

AI Test Results from testers.ai



The Naver app's HOME page presents a mixed bag of quality concerns. On one hand, there are fundamental accessibility issues flagged, such as missing alt text, color contrast problems, and keyboard navigation issues, which could severely impact users with disabilities. Additionally, performance is a concern with multiple DNS resolution failures and failed network requests. Security vulnerabilities, like cross-origin postMessage errors, also raise red flags. Outdated dependencies, like the CSS file 'sp_autocomplete_241121.css', hints at potential code quality problems. Functionality is also impacted as indicated by reports of missing navigation items and advertisements. Overall, while there's no user panel feedback to gauge satisfaction, the technical issues present a case for significant improvement.

Best Aspects

No user feedback or panel data is available so its not possible to say anything definitively positive about user satisfaction, but it sounds like 'Naver' is a search / portal of some type, and those apps can contain great wealth of information and utility to its users.

Areas for Improvement

The high number of accessibility issues, combined with performance and security bugs, represents significant deficiencies in the Naver app's HOME page quality. The accessibility violations and security flaws are of critical concern.

Quality Summary

HOME



<https://www.naver.com>

Detailed Analysis

The Naver app's HOME page exhibits a concerning number of issues across several key quality attributes. Accessibility is a major area of concern, with numerous WCAG violations reported, including missing alt text for images, color contrast issues, keyboard accessibility problems, missing ARIA attributes, unclear anchor link purposes, and missing focus indicators. These issues create barriers for users with disabilities and hinder the app's overall usability. Performance also appears to be a weakness, as evidenced by multiple DNS resolution failures and failed network requests, suggesting that the app may suffer from slow loading times and responsiveness. Security vulnerabilities, such as cross-origin postMessage errors and potential cross-origin communication issues, further undermine the app's quality and could expose users to potential risks. Code quality concerns are also present, with the potential use of an outdated CSS file indicating potential maintenance or technical debt issues. The missing navigation items and advertisements directly impact core functionality, leading to a degraded user experience. Because there is no panel feedback from customers, its hard to guage the overall app experience, but the high number of bugs suggests significant work is needed to meet a higher standard of quality.

Key Suggestions

- Conduct a thorough accessibility audit of the HOME page and address all WCAG violations.
- Implement performance monitoring and optimization to identify and resolve network-related bottlenecks.
- Perform a security review of the HOME page's communication mechanisms to mitigate potential cross-origin vulnerabilities.
- Establish coding guidelines and automated checks to ensure code quality and maintainability.

Priority Improvements

1. Implement proper alt text for all images on the HOME page to address the multiple WCAG violations related to missing alt text.
2. Address the color contrast issues identified on the HOME page to meet WCAG standards for visual accessibility.
3. Resolve the DNS resolution failures and failed network requests to improve the performance and responsiveness of the HOME page.
4. Investigate and fix the cross-origin postMessage errors and potential cross-origin communication issues to mitigate security vulnerabilities.
5. Update the outdated CSS file (sp_autocomplete_241121.css) to ensure code quality and maintainability.
6. Restore the missing navigation items and advertisements to ensure complete functionality of the HOME page.

