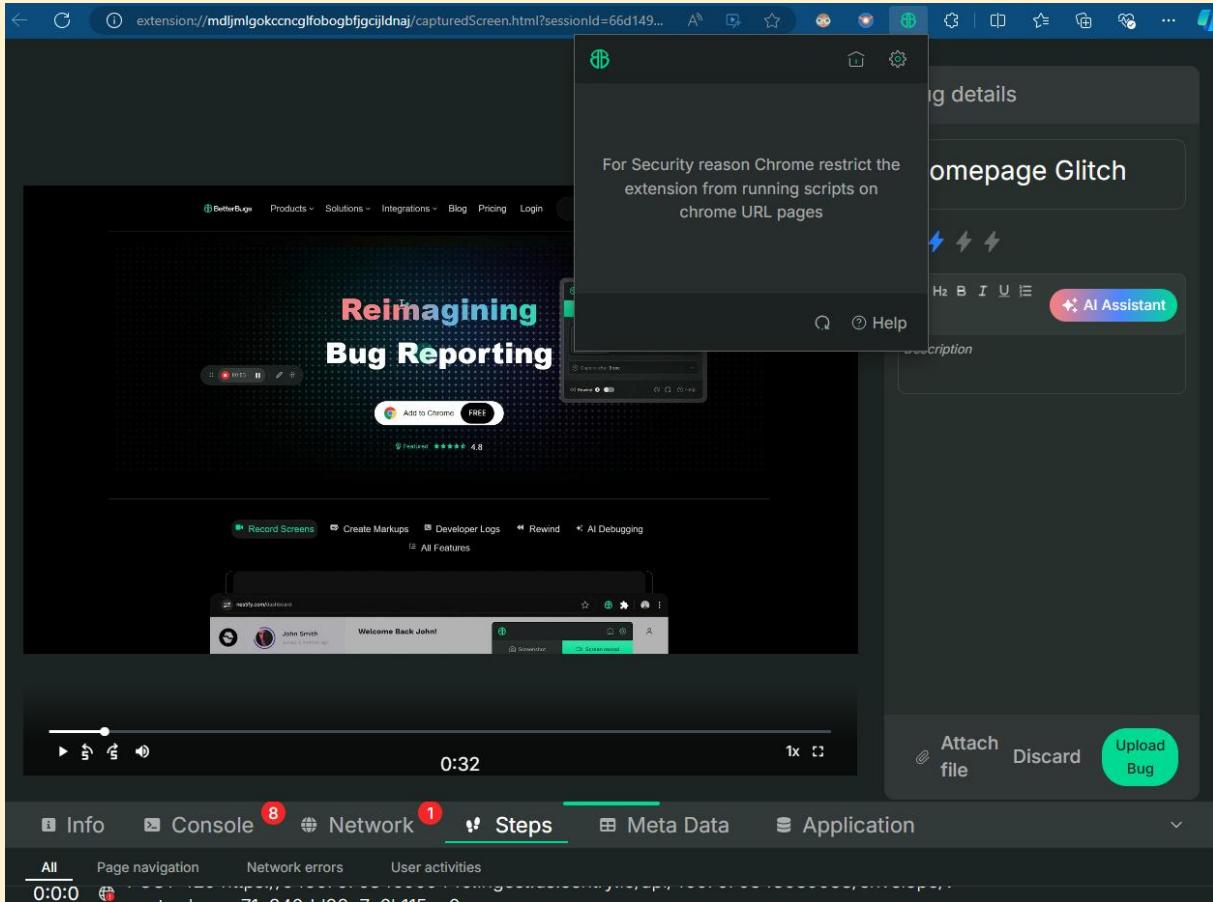
5. Bug: AI Assistant Not Working

- **Issue:** The AI Assistant fails to work properly. There are no clear instructions on how to activate it. Following questions come in mind:
 - i. Does the AI Assistant require some text input before functioning?
 - ii. Can it generate a description solely based on title?
 - iii. How to use it? (information is not clearly specified).
- **Implication:** Users are left guessing how to use a core feature, leading to decreased productivity. If the AI assistant fails to provide the promised assistance, it could result in poor bug descriptions, making bug tracking inefficient.



