

AI Test Results from testers.ai



The Citigroup app's HOME page reveals several quality concerns. There are duplicated press releases and links which makes the content feel disorganized and confusing. Using an outdated JavaScript library not only hits performance but also opens the door to potential security vulnerabilities. Accessibility is another pain point, indicated by missing ARIA labels and usability issues with the 'Skip to main content' link. All these points drag down the user experience, making for a less than stellar first impression.

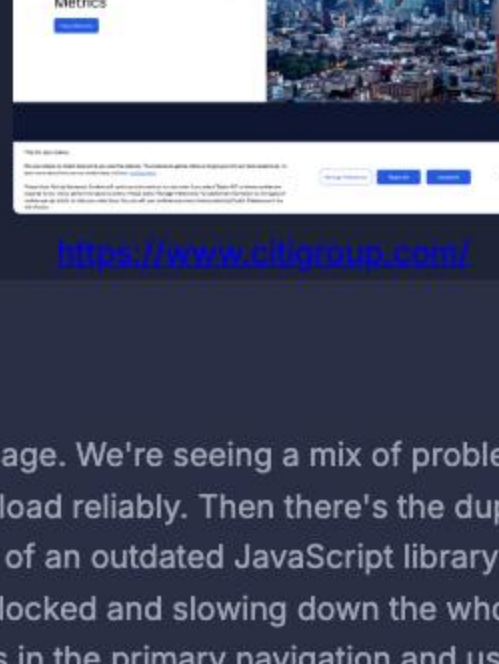
Best Aspects

The app's core functionality, despite the listed bugs, is presumably still operational, allowing users to generally access their accounts and perform basic tasks.

Areas for Improvement

The app suffers from a litany of problems on the HOME page: outdated Javascript libs, duplicate press releases, missing ARIA labels, etc.

Quality Summary



Detailed Analysis

Alright, let's break down the Citigroup app's HOME page. We're seeing a mix of problems that, frankly, need attention. Resource loading errors (404s) are a red flag; users expect content to load reliably. Then there's the duplicated press releases in the 'Latest News' section, which is a clear content management issue. The use of an outdated JavaScript library (usage-citigroup.min.js) screams both performance and security concerns – it's like leaving a window unlocked and slowing down the whole house. Accessibility also falls short, with missing ARIA labels in the primary navigation and usability problems with the 'Skip to main content' link. These aren't just nice-to-haves; they're crucial for users with disabilities. The navigation menu itself is missing items, hindering usability, and even the copyright year is outdated, which damages the brand's credibility. Basically, the HOME page presents a concerning mix of content, performance, accessibility, and security problems that need to be resolved quickly.

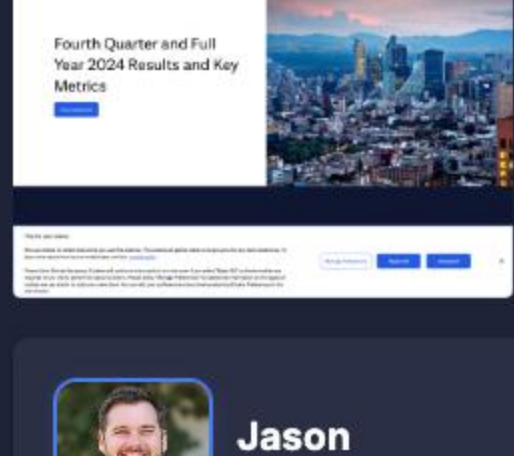
Key Suggestions

- Conduct a thorough audit of all JavaScript libraries and update them to the latest secure versions.
- Implement a robust content management system to prevent content duplication and ensure content accuracy.
- Perform a comprehensive accessibility audit and address all WCAG violations.
- Improve resource loading by correcting 404 errors.
- Enhance user experience through usability testing and iterative design improvements focused on usability.

Priority Improvements

1. Replace outdated JavaScript library (usage-citigroup.min.js) with a secure, up-to-date alternative to address security and performance concerns.
2. Implement a content management system or process to eliminate duplicated press releases and links in the 'Latest News' section.
3. Resolve all 404 resource loading errors to ensure content loads reliably and improves the user experience.
4. Add ARIA labels and semantic HTML to the primary navigation to improve accessibility compliance.
5. Fix usability issues with the 'Skip to main content' link to improve keyboard navigation for all users.

