

# Talent Recruit - UX Review

**Prepared for:**

Talent Recruit

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# About Talent Recruit Portal

## **Portal Users**

- Job Seekers
- Recruiters
- Employee referrers

## **Portal Objective**

### **1. Job Seekers**

- Search and apply for jobs
- View application history

### **2. Recruiters**

- Manage leads clients and candidates
- Post jobs
- Extract and analyse reports

### **3. Employee referrers**

- Refer candidates for jobs
- View reference history

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# About UX Review

## Reviews are Difficult

- We often concentrate on the negative.
- Every review finds “obvious” problems (that are NOT really obvious).

## Our Focus

To ensure that the Talent Recruit portal:

- Provides an effective interface for the user
- Provides comfort and convenience while interacting with the portal
- Increases task completion time

## Limitations of an Expert Review

- This review is based on:
  - Usability Heuristics (rules of thumb for usable design)
  - Current human factors and HCI research
  - Fundamental principles of human performance (cognition, perception, etc.)
  - How well the design supports decisive tasks
  - Knowledge gained from past usability testing
- We have not gathered information directly from users in creating this report.

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# Framework for Review



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Content

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Interaction

Ease of interaction (use of controls / features)

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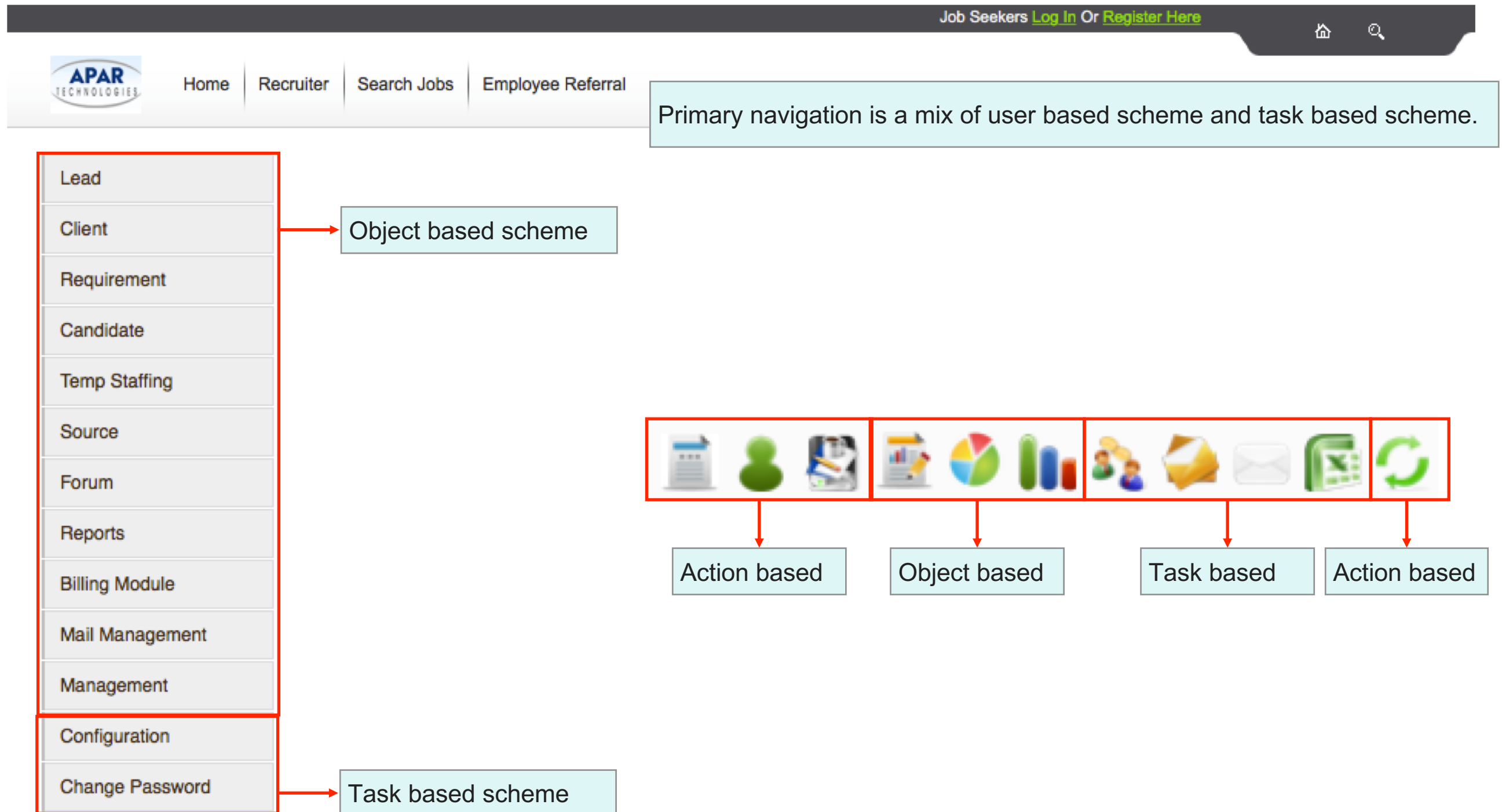


Interaction

Ease of interaction (use of controls / features)

# Navigation: Intermixing organisation schemes

Intermixing different types of organisation schemes makes it difficult for the user to form a consistent mental model, creating memory load for the user.



## Recommendation

Consider using not more than one type of organisation scheme at one level.

# Navigation: Hidden options and functions

Most common usability problem is the inability for users to find desired content or feature. Good navigation systems are not hidden to users.

The screenshot shows a web application navigation bar with the following elements:

- Top right: [Job Seekers Log In Or Register Here](#) (circled in red)
- Left side: [Home](#), [Recruiter](#) (circled in red), [Search Jobs](#), [Employee Referral](#) (circled in red)

A text box explains: "Login and register functions for for Job Seekers are displayed upfront, however the same for recruiters and referrers are hidden under the respective tab"

Below the navigation bar, two menu states are compared:

Menu State 1 (Collapsed)	Menu State 2 (Expanded)
Forum	Forum
Reports	Reports
Billing Module	Billing Module
Mail Management	Mail Management
Management	Management
Configuration	Administration
Change Password	Poll Management
	Communication
	Channel Manager
	PortalRecruit
	Configuration
	Change Password

