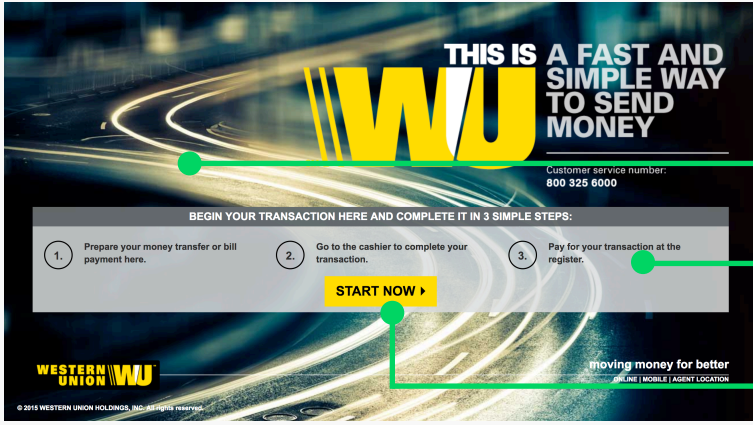# Usability Testing & Insights
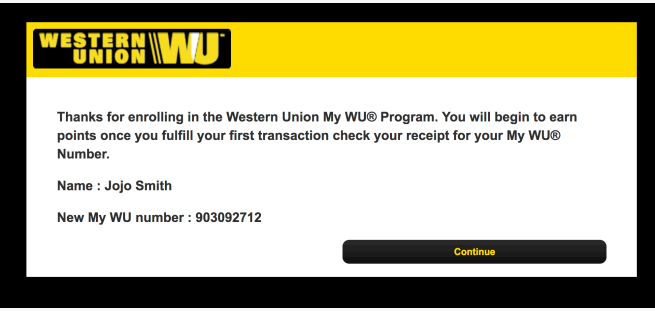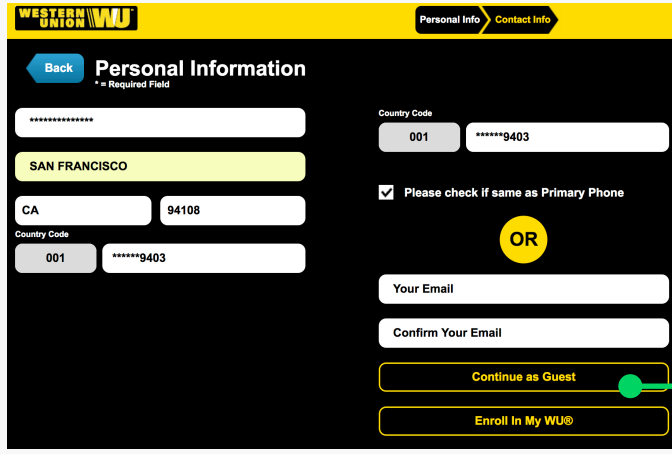
Evaluation on current Kiosks User Experience

54% Inefficient start screen. No account log in, sign up, pricing info

- Background is noisy
- Instruction is vague, agent's assistance is needed.
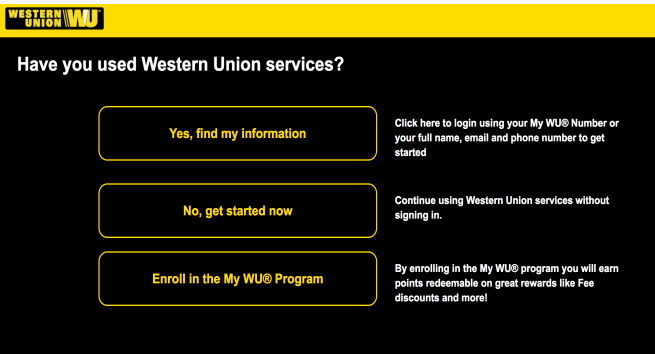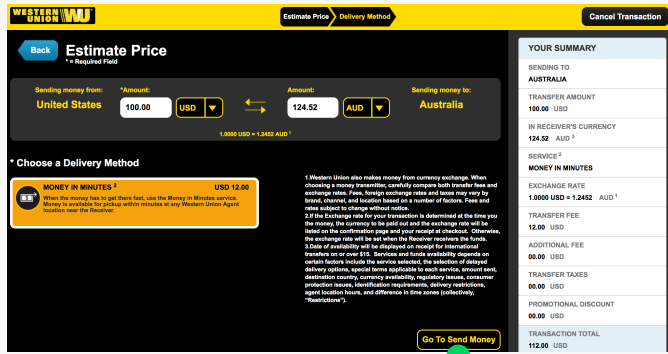- Feel being forced to click on Start CTA to find out more

40% Didn't want to sign up but accidentally clicked on Enroll CTA. Users felt being tricked

