

AI Test Results from testers.ai



The 'Dell Technologies' app shows worrying signs of neglect from a quality perspective. The HOME page alone has a multitude of issues, including repeated network resolution failures, security misconfigurations related to Permissions-Policy headers, accessibility violations like missing alt text and inadequate labels, and even a simple error like an incorrect copyright year. The fact that users are potentially being tracked without proper consent due to third-party tracking issues raises serious ethical concerns. These issues collectively point to a lack of thorough testing and quality assurance processes.

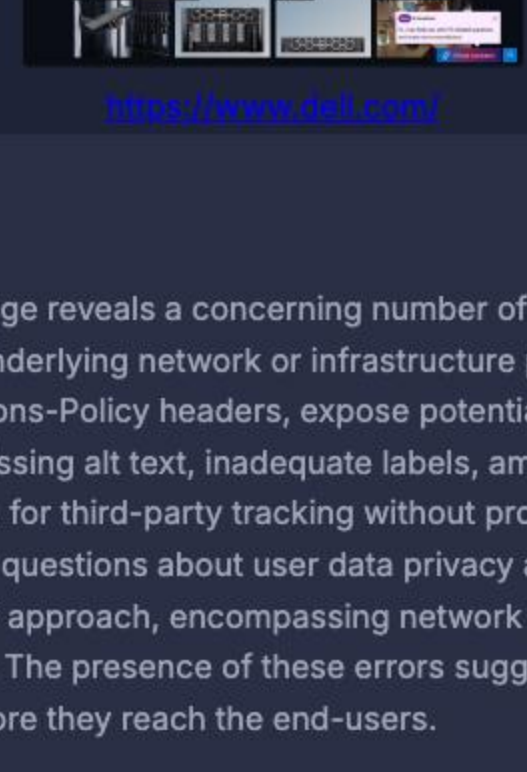
Best Aspects

It's difficult to find a 'best aspect' with so many critical issues present on a single page. At least the problems have been identified and tracked.

Areas for Improvement

The blatant disregard for basic web accessibility and security is the worst aspect. Security 'misconfigurations' and accessibility failures like 'Missing Alt' Text for Images' shouldn't exist in a modern website.

Quality Summary



Detailed Analysis

Analyzing the 'Dell Technologies' app, the HOME page reveals a concerning number of quality issues spanning several critical areas. The repeated "Failed to load resource" errors indicate underlying network or infrastructure problems affecting the user experience. Security misconfigurations, particularly concerning Permissions-Policy headers, expose potential vulnerabilities. Furthermore, the numerous accessibility issues—missing alt text, inadequate labels, ambiguous link labeling—demonstrate a lack of attention to inclusive design practices. The potential for third-party tracking without proper consent and issues related to GDPR compliance, and a simple incorrect Copyright Year raises ethical questions about user data privacy and corporate oversight. Addressing these problems requires a multi-faceted approach, encompassing network troubleshooting, security hardening, accessibility remediation, and a review of data privacy practices. The presence of these errors suggests that the current quality assurance processes are not effectively catching these significant issues before they reach the end-users.

Key Suggestions

- Conduct a thorough security audit to identify and remediate all vulnerabilities.
- Implement automated accessibility testing as part of the CI/CD pipeline to catch and prevent future WCAG violations.
- Establish a comprehensive test strategy that includes regression, performance, and security testing.
- Incorporate user feedback into the development process to address usability issues.
- Prioritize addressing critical and high-priority bugs based on their impact on users.

Priority Improvements

- Resolve "Failed to load resource: net:ERR_NAME_NOT_RESOLVED" errors by investigating network configurations and CDN performance to improve site performance and stability.
- Correct Permissions-Policy header configurations to adhere to security best practices and prevent potential vulnerabilities, referring to OWASP guidelines for secure configuration.
- Implement alternative text for all images and appropriate labels for interactive elements to comply with WCAG guidelines and improve accessibility for users with disabilities.
- Fix the incorrect copyright year in the footer across the entire site.
- Review and revise tracking scripts to align with GDPR requirements, ensuring user consent is obtained before tracking user behavior.

