ZKOPRU WALLET

Usability Test Report

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SCOPE

Objectives

Communicate the function and capabilities of the Zkopru Wallet.

Test the UI core functions of the Zkopru Wallet: Deposit, Withdraw, Send and Receive.

Evaluate user perception of the value of the wallet.

Formulate actionable items for product iteration based on user feedback.

Location

USA Austin, TX // Jacksonville, FL // Philadelphia, PA

Methodology

User Interview: 15 min introduction of Zkopru Wallet and interview of participants to gauge their level of familiarity with cryptocurrencies, decentralized finance, and digital wallets.

Usability Testing: 45 min, remote testing of Figma prototype. Participants received a link to a Figma prototype, opened the link and shared their screen. They were asked to describe in detail what they observed on their screen and complete a series of tasks.

METHODS

User interview + test

Above: Participant sharing their screen while they explore the Figma prototype of the Zkopru wallet.

Recording review + synthesis

Right: Notes taken while reviewing recordings of usability tests.

PARTICIPANTS

Intermediate

- **Ledger wallet user**
- 23 years old
- Jacksonville, FL
- Mid student
- Stores their Ethereum network tokens on both cold and hot wallets
- Unfamiliar with rollup technology
- Crypto investor interested in asset protection

Beginner

- **Venmo and Coinbase user**
- 28 years old
- Philadelphia, PA
- Graphic designer
- Has purchased crypto
- Stores on Coinbase
- Unfamiliar with crypto wallets
- Interested in the possibility of greater social equity through decentralized finance

PROMPTS

Users were asked

Describe the home screen and what you expect from the features.

How would you add the token, CRO, to your Zkopru wallet?

You will need ETH in your wallet to make transactions on the Zkopru network. How would you add ETH?

How would you send CRO to another Zkopru wallet?

How would you receive funds from another Zkopru wallet?

How would you remove your balance from your Zkopru wallet?

KEY INSIGHTS

Create information clarity without disrupting "white space"

Observations

Users enjoyed the space surrounding complex information because they had an easier time taking everything in.

"[The home screen] looks organized and spaced out well. The amount of space between each [token] makes it easy to use." — Intermediate

Opportunities

- Keep deposit flow in as few screens as possible.
- Chunk information where possible to create more space around the dense content users are being asked to consume.
- Give users visual ques as to where they are through fills behind, or strokes around, content.
- Communicate the reason for separating ETH from other tokens.

KEY INSIGHTS

Two token deposit — too unfamiliar

Observations

Users interpreted the additional deposit line for ETH to be a fee. This left them with the impression that there were multiple fees required to make a deposit.

"I wouldn't expect to be able to add ETH at the same time I add another token. I feel like that would happen beforehand on a different page." — Intermediate

Opportunities

- Continue to allow users to deposit ETH and another token in one deposit. The trade off of unfamiliarity is worth the money saved.
- Break up the deposit flow if needed but in as few screens as possible.
- Create greater differentiation between assets for deposit and the deposit fees.
- Add info icons and strong descriptions.
- Redesign ETH deposit line.
- Design a visual preview of what will appear in their wallet after confirming deposit. For example, transplant the familiar visual from the home screen to the deposit screen.

KEY INSIGHTS

USD — complexity or convenience?

Observations

The intermediate user was happy to see the USD equivalent listed in his wallet. He is used to seeing this feature in other defi apps and appreciates being able to factor the USD equivalent into his decision-making. He was very quick to make sure the numbers added up to the correct amount of USD on his deposit slip.

The beginner user was overwhelmed by the listing of USD within the app. She didn't understand why it would appear if it wasn't part of the experience.

Opportunities

For all users:

- Show the fiat equivalent by default and allow users to turn off fiat display or change the currency type from their settings. At best, it's a convenience for intermediate and advanced users and at worst it's a confusion for beginners.

"If nothing in this app is paid for using USD, why would it populate that value? I was confused because I thought I'd be paying in USD." — Beginner

KEY INSIGHTS

Info nodes ftw

Observations

In every instance of an info node, the users hovered over it for more information. The users frequently sought to better understand the wallet and unfamiliar vocabulary.

"If I'm not sure what something means I am going to look for an "info" icon and click it." — both users

Opportunities

For all users

- Continue to include info nodes wherever niche vocabulary appears.
- Test writing with all three persona types until writing communicates effectively to each.

KEY INSIGHTS

"Suggested" button sparks curiosity

Observations

Both users were very interested in the "suggested fee" button. They wondered why it would say, "suggested" and not "standard fee". The use of the word "suggested" had them interested in how the wallet works and what would make a suggested fee even possible.

"Does 'Suggested' mean it is by donation?" – Beginner

Opportunities

For all users:

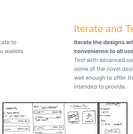
- Edit the word, "suggested" to "standard".
- Note that there is not a standard fee because fees are based on a changing market. However, the trade-off for the less accurate word is worth the confusion that will be eliminated for users.

NEXT STEPS

Communicate

"Add ETH" user flow. We need to communicate to users that ETH needs to be added to Zkopru wallets if the user plans to use the wallet to make transactions. Consider how this affects:

Home screen layout and Deposit flow



Iterating designs starting with concept sketches

Iterate and Test

Iterate the designs with goal of offering convenience to all user's skill level.

Test with advanced users so that we can determine if some of the novel design choices are communicated well enough to offer the convenience they are intended to provide.