CTAs are too closed to each other with no visual hierarchy. Seems like a design dark partern to trick users to click.
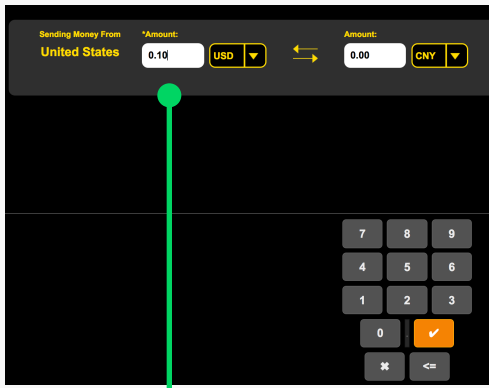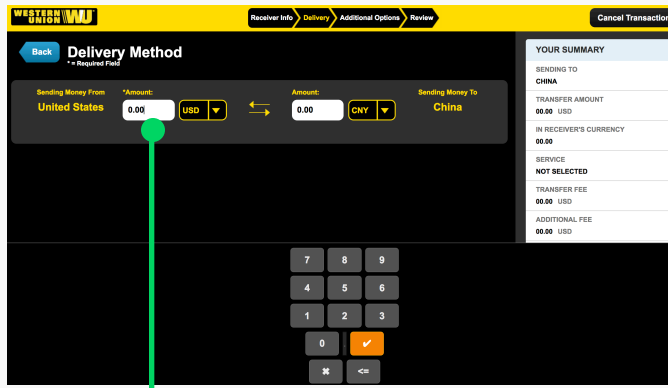
40% Inefficient and redundant flow to take users to Look Up screen after they finish Estimate Fees

CTA takes users to Look Up screen instead of directly proceed to Receivers page. Users have to re-enter information all over again.
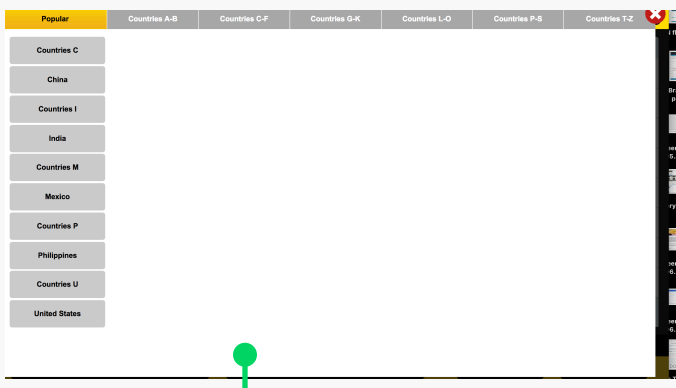
40% Difficult to enter transfer amount in text field

Hint text does not blank out when typing which causes errors and makes it hard for users to enter the correct amount.
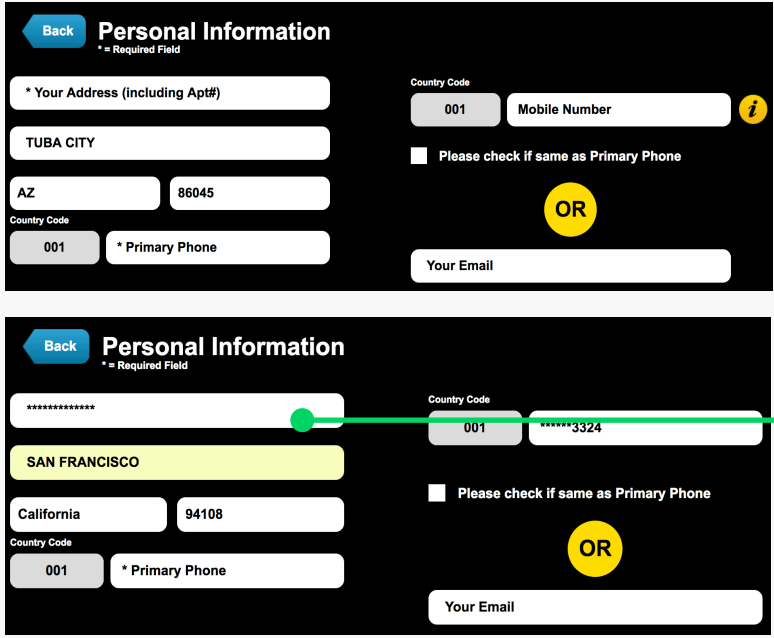
33% Country selection menu is confusing and hard to nevigate

Country list is mostly defaulted empty and hard to nevigate.

27% Had trouble filling out registration form

Mailing address is hidden once filled.

Time Duration For Completing Test Tasks

Average transaction time for existing customers is **approximately 6 minutes.**

Average transaction time for new customers is **approximately 10 minutes.**

Considering the special enviornment and certain circumstances, the time duration data can not reflect the experience in real situation.

Above data is collected from 15 user testings across US, UK, and Canada in 2018.