Issues Found by AI Testers



HOME

Adela
Mobile Responsive Tester

Missing Main Navigation Menu on Mobile

Priority: 8/10 Confidence: 9/10

general Navigation

Why is this a bug?
The primary navigation menu (Artificial Intelligence, IT Infrastructure, Computers & Accessories, Services, Support, Deals) present in the desktop view is completely absent in the mobile view. This makes it difficult, if not impossible, for users to navigate to different sections of the website.

Suggested Fix
Ensure the navigation menu, or a functional equivalent (like a hamburger menu that expands to show all options), is present and easily accessible in the mobile view.

Why Fix This?
Without a clear navigation menu, users will struggle to find content and features, leading to a poor user experience and potentially lost business.

Route To
Frontend Engineer

Relevant Network Call
N/A

Sophia
Content Tester

Incorrect Copyright Year

Priority: 8/10 Confidence: 9/10

general Legal

Why is this a bug?
The copyright notice at the bottom of the page states 'Copyright © 2025 Dell Inc.'. However, since it is currently 2025, it should also display this year, or a range inclusive of 2025. The inclusion of the wrong year could be viewed as a legal and credibility issue.

Suggested Fix
Update the copyright notice to reflect the correct year or year range (e.g., 'Copyright © 2025 Dell Inc.').

Why Fix This?
Maintaining an accurate copyright notice is essential for legal compliance and maintaining the brand's credibility.

Route To
Front-end developer or legal team

Jason
AI Tester

Repeated 'Failed to load resource: net:ERR_NAME_NOT_RESOLVED' errors

Priority: 8/10 Confidence: 9/10

network performance

Why is this a bug?
The console is flooded with 'Failed to load resource: net:ERR_NAME_NOT_RESOLVED' errors. This indicates a DNS resolution problem, meaning the browser cannot find the server associated with the requested resources. This will result in broken functionality, missing assets, and a poor user experience.

Suggested Fix
Investigate the DNS configuration for the Dell website and related domains. Ensure that all DNS records are correctly configured and that the servers are reachable. Also, check CDN configurations if the resources are served through a CDN.

Why Fix This?
This is a critical issue as it prevents essential resources from loading, leading to broken functionality and a severely degraded user experience.

Route To
DevOps Engineer / Network Engineer

Jason
AI Tester

Network request failure during offer retrieval

Priority: 7/10 Confidence: 8/10

network functionality

Why is this a bug?
The console log indicates that the 'getOffer()' request failed due to a network error. This likely prevents users from seeing relevant offers, impacting sales and user experience. The 'int error' further confirms the issue is related to a core marketing or A/B testing component.

Suggested Fix
Investigate the 'getOffer()' endpoint and the underlying network infrastructure. Implement proper error handling and retries in the client-side code to gracefully handle network failures.

Why Fix This?
Failure to retrieve offers directly impacts revenue generation and customer engagement.

Route To
Frontend Engineer / Backend Engineer

Jason
AI Tester

Permissions-Policy header configuration errors

Priority: 7/10 Confidence: 8/10

security configuration

Why is this a bug?
The console logs report multiple errors related to the Permissions-Policy header. Specifically, it indicates invalid allowlist items (i.dell.com) for features and unrecognized features ('dpr', 'viewport-width', 'width'). This suggests a misconfiguration of the Permissions-Policy, which could lead to unexpected behavior or security vulnerabilities.

Suggested Fix
Review and correct the Permissions-Policy header configuration on the server. Ensure that the allowlist items are valid (*, self, or quoted URL) and that all specified features are recognized and supported.

Why Fix This?
Incorrect Permissions-Policy configurations can lead to broken functionality, security vulnerabilities (if the policy is too permissive), and a degraded user experience.

Route To
Security Engineer / DevOps Engineer

Pete
Privacy and Security Tester

Marketing Script Blocking and Unblocking based on Consent

Priority: 7/10 Confidence: 8/10

GDPR User Consent Management

Why is this a bug?
The console logs show a marketing script being blocked and unblocked based on consent. While this indicates that consent management is in place, a closer look reveals a potential issue. The 'publishedOn' timestamp in the blocked script URL ('Wed Apr 09 14:26:58 GMT 2025') is in the future. It's possible this is intentional and represents when the script was scheduled to be published, but a future date here could indicate a synchronization problem or other issue with the deployment of the script. Also, the URL contains potentially sensitive information like 'PageID' which includes the full URL of the current page. If this data is inadvertently exposed before consent is granted, it could be a privacy violation. The parameters 'country', 'language', 'segment', 'cset' being sent without explicit consent prior could also be problematic depending on regional laws.