Issues Found by AI Testers



HOME

Jason
AI Tester

Failed resource loading (404 error)

Priority: 8/10 Confidence: 9/10

content resource loading

Why is this a bug?
The console log indicates a 404 error when attempting to load a resource. This means that the resource at the specified URL is not found on the server, resulting in a broken link and potentially missing content or functionality on the webpage.

Suggested Fix
Investigate the URL causing the 404 error (Failed to load resource: the server responded with a status of 404 ()). Verify that the resource exists at the specified path and that the path is correctly referenced in the HTML or JavaScript code. If the resource is no longer needed, remove the reference to it.

Why Fix This?
Resolving 404 errors ensures that all necessary resources are loaded correctly, preventing broken links and improving the overall user experience.

Route To
Frontend Engineer, Backend Engineer

Adeela
Mobile Responsive Tester

Missing Navigation Menu Items

Priority: 8/10 Confidence: 9/10

general layout

Why is this a bug?
The navigation menu items ('About Us', 'Businesses', 'Our Impact', 'News', 'Insights', 'Investors', 'Careers', 'My Account') present in the desktop view are completely absent in the mobile view. This prevents users from easily navigating the website on mobile devices, rendering a large portion of the website inaccessible.

Suggested Fix
Ensure that the navigation menu items are accessible via the hamburger menu icon or implement a responsive navigation solution that is readily visible and usable on mobile devices.

Why Fix This?
The missing navigation elements significantly impede user experience by limiting the user's ability to browse and access different sections of the website on mobile devices.

Route To
Frontend Engineer

Aisha
Tester for Missing Aspects

Missing ARIA labels or semantic HTML for primary navigation

Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?
The main navigation section (About Us, Businesses, Our Impact, etc.) likely lacks appropriate ARIA labels or semantic HTML5 elements like <nav>. This makes it difficult for screen reader users to understand the structure and purpose of the navigation, violating WCAG 2.1 success criterion 2.4.1 (Bypass Blocks) and 2.4.6 (Headings and Labels).

Suggested Fix
Wrap the navigation links in a <nav> element and use ARIA labels such as aria-label="Main Navigation" or aria-labelledby with a heading to provide a clear description for screen reader users.

Why Fix This?
Improves accessibility for users with disabilities, ensuring compliance with WCAG guidelines.

Route To
Front-end developer

Alejandro
Accessibility Tester

'Skip to main content' Link Usability Issue

Priority: 7/10 Confidence: 8/10

WCAG Keyboard Navigation

Skip Navigation Links Focus Indicators

Why is this a bug?
The 'Skip to main content' link, identified by 'id="skipContainer"' and 'class="skipContainer__ygcSo"', is crucial for keyboard users to bypass the main navigation. However, its initial visibility and how easily it gains focus when tabbing through the page are questionable. If the link is not immediately visible or if its focus state is not clearly indicated, keyboard users may struggle to use it effectively, failing WCAG 2.4.1 (Bypass Blocks). The link may be present, but its usability for keyboard-only users is not guaranteed.

Suggested Fix
Ensure that the 'Skip to main content' link is visually apparent and has a clear focus indicator when it receives focus via keyboard navigation. Consider making it visible by default or ensuring it becomes visible on the first tab press. Also, ensure that the focus indicator meets contrast requirements.

Why Fix This?
Failing to provide a usable 'Skip to main content' link significantly hinders the experience for keyboard users, making it difficult and time-consuming to access the primary content of the page. This violates WCAG 2.4.1, which aims to provide mechanisms for users to bypass blocks of content.

Route To
Frontend Engineer

Jason
AI Tester

Incorrect 'as' attribute for preloaded resources or unused preloads

Priority: 7/10 Confidence: 8/10

performance resource loading

Why is this a bug?
The console reports multiple instances where resources preloaded using '<link rel=preload>' either lack a valid 'as' value or were not used within a reasonable timeframe after the window's load event. This indicates a misconfiguration in resource preloading, which can negatively impact page load performance, and waste bandwidth.