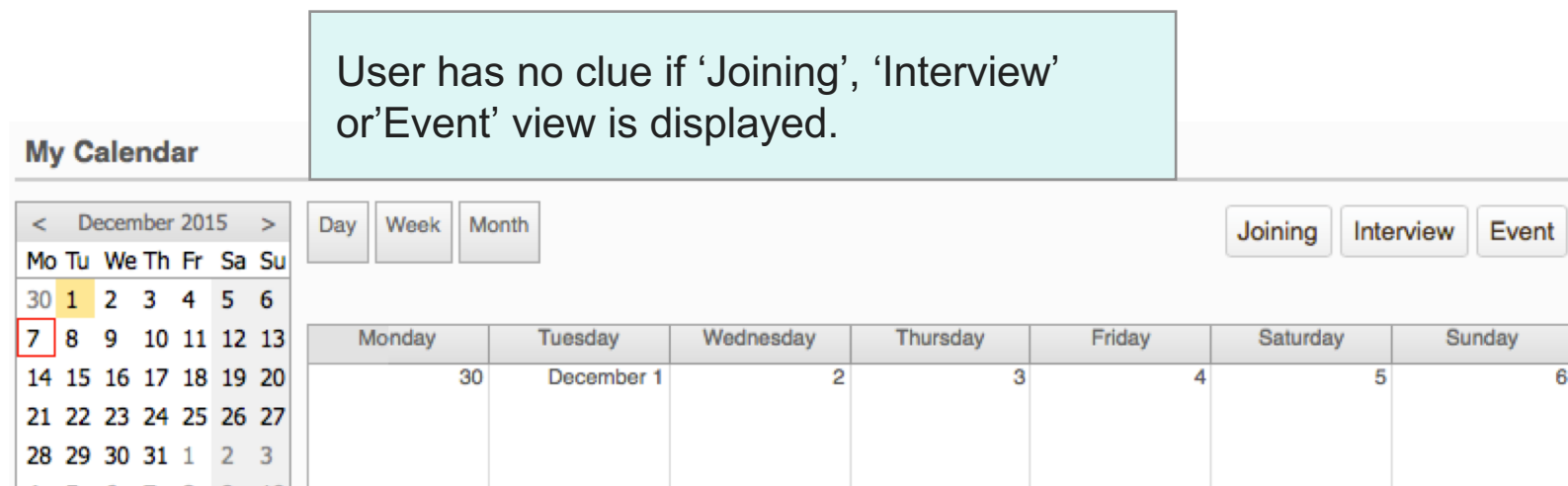
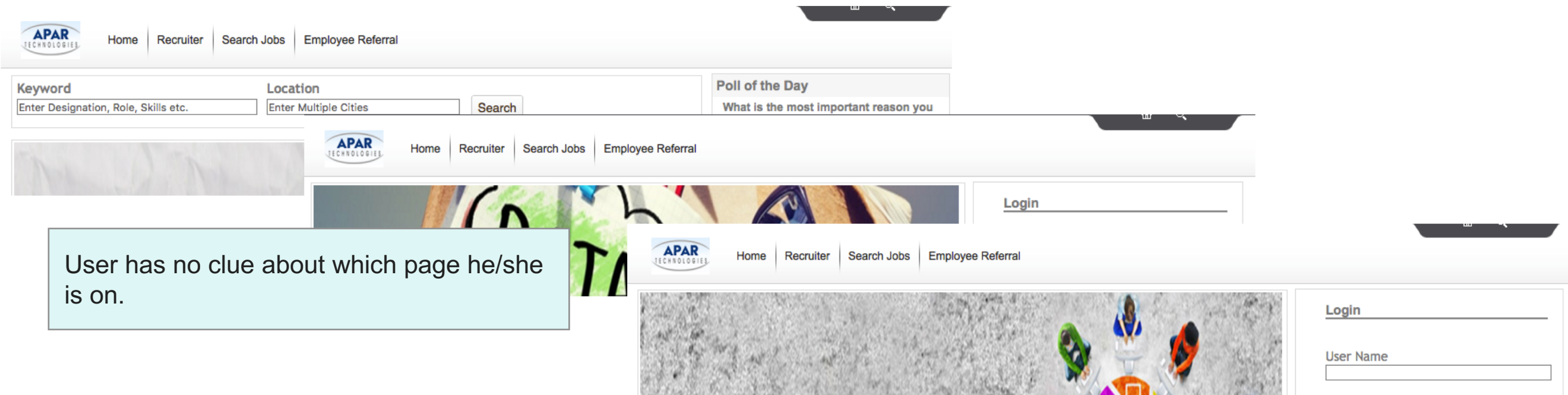
A red arrow points from the "Management" item in the collapsed menu to the expanded menu. A text box explains: "Sub menu options are hidden, which are revealed only after clicking on the main option."

## Recommendation

Using more open and wide navigation model. Consider providing cues to let user know of hidden options.

# Navigation: No 'where am I' cues

A good navigation system clearly indicates current location within the interface hierarchy.



## Recommendation

Clearly highlight where the user is in the website/application hierarchy.



# Navigation: Unexpected destination

A good navigation system helps users choose their destination and accordingly navigates to the same desired destination.

The screenshot displays the APAR Technologies dashboard. On the left, a sidebar lists navigation options: Lead, Client, Requirement, Candidate, Temp Staffing, and Source. The main content area shows a 'Choose Option' dropdown set to 'My Dashboard' and a 'Search' button. Below this are five summary cards: Lead (0), Client (0), Requirements (0), Total Offered (0), and Total Joined (0). The 'Total Joined' card is highlighted with a red box, and a red arrow points from it to the 'Candidate' page. The 'Candidate' page shows search results for 'Total 22 Profile(s) found (0 ms) by Relevance'. On the right, there are two 'Joined Candidate' sections. The top section has a 'Temp Staffing' tab highlighted in blue, and the bottom section has a 'Billing Module' tab highlighted in blue. Both sections show search filters and results.

Clicking on 'Total Joined' tab navigates user to 'Candidate' page, where as 'Temp Staffing' and 'Billing Module' tabs navigate users to 'Joined Candidate' page.

## Recommendation

Re-label the links to clearly indicate where will it be leading to.

# Navigation: Atypical navigation mechanism

A navigation system must match users mental model. Poorly designed navigation systems account for 80% of observed usability problems.

The screenshot shows a web browser window with the URL `magnatest.talentrecruits.com`. The browser has three tabs: 'Inbox - pratikgami@moonraft.com - Moonraft Innovation Labs Private Limi...', 'Candidate login + Recruiter login - please use these - pratikgami@gmail...', and 'magnatest.talentrecruits.com/Recruiter/Incentive.aspx'. The main content area displays three nested windows, each with a title bar and a close button (X):

- Targets - Targets 2015-16**: Contains a navigation bar with left and right arrows and a '1 / 2' indicator.
- Targets Of All- Director**: Contains a navigation bar with left and right arrows and a '2 / 9' indicator.
- Set Targets For- Tony Blair**: Contains a navigation bar with left and right arrows and a '4 / 5' indicator.

A red rectangle highlights the navigation bars of the three nested windows. The 'Set Targets For- Tony Blair' window contains a table of monthly targets for 2015 and 2016, with input fields for each month. The 'Save' button is located at the bottom right of the table.

Month	Target
Apr 2015*	<input type="text" value="0"/>
Jun 2015*	<input type="text" value="0"/>
Aug 2015*	<input type="text" value="0"/>
Oct 2015*	<input type="text" value="1500000"/>
Dec 2015*	<input type="text" value="1500000"/>
Feb 2016*	<input type="text" value="1500000"/>
May 2015*	<input type="text" value="0"/>
Jul 2015*	<input type="text" value="0"/>
Sep 2015*	<input type="text" value="0"/>
Nov 2015*	<input type="text" value="1500000"/>
Jan 2016*	<input type="text" value="1500000"/>
Mar 2016*	<input type="text" value="1500000"/>

Save

Sub tasks can be traversed for various instances. This a very atypical navigation behaviour. Users expect to finish tasks and sub-tasks related to an instance, go back, browse, select new instance and continue working on the selected instance.

## Recommendation

Avoid traversing of instances at task level. Use a drill down navigation model.

# Navigation: Unclear, inconsistent labels

Getting the label right can dramatically facilitate browsing. Research shows that users will make use of a link or button rather than searching if it is relatively obvious that the link or the button is what they need.

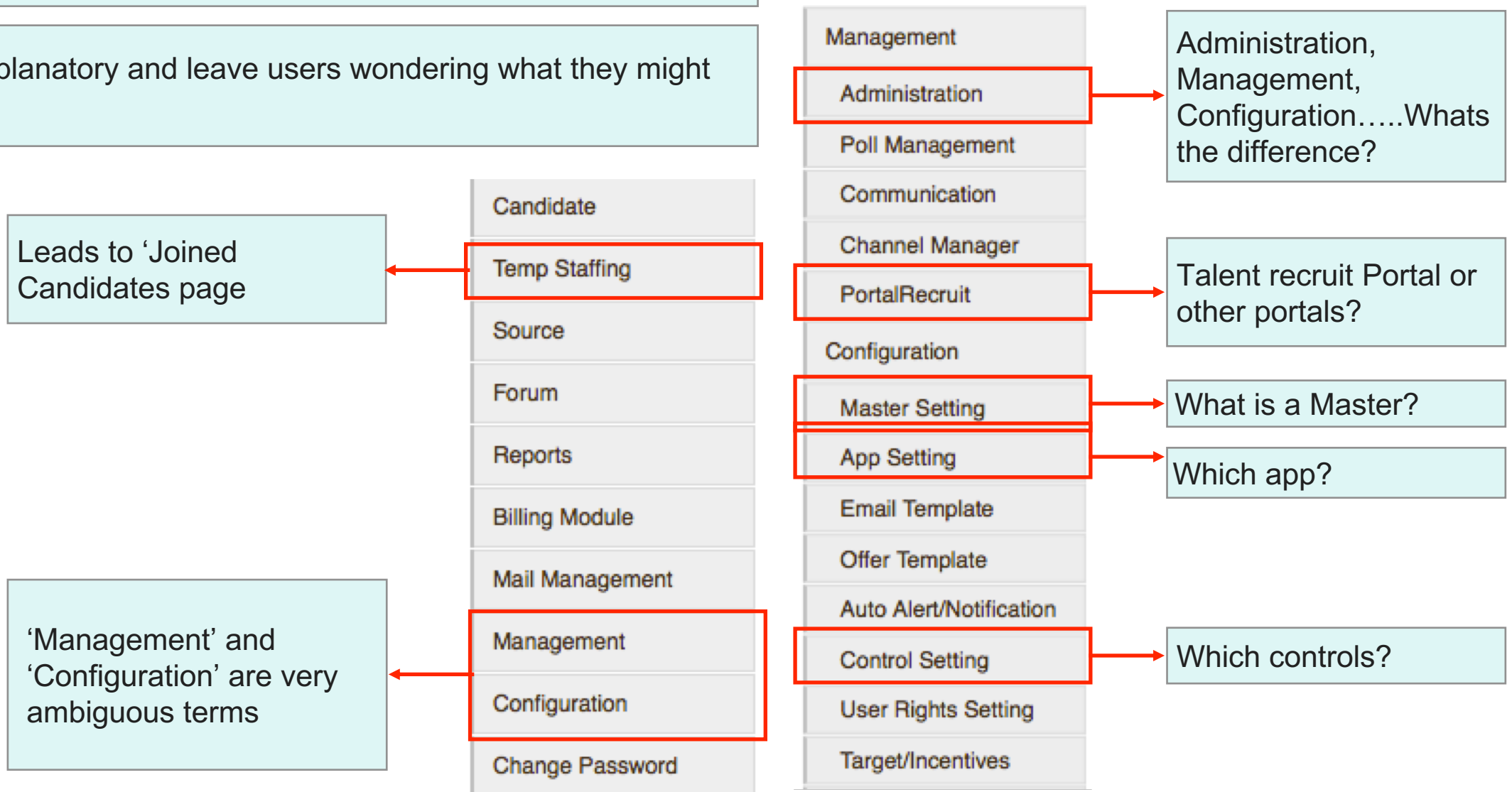
Inconsistent labelling pattern.

