

# AI Test Results from testers.ai

**B-**

The UBS app, specifically its HOME page, exhibits several quality concerns. While functionality might be largely operational, numerous accessibility issues, such as missing alt text for images and insufficient text contrast, create barriers for users with disabilities. Furthermore, content security policy (CSP) violations indicate potential vulnerabilities. Network errors and broken links further degrade the user experience. The dated copyright year, while minor, contributes to a perception of neglect.

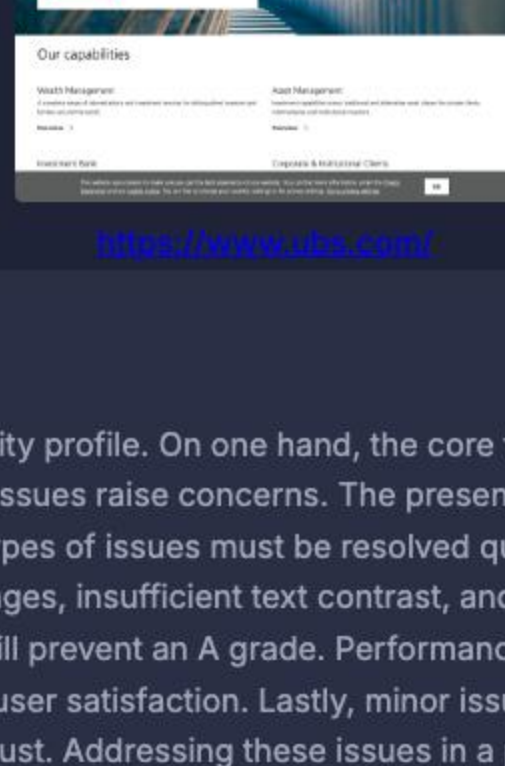
### Best Aspects

Assuming core functionality is largely intact, the app is still operational. However, the volume of bugs shows clear attention to detail is needed.

### Areas for Improvement

The worst aspects are the combination of WCAG (accessibility) failures and security vulnerabilities as indicated by CSP violations, combined with performance hits. All of these issues reduce satisfaction of users of the app.

## Quality Summary



### Detailed Analysis

The UBS app's HOME page presents a complex quality profile. On one hand, the core functionality needed to meet the needs of users is seemingly functioning. However, several significant issues raise concerns. The presence of CSP violations suggests underlying security weaknesses that need immediate attention. These types of issues must be resolved quickly and thoroughly. The app is also plagued by accessibility issues, including missing alt text for images, insufficient text contrast, and ambiguous link text, which impact usability for a significant portion of users. These types of issues will prevent an A grade. Performance bottlenecks, as indicated by network request failures, detract from the app's responsiveness and user satisfaction. Lastly, minor issues like broken links and an outdated copyright notice contribute to a perception of neglect, eroding user trust. Addressing these issues in a prioritized manner is essential to elevating the app's quality.

### Key Suggestions

- Conduct a thorough accessibility audit to identify and rectify all WCAG violations.
- Implement a robust Content Security Policy (CSP) to mitigate security risks.
- Optimize network performance to eliminate 'ERR\_NAME\_NOT\_RESOLVED' errors.
- Establish a process for regularly updating copyright information.
- Prioritize accessibility testing and remediation in future releases.

### Priority Improvements

1. Implement a Content Security Policy (CSP) to prevent image loading from unauthorized sources to resolve 'CSP Violation - Image Loading Refused' bug.
2. Investigate and resolve 'ERR\_NAME\_NOT\_RESOLVED' and 'AT: Network Request Failed (Adobe Target)' issues to improve network performance.
3. Add alternative text to all images, including the logo, to fix 'Missing Alt Text for Logo Image' and improve accessibility.
4. Increase text contrast to meet WCAG guidelines for all text elements to address 'Insufficient Text Contrast'.
5. Provide more descriptive text for links (e.g., "Learn More about Cookie Settings" instead of "Find out more") to improve link clarity and accessibility.

