

AI Test Results from testers.ai

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The HOME page of the 'Bank of America Merrill Lynch' app presents a mixed bag. On one hand, we see network performance concerns manifested by resource loading failures due to DNS resolution problems, which can be a significant frustration for users. On the other hand, there are accessibility shortcomings such as missing ARIA labels and insufficient contrast for the 'Save User ID' checkbox, potentially excluding users with disabilities. A basic copyright update is also needed.

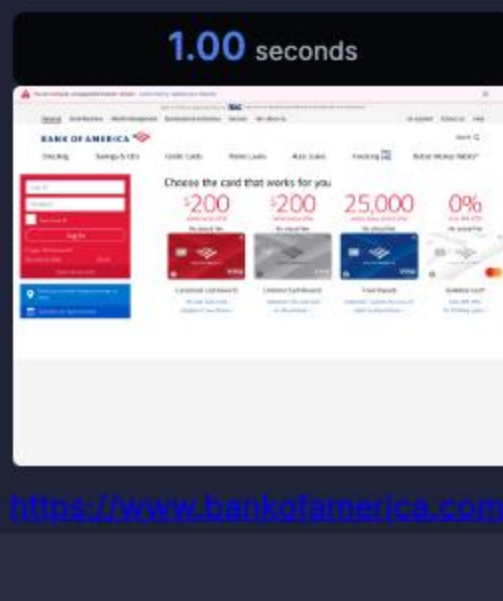
Best Aspects

The application seems to have basic functionality, and there are no indications in the Home page data that suggest any breach in privacy or security, or broken critical functionality beyond network issues. It could be worse!

Areas for Improvement

The resource loading failures due to DNS issues are a significant problem for a finance application, as is the accessibility issues that exclude a segment of the user base.

Quality Summary



<https://www.bankofamerica.com>

Detailed Analysis

Analyzing the quality of the 'Bank of America Merrill Lynch' app's HOME page reveals a few areas of concern. The most pressing issue appears to be the multiple resource loading failures stemming from DNS resolution problems. These failures can lead to a degraded user experience and potentially even prevent users from accessing core functionality. Further investigation into the network infrastructure and DNS configuration is warranted.

Beyond the network issues, there are several accessibility problems that need to be addressed. The missing ARIA label for the 'Save User ID' checkbox and the insufficient contrast for both the checkbox and the browser unsupported warning make the app less usable for individuals with disabilities. These are relatively straightforward fixes that can significantly improve the app's inclusivity.

Finally, a minor yet still noteworthy issue is the need to update the copyright year. While not a critical problem, it reflects a lack of attention to detail and can undermine user confidence.

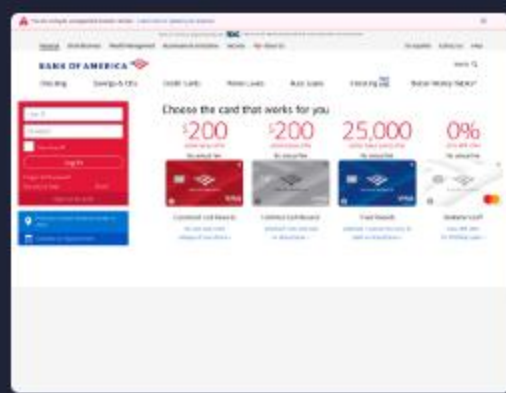
Key Suggestions

- Prioritize resolving the DNS resolution issues to ensure reliable resource loading.
- Conduct a comprehensive accessibility audit of the entire application to identify and fix WCAG violations.
- Implement automated monitoring to detect and alert on network performance issues proactively.
- Establish a process for regularly updating copyright information.
- Improve overall error handling to provide more informative messages to users when resource loading fails.

Priority Improvements

- Investigate and resolve DNS resolution issues causing resource loading failures.
- Add a missing ARIA label to the 'Save User ID' checkbox.
- Increase the contrast ratio for the 'Save User ID' checkbox to meet WCAG guidelines.
- Increase the contrast ratio for the 'Browser Unsupported Warning' message to meet WCAG guidelines.
- Update the copyright year to the current year.

Issues Found by AI Testers



HOME



Jason
AI Tester

Multiple Resource Loading Failures Due to DNS Resolution Issues

Priority: 7/10 Confidence: 8/10

network performance content

Why is this a bug?

The repeated 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED' errors indicate a consistent problem with DNS resolution. This prevents resources (images, scripts, stylesheets, etc.) from loading, leading to a broken or incomplete user experience. Multiple failures suggest a systemic issue rather than a transient network hiccup.

Suggested Fix

1. Verify that all resource URLs are correct and accessible. 2. Check the DNS configuration of the server hosting the resources. 3. Implement error handling and retry mechanisms for resource loading. 4. Investigate potential CDN issues if a CDN is in use. 5. Ensure the server hosting the resources can handle the traffic and requests.

Why Fix This?

Failing to load resources degrades the user experience, can break functionality, and may lead to users abandoning the site.

Route To

Frontend Engineer/DevOps Engineer/Network Engineer



Aisha
Tester for Missing Aspects

Missing ARIA label for 'Save User ID' checkbox

Priority: 7/10 Confidence: 8/10

WCAG Accessibility

Why is this a bug?

The 'Save User ID' checkbox lacks an ARIA label, making it difficult for screen reader users to understand its purpose. Checkboxes need appropriate labels for accessibility.