Primary noun: Candidate, Client, Leads, Reports, Targets/Incentives...

Primary + Helping noun: Poll Management, Channel Manager, App settings...

Helping + Primary noun: Temp Staffing, Auto Alert/Notification...

Labels are not self-explanatory and leave users wondering what they might contain.

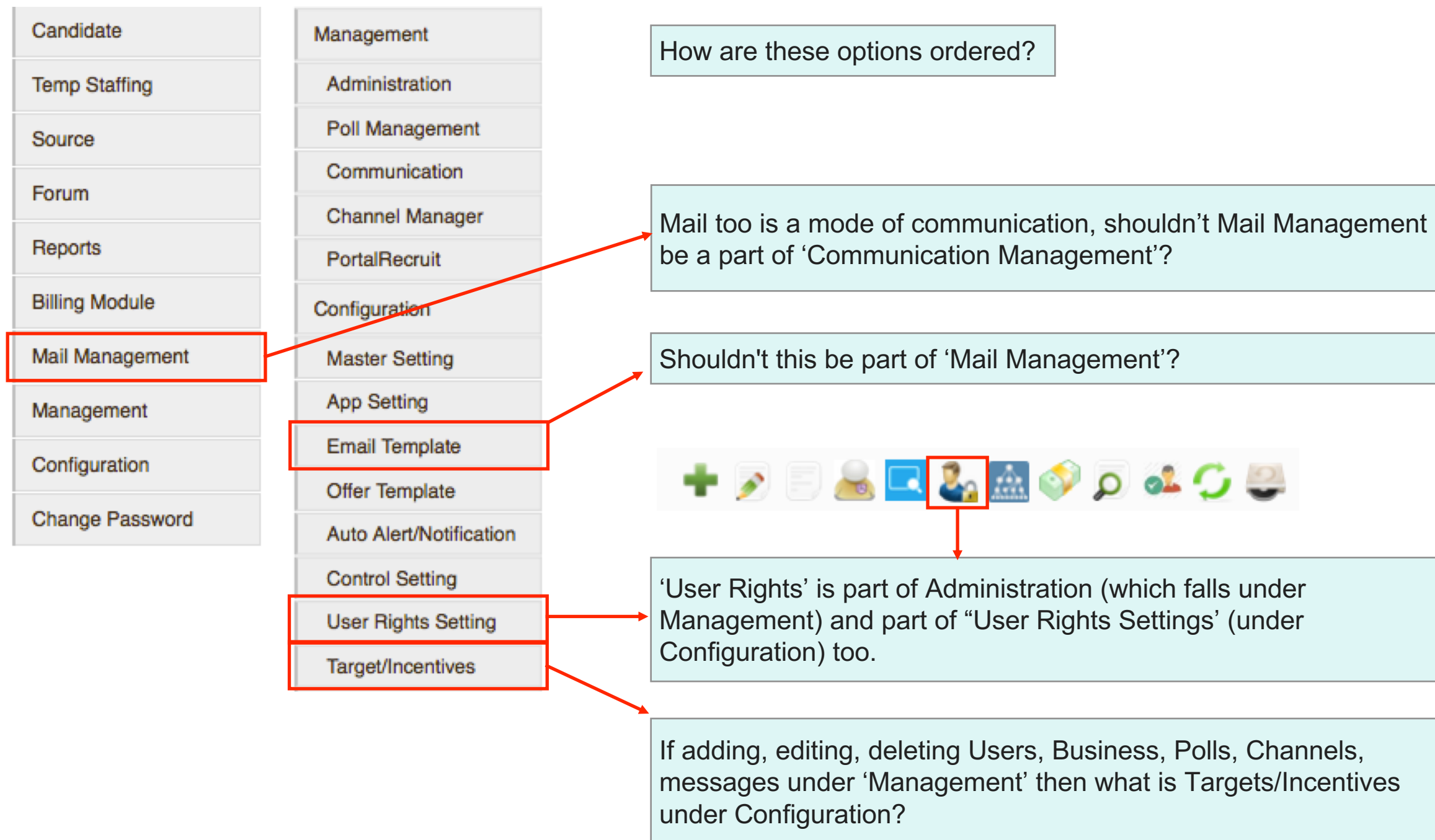


## Recommendation

Use clear, consistent and self-explanatory labels.

# Navigation: Unclear grouping and ordering

Proper grouping and ordering of menu options aids easy scanning and findability of relevant content



## Recommendation

Consider sorting and grouping options logically which would make sense to the users.

# Review Insights



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information



Interaction

Ease of interaction (use of controls / features)

# Presentation: Scattered information

Organising text into chunks allows users to quickly scan through information and find the content they are looking for.

Keyword	Location	Job Category	
<input type="text" value="Enter Designation, Role, Skills etc."/>	<input type="text" value="Enter Multiple Cities"/>	<input type="text" value="Select"/>	<input type="button" value="Search"/>
<a href="#">Browse All Jobs ➡</a>			
<b>1-10 of 15 Jobs</b>			
<b>Hot Links</b>			
IT-Software / Software Services / testing Jobs (7)	<a href="#">Sr. Manager Business Development</a> Sales, Marketing Mumbai		07 Dec 2015
Banking / Financial Services / Broking Jobs (3)	<a href="#">Sales / Business Development / Client Servicing</a>	<a href="#">Banking / Financial Services / Broking</a>	
Banking, Insurance & Financial Services Jobs (2)	<a href="#">.Net Developer</a> .net,"Dot Net",C# Bangalore		04 Dec 2015
IT Software - Application Programming / Maintenance Jobs (2)	<a href="#">IT Software - Application Programming / Maintenance</a>	<a href="#">Other</a>	
Other Jobs (2)	<a href="#">developer</a> Finance Process Mumbai	<a href="#">Oil and Gas / Power</a>	03 Dec 2015
Sales / Business Development / Client Servicing Jobs (1)	<a href="#">Software engineer</a> Java	<a href="#">IT-Software / Sc</a>	
Software Development - QA and Testing Jobs (1)	<a href="#">Sr. Java Developer</a> Java Bangalore		16 Nov 2015
Oil and Gas / Power / Infrastructure / Energy Jobs (1)	<a href="#">IT Software - Application Programming / Maintenance</a>	<a href="#">Banking / Financial Services / Broking</a>	
Accounting / Tax / Company Secretary / Audit Jobs (1)	<a href="#">Desktop Support Engineer</a> Good Excel Knowledge, Good Communication Skill Pune		29 Oct 2015
IT Software - QA Jobs (1)			
IT Software - System Programming Jobs (1)			
IT Software-QA & Testing Jobs (1)			
IT Software-System Programming Jobs (1)			
Consultancy Jobs (1)			
<a href="#">.com/Search/Jobs/?10-Sr.-Manager-Business-Development</a>			

Information is all over.