Suggested Fix
Inspect the '<link rel=preload>' tags in the HTML to ensure they have the correct 'as' attribute (e.g., 'image', 'script', 'style') corresponding to the resource type. If a resource is preloaded but not consistently used, consider removing the preload directive or implementing conditional preloading based on usage patterns.

Why Fix This?
Fixing this will improve page load performance by ensuring that only necessary resources are preloaded and that the browser can prioritize them correctly.

Route To
Frontend Engineer

Sophia
Content Tester

Outdated Copyright Year

Priority: 9/10 Confidence: 9/10

general copyright

Why is this a bug?
The site's footer contains a copyright notice from a previous year. Copyright notices must be current to be effective and legally sound. The page includes the text 2024 Annual Report, and 4Q 2024 Earnings Report, which seems normal to be included in early 2025, since 2024 has just ended. All Annual Reports should be from 2025, or the current year.

Suggested Fix
Update the copyright notice in the footer to reflect the current year (2025). All Annual Reports should be dated 2025, and checked to make sure they exist, or updated with a message they are coming soon.

Why Fix This?
An outdated copyright notice can undermine the perceived authority of the site and potentially create legal issues if the copyright is challenged. Using an outdated year makes it unclear whether the copyright is still valid and enforced.

Route To
Front-end developer or webmaster.

