

AI Test Results from testers.ai



The Home page of the Microsoft app reveals a concerning number of issues that significantly impact its quality. Multiple resource loading failures (net::ERR_NAME_NOT_RESOLVED) point to performance problems. Accessibility is severely lacking, with multiple instances of missing alt text for images, keyboard accessibility issues, and problems with the "Skip to main content" link and carousel navigation. Security risks are highlighted by the potential use of outdated JavaScript libraries. Finally, concerns around data collection transparency further degrade the user experience.

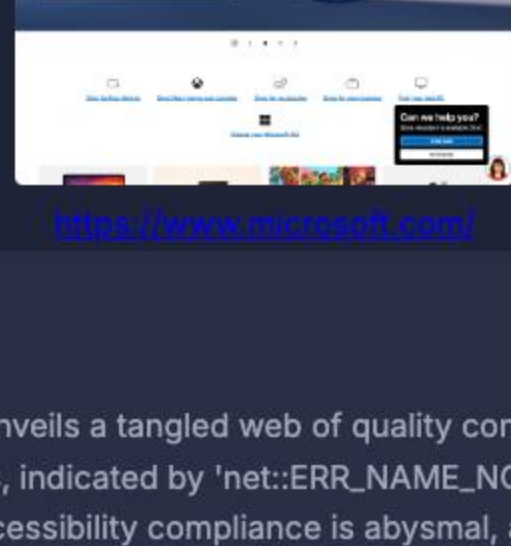
Best Aspects

While the data does not indicate positive aspects of the Home page, the presence of a 'Chat button' suggests that the team cares about support.

Areas for Improvement

The most glaring weaknesses are the performance issues due to network errors, the pervasive accessibility problems, and the potential security vulnerabilities from outdated JavaScript libraries.

Quality Summary



<https://www.microsoft.com>

Detailed Analysis

A deeper dive into the Microsoft app's Home page unveils a tangled web of quality concerns that demand immediate attention. On the performance front, multiple resource loading failures, indicated by 'net::ERR_NAME_NOT_RESOLVED', and redundant requests for the same font files are crippling the app's responsiveness. Accessibility compliance is abysmal, as evidenced by widespread missing alt text for images, keyboard accessibility shortcomings, a malfunctioning 'Skip to main content' link, and keyboard navigation problems within the carousel. Security vulnerabilities are also present, suggested by the potential utilization of outdated JavaScript libraries. Furthermore, the lack of clear data collection transparency and adequate user control information raises serious privacy concerns and potential GDPR compliance issues. And finally, the chat button has visibility and accessibility issues. All of these factors combine to create a subpar user experience that tarnishes Microsoft's brand.

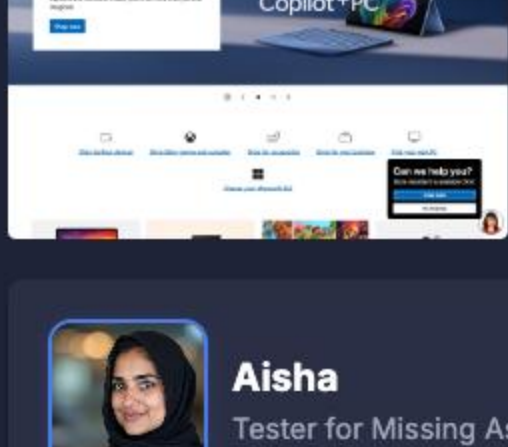
Key Suggestions

- Prioritize fixing the 'net::ERR_NAME_NOT_RESOLVED' errors to improve page load times.
- Conduct a thorough accessibility audit and address all WCAG violations.
- Implement a process for regularly updating JavaScript libraries to mitigate security risks.
- Enhance data collection transparency and provide users with greater control over their data.

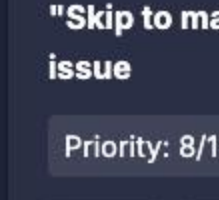
Priority Improvements

1. Address 'net::ERR_NAME_NOT_RESOLVED' errors by investigating and resolving DNS resolution issues or server connectivity problems to ensure reliable resource loading. Consider implementing caching strategies to reduce network compliance.
2. Implement missing alt text for all images to improve accessibility for visually impaired users and meet WCAG compliance standards.
3. Resolve keyboard accessibility issues by ensuring all interactive elements are navigable via keyboard and follow proper ARIA practices for assistive technologies.
4. Update any outdated JavaScript libraries to the latest versions to patch known security vulnerabilities and reduce the risk of exploits.
5. Provide clear and concise information about data collection practices and offer users granular control over their data to enhance transparency and comply with GDPR regulations.