Difficult to differentiate between information

Difficult to compare and select jobs.

## Recommendation

Chunk, organise and align text to increase users ability to scan and improve readability. Use grid/table and align text under common header. User white space to differentiate different one information rom other.



# Presentation: Inconsistency

Inconsistency within the same channel projects an outdated and unprofessional aesthetic, while increases frustration amongst users as they need to relearn the UI every time it changes.

**Job Title-** Sr. Manager Business Development      **Functional-** Sales / Business Development

**Location-** Mumbai      **Experience Range-** 2 - 6 Years

**About Us**

Headquartered in Singapore, we are one of Asia Pacific's leading organizations, providing technology consulting, software development and outsourcing services, with operations in 6 countries and development centres in Singapore, Malaysia and India.

**Roles and Responsibility**

Manage accounts and meet targets relating to revenue growth.  
Provide regular feedback to senior management about market trends.  
Develop effective working relationships with customers through business development opportunities.  
Communicating new product developments to prospective clients.

**Key Functions & Roles of the Candidate:**

**Job Title-** Finance Executive      **Functional-** Banking, Finance

**Location-** Bangalore      **Experience Range-** 0 - 5 Years

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Headquartered in Singapore, we are one of Asia Pacific's leading organizations, providing technology consulting, software development and outsourcing services, with operations in 6 countries and development centres in Singapore, Malaysia and India.

**Roles and Responsibility**

**Financial adviser:Job description**

Financial advisers provide clients with specialist advice on how to manage their money. They advise clients on the most appropriate products and services available, ensuring clients are aware of the risks involved.

**Job Title-** .Net Developer      **Functional-** IT Software - Application Programming / Maintenance

**Location-** Bangalore      **Experience Range-** 2 - 5 Years

**About Us**

Headquartered in Singapore, we are one of Asia Pacific's leading organizations, providing technology consulting, software development and outsourcing services, with operations in 6 countries and development centres in Singapore, Malaysia and India.

**Roles and Responsibility**

**Job Description for Finance Process Experts  
(for Ops Stabilization phase)**

**Key Responsibilities**

Perform end user transactional activities in Finance processes (AP / AR / R2R ) like posting of invoices, posting JVs, manual payment,

## Inconsistency in

- font size
- font weight
- font color
- font family
- font style
- font alignment

all in the same page.....

this hinders quick scanning of text and decreases readability drastically.

# Presentation: Inconsistency (cont'd)



Inconsistent Icon styling

[Logout](#)

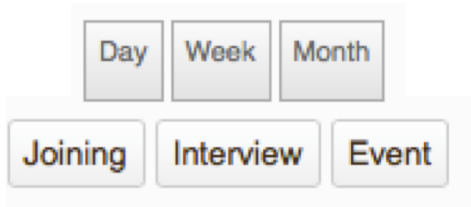
IT Software Jobs

[Browse All Jobs](#) ➡

[Add Document](#)

[IT Software - System Programming](#)

Inconsistent links



Inconsistent buttons

Size

Same size ▼

Profiles sent to Client ▼

Shares ▼

Inconsistent dropdown

☐ Modular View

☐ twitter.com

☐ www.facebook.com

☐ www.google.com

Inconsistent checkboxes



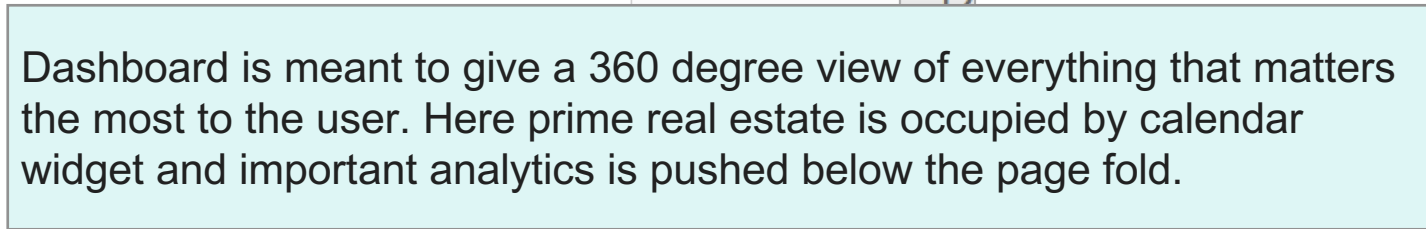
[Home](#) [Advanced Search](#) [Category Search](#)

Inconsistent tabs



Surfacing important information and functionality helps users deep dive to find what they are looking for. Content “below the fold” will frequently be missed.  
Its frustrating to scroll every time for important and frequently used information

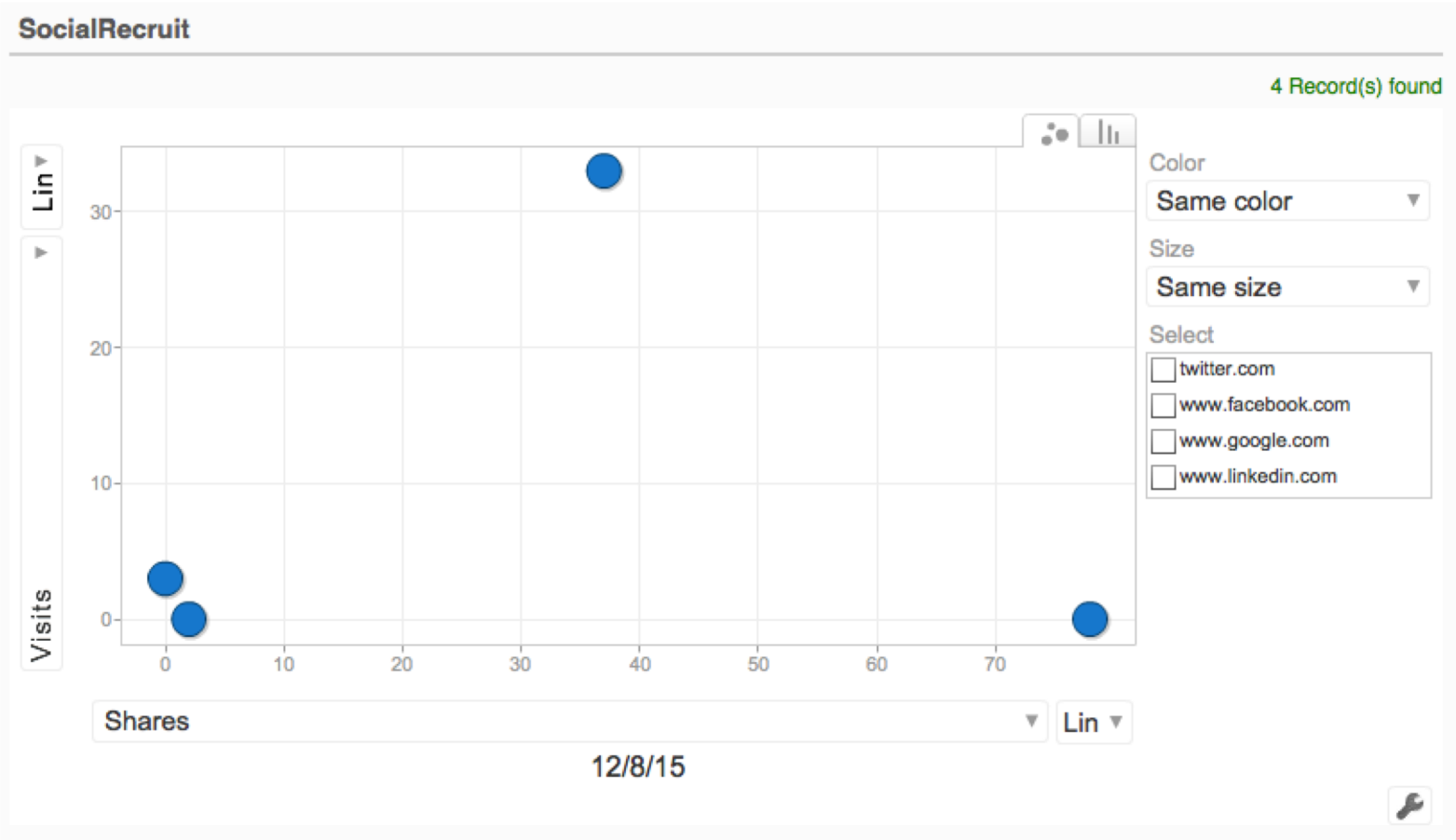
Surfacing important information and functionality helps users deep dive to find what they are looking for. Content “below the fold” will frequently be missed.  
Its frustrating to scroll every time for important and frequently used information



# Presentation: Poor data visualisation

Selection of proper chart can help users make better analysis and uncover more insights

Efficient and usable charts help users make analysis faster.