Issues Found by AI Testers



HOME

<p>Isabella Usability Tester</p> <p>Missing Alt Text for Images</p> <p>Priority: 7/10 Confidence: 9/10</p> <p>WCAG accessibility</p> <p>Why is this a bug? Many images on the page lack descriptive alt text, making it difficult for users with visual impairments to understand the content. This violates WCAG guidelines.</p> <p>Suggested Fix Add appropriate alt text to all meaningful images. For decorative images, use an empty alt attribute (alt="").</p> <p>Why Fix This? Ensures accessibility for users with visual impairments, improving overall usability and complying with WCAG standards.</p> <p>Route To Frontend Engineer</p>	<p>Adeela Mobile Responsive Tester</p> <p>Missing Navigation Items</p> <p>Priority: 7/10 Confidence: 8/10</p> <p>general functionality</p> <p>Why is this a bug? Several navigation items present in the desktop version (e.g., Mail, Blog, Store, News) are missing from the mobile version's main navigation. This significantly reduces the functionality and ease of access for mobile users.</p> <p>Suggested Fix Implement a mobile-friendly navigation menu that includes access to all essential desktop navigation items (e.g., using a hamburger menu or a sliding drawer). Prioritize the most used navigation.</p> <p>Why Fix This? Ensures users can easily access all the important sections of the website on their mobile devices, improving the overall user experience.</p> <p>Route To Frontend Engineer</p> <p>Relevant Network Call N/A</p>	<p>Jason AI Tester</p> <p>Multiple DNS Resolution Failures</p> <p>Priority: 7/10 Confidence: 8/10</p> <p>performance network</p> <p>Why is this a bug? The console log shows multiple 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED' errors. This strongly indicates that the application is unable to resolve the domain names of required resources. This could be due to network connectivity issues, DNS server problems, or incorrect domain configurations. Multiple occurrences suggest a systemic problem, not just a transient issue.</p> <p>Suggested Fix Investigate the DNS configuration of the application and the network environment. Verify that the DNS servers are correctly configured and reachable. Check for any firewall rules that might be blocking DNS resolution. Ensure that the domain names being resolved are valid and properly configured.</p> <p>Why Fix This? Failure to resolve domain names will prevent the application from loading necessary resources, leading to broken functionality and a poor user experience. It can also prevent logging and tracking from working. Vital components can stop working.</p> <p>Route To Network Engineer, DevOps Engineer, Backend Engineer</p>
<p>Sophia Content Tester</p> <p>Outdated Copyright Notice</p> <p>Priority: 8/10 Confidence: 9/10</p> <p>Legal Issues</p> <p>Why is this a bug? The copyright notice at the bottom of the page displays '© NAVER Corp.' without the current year (2025). This indicates the information is outdated and potentially non-compliant with legal standards, as copyright notices should reflect the correct current year.</p> <p>Suggested Fix Update the copyright notice at the bottom of the page to reflect the current year, 2025, e.g., '© NAVER Corp. 2025'.</p> <p>Why Fix This? Ensuring the copyright notice displays the correct year maintains legal compliance and improves the perceived professionalism and accuracy of the website.</p> <p>Route To Legal/Web Development</p> <p>Relevant Network Call N/A</p>	<p>Isabella Usability Tester</p> <p>Keyboard Accessibility Issues</p> <p>Priority: 7/10 Confidence: 8/10</p> <p>WCAG accessibility</p> <p>Why is this a bug? Some interactive elements, particularly those within the various blocks, might not be fully navigable using a keyboard. This impacts users who rely on keyboard navigation due to motor impairments.</p> <p>Suggested Fix Ensure all interactive elements are focusable and can be activated using the keyboard. Provide clear visual focus indicators.</p> <p>Why Fix This? Ensures accessibility for users with motor impairments, improving overall usability and complying with WCAG standards.</p> <p>Route To Frontend Engineer</p>	<p>Adeela Mobile Responsive Tester</p> <p>Missing advertisements</p> <p>Priority: 5/10 Confidence: 8/10</p> <p>general functionality</p> <p>Why is this a bug? Several advertisement slots are visible on the desktop version but are missing from the mobile version. This impacts revenue generation and could be an unintended consequence of responsive design.</p> <p>Suggested Fix Ensure advertisements are displayed on the mobile version, potentially using smaller and optimized versions. Consider lazy loading for performance reasons.</p> <p>Why Fix This? Maintain revenue generation on mobile platforms without compromising the user experience.</p> <p>Route To Frontend Engineer, AdOps</p> <p>Relevant Network Call Potential missing ad server calls</p>

