

# **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.

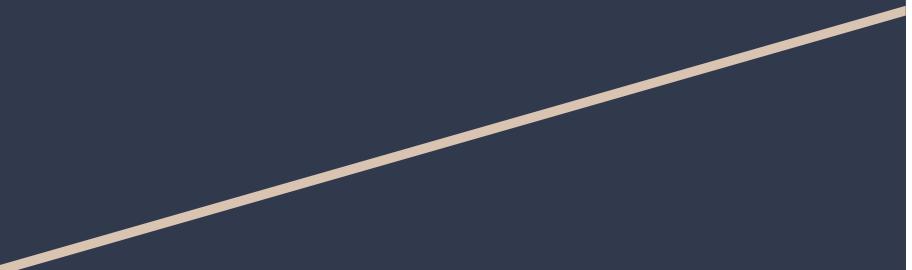
Feature	Issue Observed	Severity
Playlist Scaling	The application <b>crashes or fails</b> when the Pod count exceeds 250, indicating potential failures in <b>memory management or JSON parsing</b> .	High
Logic/Validation	A <b>multi-byte character handling bug</b> exists where Tamil and Telugu scripts hit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