Giving options to select colours, size, social media, bar/bubble view is not required as the data to be displayed is very simple. All these additional options will distract the user from his main task.

Almost three fourth of the page is utilised to display simple data.

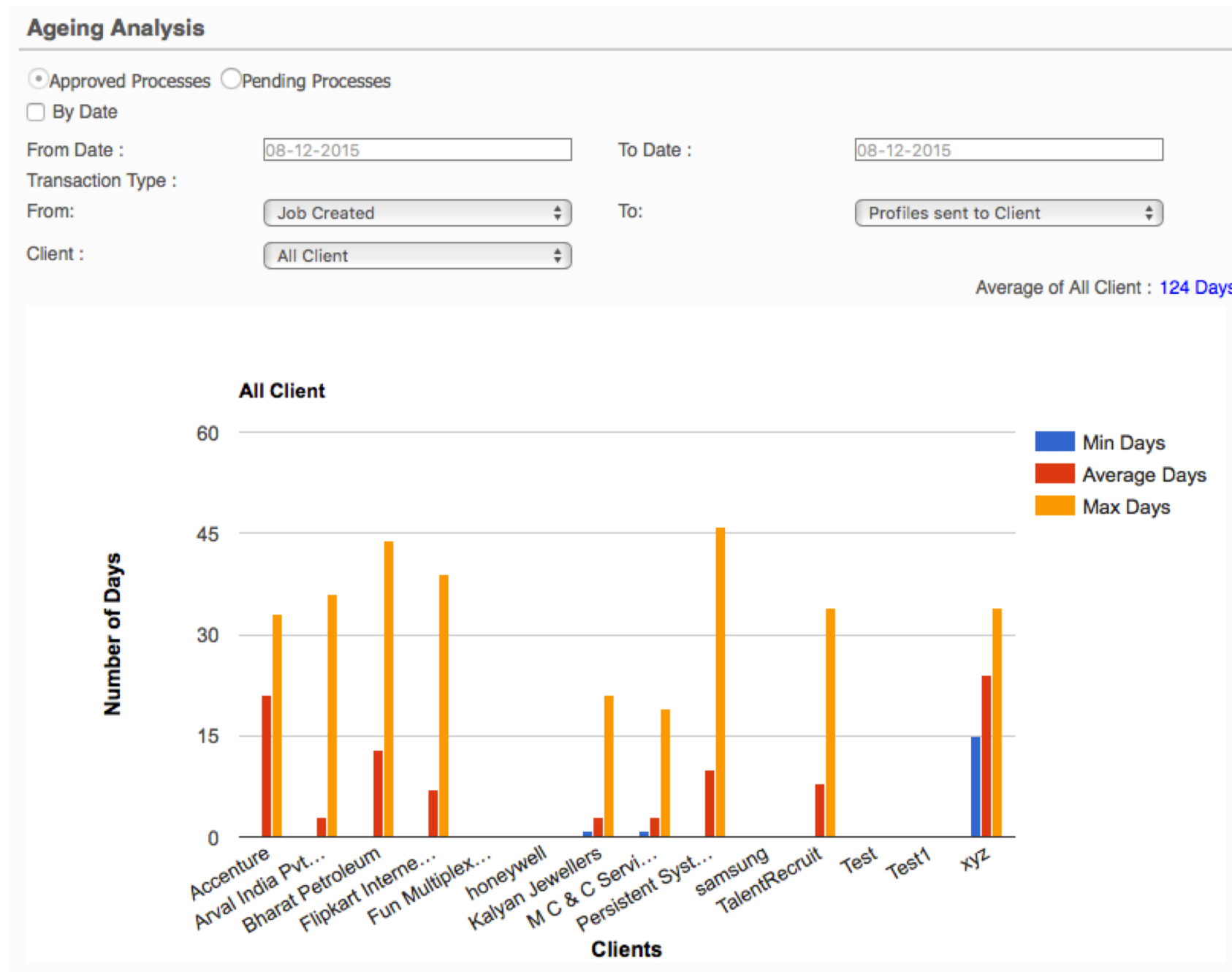
Since the bubbles are scattered across a bigger canvas, its takes more time and effort to traverse between bubbles. Thus increasing motor load.

It's impossible to figure out which bubble or bar (in the bar view) represents which which social media unless clicked/hovered.

## Recommendation

Data visualisation is not required in this context. Data in tabular format below is more then sufficient.

# Presentation: Poor data visualisation (cont'd)



Number of days for what?

Shouldn't 'Approved Processes' be the title instead of 'All Client'

User might find it difficult to associate bars to clients (X axis)

Confusing filters. From and To labels make sense for date but is confusing with Transaction type.

## Recommendation

- Use appropriate Graph titles. Make efficient use of white space and gutter space.
- Consider making Y axis dynamic in accordance to the maximum value so as to better utilise the real estate and making bars with minimum values more prominent.
- Use proper Filters.

# Presentation: Super wide tables

Users lose context while going through wide scrolling tables without static/fixed/frozen header columns,

Column no. 08						.....	Column no. 24					
is	Requirement Name	Client Name	Email	Contact No	Offered Location	.....	Contract Expiry					
	Business Anayst	xyz	srimoramr5@gmail....	91-8143216252								
	Sr. Java Developer	Arval India Pvt Ltd	arigela123.purush...	91-9591489552	Bangalore		30/09/2016					
t	Sr. Java Developer	Arval India Pvt Ltd	anushbabu.ch@gm...	91-8089604319	Bangalore		30/09/2016					
t	Testing	Flipkart Internet Pvt Ltd	neha.java@yahoo.c...	732-734-0298	Mumbai		31/12/2015					
	Finance Manager	TalentRecruit	nrworld1@gmail.com	734-274-9249	Bangalore		31/10/2015					
	Sr. Java Developer	Arval India Pvt Ltd	yousry.help@gmail....	0097156498								
	Sr. Java Developer	Arval India Pvt Ltd	singhvarun_1989@...	9820158298	Iko		30/09/2016					
	Sr. Java Developer	Arval India Pvt Ltd	hridya.girija@gmail....	8086227440	Hyderabad		30/09/2016					
	Finance Manager	TalentRecruit	muks-77@hotmail.c...	9004127972, 9821122696	Pune		31/10/2015					

Once the candidate column (first column) is out of display, it becomes difficult to make associations between the candidate and it's attributes, thus making user scroll too and fro.

This leads to increase in motor, memory and cognitive load.

# Presentation: Super wide tables

## Table Recommendations

The screenshot shows a table titled "Array Grid" with the following columns: Price, Company, Change, % Change, and Last Updated. The table lists 13 companies. Overlaid on the table are two context menus. The first menu, located over the "Change" column, offers "Sort Ascending" and "Sort Descending" options. The second menu, located over the "Company" column, offers a "Columns" option to toggle the visibility of the table's columns. The "Columns" menu is currently open, showing checkboxes for Price, Company, Change, % Change, and Last Updated, all of which are checked.

Price ▲	Company	Change	% Change	Last Updated
\$19.88	Intel Corporation			09/01/2010
\$25.84	Microsoft Corporation			09/01/2010
\$27.96	Pfizer Inc			09/01/2010
\$29.01	Alcoa Inc			
\$30.27	General Motors Corporation	1.09	3.74%	
\$31.61	AT&T Inc.	-0.48	-1.54%	
\$34.14	General Electric Company	-0.08	-0.23%	
\$34.64	The Home Depot, Inc.	0.35	1.02%	
\$35.57	Verizon Communications	0.39	1.11%	
\$36.53	Hewlett-Packard Co.	-0.03	-0.08%	09/01/2010
\$36.76	McDonald's Corporation	0.86	2.4%	09/01/2010
\$38.77	Honeywell Intl Inc	0.05	0.13%	09/01/2010
\$40.48	E.I. du Pont de Nemours and Company	0.51	1.28%	09/01/2010

- Organise the most important columns to the left.
- Experiment with frozen/fixed columns, so if the person does need to horizontally scroll, they can keep context.
- Offer resizing and rearranging of columns.
- Only show a set number of columns in the default view (so there is no horizontal scrolling in the default view) and offer a Customise option so the person can choose to hide or show more columns.
- Offer Sorting options.

