

Whitespace

# Isobar Website Bug Report

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## Summary of found bugs

Priority	Number of Bugs	Comment
High	2	Bug 6, Bug 8
Medium	2	Bug 1, Bug 7
Low	5	Bug 2, Bug 3, Bug 4, Bug 5, Bug 9

## Bug 1 - Loading the homepage is slow and then the page jumps.

### **Description:**

Loading of the Isobar website is noticeably slow. The homepage loads to the CX Survey page then quickly jumps to the Brave New Normal banner.

### **Priority:**

Medium

### **Device/software:**

Macbook Pro - Google Chrome & Safari

iPhone 11 - Safari

### **Steps to reproduce bug:**

1. Open browser.
2. Type in Isobar website <https://www.isobar.com/en-GB>
3. Website loads (observe slow loading of homepage)
4. Observe page jump

### **Expected result:**

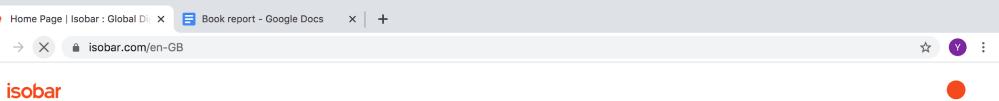
Loads homepage quickly with no noticeable lag and straight to the Brave New Normal banner without jumping

### **Actual result:**

Loads homepage slowly and jumps from CX Survey page to Brave New Normal banner

### **Screenshot:**

Initially loads to the CX Survey page



# CX Survey 2020

Find out more 

Then jumps to the Brave New Normal banner

## Bug 2 - Download link on Brave New Normal banner

### **Description:**

The download link on the Brave New Normal banner does not download anything, therefore feels confusing, instead it takes you to read more about Brave New Normal. Perhaps changing the link title to “read more” instead of “download” will avoid any confusion.

### **Priority:**

Low

### **Device/software:**

Macbook Pro - Google Chrome & Safari

iPhone 11 - Safari

### **Steps to reproduce bug:**

1. Navigate to homepage
2. Click on download link on Brave New Normal Banner
3. Takes you to the following page

<https://www.isobar.com/en-gb/insights/global/2020/december/brave-new-normal-dentsu-creative-trends-2021>

### **Expected result:**

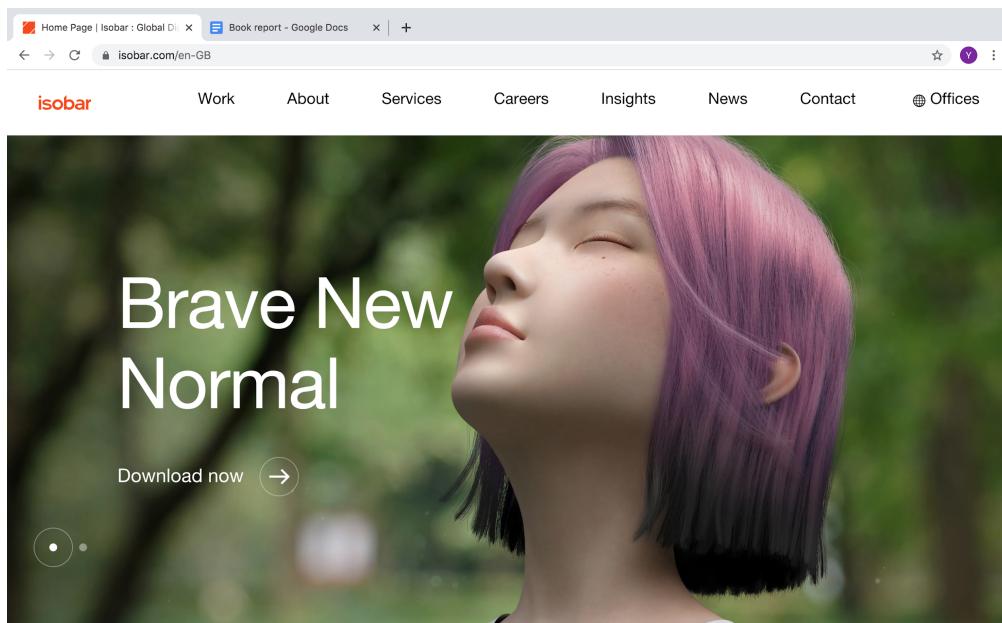
Brave New Normal should download something when the download link is clicked or “download” should be renamed to “read more”.