Suggested Fix

Add an aria-label attribute to the checkbox, such as aria-label="Save User ID".

Why Fix This?

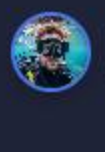
Addresses WCAG 2.1 success criteria 4.1.2 Name, Role, Value.

Route To

Front-end Engineer

AI Generated Functional Test Results

Start Page: HOME



Aiden
Demo_Tests

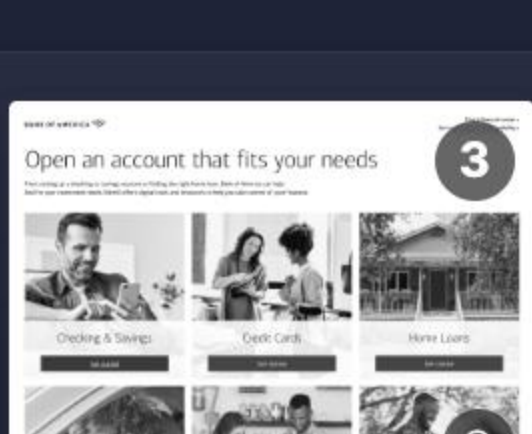
✓ Login with valid username and password

This test verifies the successful login functionality of the system with valid credentials. It ensures that when a user provides correct username and password, they are successfully logged in and redirected to their account or a welcome page.



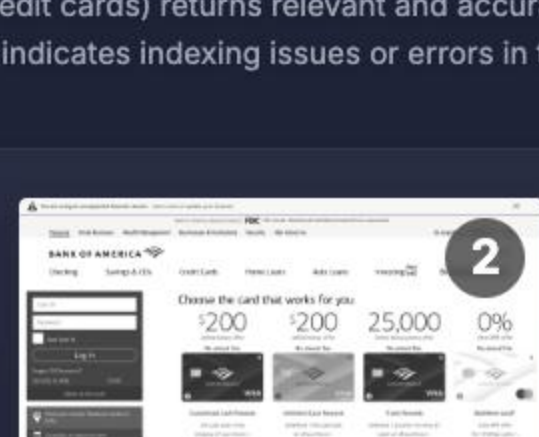
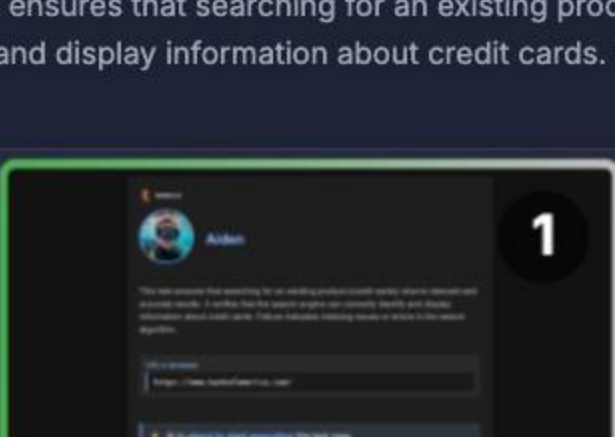
✓ Navigate to Open an Account Page

This test verifies that the 'Open an Account' link navigates the user to the correct page for opening a new account.



✓ Search for Existing Product - Credit Cards

This test ensures that searching for an existing product (credit cards) returns relevant and accurate results. It verifies that the search engine can correctly identify and display information about credit cards. Failure indicates indexing issues or errors in the search algorithm.



User Persona Feedback Summary



HOME



The primary purpose of the webpage is to provide users with access to various banking services and products offered by Bank of America, including checking and savings accounts, credit cards, home loans, and auto loans, while also offering financial education resources.

Overall Score

★★★★☆

The Bank of America website provides a wide range of financial services and information. However, the site could benefit from a more streamlined design and improved accessibility.

Content relevance is high, but some users may find the navigation confusing.

Visual Design

★★★★☆

The visual design is clean, but there's a lot competing for my attention. Simplifying the visual hierarchy would really help.

Usability

★★★★☆

Navigation can be tricky, especially for first-time users. Improving the search functionality and site map would be beneficial.

Content Quality

★★★★☆

The content is comprehensive and relevant, but it can be overwhelming. Breaking it down into smaller, more digestible chunks would make it easier to consume.

Individual User Persona Feedback



Maria Rodriguez, 35

Persona: Maria is a marketing manager at a tech startup. She's always on the go and needs easy access to her bank accounts and credit cards. She's interested in rewards programs and financial planning.

Overall Rating

★★★★☆

As a busy professional, I value efficiency and convenience. The website is functional, but it could be more streamlined.

Actions Performed

- Checking credit card options
- Finding a local ATM

Suggestions

- Create a personalized dashboard with relevant information and recommendations.
- Improve the integration between the website and mobile app.
- Offer more competitive rewards programs to attract and retain customers.



David Lee, 62

Persona: David is a retired engineer who enjoys gardening and spending time with his grandchildren. He uses online banking to manage his finances and pay bills. He is concerned about security and wants a user-friendly experience.

Overall Rating

★★★★☆

As someone who isn't tech-savvy, I need a website that's easy to use and understand. The security features are also very important to me.

Actions Performed

- Checking account balance
- Paying bills online

Suggestions

- Use simpler language and avoid financial jargon.
- Increase the font size for better readability.
- Provide more personalized customer support options.

Print Report