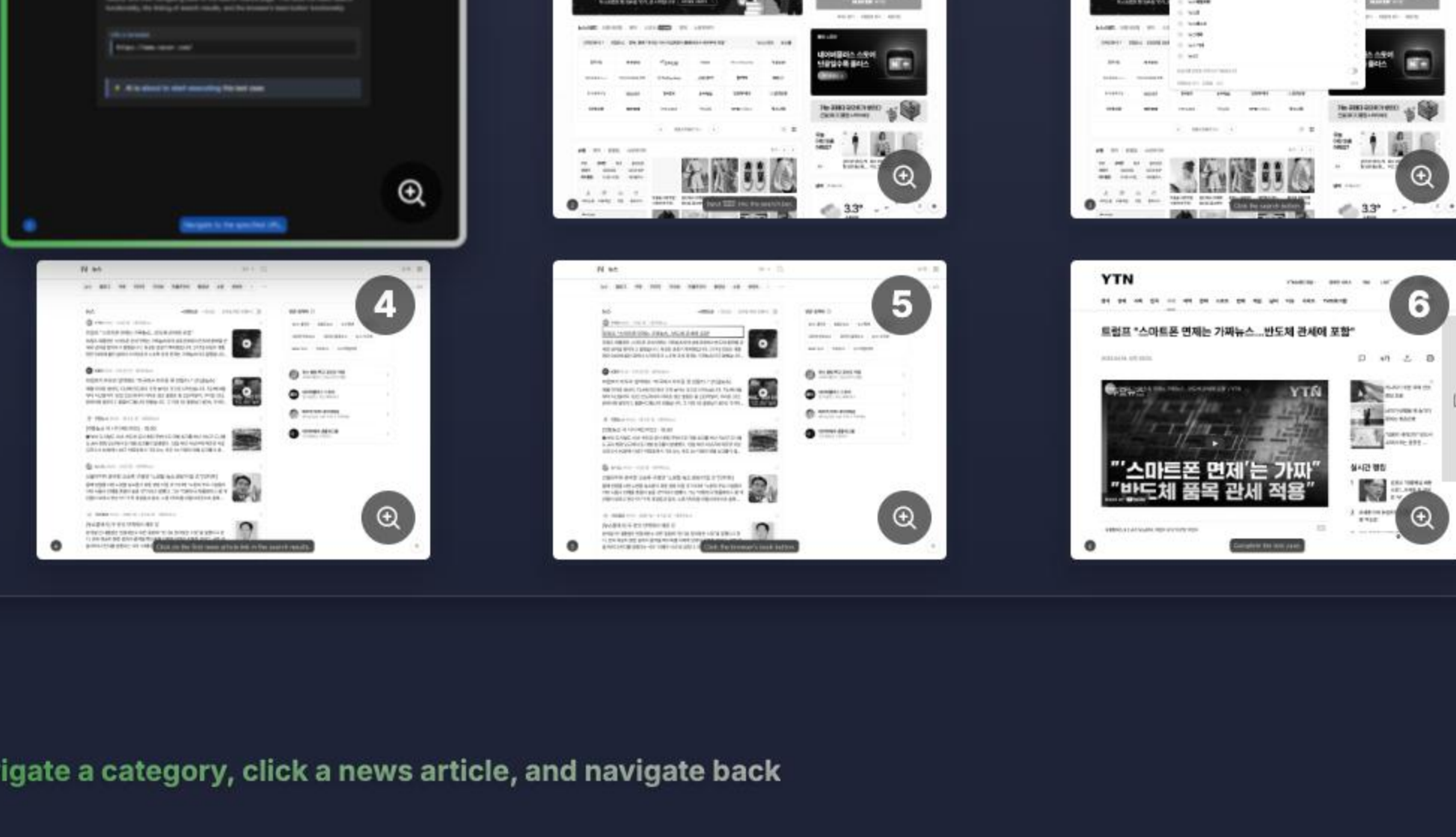
AI Generated Functional Test Results

Start Page: HOME



✓ Search for news, click the first result, and navigate back

This test verifies a long flow of searching for news, clicking a news article from the search results, and then navigating back to the search results page. This tests the basic search functionality, the linking of search results, and the browser's back button functionality.



✓ Navigate a category, click a news article, and navigate back

This test case validates the long flow of navigating to a specific news category, clicking on a news article within that category, and then using the back button to return to the category page. This ensures the category navigation and article linking are functioning correctly.



✓ Search for a popular item

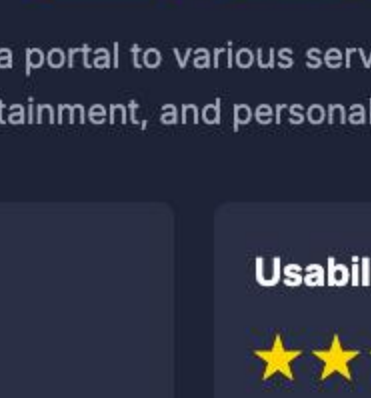
Tests that the search functionality works with a popular item. Verifies the search bar returns relevant results and page displays matches.



User Persona Feedback Summary



HOME



The Naver homepage serves as a portal to various services and content, including news, shopping, entertainment, and personalized information.

<p>Overall Score</p> <p>★★★★★</p> <p>The Naver homepage provides a comprehensive gateway to various services, with a focus on delivering relevant news, shopping, and entertainment content. While visually appealing and generally easy to use, improvements can be made in personalization and customization to better cater to individual user preferences.</p>	<p>Visual Design</p> <p>★★★★☆</p> <p>The visual design is quite appealing. It's easy to find what I'm looking for, and the use of color is calming.</p>	<p>Usability</p> <p>★★★★★</p> <p>Navigating the site is generally straightforward. The search functionality is effective, and the menus are intuitive. However, some sections could benefit from clearer labeling and instructions.</p>	<p>Content Quality</p> <p>★★★★☆</p> <p>The content is diverse and covers a wide range of topics, but the sheer volume of information can be overwhelming. I'd like to see more personalization to filter out content that isn't relevant to me.</p>
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Individual User Persona Feedback

<p>Sun-hee Park, 25</p> <p>Persona:Sun-hee is a recent college graduate working as a marketing assistant in Seoul. She's active on social media and enjoys staying up-to-date on the latest trends in fashion, beauty, and entertainment.</p> <p>Overall Rating</p> <p>★★★★★</p> <p><i>Naver is my go-to for everything! I love how easy it is to find news, shopping, and entertainment all in one place. I especially appreciate the trending news section and the variety of shopping deals.</i></p> <p>Actions Performed</p> <ul style="list-style-type: none"> • Check trending news • Browse shopping deals <p>Suggestions</p> <ul style="list-style-type: none"> • Implement a personalized news feed that learns my interests over time • Offer more advanced filtering options for shopping results, such as price range and brand 	<p>David Lee, 45</p> <p>Persona:David is a busy professional working as a software engineer in Seoul. He relies on the internet for news, information, and online banking.</p> <p>Overall Rating</p> <p>★★★★☆</p> <p><i>Naver is a useful resource for staying informed, but I find the design a bit cluttered and overwhelming. I'd prefer a more streamlined interface with less visual noise.</i></p> <p>Actions Performed</p> <ul style="list-style-type: none"> • Check stock prices • Read news headlines <p>Suggestions</p> <ul style="list-style-type: none"> • Simplify the design and remove unnecessary elements • Improve the search functionality and make it more reliable • Reorganize the content and make it easier to find what I'm looking for
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Print Report