### **Actual result:**

Takes you to a page to read more about Brave New Normal.

### **Screenshot:**

When you click the download link on the banner below



It directs you to the below page instead of downloading.

A screenshot of a web page titled "Brave New Normal: dentsu Creative Trends 2021". The page is dated 15 December 2020. It features a sub-header: "Dentsu global creative agencies including dentsumcgarrybowen, Isobar and 360i have created a report showcasing inspiration for marketers to secure post-covid growth." Below this, a paragraph explains the report's purpose: "'Brave New Normal: dentsu Creative trends 2021' explores consumer-driven trends that provide businesses and brands with new opportunities created by a post-covid world of accelerated change. It provides guidance on navigating this new landscape with each chapter outlining different developments and impact key".

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## Bug 3 - In the Work and Career page, the video starts playing, although the play button is still showing as “play”.

### **Description:**

When you click on the work page, the video plays automatically without you pressing play and the button is still showing as “play” instead of “pause”.

### **Priority:**

Low

### **Device/software:**

Macbook Pro - Google Chrome & Safari

iPhone 11 - Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Then click on “Work” on the menu bar
3. Observe Work page loading and video plays automatically without pressing the play button.
4. Then click on “Career” on the menu bar
5. Observe Career page loading and video plays automatically without pressing the play button.

### **Expected result:**

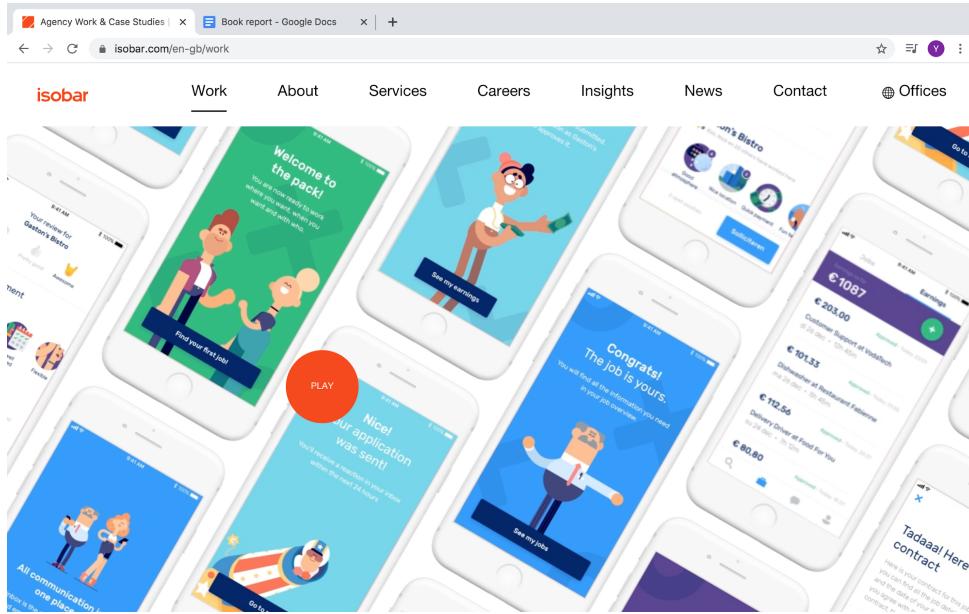
When the Work or Career page has loaded. The video should not play until the play button has been pressed and when the video is playing, the button should show as “Pause” to give the user the option to pause the video.