Suggested Fix
Verify the timestamp associated with marketing script deployment. Evaluate the information included in the script URL to ensure no sensitive data is being transmitted prior to obtaining user consent. Sanitize PageID by removing parameters before consent is given.

Why Fix This?
Avoid accidental exposure of user data before consent, ensure proper script versioning/deployment, and maintain user trust in privacy practices.

Route To
Privacy Engineer, Frontend Engineer

Relevant Network Call

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https://news.dell.com/dell/marketing/serverComponent.php?namespace=Marketing&staticPath=news.dell.com/dell/marketing/cookie/cookie1shad0mex& Apr 09 14:26:58 GMT 2025&contextID=33&pageID=https://news.dell.com/dell/marketing/cookie/cookie1shad0mex&segment=3&gen=2&cset=3&src=organic&category=IT&border=first&device=3&ip=9&30611homepage=2&mediaID=1&303213_homepage=2&consent=301True
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Aisha
Tester for Missing Aspects

Missing Label for VOC Comment Text Areas

Priority: 7/10 Confidence: 9/10

WCAG Accessibility Usability

Why is this a bug?
Several 'voc_comments' textareas have an aria-label but still lack a properly associated label element. While 'aria-label' provides an accessible name, a visible label provides context for sighted users. Providing both enhances usability and complies with WCAG 2.1 success criteria 3.3.2 (Labels or Instructions). Having multiple text areas with the same id could also cause issues.

Suggested Fix
Add a visible label element associated with each 'voc_comments' textarea. Ensure each textarea has a unique id.

Why Fix This?
Improves accessibility for screen reader users and enhances overall usability for all users. Addresses potential WCAG violations.