Issues Found by AI Testers



HOME



Aisha
Tester for Missing Aspects

"Skip to main content" link functionality issue

Priority: 8/10 Confidence: 9/10

WCAG accessibility

Why is this a bug?

The 'Skip to main content' link has a 'href' attribute of 'javascript:void(0)'. This means it likely relies on JavaScript to function. If JavaScript is disabled, or if there's an error in the script, the link will not work. This makes it unusable for users who depend on it for navigation.

Suggested Fix

Change the 'href' to a valid anchor link pointing to the main content section (e.g., 'Skip to main content') and ensure the main content section has a corresponding 'id' attribute (e.g., '<main id="main">'). Also ensure correct ARIA role for screen reader users. Keep the existing JavaScript for enhanced navigation where possible.

Why Fix This?

Essential for accessibility, especially for screen reader users and those who prefer keyboard navigation. Ensures users can bypass repetitive navigation elements.

Route To

Frontend Engineer



Jason
AI Tester

Multiple Resource Loading Failures (net::ERR_NAME_NOT_RESOLVED)

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 that the webpage is unable to load essential resources. This can result in broken functionality, missing content, and a degraded user experience. The 'ERR_NAME_NOT_RESOLVED' error specifically suggests a DNS resolution failure, potentially due to incorrect resource URLs or network connectivity problems on the client-side.

Suggested Fix

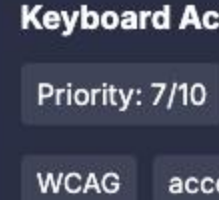
1. Verify all resource URLs in the webpage's code to ensure they are correct and accessible. 2. Check the DNS configuration to ensure that the domain names are resolving correctly. 3. Implement proper error handling to gracefully handle resource loading failures and prevent them from crashing the application. 4. Check server configuration to ensure resources are being served correctly.

Why Fix This?

Failing to load resources can lead to broken functionality, missing content, and a poor user experience. Resolving these errors is crucial for ensuring the webpage functions as intended.

Route To

Frontend Engineer, Backend Engineer, DevOps Engineer



Isabella
Usability Tester

Keyboard Accessibility Issues

Priority: 7/10 Confidence: 7/10

WCAG accessibility

Why is this a bug?

Interactive elements such as image sliders and custom controls may not be fully keyboard accessible. Users should be able to navigate to and interact with all elements using the keyboard alone. Additionally, the focus state on some interactive elements may not be visually clear, making it difficult for keyboard users to track their current location on the page.

Suggested Fix

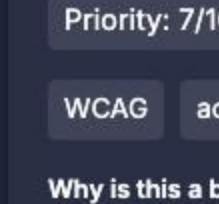
Ensure that all interactive elements can be reached and operated using the keyboard. Provide clear and visible focus states for all interactive elements to aid keyboard navigation.

Why Fix This?

Users with motor impairments or those who rely on keyboard navigation will be unable to interact with parts of the page, leading to a frustrating and inaccessible experience. Clear focus states are necessary to provide clear visual feedback on the currently selected element.

Route To

Frontend Engineer



Aisha
Tester for Missing Aspects

Carousel navigation lacks proper keyboard accessibility

Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?

The carousel navigation (previous/next buttons and slide indicators) is likely not fully accessible via keyboard. Users should be able to tab to these elements and use arrow keys/enter to control the carousel. This functionality is crucial for users who rely on keyboard navigation.

Suggested Fix

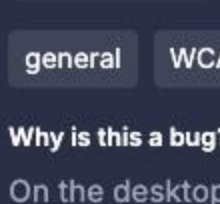
Ensure carousel navigation elements are focusable (tabbable) and respond appropriately to keyboard events (arrow keys for navigation, enter/spacebar for selection). Use ARIA attributes to properly convey the carousel's state (e.g., aria-live, aria-selected).

Why Fix This?

Improves usability for keyboard users, including those with motor impairments or those who prefer keyboard navigation.

Route To

Frontend Engineer



Adeela
Mobile Responsive Tester

Chat button visibility and accessibility

Priority: 7/10 Confidence: 8/10

general WCAG

Why is this a bug?