### **Actual result:**

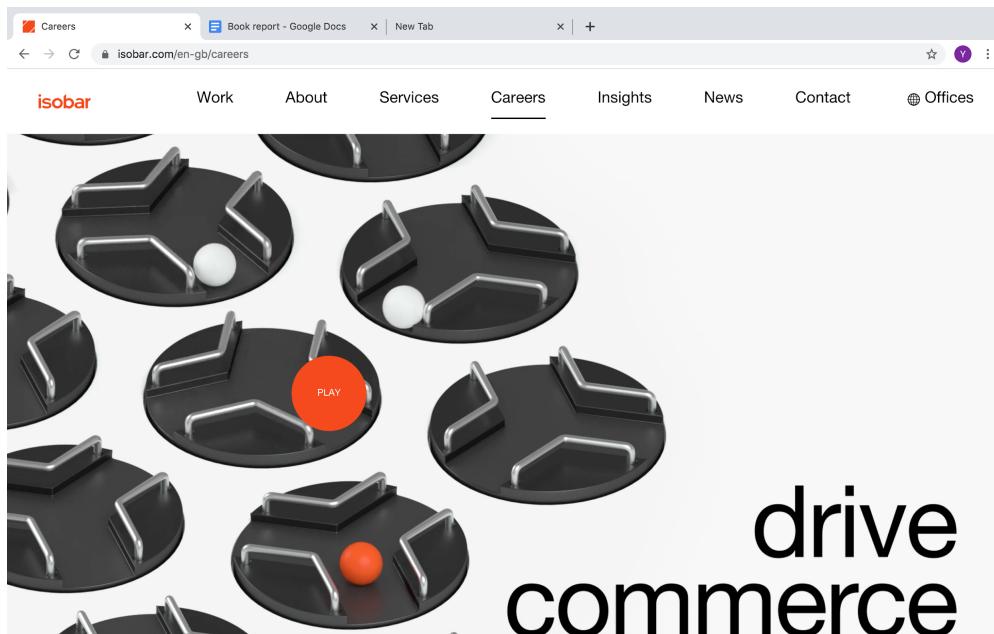
When the Work or Career page has loaded. The video on the banner starts to play automatically even though the play button is still showing as “play” instead of “pause”.

### **Screenshot:**

Video plays automatically when the Work page has loaded even though the play button is showing as “play”.



Video plays automatically when the Career page has loaded even though the play button is showing as “play”.



## **Bug 4 - When resizing the window, the image on the banner at the homepage does not resize with it. It cuts part of the image out.**

### **Description:**

When you resize the window and drag it to the smallest size possible, part of the image on the banner at the homepage is cut out of the page.

### **Priority:**

Low

### **Device/software:**

Macbook Pro - Google Chrome & Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. If the page is on full screen, click on the minimise button on the top left hand side.
3. Once minimised, navigate the pointer to the bottom right hand side of the page and drag the page to minimise it to the smallest size possible.
4. Observe the image on the banner of the homepage.

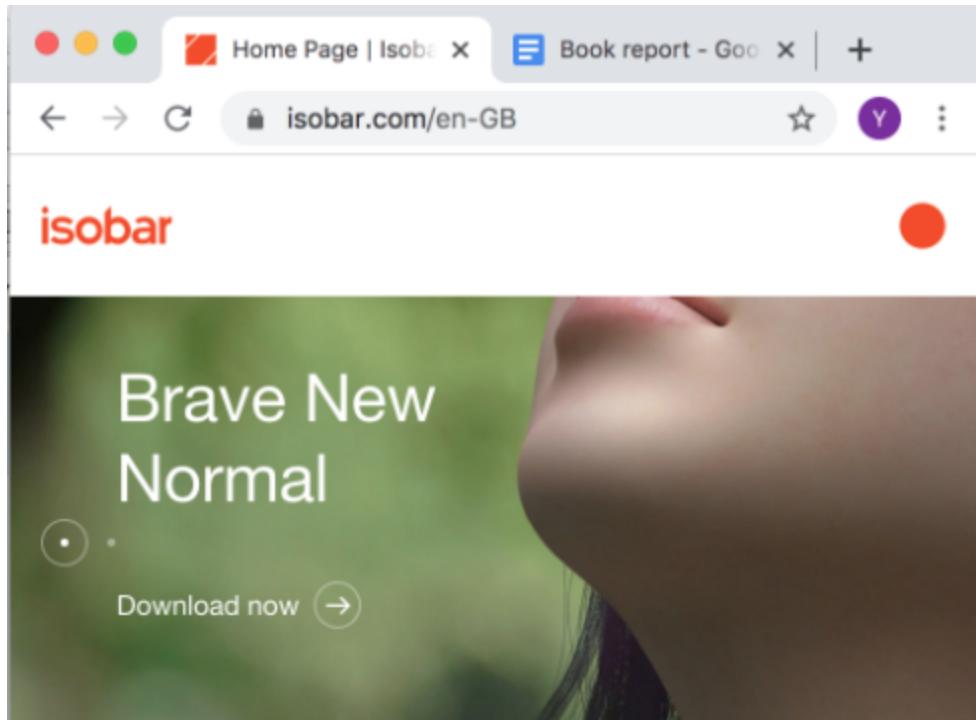
### **Expected result:**

When resizing the window, the image on the banner would resize with it along with the rest of the contents.