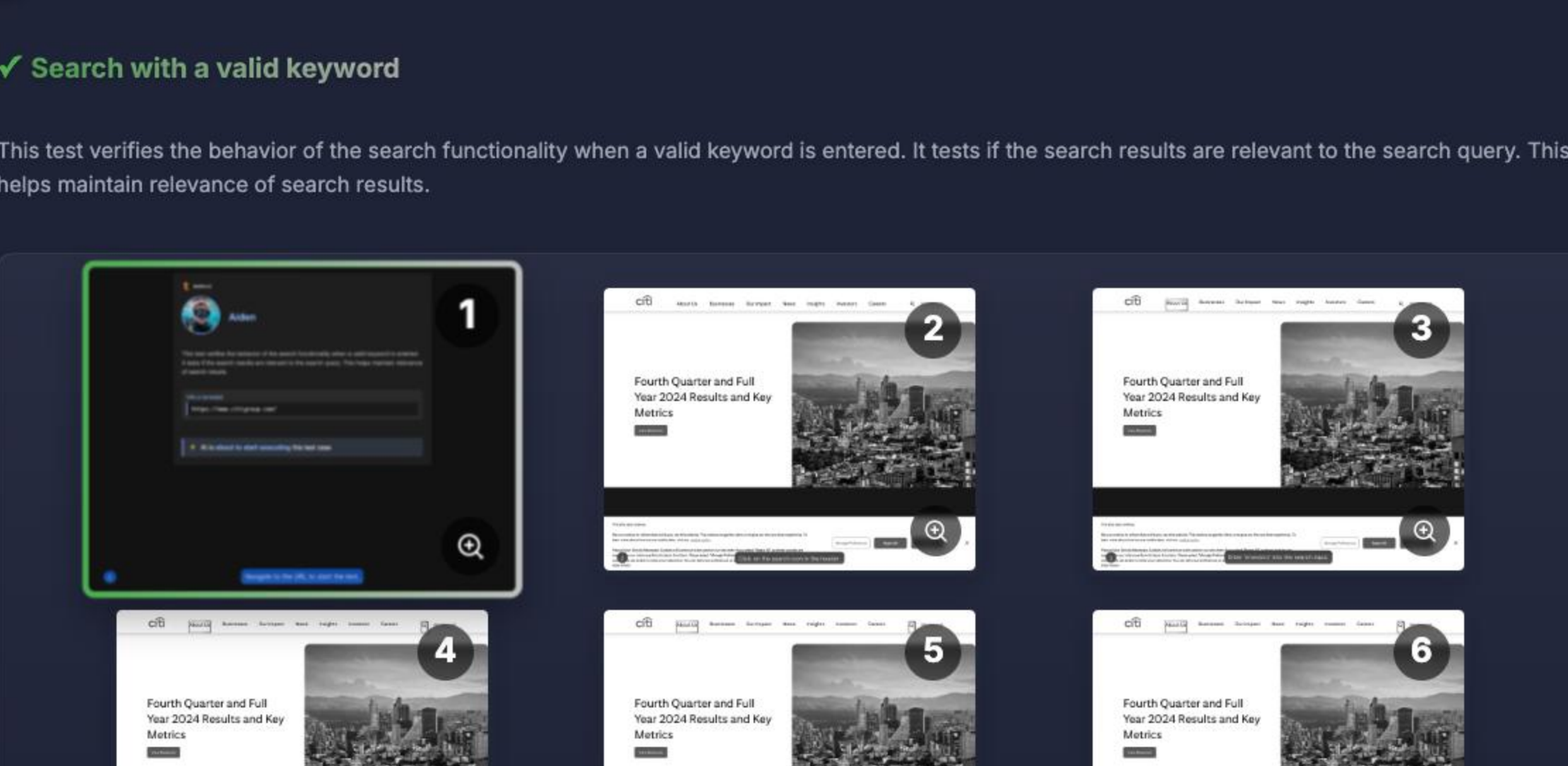
AI Generated Functional Test Results

Start Page: HOME



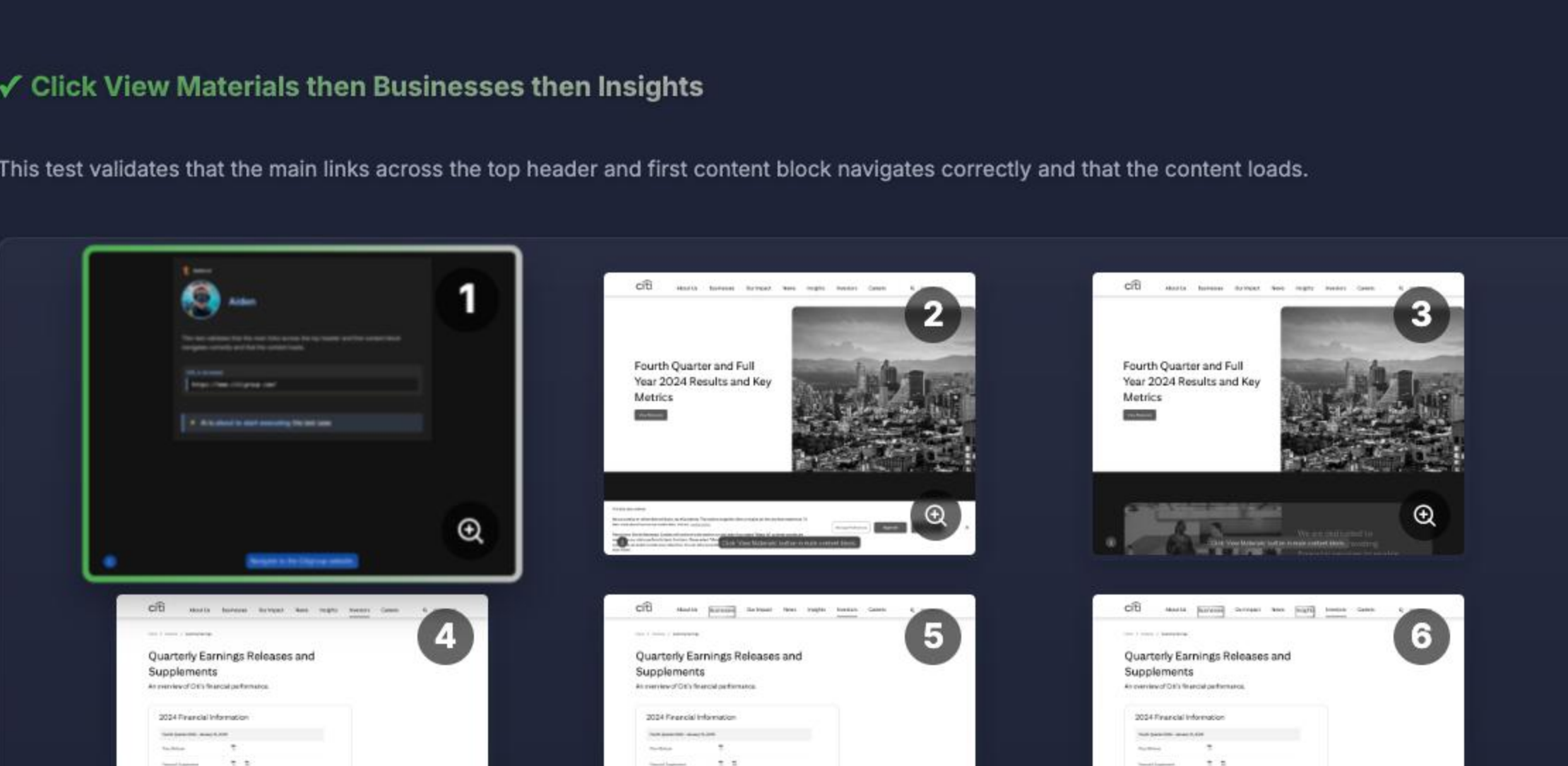
Search with a valid keyword

This test verifies the behavior of the search functionality when a