# Review Insights



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Interaction

Ease of interaction (use of controls / features)

# Content: Overwhelming pop-ups

Pop-ups are meant for sub tasks, including lots of things in it is a huge mistake.

The screenshot shows a web application interface with several annotations highlighting problematic UI elements:

- Traverse between various instances**: Points to a pagination control showing '1 / 2'.
- Icon base actions**: Points to a set of three small icons (document, chart, refresh) in the top right.
- Filters**: Points to a section containing dropdown menus for 'Period' (Apr 2015), 'Business Vertical', 'Location', 'Designation', 'Practice', and 'User'.
- Wide scrolling Tables**: Points to a wide table with 11 columns: Sr.No, User Name, Pay Incentive, Designation, Business Vertical, Practice, Location, Reporting To, Target, Target Achieved, and % of Target Acl.
- Drill-down pop-ups**: Points to a vertical column of document icons in the 'Pay Incentive' column of the table, indicating that clicking these icons opens pop-ups.
- Chat overlay**: Points to a 'Chat' button in the bottom right corner.

Sr.No	User Name	Pay Incentive	Designation	Business Vertical	Practice	Location	Reporting To	Target	Target Achieved	% of Target Acl
1	mayankg	[icon]						0	0	
2	sneha	[icon]	Consultant	Temp Staffing	BPO	Chennai	Kajal	0	0	
3	Kajal1	[icon]	Relationship Manager			Pune	Stanley	0	0	
4	venkat	[icon]	Consultant				Tannu Gupta	0	0	
5	chandrika	[icon]					Priya	0	0	
6	mayank	[icon]	Team Lead			Pune	Stanley	0	0	
7	vikas	[icon]	Director	Temp Staffing, Selection	IT, ITES, BPO, Non-IT	Bangalore	mayankg	0	0	
8	sudhir	[icon]						0	0	
9	Vinod Bomman	[icon]						0	0	
10	zakir	[icon]	Relationship Manager			Bangalore	Stanley	0	0	

## Recommendation

Keep the pop-ups as simple as possible. Ask or show only essential informations.

Strictly avoid using pop-ups to show drill down details



# Content: Overwhelming text

Users tend to not read lengthy text. Large amounts of text makes it difficult for users to scan through information.

## Key Responsibilities

Perform end user transactional activities in Finance processes (AP / AR / R2R ) like posting of invoices, discrepancy management, follow up cash application etc

Prepare & Review account reconciliation improvement and implement the same (AR / R2R)

Validate supporting documents for accounts payable  
Check on the accuracy of ageing of accounts payable amount reported as per AFM guidelines  
Validate the template usage and its compliance with Reconciliation tool requirements

Check on QA criteria for every account reconciliation issues identified

Provide training and build process for accounts payable of reconciliation

Drive clearance of open items & ensure compliance  
Identity compliance issues & drive for improvement

### Position Description: Finance Manager

**Basic Function:** The functions of the finance manager position can be considered identical to a treasurer position (see the Treasurer job description), or as a "light" treasurer who has additional analysis responsibilities that include support of the management team in a variety of operational decisions. This job description assumes the latter view of the finance manager position. As such, the finance manager should manage funds in such a manner as to maximize return on investment while minimizing risk, and while also ensuring that an adequate control structure is in place over the transfer and investment of funds. Further, the finance manager engages in financial analysis in such areas as forecasting, budgeting, engaging in cost reduction analysis, and reviewing operational performance. The position is considered to be more senior than the financial analyst position.

### Principal Accountabilities:

#### Management

Maintain a documented system of accounting policies and procedures

Manage outsourced functions

Oversee the operations of the treasury department, including the design of an organizational structure adequate for achieving the department's goals and objectives

#### Funds Management

Forecast cash flow positions, related borrowing needs, and available funds for investment

Ensure that sufficient funds are available to meet ongoing operational and capital investment requirements

Use hedging to mitigate financial risks related to the interest rates on the company's borrowings, as well as on its foreign exchange positions

Maintain banking relationships

Assist in determining the company's proper capital structure

Arrange for equity and debt financing

Invest funds

Recommend appropriate dividend issuances, based on historical dividend patterns and expected cash flows

#### Budgeting

Manage the preparation of the company's budget

Report to management on variances from the established budget, and the reasons for those variances

Assist management in the formulation of its overall strategic direction

#### Financial Analysis

Engage in ongoing cost reduction analyses in all areas of the company

Review the performance of competitors and report on key issues to management

Engage in benchmarking studies to establish areas of potential operational improvement

Interpret the company's financial results to management and recommend improvement activities

Review company bottlenecks and recommend changes to improve the overall level of company throughput

Participate in target costing activities to create products that meeting predetermined price goals

Assist in the determination of product pricing in relation to features offered and competitor pricing

Compile key business metrics and report on them to management

Manage the capital budgeting process, based on constraint analysis and discounted cash flow analysis

Create additional analyses and reports as requested by management

## Recommendation

Chunk, organise and bullet text to increase users ability to scan and improve readability.



# Content: Lack of context

Users find it easier to comprehend contextual information. Information out of context may pose cognitive, memory or motor load, as user will have to guess, use trial and error or use other means to figure out things on the portal.

Motor load

Memory load

- ☒ Dashboard Module
  - ☒ Choose Option
    - ☒ My Dashboard
    - ☒ My Team Dashboard
    - ☒ All Dashboard
  - ☒ Lead Module
    - ☒ Add Lead
    - ☒ Choose Option
      - ☒ My Lead

Few levels of the tree list has label 'Choose option'. Users have to memorise the hidden items or click 'Choose Option' to explore hidden items.

**Recommendation**

Uniquely label every item of the tree list.

Cognitive load

SMTP Port Number\*

SMTP Host Name\*

POP Port Number\*

POP Host Name\*

SMS Gateway Link\*

☐Add Auto Cc Mails

☐ Enable SSL on SMTP

☐ Enable SSL on POP

Recruiter might not know what SMTP, POP, SSL,Gateway Link, etc. means.

**Recommendation**

Avoid using jargons.

# Content: Lack of context (cont'd)

Asset Description	<input type="text"/>
AssetCode	<input type="text"/>
Manufacturer	<input type="text"/>
AcquisitionDate	<input type="text"/>
Return Date	<input type="text"/>
Remarks	<div></div>

What asset are we talking about while applying for a job? Car? House?

Education Gap*	<input type="text"/>
Employment Gap*	<input type="text"/>
Reporting To*	<input type="text"/>
Reason For Change	<input type="text"/>

Reporting to? While applying?  
May be whom I was reporting to in the previous company?

## Recommendation

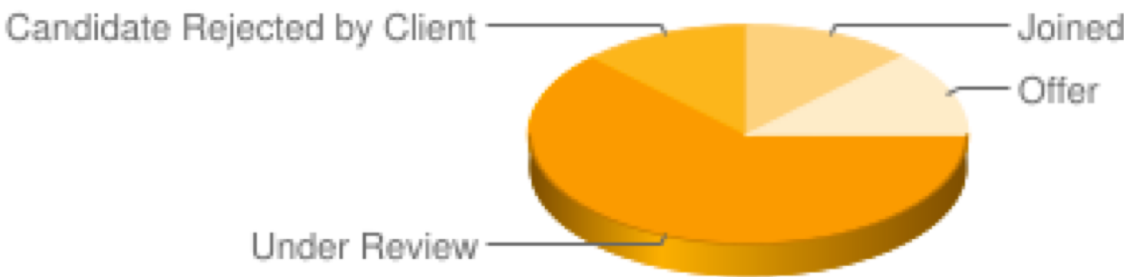
Clearly mention what kind of data is expected to be entered. Use hint text or information icon to provide information on required data entry. Information icon is placed next to the label which on hover displays information in a fly-out

Consider re-wording the label.

# Content: Incomplete data

Incomplete data leads to confusion and frustration, as users will have to put in additional efforts to figure out what's happening.

## Summary



Summary pie chart doesn't show the complete picture.