### **Actual result:**

When resizing the window, the image on the banner did not resize with the rest of the contents. Part of the image has been cut off.

### **Screenshot:**



## Bug 5 - Top half of text cut off on title at top of page by menu bar.

### **Description:**

When looking at the isobar website via mobile, the top half of the title on the top of each page has been cut off by the menu bar.

### **Priority:**

Low

### **Device/software:**

iPhone 11 - Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Click on orange dot on top right hand side of page
3. Click on “Services” or “Insights” or “News” or “Contact” or “Offices” from the menu.
4. Page loads with top of title text cut off by menu bar

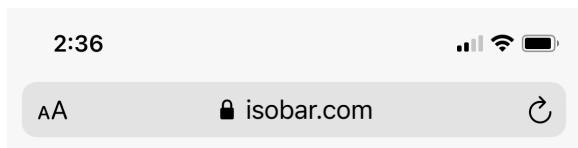
### **Expected result:**

When accessing each of the pages “Services” / “Insights” / “News” / “Contact” / “Offices”, you should be able to see all contents with no texts cut off.

### **Actual result:**

When accessing each of the following pages “Services” / “Insights” / “News” / “Contact” / “Offices”, the top part of the title on top of the page has been cut off by the menu bar.

### **Screenshot:**



isobar

## A Digital Experience Agency

We deliver experience-led transformation,  
powered by creativity.

We unlock the potential of businesses and  
brands by combining our transformation  
consulting and digital marketing agency  
expertise.



## Bug 6 - The initial loading of the video in “Work” is extremely slow.

### **Description:**

When you click on “Work” on the menu bar for the first time, you get a blank screen for a long time before the video loads.

### **Priority:**

High

### **Device/software:**

Macbook Pro - Google Chrome & Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Click on “Work” on the menu bar, located at the top of the page.
3. Observe the white blank page before loading of the video.

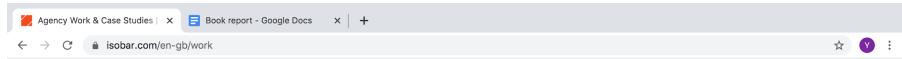
### **Expected result:**

When you click on the “Work” on the menu bar located at the top of the page, the video will load quickly or show a loading message to indicate that something is loading.

### **Actual result:**

When you click on the “Work” on the menu bar located at the top of the page, you get a blank screen and it took the video a long time to load. Due to this, I hit the refresh button many times as i thought the page was not loading when i initially viewed this page.

### **Screenshot:**



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## Bug 7 - No data validation message when invalid data is entered and submitted in the “Contact Us” form located in the “Contact” page.

### **Description:**

When invalid data is entered in the boxes on the “Contact Us” form located in the “Contact” page, the page stays the same with no indication of page loading or invalid data entered message.

### **Priority:**

Medium

### **Device/software:**

Macbook Pro - Google Chrome & Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Click on “Contact” on the menu bar located at the top of the page.
3. Scroll to the bottom of the page till you get to the “Contact Us” form.
4. Enter details for all boxes, e.g.
  - a. First Name: 1234,
  - b. Last Name: 3456,
  - c. Email: [1234@345.com](mailto:1234@345.com),
  - d. Company: 5678,
  - e. Country: Select “United Kingdom + 44”,
  - f. Phone: 12345678901,
  - g. What is your question: Select “General”,
  - h. How can we help: test.
5. Click on the “I’m not a robot” check box.
6. Click the “Submit” button.
7. Observe the page with no indication of loading or invalid data entered.

### **Expected result:**

When details are entered in all the required boxes in the “Contact Us” form and submitted, the page will show a “Loading” message or it will jump back to the top of the “Contact Us” form with “Invalid Data” message in red beside the boxes of where the invalid data is entered.

**Actual result:**

When details are entered in all the required boxes in the “Contact Us” form and submitted, the page stays the same and does not show a “Loading” message or indicate any invalid data entered in the form. I waited for a while before the “I’m not a robot” button unchecks itself with a message of “Verification expired, Check the checkbox again” but still no indication of invalid data entered.

**Screenshot:**

The screenshot shows a web browser window with the URL [isobar.com/en-gb/contact](https://isobar.com/en-gb/contact). The page is titled "Contact | Isobar". The "Contact" menu item is underlined, indicating it is the active section. The form fields are as follows:

- Phone:** A text input field containing "12345678901".
- What is your question?** A text input field containing "General".
- How can we help?** A text input field containing "test".

