

# AI Test Results from testers.ai



The Starbucks app, specifically its Home page, shows some signs of trouble. We're flying a bit blind without direct user feedback from panels, which is a shame. However, the bug data paints a picture. A high number of security vulnerabilities, including CSP violations blocking Google Analytics and Tag Manager, along with 'postMessage' errors, are a real concern. These immediately raise red flags, especially for a large brand. Alongside these are accessibility issues like insufficient contrast on the 'Skip to main content' link and missing landmark roles, suggesting areas for improvement in user experience for all users.

## Best Aspects

The application is still functional despite the CSP violations.

## Areas for Improvement

Significant security vulnerabilities in the form of CSP violations blocking essential tracking and analytics, and 'postMessage' errors suggest potential data leakage.

## Quality Summary



<https://starbucks.com>

### Detailed Analysis

Alright, let's dive into the Starbucks app's Home page. First off, the absence of user panel feedback is a bit of a handicap. We're relying solely on bug reports, which, while informative, don't give us the full picture of user sentiment. That said, the bug data reveals some concerning trends.

The prevalence of security and privacy vulnerabilities is the most glaring issue. Multiple CSP violations, blocking both Google Analytics and Tag Manager, indicate a potential misconfiguration that needs immediate attention. These violations, coupled with 'postMessage' errors related to Google Tag Manager, suggest potential data leakage or tracking issues that erode user trust.

Beyond security, the accessibility issues, while less critical, contribute to a less-than-ideal user experience. Problems like insufficient contrast on the 'Skip to main content' link and missing landmark roles make the app harder to use for individuals with disabilities. Resolving these accessibility issues would demonstrate a commitment to inclusivity and improve the app's overall usability.

### Key Suggestions

- Immediately address the CSP violations by implementing a properly configured Content Security Policy.
- Investigate and remediate the 'postMessage' errors related to Google Tag Manager to ensure user privacy.
- Improve the contrast ratio of the 'Skip to main content' link to meet WCAG guidelines.
- Add landmark roles to improve accessibility for screen reader users.
- Conduct a thorough security audit to identify and address any other potential vulnerabilities.

### Priority Improvements

- Implement a robust Content Security Policy (CSP) to prevent cross-site scripting (XSS) attacks and data injection by properly configuring the CSP headers to allow only trusted sources for scripts, styles, and other resources. This specifically addresses the multiple CSP violation bugs blocking Google Analytics and Tag Manager.
- Investigate and remediate the 'postMessage' errors related to Google Tag Manager to prevent potential data leakage and ensure user privacy. This involves auditing the Tag Manager configuration and ensuring that all data transfers are secure and compliant with privacy regulations.
- Increase the contrast ratio of the 'Skip to main content' link to meet WCAG guidelines (minimum 4.5:1 for normal text) to improve accessibility for users with low vision. This involves adjusting the color of the link and its background to provide sufficient contrast.
- Add appropriate landmark roles (e.g., <nav>, <main>, <aside>, <footer>) to structural elements on the Home page to improve navigation for screen reader users. This involves reviewing the HTML structure and adding the necessary ARIA attributes.

## Issues Found by AI Testers



HOME



**Abdul**

Privacy and Security Tester

### Content Security Policy Violation Blocking Google Tag Manager

Priority: 7/10

Confidence: 8/10

OWASP

Security Misconfiguration

CSP

#### Why is this a bug?

The console logs show that the site is refusing to connect to and frame Google Tag Manager (GTM) because it violates the Content Security Policy (CSP) directives. Specifically, the 'connect-src' and 'frame-src' directives are not allowing connections to

'https://www.google.com/cdm/collect' and framing of

'https://www.googletagmanager.com/'. This indicates a misconfiguration in the CSP that is preventing GTM from functioning correctly. It also appears there is a postMessage failure due to this issue.

#### Suggested Fix

Modify the Content Security Policy (CSP) to include 'https://www.google.com/cdm/collect' in the 'connect-src' directive and 'https://www.googletagmanager.com/' in the 'frame-src' directive. Ensure that these additions do not introduce other security vulnerabilities. The postMessage failures will be solved after the CSP is solved.

#### Why Fix This?

Failing to properly configure CSP to allow Google Tag Manager will cause inaccurate data and negatively impact marketing strategies. This also affects other page features that rely on GTM. Failure to fix CSP will negatively impact end users.

#### Route To

Security Engineer/Web Developer

#### Relevant Network Call

N/A



**Alejandro**

Accessibility Tester

### Skip to Main Content Link Functionality

Priority: 7/10

Confidence: 7/10

WCAG

Skip Navigation Links

#### Why is this a bug?

The skip to main content link has the correct text and href, but the document does not include the element '#primary-content'. This indicates that the skip to main content link may not function correctly, and the user may not be taken to the main content.

#### Suggested Fix

Verify skip to main content link destination and ensure it skips to the primary content. Verify correct ID attribute.

#### Why Fix This?

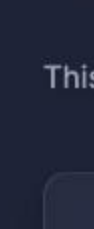
Users with disabilities need a method of being able to quickly skip the navigation and access the primary content on the page.