No numbers available. Users have to guess through observation, thus increasing cognitive load.

Application history doesn't show when was the application sent or when was the job offered.

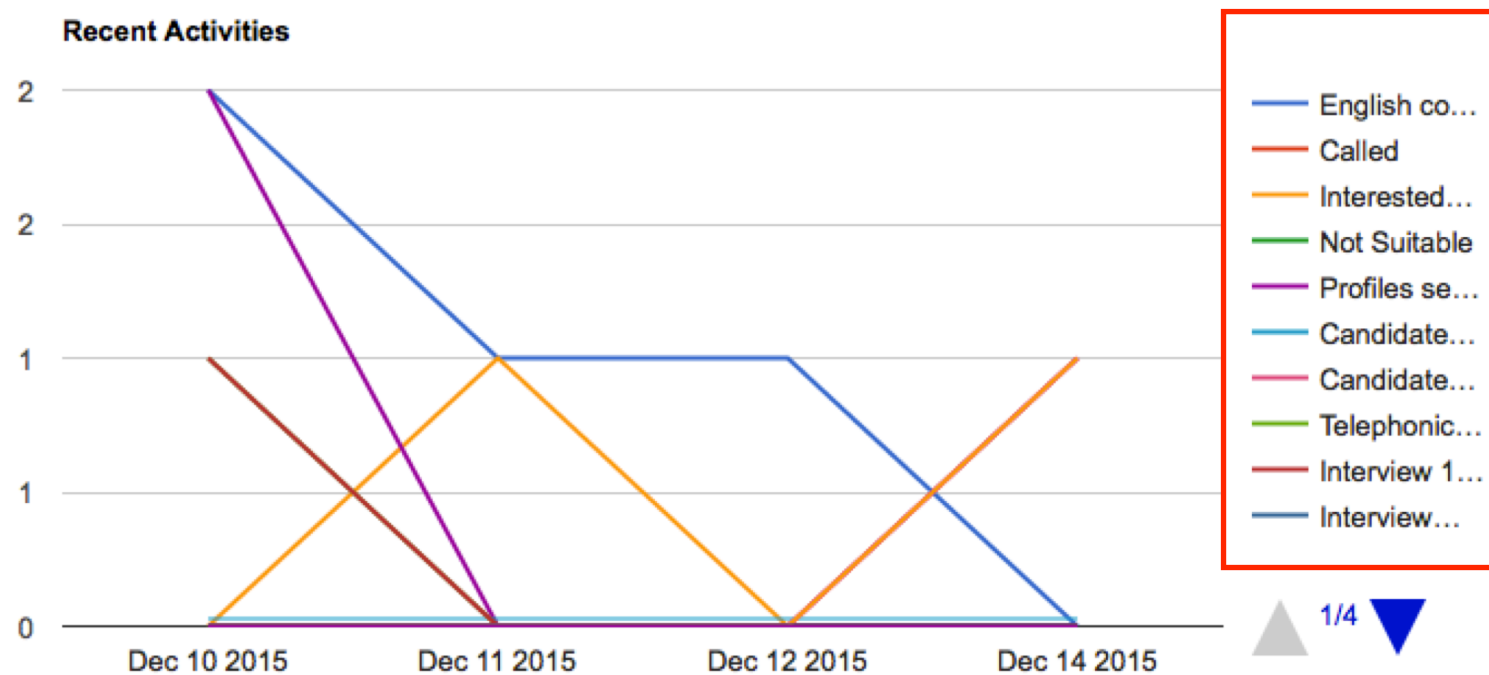
## Application History

Software engineer	
Java	
Current Status : In Process	Last Reviewed On :1 hour ago
<hr/>	
QA Analyst	
QTP and Selenium	
Hydrabad	
Current Status : In Process	Last Reviewed On :Oct 11 2015 7:11PM
<hr/>	
developer	
Finance Process	
Mumbai	
Current Status : In Process	Last Reviewed On :1 hour ago
<hr/>	

## Recommendation

Show complete information which would enable users to make sound decisions.

# Content: Incomplete data (cont'd)



<b>Current CTC:</b>	6
<b>Expected CTC:</b>	8
<b>Notice Period:</b>	2

CTC is in lacks or thousands? Is it per year or month?

Notice period is in weeks or months?

Legends are truncated leaving it on user to guess/understand what activity is being visualised.

## Recommendation

Avoid truncating data. Truncate only if the shortened data makes sense.

E.g.

candidate profi...

Telephonic inter...

## Recommendation

Current CTC:	60,000 / month
Expected CTC:	90,000 / month
Notice Period:	2 weeks

Current CTC:	6 lacs / year
Expected CTC:	9 lacs / year
Notice Period:	2 months

# Content: Poor language

Poor use of language projects unprofessional attitude. Also it may make it tough for users to understand the content.

Sr.No.	Question Title
1	Rate your self How good at in java

Do You Possess Driving License:

Do You Have A Valid Passport:

Poor sentence construction. Missing articles and noun/pronoun.

Missing punctuations (?).

Missing punctuations (?).

# Review Insights



Navigation

Site structure and content findability



Presentation

Layout, Typography and iconography



Content

Tone and format of information



Interaction

Ease of interaction (use of controls / features)

# Interaction: Poor form design

Controls within a form design contribute significantly to task success and task completion time. A well design form must have logically grouped controls that project affordance, intuitiveness and should be appropriate to the action being performed.

From and To date fields are closer to the label 'Transaction Type' and not 'By Date'.  
Label and respective field are far apart

☐ By Date

From Date :  
Transaction Type :  
From:  
Client :

08-12-2015

Job Created

All Client

To Date :  
To:

08-12-2015

Profiles sent to Client

Average of All Client : 124 Days

☐ By Date

☒ Based on Requirement Allocation

☐ Based on Requirement Worked

From Date  
To Date

09-12-2015

ExcelOK

It seems 'By Date' is label for radio buttons.

The label 'Excel' doesn't clearly indicate that it's meant to download in Excel format.

Clicking on 'December, 2015', for changing month and year is no not very intuitive.  
The control take more clicks to change month and year compared to a dropdown for month and year

9-12-2015

◀December, 2015▶

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Today: December 9, 2015

# Interaction: Poor form design (cont'd)

Controls used within a form must set proper 'how to use' and 'how much to enter' entry expectation with users.

The image shows a web form with several input fields. Red boxes highlight specific areas, and red arrows point from these boxes to callout boxes explaining the design issues.