At the bottom of the form, there is a CAPTCHA section with the text "Verification expired. Check the checkbox again." followed by an unchecked checkbox labeled "I'm not a robot". To the right of the checkbox is a CAPTCHA logo and the text "CAPTCHA Privacy - Terms". A large orange "Submit" button is positioned to the right of the CAPTCHA area. Below the form, a small note states: "Isobar will only ever use your personal details for the purposes of responding to your query and in accordance with Isobar's Privacy Notice. Isobar will only keep your".

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## Bug 8 - Blank white page when invalid data is entered and submitted in the “Contact Us” form located in the “Contact” page via iPhone.

### **Description:**

When invalid data is entered in the boxes on the “Contact Us” form located in the “Contact” page, it shows a blank white page with no indication of invalid data entered. The full size of the blank page does not fit on the screen as you cannot see the full menu bar. This bug was only on the iPhone device.

### **Priority:**

High

### **Device/software:**

iPhone 11 - Safari

### **Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Click on orange dot on top right hand side of page
3. Click on “Contact” on the menu.
4. Scroll to the bottom of the page till you get to the “Contact Us” form.
5. Enter numbers for all boxes, e.g.
  - a. First Name: 1234,
  - b. Last Name: 3456,
  - c. Email: [1234@345.com](mailto:1234@345.com),
  - d. Company: 5678,
  - e. Country: Select “United Kingdom + 44”,
  - f. Phone: 07123456789,
  - g. What is your question: Select “General”,
  - h. How can we help: 1234.
6. Click on the “I’m not a robot” check box.
7. Click the “Submit” button.

8. Observe the page loading to a blank white page with no indication of invalid data entered and part of the menu bar is missing and you will need to scroll to the right to locate the orange button for the drop down list.

**Expected result:**

When details are entered in all the required boxes in the “Contact Us” form and submitted, the page will show a “Loading” message or it will jump back to the top of the “Contact Us” form with “Invalid Data” message in red beside the boxes of where the invalid data is entered.

**Actual result:**

When details are entered in all the required boxes in the “Contact Us” form and submitted, the page loads to a blank white page with no indication of any invalid data entered in the form and part of the menu bar is missing and you will need to scroll to the right to locate the orange button for the drop down list.

**Screenshot:**



**Bug 9 - When invalid data is entered in the “Subscribe” form and submitted, the boxes with invalid data turns grey instead of showing a message in red writing “invalid data” to indicate invalid data has been entered.**

**Description:**

When invalid data is entered in the boxes on the “Subscribe” form located in the “Insight” page and submitted, it displays the boxes with invalid data in grey instead of showing a message in red writing with “invalid data” to indicate invalid data has been entered.

**Priority:**

Low

**Device/software:**

Macbook Pro

**Steps to reproduce bug:**

1. Navigate to homepage <https://www.isobar.com/en-GB>
2. Click on “Insight” on the menu bar located at the top of the page.
3. Scroll to the bottom of the page till you get to the “Subscribe” form.
4. Enter details for all boxes, e.g.
  - a. First Name: 5678,
  - b. Last Name: smith,
  - c. Email: 567@678.com,
  - d. Company: 5678,
  - e. Country: Select “United Kingdom + 44”,
  - f. Phone: 07123456789.
5. Click on the “I’m not a robot” check box.
6. Click the “Submit” button.

**Expected result:**

When invalid details are entered and submitted in the “Subscribe” form, it should show the message “Invalid data” in red beside the boxes with invalid data entered.

### **Actual result:**

When invalid details are entered and submitted in the “Subscribe” form, it changes the white boxes into grey boxes for the ones that have invalid data. It should show the message “Invalid data” in red beside the boxes with invalid data entered to make it clearer.

### **Screenshot:**

The screenshot shows a web browser window with the URL [isobar.com/en-gb/insights](http://isobar.com/en-gb/insights). The page title is "Our Thinking". The navigation menu includes "Work", "About", "Services", "Careers", "Insights" (which is underlined), "News", "Contact", and "Offices". The main content area is titled "newsletter.". There are five input fields: "First Name" containing "5678", "Last Name" containing "smith", "Email" containing "567@678.com", "Company" containing "5678", and "Country" containing "United Kingdom". Below the form is a reCAPTCHA field with the text "I'm not a robot" and a "Submit" button. The "First Name" and "Company" fields are highlighted in grey, indicating they contain invalid data.