

AI Test Results from testers.ai



The Nordstrom app's home page presents several quality challenges. The presence of an 'Unusual Activity' message coupled with automated traffic blockage suggests underlying security mechanisms, but also potential usability issues for legitimate users. Redirects to 'siteclosed.nordstrom.com' indicate availability problems. Furthermore, large image sizes from checkie.ai point towards performance bottlenecks. The potential GDPR issue related to data minimization with third-party resource loading needs careful consideration. A missing user challenge/verification mechanism introduces a security vulnerability. Lastly, unclear link labeling raises accessibility concerns.

Best Aspects

The app appears to have some underlying security mechanisms to detect unusual activity.

Areas for Improvement

The app's availability, performance, security, usability, and data privacy are compromised.

Quality Summary

HOME

0.24 seconds



View On www.nordstrom.com

Detailed Analysis

The Nordstrom app's home page shows a mixture of concerning issues alongside aspects that seem to be working effectively. The 'Unusual Activity' message coupled with potential automated traffic blocking is a major usability issue. While it signals security mechanisms are in place, it also negatively affects legitimate users by impeding their shopping experience. Redirection to 'siteclosed.nordstrom.com' is a serious availability problem that must be addressed immediately, as it makes the application unusable. Performance is also a worry, with large image sizes coming from checkie.ai, likely causing slower load times and a frustrating experience for the user. On the other hand, the app's ability to identify potentially unusual activity is a strength. However, this strength is lessened by the usability issues that have been raised.

Data privacy also needs to be carefully assessed. The potential GDPR issue with third-party resource loading means there could be a risk of over-collecting user data. This also needs to be paired with addressing the security vulnerability introduced by a missing user challenge/verification mechanism. From an accessibility perspective, the unclear labeling of telephone number links highlights a lack of attention to detail. This will hinder users with disabilities when trying to interact with the app.

Key Suggestions

- Conduct a thorough security audit to identify and address vulnerabilities.
- Optimize image sizes and other performance bottlenecks to improve page load times.
- Implement clear and informative error messages to enhance usability.
- Ensure compliance with GDPR regulations regarding data minimization and third-party tracking.
- Improve accessibility by adhering to WCAG guidelines for link labeling and other elements.

Priority Improvements

1. Implement a clear user challenge/verification mechanism to prevent unauthorized access and improve security.
2. Address the 'siteclosed.nordstrom.com' redirection issue to ensure high availability of the application.
3. Optimize image sizes from checkie.ai to improve page load performance and user experience.
4. Review and update link labeling for telephone numbers to comply with WCAG guidelines and improve accessibility.
5. Investigate and rectify the potential data minimization issue with third-party resource loading to ensure GDPR compliance.

Issues Found by AI Testers



HOME

Sharon
API and Networking Tester

Website Redirect to siteclosed.nordstrom.com

Priority: 9/10 Confidence: 9/10

general availability

Why is this a bug?
The initial request to nordstrom.com is followed by a request to siteclosed.nordstrom.com/invitation.html, indicating the site is intentionally closed or under maintenance. This is a major availability issue.

Suggested Fix
Investigate the reason for the redirection. If intentional, ensure a proper maintenance page with clear communication is in place. If unintentional, revert the changes causing the redirect.

Why Fix This?
Prevents users from accessing the Nordstrom website and its services, leading to customer dissatisfaction and potential revenue loss.

Route To
Operations/Infrastructure Engineer

Relevant Network Call
<https://siteclosed.nordstrom.com/invitation.html>

Aisha
Tester for Missing Aspects

Missing User Challenge/Verification Mechanism

Priority: 9/10 Confidence: 9/10

security usability

Why is this a bug?
The page indicates unusual activity is detected, and access is blocked. However, there is no mechanism provided for legitimate users to verify their identity and regain access (e.g., CAPTCHA, email verification, security questions). The current page only provides a phone number, creating a poor user experience and potentially overloading customer service. Without a self-service verification, users may be unnecessarily blocked.

Suggested Fix
Implement a CAPTCHA or other user verification mechanism to allow legitimate users to prove they are not automated bots. Offer alternative verification methods beyond phone support, such as email or SMS verification.

Why Fix This?
This prevents legitimate customers from accessing the website and potentially making purchases. It also reduces the load on customer service and improves the overall user experience.