## Issues Found by AI Testers



### HOME

**Jason**  
AI Tester

**CSP Violation - Image Loading Refused**

Priority: 7/10 Confidence: 8/10

content security

**Why is this a bug?**  
The console log clearly indicates that images from 'checkie.ai' are being blocked due to a CSP violation. This means that the website's Content Security Policy is not allowing these images to be loaded, which can lead to broken images or missing content on the page. The policy is defined with a whitelist of allowed image sources, and checkie.ai is not in that whitelist.

**Suggested Fix**  
Modify the Content Security Policy to include 'checkie.ai' in the 'img-src' directive. Coordinate with the security team to ensure this change doesn't introduce any unintended vulnerabilities. Also, verify the image URLs are correct.

**Why Fix This?**  
Broken images or missing content can degrade the user experience and potentially affect the functionality of the website. Security policies need to be correctly aligned with content requirements.

**Route To**  
Frontend Engineer, Security Engineer

**Jason**  
AI Tester

**ERR\_NAME\_NOT\_RESOLVED**

Priority: 5/10 Confidence: 8/10

network performance

**Why is this a bug?**  
Multiple 'Failed to load resource: net::ERR\_NAME\_NOT\_RESOLVED' errors indicate that the browser is unable to resolve the domain names of the resources it's trying to load. This is typically a DNS resolution issue, which can be caused by incorrect DNS settings, network connectivity problems, or an issue with the DNS server itself. The presence of multiple such errors increases confidence.

**Suggested Fix**  
Verify that the domain names used in the website's code are correctly spelled and that the DNS records for those domains are properly configured. Check the website's dependencies and ensure that all necessary resources are available and accessible. Review the network configuration to rule out any DNS-related issues.

**Why Fix This?**  
The inability to load resources can lead to broken functionality, incomplete content, and a poor user experience. It can also affect the website's performance and SEO.

**Route To**  
DevOps Engineer, Network Engineer, Frontend Engineer

**Adeela**  
Mobile Responsive Tester

**Cookie Consent Overlap**

Priority: 7/10 Confidence: 9/10

Element Overlap WCAG

**Why is this a bug?**  
The cookie consent banner at the bottom of the screen overlaps with the main content on the mobile view. This makes the content underneath the banner unreadable and inaccessible until the user dismisses the banner. It obstructs the view and creates a bad experience, and violates WCAG guidelines on content obstruction.

**Suggested Fix**  
Adjust the positioning and z-index of the cookie consent banner on mobile devices to ensure it does not overlap with other content. Consider placing it at the top of the viewport initially, or implement a dismissible design that doesn't persist at the bottom of the screen after acceptance. Ensure there is sufficient margin/padding to the main content.

**Why Fix This?**  
Overlapping content makes the website unusable and inaccessible, leading to a poor user experience and potential legal issues related to accessibility compliance.

**Route To**  
Frontend Engineer

**Isabella**  
Usability Tester

**Broken Links in Footer Navigation**

Priority: 7/10 Confidence: 8/10

general WCAG

**Why is this a bug?**  
Several links in the Footer Navigation, such as 'Branches,' 'Media,' and 'Careers,' are redirecting to the same page or a page that doesn't exist. This is a clear indication of broken links, violating basic usability principles and potentially accessibility guidelines (WCAG 2.4.9 Link Purpose (Link Only)). It prevents users from navigating to the intended destinations.

**Suggested Fix**  
Ensure all links in the Footer Navigation point to their correct and intended destinations. Verify and update the URL mappings for 'Branches,' 'Media,' 'Careers,' and any other incorrectly linked items. Correcting this will enhance navigation and user trust.

**Why Fix This?**  
Broken links negatively affect user experience, can lead to user frustration, and undermine the credibility of the website. Fixing broken links is crucial for maintaining a positive user experience and ensuring the site functions as expected.