Route To
Frontend Engineer

AI Generated Functional Test Results

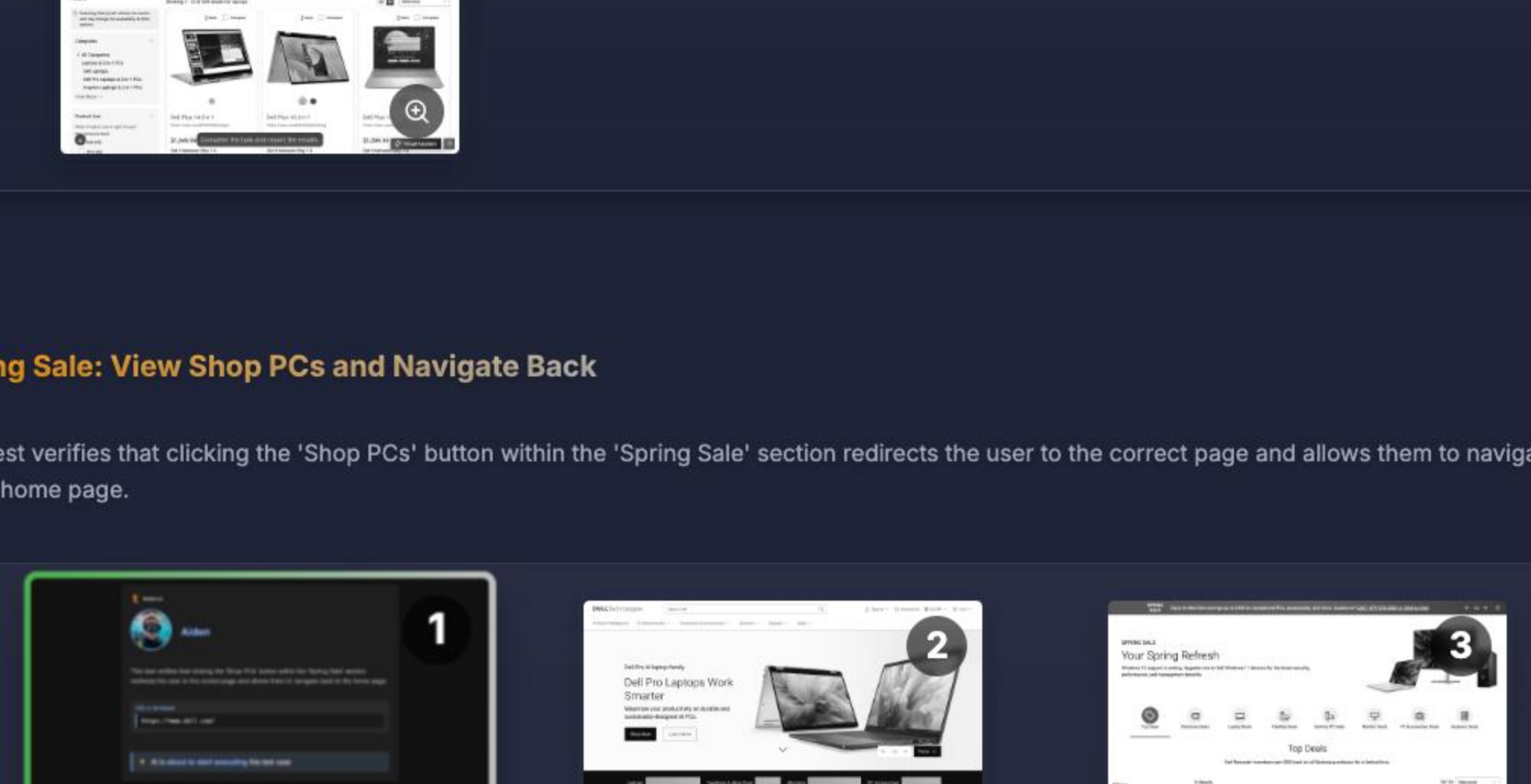
Start Page: HOME



Aiden
Demo_Tests

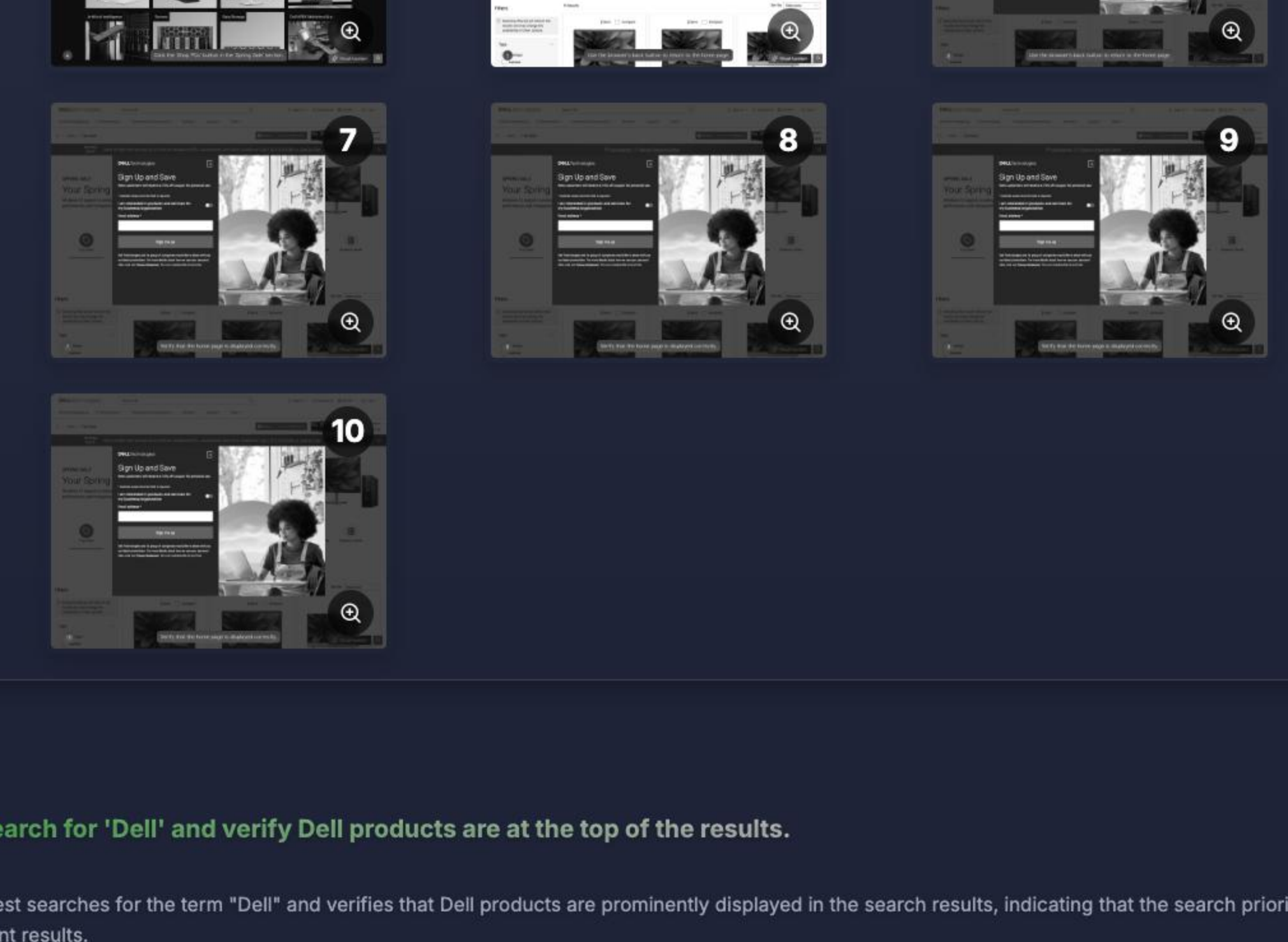
✓ Search for 'laptops'