#### Route To

Frontend Engineer

## AI Generated Functional Test Results

Start Page: HOME



**Aiden**

Demo\_Tests

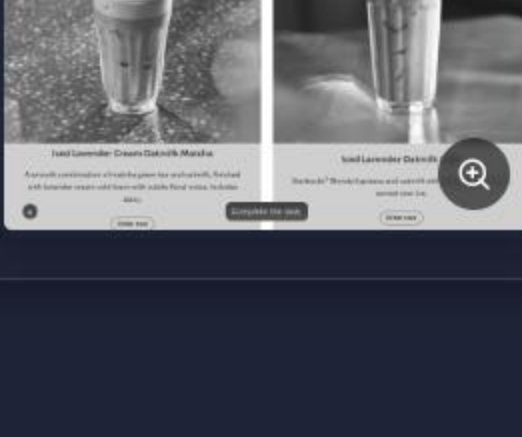
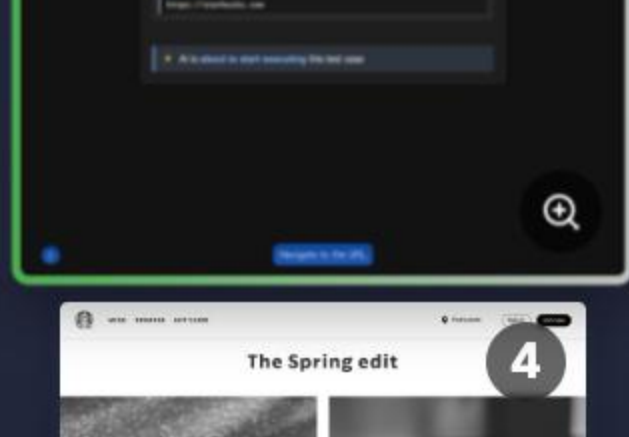
### Search for 'coffee'

This test verifies that searching for a common term like 'coffee' returns relevant results. It ensures the search functionality is working for typical user queries.



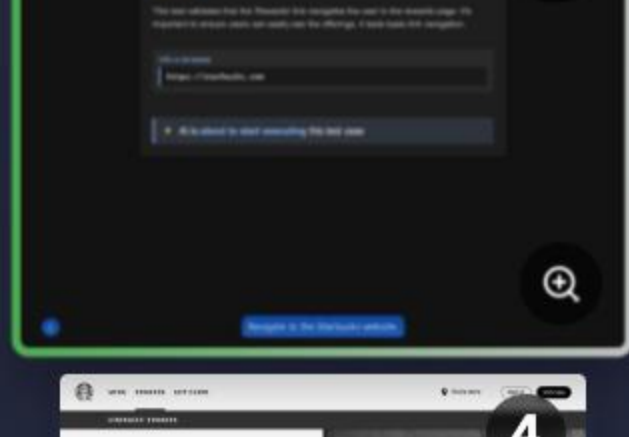
### ✓ Click 'View the menu' in The Spring Edit section

This test verifies that clicking the 'View the menu' link navigates the user to the menu page.



### ✓ Click 'Rewards' link

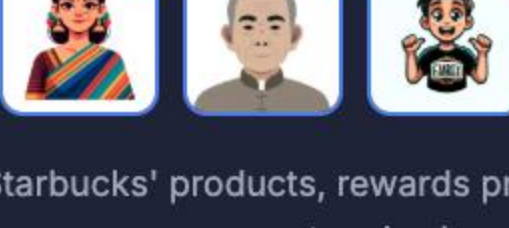
This test validates that the 'Rewards' link navigates the user to the rewards page. It's important to ensure users can easily see the offerings. It tests basic link navigation.



## User Persona Feedback Summary



HOME



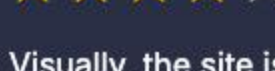
The webpage aims to promote Starbucks' products, rewards program, and brand values, driving user engagement and sales.

### Overall Score



The Starbucks website generally provides a pleasant and functional experience. It effectively showcases current promotions and provides easy access to essential features like menu, rewards, and store locator. However, some improvements could be made in accessibility and streamlining the user experience for specific tasks.

### Visual Design



Visually, the site is appealing and aligns well with the brand's image. The product photography is excellent and makes me want to try the drinks.

### Usability



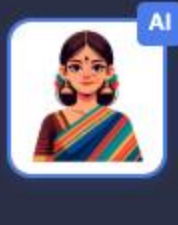
The website is generally easy to use, but some actions require too many clicks. Simplifying the order and pickup process would improve the user experience.

### Content Quality



The content is well-written and informative, providing details about products, promotions, and company values. However, the terms and conditions are somewhat lengthy and could be summarized more effectively.

## Individual User Persona Feedback



**Priya Sharma, 32**

Persona: Priya is a marketing manager who works long hours and relies on coffee to get through the day. She is tech-savvy and appreciates convenience and efficiency.

#### Overall Rating



*As a busy professional, I appreciate the convenience of the Starbucks app and website. I like checking the menu and finding a store near me.*

#### Actions Performed

- Check the menu
- Find a store

#### Suggestions

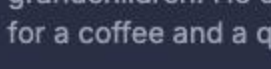
- Implement personalized product recommendations based on past orders.
- Improve the mobile menu experience for easier navigation.



**David Chen, 65**

Persona: David is a retired engineer who enjoys reading and spending time with his grandchildren. He occasionally visits Starbucks for a coffee and a quiet place to relax.

#### Overall Rating



*I appreciate having a place to find the nearest store but this website is more complex than it needs to be. It's hard to find the information I want sometimes.*

#### Actions Performed

- Find a store
- Learn about refills

#### Suggestions

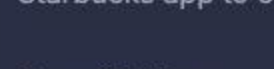
- Simplify the website design and navigation.
- Increase the font size for better readability.



**Alex Johnson, 22**

Persona: Alex is a college student who is always on the lookout for a good deal. He uses the Starbucks app to order ahead and earn rewards.

#### Overall Rating



*I love Starbucks and use the app all the time. I check the website for updates on rewards and new promotions.*

#### Actions Performed

- Check the rewards program
- Order ahead

#### Suggestions

- Offer more exclusive rewards for frequent users.
- Continue to update the app and website with new features and promotions.

[Print Report](#)