**Route To**  
Front-end developer, Content manager

**Relevant Network Call**  
A 404 error response for any of these links would provide further confirmation.

## AI Generated Functional Test Results

### Start Page: HOME



Aiden  
Demo\_Tests

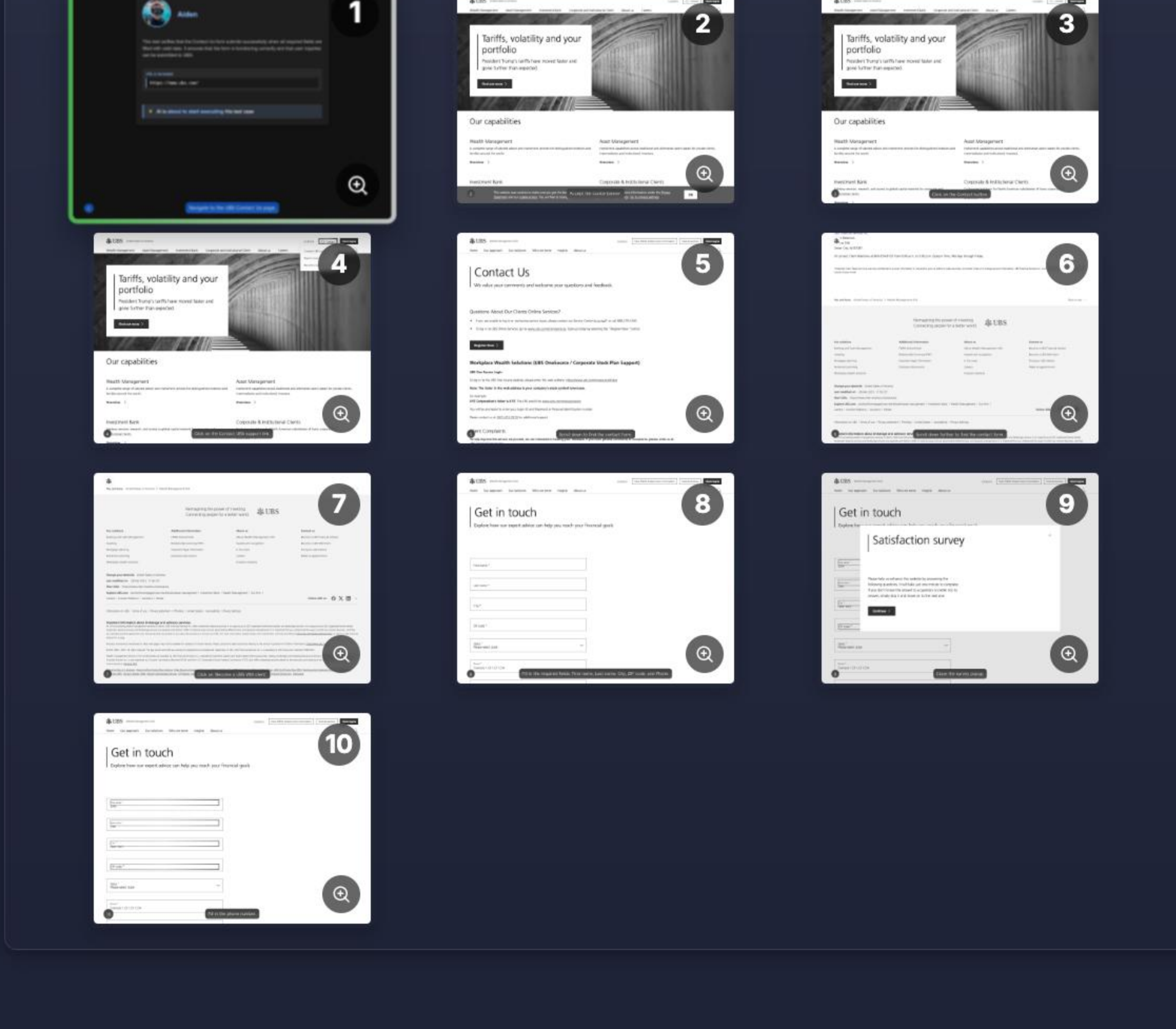
✓ **Navigate to Wealth Management Overview and back to homepage**

This test verifies the navigation to the Wealth Management Overview page and then back to the homepage. This ensures that the links are working correctly and the user can navigate through the website without any issues.



