

Product Quality Audit: Voice App Platform

Auditor: Venkatesh R.

Audit Overview

Product Quality Audit: Voice App Platform

- **Auditor:** Venkatesh R, Lead Cloud Architect.
- **Methodology:** This audit utilized **Heuristic Evaluation and Stress Testing**.
- **Objective:** To conduct a **Socio-Technical Heuristic Evaluation** focused on ensuring system integrity and professional advocacy.

Slide 2: Critical Functional Bugs

This slide identifies high and medium-severity technical failures observed during the audit.

Feature	Issue Observed	Severity
Playlist Scaling	The application crashes or fails when the Pod count exceeds 250, indicating potential failures in memory management or JSON parsing .	High
Logic/Validation	A multi-byte character handling bug exists where Tamil and Telugu scripts hit an 80-character limit at only 60–62 characters.	High
State Management	Data loss occurs during page refreshes because drafts fail to save description fields.	Medium
Group Logic	If a user belongs to more than five clubs , the club groups fail to populate, requiring a hard restart.	Medium

UX & User Onboarding

Goal: Reducing Friction and Improving Retention

- **Onboarding Optimization:** Improve "**Time-to-Value**" for referral traffic by replacing high-click "Preferences" hurdles with "**Skip for now**" or "**Set later**" logic.
- **Media Workflow:** Implement a **publishing interstitial** to address missing image validation when the image slot is null.
- **Asset Accessibility:** Resolve inconsistent **Google Image integration** to prevent users from being forced into manual legacy uploads.

Architectural Enhancements

Scalable Feature Requests for Improved Efficiency

- **Hierarchical Settings:** Implement an **inheritance model** for volume control, allowing for User Profile Level settings with specific **Individual Pod overrides**.
- **Default Assets:** Enable "**Default Cover Art**" at the user level to eliminate the need for repetitive, manual playlist updates.
- **Navigation Efficiency:** Reduce scroll fatigue by adding "**Recent Club**" **sorting** for playlist assignments.
- **Integration Check:** Perform an audit of **Open Graph and Share URL generation** to ensure description hashtags are correctly appended to social metadata.

Localization & Discovery

Solving Regional Filtering Issues

- **The Bug:** Telugu clubs currently **fail to populate** even when the user's profile language is set correctly to Telugu.
- **The Root Cause:** This is likely caused by a fault in **filtering logic or database indexing** specifically for localized content.
- **Strategic Takeaway:** The audit highlights the critical need to address **multi-byte character encoding** for Indic languages and improve **memory handling** for large-scale playlists.

Thank You