This test verifies that the search functionality returns relevant results when searching for a specific product category like 'laptops'. It ensures the search feature correctly interprets the keyword and displays appropriate results, enhancing user experience by providing accurate search results.



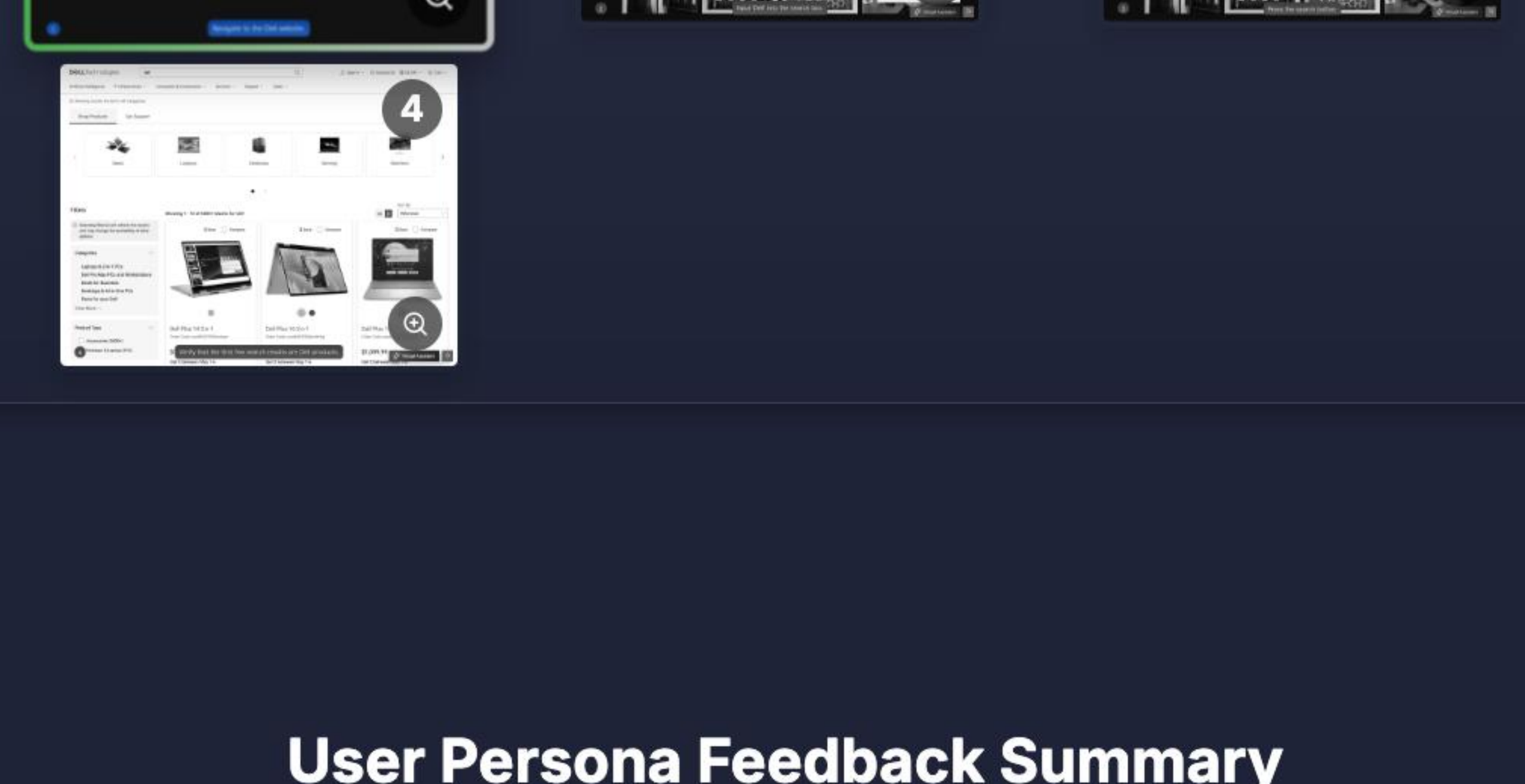
Spring Sale: View Shop PCs and Navigate Back