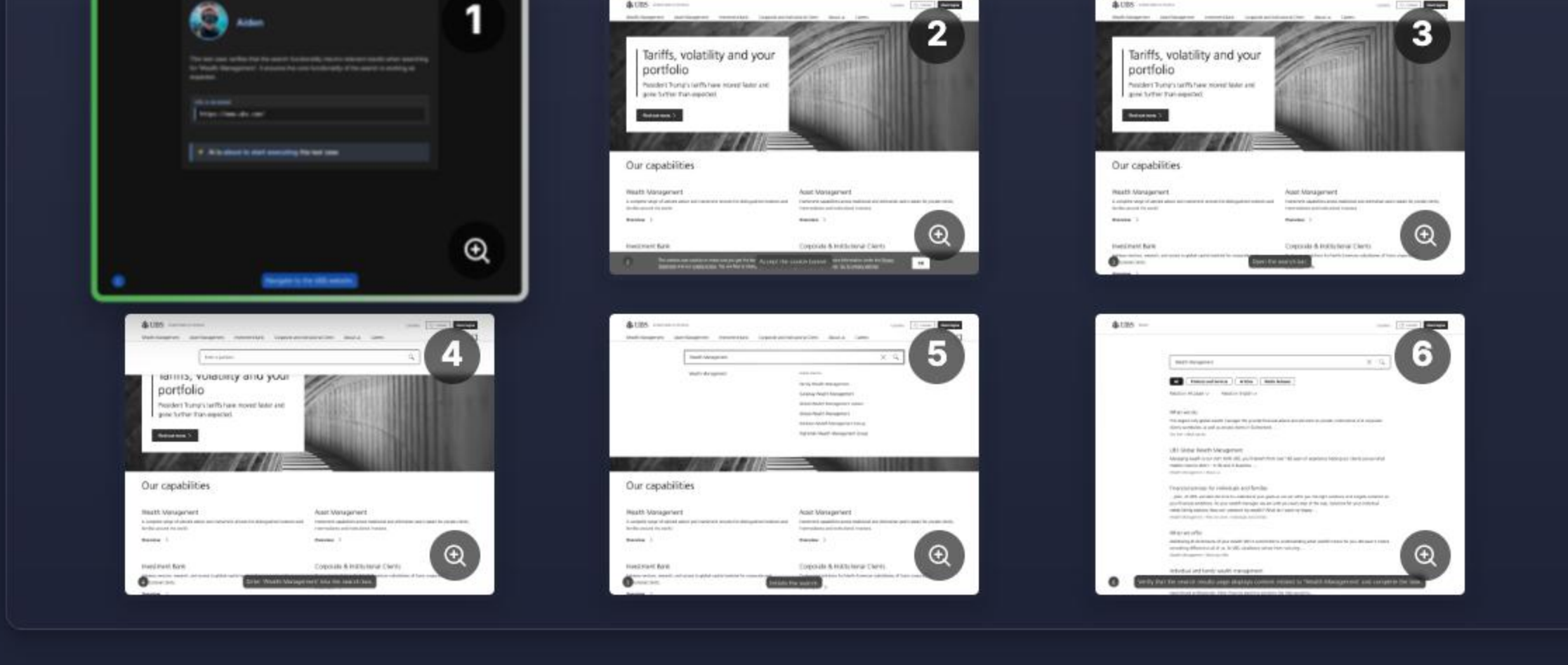
### Submit Contact Us Form with Valid Data

This test verifies that the Contact Us form submits successfully when all required fields are filled with valid data. It ensures that the form is functioning correctly and that user inquiries can be submitted to UBS.