valid keyword is entered. It tests if the search results are relevant to the search query. This helps maintain relevance of search results.



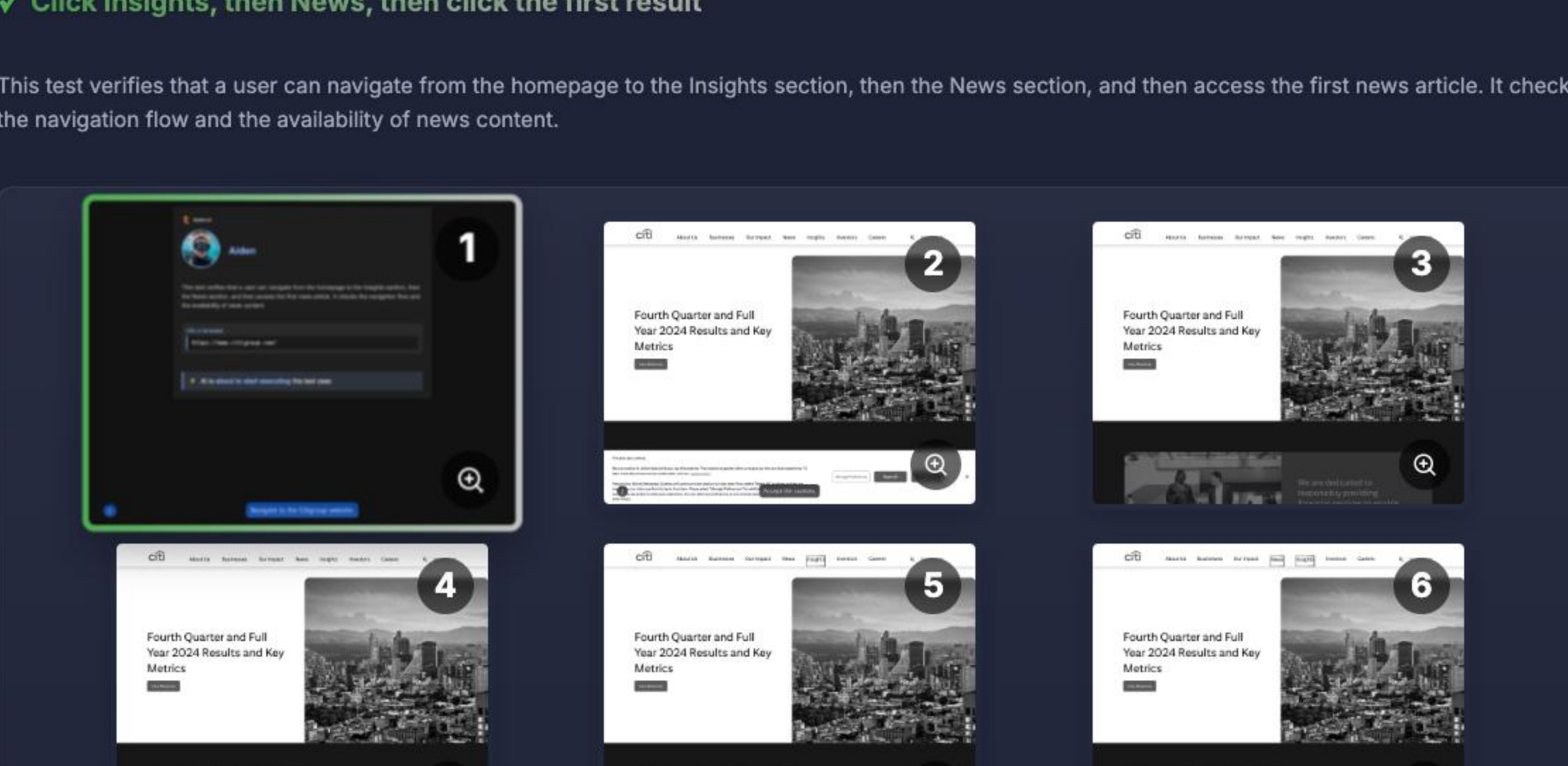
Click View Materials then Businesses then Insights