This test verifies that clicking the 'Shop PCs' button within the 'Spring Sale' section redirects the user to the correct page and allows them to navigate back to the home page.

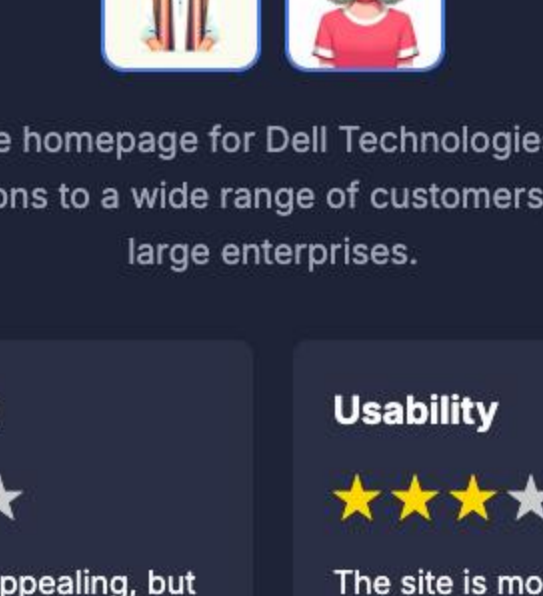


✓ Search for 'Dell' and verify Dell products are at the top of the results.

This test searches for the term "Dell" and verifies that Dell products are prominently displayed in the search results, indicating that the search prioritizes relevant results.



User Persona Feedback Summary



The webpage serves as the homepage for Dell Technologies, aiming to showcase their products, services, and solutions to a wide range of customers, from individual consumers to large enterprises.

Overall Score	Visual Design	Usability	Content Quality
★★★★☆	★★★★☆	★★★★☆	★★★★☆
The Dell website offers a wide range of products and services. The content is generally relevant, but navigation could be more intuitive for first-time visitors. The visual design is modern and appealing, but the site could be improved to further promote the site's accessibility.	The visuals are appealing, but there's a lot of visual information on each page. A bit of streamlining could make the design more impactful and accessible.	The site is mostly easy to use, but finding specific information can sometimes be challenging. Improving the search functionality and site navigation would be beneficial.	The content is comprehensive and informative, covering a wide range of products and services. However, it can be overwhelming for new visitors. Breaking down the information into smaller, more digestible chunks would be helpful.

Individual User Persona Feedback

Rajesh Patel, 45

Persona: Rajesh is the IT manager for a medium-sized manufacturing company. He is responsible for procuring and maintaining the company's IT infrastructure.

Overall Rating
★★★★☆

As an IT manager, I need reliable and scalable solutions for my company. The website has a lot of information, but it can be difficult to find what I'm looking for. I wish the site had better navigation for the business solutions sections.

Actions Performed

- Browse server options
- Research data storage solutions

Suggestions

- Improve enterprise navigation
- Add technical documentation
- Improve comparison tool

Emily Carter, 24

Persona: Emily is a recent college graduate working as a graphic designer. She needs a reliable laptop and monitor for her work.

Overall Rating
★★★★☆

I'm looking for a new laptop and monitor for my design work. I love the visual design of the website and the selection of products. But I'm not the most technical person, so I wish the specs were simpler.

Actions Performed

- Browse laptop options
- Shop for monitors

Suggestions

- Simplify product descriptions
- Add a beginner's guide
- Provide personalized recommendations