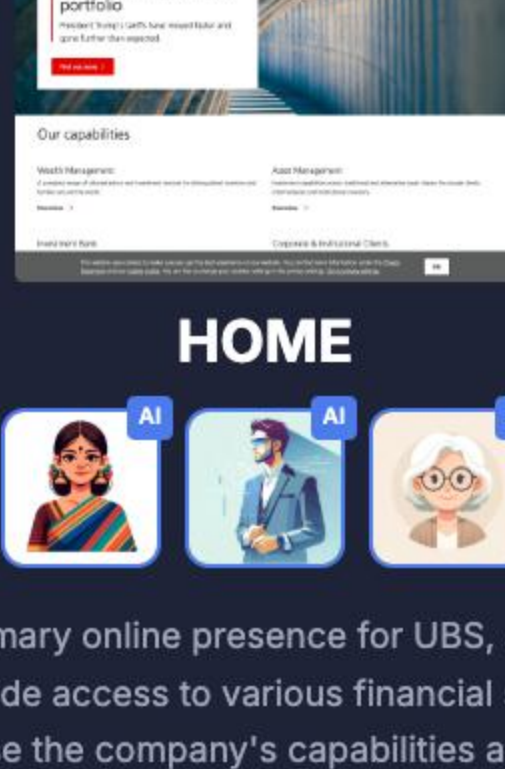


### ✓ Search for Wealth Management

This test case verifies that the search functionality returns relevant results when searching for 'Wealth Management'. It ensures the core functionality of the search is working as expected.



## User Persona Feedback Summary



The webpage serves as the primary online presence for UBS, aiming to attract potential clients, inform existing clients, provide access to various financial services and information, and showcase the company's capabilities and values.

Overall Score	Visual Design	Usability	Content Quality
★★★★☆	★★★★☆	★★★★☆	★★★★☆
The website provides valuable information and services, but can be overwhelming and needs better navigation, search, and accessibility. A cleaner design and personalized content would improve user engagement.	The visuals are decent but a bit generic. More compelling images and a clearer layout would help.	Finding specific information can be difficult due to the sheer volume of content and lack of effective search. Streamlining the user journey would be beneficial.	The content is comprehensive and informative, covering a wide range of financial topics. However, it could be better organized and tailored to different user segments.

### Individual User Persona Feedback

Anika Sharma, 35	David Chen, 28	Eleanor Vance, 68
<p>Persona: Anika is a busy professional working as a software engineer. She's starting to think about investing and planning for her family's future. She can explain all the jargon, because it is very intimidating, and I would not use a service that is not highly rated by other users.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>As a busy professional, I find this site a bit overwhelming. I need clear, concise information and a user-friendly platform to manage my investments. I prefer sites that can explain all the jargon, because it is very intimidating, and I would not use a service that is not highly rated by other users.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Exploring wealth management options</li> <li>Searching for information on investment strategies</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Offer a simplified onboarding process for new investors.</li> <li>Provide personalized investment recommendations based on my risk profile.</li> <li>Create a more intuitive and responsive mobile app.</li> </ul>	<p>Persona: David is a young tech enthusiast and early adopter, working as a software engineer. He is interested in innovative financial solutions, robo-advisors, and cryptocurrency. He's proficient with technology and seeks sophisticated investment tools.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>This site has a lot of good info, but I wish there was more focus on the tech side of things. I want to know about API access, algorithmic trading, and advanced analytics. The standard wealth management stuff is less interesting to me.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Searching for advanced trading tools and analytics</li> <li>Investigating UBS's technology offerings for high-net-worth clients</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Create a dedicated section for advanced investors with technology-focused offerings.</li> <li>Provide API access for algorithmic trading.</li> <li>Offer advanced charting tools and analytics.</li> <li>Highlight the technology infrastructure powering the platform.</li> </ul>	<p>Persona: Eleanor is recently retired and looking for a safe and reliable way to manage her retirement savings. She's not very tech-savvy and prefers a more personal, hands-on approach to financial management.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>This website has a lot of information, but it's a bit overwhelming for someone like me. I'm more interested in finding a local advisor who can help me understand my options and manage my retirement savings. I need a site that's much more simple, or I will give up and find one for AARP.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Searching for information on retirement income planning</li> <li>Looking for a local financial advisor</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Create a dedicated section for retirement planning with simplified information.</li> <li>Make the 'Find an Advisor' tool more prominent and user-friendly.</li> <li>Improve the website's accessibility for users with visual impairments.</li> </ul>

Print Report