This test validates that the main links across the top header and first content block navigates correctly and that the content loads.

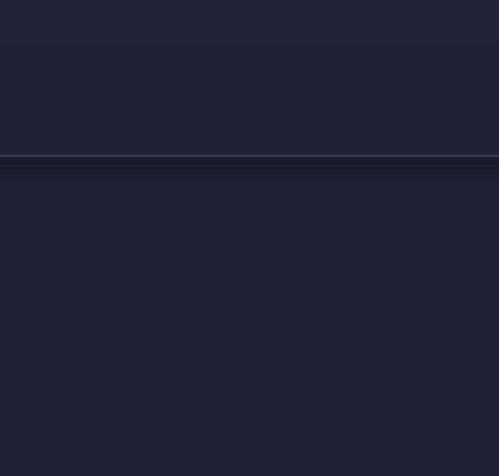


Click Insights, then News, then click the first result

This test verifies that a user can navigate from the homepage to the insights section, then the News section, and then access the first news article. It checks the navigation flow and the availability of news content.



User Persona Feedback Summary



HOME

The webpage serves as the homepage for Citigroup, providing an overview of the company, its businesses, recent news, investor information, and career opportunities. It aims to inform visitors about Citi's services, impact, and financial performance.

Overall Score	Visual Design	Usability	Content Quality
★★★★☆	★★★★☆	★★★★☆	★★★★☆
The Citigroup homepage is a decent entry point for understanding the company's diverse activities. The design is professional, but the sheer amount of information can be overwhelming. Streamlining the content and improving navigation would enhance the user experience.	The visuals are professional and aligned with the brand, but they could be more engaging. A more balanced use of whitespace and larger images could improve the overall aesthetic.	The page is navigable, but the density of information makes it less user-friendly. The 'Skip to main content' link is a good feature for accessibility, but the overall experience could be smoother with better organization and search functionality.	The content is comprehensive, covering various aspects of Citigroup's business, from financial results to community impact. However, the sheer volume of information can be overwhelming for some users.

Individual User Persona Feedback

Persona: Aisha Khan, 28	Persona: David Lee, 35
Persona:Aisha is a financial analyst working at a hedge fund. She is responsible for analyzing financial statements and making investment recommendations. She is highly analytical and data-driven.	Persona:David is a tech-savvy entrepreneur who is always looking for innovative solutions for his startup. He is interested in new technologies and financial services that can help his business grow.
Overall Rating: ★★★★★	Overall Rating: ★★★★★
As a financial analyst, I find the investor relations section very valuable. The earnings reports and SEC filings are exactly what I need for my research.	As a tech entrepreneur, I'm interested in Citi's innovation efforts and potential partnerships. The site has some interesting information, but I'd like to see more details about their technology strategy.
Actions Performed <ul style="list-style-type: none"> Reviewing quarterly earnings reports Analyzing SEC filings 	Actions Performed <ul style="list-style-type: none"> Exploring partnerships and collaborations Learning about Citi's technology initiatives
Suggestions <ul style="list-style-type: none"> Add interactive data visualization tools to the investor relations section. Provide advanced financial analysis features for analysts. 	Suggestions <ul style="list-style-type: none"> Share more details about Citi's technology strategy and innovation efforts. Offer case studies about successful technology partnerships. Provide interactive content and search for tech entrepreneurs.

Print Report