6. Bug: Upload Bug Button Layout Disoriented on Microsoft Edge

- **Issue:** The layout of the "Upload Bug" button becomes disoriented on Microsoft Edge when the window size is set to 1590x1125, and the screenshot dimensions are 1585x9106.
- **Implication:** Poor layout design can lead to users unintentionally clicking the wrong button or being unable to find the button at all, causing delays and frustration.

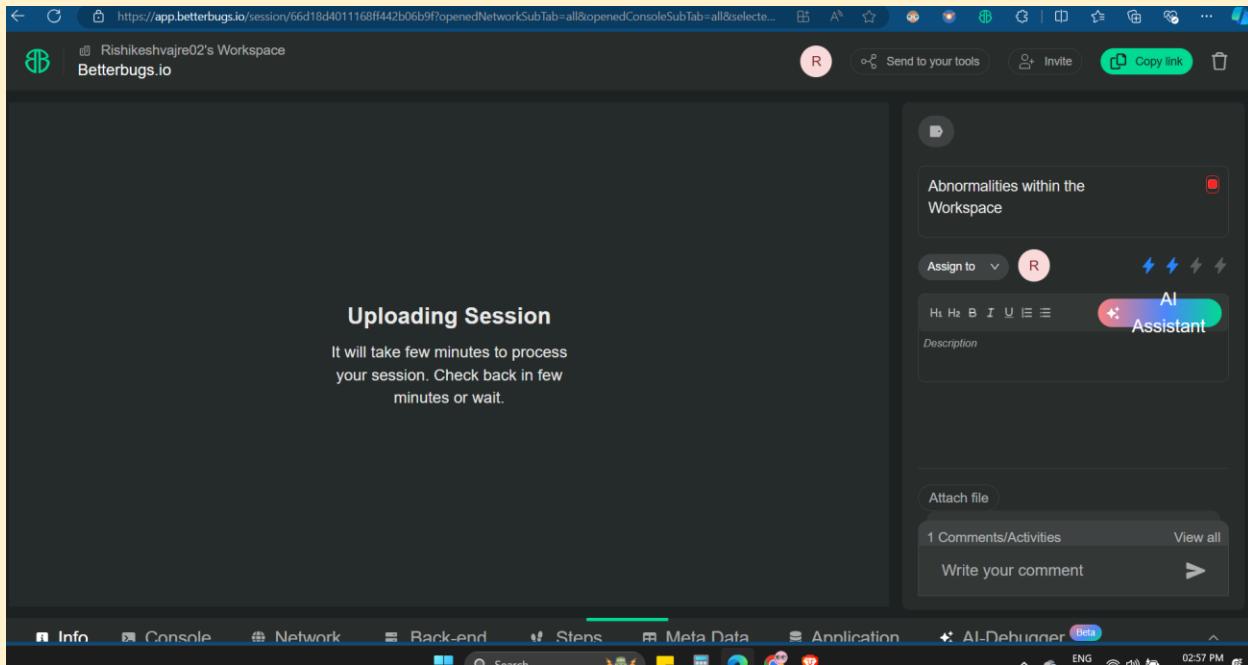


7. Bug: Cursor Does Not Change Appropriately When Resizing Frame Marker

- **Issue:** The cursor does not change from the grabbing/dragging symbol to the horizontal or vertical arrow symbol when attempting to resize the frame marker (rectangle). This affects the user experience when resizing elements.
- **Implication:** This could result in users struggling to resize elements effectively, leading to increased frustration and time wasted trying to perform simple tasks.

8. Bug: AI Assistant Dynamic Button Misaligned After Video Upload

- **Issue:** After creating or uploading a recorded video, the **AI Assistant** dynamic button displays misaligned text.
- **Implication:** This visual bug undermines the professional appearance of the tool and may cause users to question the tool's overall reliability.



9. Bug: No Word-Letter Limit in the Bug Title Field

- **Issue:** There is no word-letter limit in the bug title input field within the workspace, allowing users to enter excessively long titles.
- **Implication:** This could lead to formatting issues and difficulty in reading or displaying bug titles within the system, leading to cluttered views and increased difficulty in managing bug reports.

10. Bug: No Word-Letter Limit in the Description Box

- **Issue:** Similar to the bug title, the description box also has no word-letter limit, allowing excessively long descriptions.
- **Implication:** This could result in inconsistent UI elements, formatting issues, and potentially decreased system performance if overly long text is entered. The lack of restrictions can cause problems in organizing and displaying bug descriptions.

