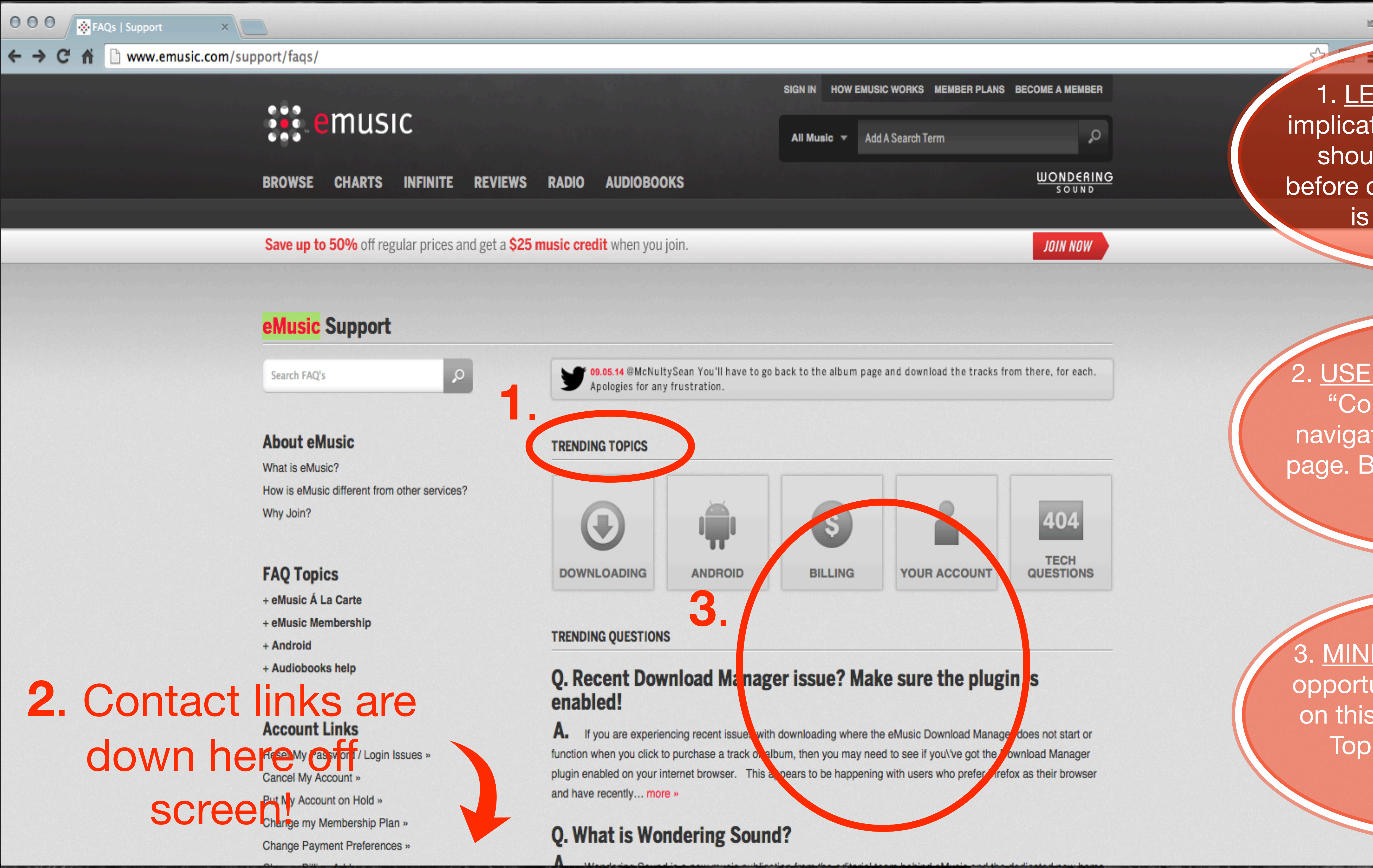


# ISSUES

Three issues with the **learnability**, **space utilization**, and **minimal design**.



1. LEARNABILITY - The implication here is that users should browse the FAQ before contacting. But where is that explained?