On the desktop version, a 'Can we help you? Chat now' section is visible at the bottom right, offering immediate chat support. This section is completely absent in the mobile version. Instead, a chat bubble icon is placed at the bottom right, which may not be immediately obvious to users seeking help. This is a usability issue as users may not know that a chat feature is available on mobile.

Suggested Fix

Ensure the 'Chat now' feature is equally discoverable on both desktop and mobile. Consider making the mobile chat bubble more prominent, or adding a 'Help' or 'Support' button to the mobile navigation bar.

Why Fix This?

Improves user experience by ensuring consistent access to support features across devices. Also, improves accessibility if chat functionality is required.

Route To

Frontend Engineer

AI Generated Functional Test Results

Start Page: HOME



Aiden
Demo_Tests

✓ Search, then Delete Search String

This test verifies the behavior of the search functionality when a search term is entered and then deleted. The search box should not produce any errors and revert back to the default state.



Search for Surface Pro, then Navigate to Shop Surface Devices and Add to Cart

This test simulates a user searching for 'Surface Pro', navigating to the 'Shop Surface Devices' page, and attempting to add a Surface device to the cart. It verifies the search functionality, navigation, and basic e-commerce flow.



✓ Navigate to Xbox Page, then Game Pass, then Browse Games

This test validates navigation through several key sections of the Microsoft website, starting from the Xbox section, then to Game Pass, and finally to browsing games. It's testing the overall flow and link integrity of these sections.



User Persona Feedback Summary



HOME



The primary purpose of the page is to showcase Microsoft's products and services, including Surface devices, Microsoft 365 subscriptions, Xbox, and Copilot, while also providing support and information for different user segments, including individuals and businesses.

Overall Score

★★★★★

The website offers a comprehensive overview of Microsoft's products and services, but the sheer amount of information can feel overwhelming. The navigation is generally intuitive, but some areas could be streamlined. I feel a bit overloaded with information and options.

Visual Design

★★★★★

The visuals are crisp and appealing, but there's so much content that it feels a bit cluttered. A more minimalist approach might be better.

Usability

★★★★★

Navigation is generally easy, but the large number of links and options can be confusing. Search functionality is essential here.

Content Quality

★★★★★

The content is informative and covers a wide range of products and services. However, it's dense and requires effort to digest.

Individual User Persona Feedback



Aisha Khan, 32

Persona:Aisha is a project manager at a tech startup. She's responsible for coordinating teams and ensuring projects are delivered on time and within budget. She's proficient with technology but doesn't have deep technical knowledge.

Overall Rating

★★★★★

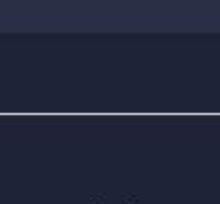
As a project manager, I'm always looking for tools to improve team collaboration and productivity. Microsoft 365 seems promising, but I need to understand the pricing and features for businesses better.

Actions Performed

- Explore Microsoft 365 plans
- Search for collaboration tools

Suggestions

- Add a comparison chart for Microsoft 365 business plans
- Include case studies of project management teams using Microsoft 365
- Provide information on integration with tools like Asana and Trello



David Chen, 65

Persona:David is retired and enjoys staying connected with family and friends. He uses his computer primarily for email, browsing the web, and managing personal finances. He's not very tech-savvy and prefers simple, user-friendly interfaces.

Overall Rating

★★★★★

As someone who's not very tech-savvy, I find this website a bit overwhelming. There's just too much information and too many options. I'm mainly interested in email and something simple to manage my documents.

Actions Performed

- Check email through Outlook
- Explore Microsoft 365 Personal

Suggestions

- Create a simplified version of the website for less tech-savvy users
- Use plain language in product descriptions
- Offer larger font sizes and accessibility options



Samantha Rodriguez, 24

Persona:Samantha is a digital artist and social media influencer. She's always on the lookout for the latest tools and technologies to enhance her creative work and engage with her audience. She's very tech-savvy and enjoys experimenting with new software and platforms.

Overall Rating

★★★★★

As a digital artist, I'm super excited about the possibilities of Surface devices and Copilot! I'm looking for tools that can boost my creativity and help me create stunning content for my followers.

Actions Performed

- Explore Surface devices
- Check out Copilot features

Suggestions

- Offer tutorials and workshops on using Microsoft tools for digital art
- Create a gallery of art created with Microsoft products
- Establish a community forum for digital artists

Print Report