Route To
Security Engineer, Frontend Engineer, Backend Engineer

Sharon
API and Networking Tester

Large Image Sizes from checkie.ai

Priority: 7/10 Confidence: 8/10

performance optimization

Why is this a bug?
Multiple image requests to checkie.ai/images/profiles are returning images with significantly large payload sizes (e.g., 836KB, 955KB, 1068KB, etc.). These large images will negatively impact page load times, especially for users with slower internet connections.

Suggested Fix
Optimize the images from checkie.ai using compression techniques and appropriate resizing. Consider using responsive images to serve different sizes based on the user's device and screen size. Also, evaluate if all these images are necessary for the initial page load.

Why Fix This?
Reduces page load times, improves user experience, and lowers bandwidth consumption.

Route To
Frontend Engineer/Web Optimization Specialist

Relevant Network Call
<https://checkie.ai/images/profiles/rajesh.png> (example)

Alejandro
Accessibility Tester

Unclear Link Labeling for Telephone Number

Priority: 7/10 Confidence: 7/10

WCAG Links and Buttons Accessibility

Why is this a bug?
The telephone number link '1.888.282.6060' might not be sufficiently descriptive for screen reader users. While the surrounding text provides context, a more explicit label would improve accessibility.

Suggested Fix
Add an aria-label or title attribute to the link to explicitly state it's a customer service phone number, for example: 1.888.282.6060

Why Fix This?
Ensuring clear link labels is crucial for users who rely on screen readers to understand the purpose of each link, enhancing their navigation experience.

Route To
Frontend Engineer

AI Generated Functional Test Results

Start Page: HOME

Aiden
Demo_Tests

Click Contact Customer Service Link

This test verifies that the '1.888.282.6060' link for contacting customer service is clickable and redirects to the correct destination.

Attempt to Join Affiliate Network Without Unusual Activity Message

This test verifies if the link to the Nordstrom Affiliate Network is accessible even when the "unusual activity" message is displayed. It checks if users encountering the message can still navigate to the affiliate program application page.

Click Nordstrom Affiliate Network Link

This test verifies that the 'Nordstrom Affiliate Network' link is clickable and redirects to the correct page.

User Persona Feedback Summary

Overall Score

★★★★☆

The page is informative but frustrating. It's alarming to see an "unusual activity" message, and the limited options feel restrictive. Design is clean but unhelpful in resolving the immediate concern.

Visual Design

★★★★☆

The design is clean, but a little more visual reassurance that I'm still on a legitimate Nordstrom page would be nice. Maybe the use of color?

Usability

★★★★☆

Usability is poor as the page offers limited options beyond contacting customer service. It doesn't provide enough information about the "unusual activity" or potential causes.

Content Quality

★★★★☆

The content is concise but lacks detail. It's frustrating not knowing why the activity was flagged or what steps I can take to immediately resolve it.

Individual User Persona Feedback

Rajesh Patel, 35

Persona: Rajesh is a software engineer who frequently shops online. He's comfortable with technology but values clear and direct communication.

Overall Rating
★★★★☆

I'm frustrated because I don't know why I'm seeing this. As a software engineer, I expect more detailed error messages and troubleshooting options.

Actions Performed

- Search for troubleshooting steps
- Contact customer service

Suggestions

- Provide a detailed explanation of why the activity was flagged.
- Offer account recovery options like password reset.
- Include a FAQ section with common security issues.

Emily Carter, 28

Persona: Emily is a fashion blogger and influencer. She's very active on social media and enjoys shopping for clothes and accessories.

Overall Rating
★★★★☆

This is so annoying! I just want to shop for clothes, and now I have to deal with this security issue. I hope my account hasn't been compromised.

Actions Performed

- Check if my account has been compromised
- Contact customer service if I can't log in

Suggestions

- Add a FAQ section with common security issues and solutions.
- Include account protection resources like enabling two-factor authentication.
- Offer options for immediate resolution, like verifying my identity.

Bob Johnson, 65

Persona: Bob is retired and enjoys woodworking and spending time with his grandchildren. He is not very tech-savvy and finds online shopping confusing at times.

Overall Rating
★★★★☆

I don't understand what's going on. This is too complicated for me. I'll just call the number.

Actions Performed

- Call customer service for assistance
- Become confused and potentially abandon the site

Suggestions

- Provide a simplified explanation of the problem.
- Offer step-by-step instructions for resolving the issue.
- Make the customer service contact information more prominent.