2. USE OF SPACE - clicking "Contact us" from the navigation takes you to this page. But where do I contact music?

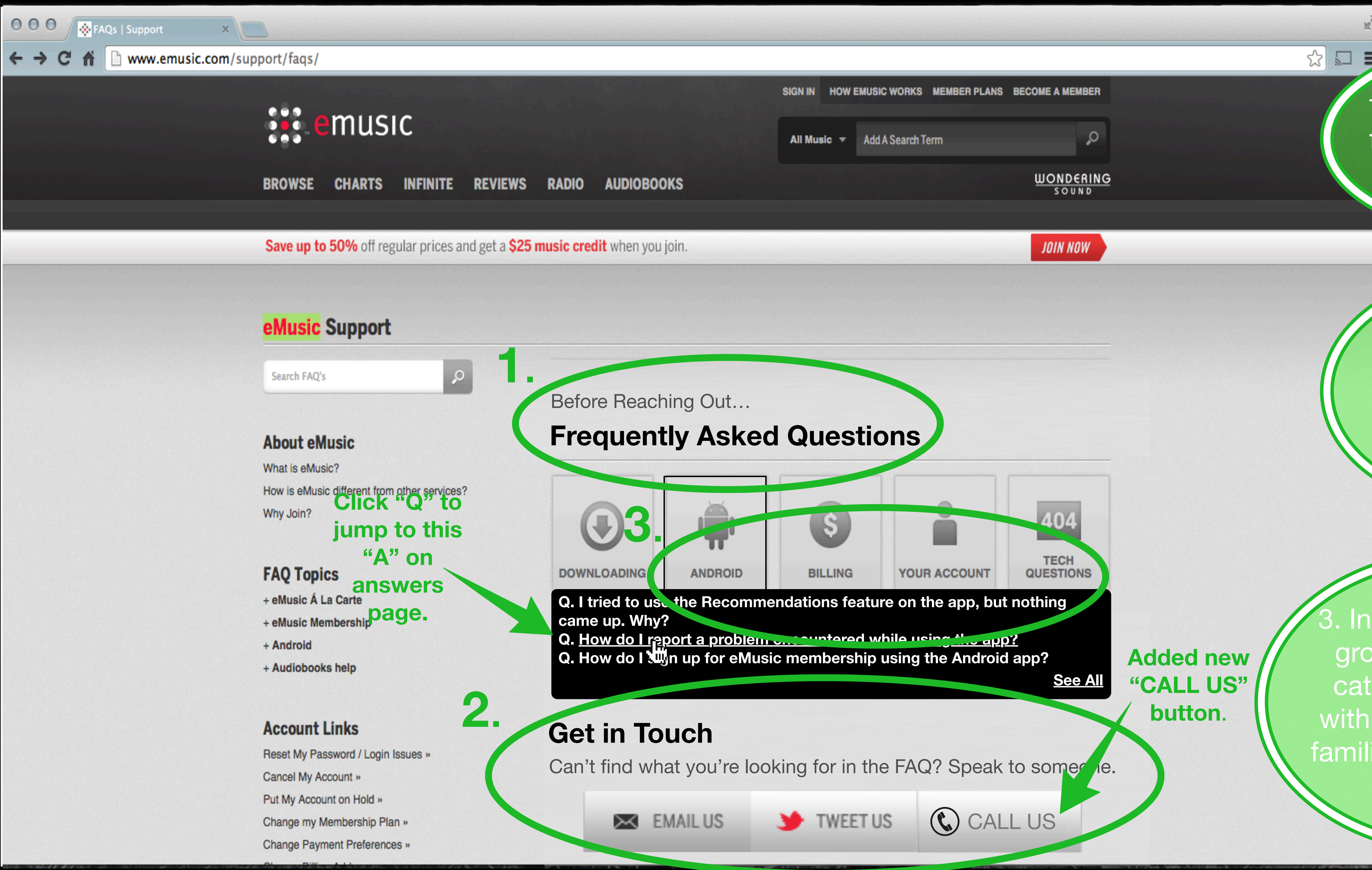
3. MINIMALISM - There's an opportunity to reduce clutter on this page with "Trending Topics" and "Trending Questions"

2. Contact links are down here off screen!



# SOLUTIONS

Communicate with users, reformat layout, and reduce clutter.



1. Guide user to FAQ first, contact options second

2. Bring contact info off the side menu and onto center stage

3. Introduce hover state grouping "Q's" under categories. Also stick with "FAQ", as "FAQ" is familiar where "Trending" may not be.