11. Bug: AI Assistant Generates Incomplete Error Logs

- **Issue:** The AI Assistant only generates partial error logs and works only when some text is entered into the description box. It was not clearly instructed beforehand how the AI Assistant operates.
- **Implication:** Incomplete logs hinder developers' ability to diagnose and resolve issues. Additionally, unclear instructions regarding AI functionality can lead to improper usage of the tool, reducing its effectiveness and potentially increasing bug resolution time.

- **Video_Link:** <https://app.betterbugs.io/session/66d18d4011168ff442b06b9f>

Questions from the above interaction:

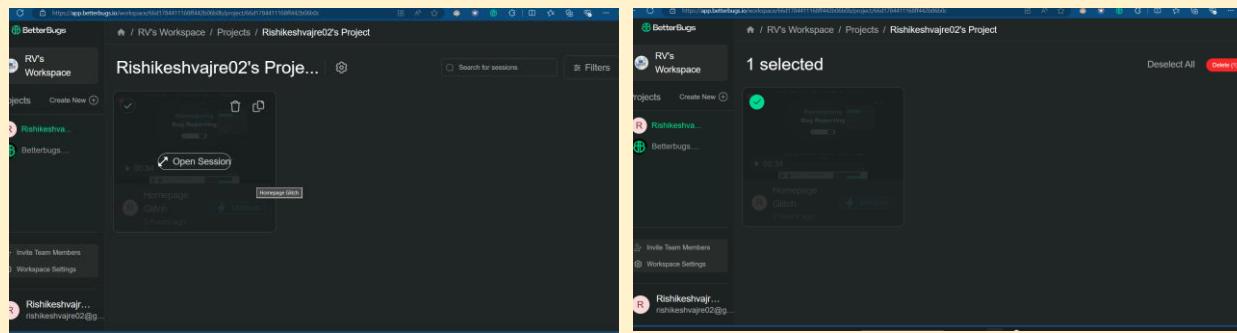
- How much text is required for the AI to function correctly?
- What types of answers does the AI provide (technical, artistic, poetic, formal, informal, etc.)?
- What will be the context of the responses, and how does the AI determine this context?
- What LLM model is used as the AI output generation engine?
- Is it reliable?
- Will the AI save our data, and will it provide us with a history of the descriptions?
- Does the AI remember the context of testing if it is provided?

12. Bug: Broken Video Panel Layout After Copy-Pasting Open-Link into Another Browser

- **Issue:** After copying the open-link and pasting it into another browser to check the recorded video as a third person, the left video panel layout goes blank, and a message saying, "Uploading Session. It will take a few minutes to process your session. Check back in a few minutes or wait," is displayed indefinitely.
- **Suggestion:** May be other kind of message can be written here like: check your video in your project workspace or never remove it in the first place

13. Bug: No Option to Move Recorded or Screenshot Session Between Projects

- **Issue:** There is no functionality to move recorded or screenshot sessions between projects. A select option is available but only includes the delete functionality.
- **Implication:** Users must recreate entire bug reports if they mistakenly assign them to the wrong project, leading to a significant loss of time and effort. This increases frustration and can disrupt productivity, especially when dealing with complex bug reports.



14. Bug: Overall Font Size is Too Large, Causing Overlapping Text

- Issue:** The overall font size across the application is very large compared to other apps or websites, creating a cluttered view and causing text to overlap.
- Implication:** Poor readability and a cluttered interface can lead to user frustration, slower navigation, and a generally negative experience. Users may find it difficult to interact with the app, reducing its overall effectiveness as a bug-tracking tool.

The BetterBugs homepage features a prominent banner with the text "Reimagining Bug Reporting". Below the banner, there is a screenshot of the software interface showing a "Screenshot" tab with options like "Drop & Capture", "Visible Screen", and "Full Page". A "Capture after 3 sec" button is also visible. Below the banner, there is a "Add to Chrome" button with a "FREE" badge. The page includes a "Featured" badge with a 4.8 rating. At the bottom, there are links for "Record Screens", "Create Markups", "Developer Logs", "Rewind", "AI Debugging", and "All Features". A smaller screenshot at the bottom shows the application running within a browser window.

More exploratory testing is to be done with other core features:

Tool integrations, Time Rewind, Dev logs, AI Debugging (although already not promising results), Create Markups tools and more...