**Mobile No:**

**Business Vertical:**   
Global Staffing  
ITES Staffing  
other

**Practice:**   
BPO  
Direct Selling Business  
Insurance

**Location:**

**Phone No:**

**From Date :**   
**Transaction Type :**  
**From:**

**Annotations:**

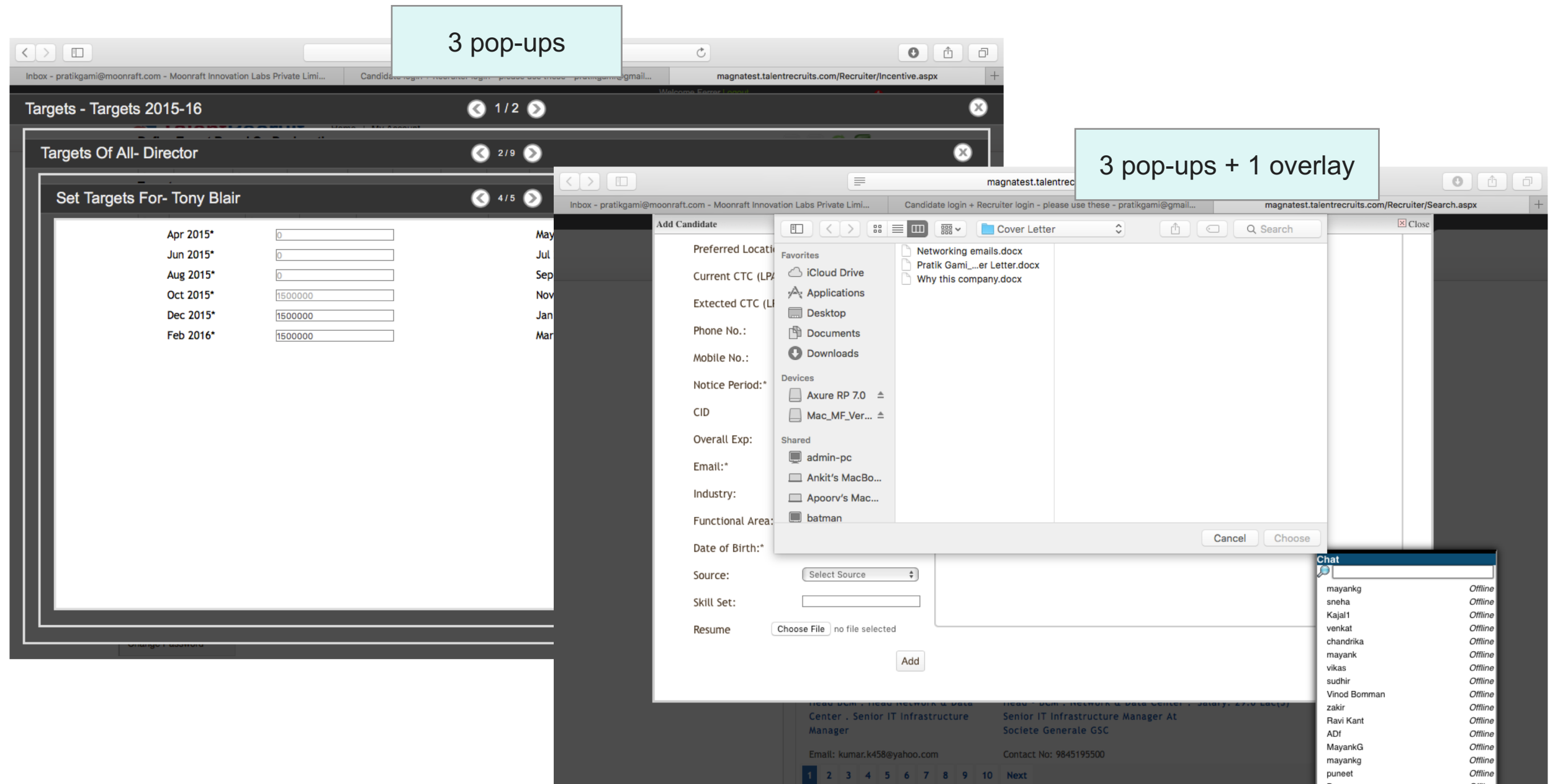
- No indication of field allowing multiple selection
- No masking for STD code and main number
- Field width is way longer than expected value length
- Date field looks like a text box. However, clicking on the field opens a calendar widget which is not an expected behaviour
- No hint text showing allowed format for date



# Interaction: Too many pop-ups

Users hate pop-ups. Using pop-ups within pop-up will add to the frustration.

Users lose context of the main task while going through multiple pop-ups nested one within another.



## Recommendation

Avoid invoking pop-ups from another pop-up. At any give time, on any given page there shouldn't be more then one pop-up.

Once a pop-up is invoked, deactivate all interactions on the page except those within the pop-up.

# Interaction: Poor feedback

The screenshot displays two job listings on a portal. The top listing is for a 'BPO' position, and the bottom listing is for a 'Testing' position. Both listings include fields for 'Job Title', 'Location', 'About Us', 'Roles and Responsibility', and 'Desired Candidate'. A 'Job Expired' message is visible at the bottom of each listing. A callout box highlights the 'Job Expired' message, stating: 'The feedback message goes unnoticed as' followed by a list of reasons: 'font size is small', 'it is positioned at the bottom of the job description', and 'Action occurs in the right and reaction to the left'. The 'Apply' button is visible at the bottom right of the page.

**Job Title- BPO** **Functional- Entrepreneur / Businessman / Outside Management Consultant**

**Location- Adilabad** **Experience Range- - Years**

**About Us**

Working with Experis IT : Experis IT gives you the space to develop your career. Our recruiters respect your experience and connect you to the challenging, high profile IT projects you are meant to do. Experis IT recruiters speak your language and assist you in getting to where you want to be in your career. We provide top talent to a wide range of companies from small, local establishments on up to technology industry global leaders, and we'd love to help you find a new opportunity that's just the right fit for you and your expertise. Regardless of if you're just starting out in your career or if you're a seasoned IT professional, if you're looking to capitalize upon your IT knowledge and skill set, Experis IT is the right place for you.

**Roles and Responsibility**

**Desired Candidate**

**Job Title- Testing**

**Location-**

**About Us**

Working with Experis projects you are mea **Job Expired** range of companies from small, local establishments on up to technology industry global leaders, and we'd love to help you and your expertise. Regardless of if you're just starting out in your career or if you're a seasoned IT professional, if and skill set, Experis IT is the right place for you.

**Roles and Responsibility**

**Desired Candidate**

You already applied for this job, your application is in process

Apply

The feedback message goes unnoticed as

- font size is small
- it is positioned at the bottom of the job description
- Action occurs in the right and reaction to the left

## Recommendation

Position of the message on a page must be constant across the portal.

Consider using pop-ups or overlays to display feedback and other messages.

# Interaction: Unusual behaviour

Users are accustomed to specific web interactions and UI behaviour changing which would cause confusion and frustration.

**Ageing Analysis**

☒ Approved Processes ☐ Pending Processes  
☐ By Date

From Date : 08-12-2015 To Date : 08-12-2015

Transaction Type :  
From: Job Created To: Profiles sent to Client

Client : All Client

Average of All Client : 124 Days

**All Client**

60  
45

Min Days  
Average Days  
Max Days

Changing the selection scrolls the page up to the top after refresh, thus losing the focus from the UI in context.

This may increase users frustration significantly as filters are often used while doing analysis.

The title row content is a link, clicking on which sorts the respective column. This is very atypical behaviour.

## Recommendation.

Use sorting conventions link using up and down arrows to sort content in ascending and descending order.

Financial Year

Jan-2015 - Dec-2015

Client

< -- Select Client -- >

Business Vertical

Practice

Location

User

Excel

OK

Sr.No	Skill Name	Status	January	February	March	April	May	June	July	August	September	October	November	December	Total
1	ASP.NET	Candidate Selected	0	0	0	0	0	0	0	0	0	9	0	0	9
2		Offer	0	0	0	0	0	0	0	0	0	7	0	0	7
3		Joined	0	0	0	0	0	0	0	0	0	6	0	0	6
4		Deployed	0	0	0	0	0	0	0	0	0	3	1	0	4
5	Busines Analysis	Candidate Selected	0	0	0	0	0	0	0	0	0	0	1	0	1
6		Offer	0	0	0	0	0	0	0	0	0	0	2	0	2
7		Joined	0	0	0	0	0	0	0	0	0	0	1	0	1
8	CISCO	Joined	0	0	0	0	0	0	0	0	0	7	0	0	7
9	Java	Offer	0	0	0	0	0	0	0	0	0	1	0	0	1

# Interaction: Unusual behaviour (cont'd)

Welcome Ferrer [Logout](#)

**TalentRecruit** Home My Account

Lead  
Client  
Requirement  
Candidate  
Temp Staffing  
Source  
Forum  
Reports  
Billing Module  
Mail Management  
Management  
Configuration

### Define Team Targets And Incentives

2 Record(s) found

Sr. No.	Title		Financial Year Name	Remark	Target Type	Incentive Applicable From	Added By
1	Targets 2015-16	👉	Apr-2015 - Mar-2016		Monthly Targets	12 Oct 2015	Ferrer
2	motive 2015-2016	👉	Jan-2016 - Dec-2016		Monthly Targets	01 Jan 2016	Hashim

Title:\*

Financial Year:\*

Incentive Applicable From:\*

Choose Target Option:\*

Remarks:

User Rights Setting  
**Target/Incentives**  
Change Password

RecruitTALK

Submit

Chat

Clicking on an icon from the top of the pages opens 'Recruit Talk overlay at the bottom of the page.

Clicking on the title bar of the overlay, closes the overlay.

## Recommendation

Keep the overlay close to its entry point. Either use it as an overlay falling down from the top edge, or club the functionality with chat functionality.

Provide clear close button to close the overlay.

## Interaction: Unusual behaviour (cont'd)

## Improper action vs reaction

Clicking on 'OK' button displays the result below. However the 'Excel' button is displayed besides 'OK', which might not be noticed by the user.

## Recommendation

Reaction must either below the action (if task flow direction is top-down) or to the right of the action (if task flow direction is left-right)

Financial Year

Jan-2015 - Dec-2015

Client

< -- Select Client -- >

Business Vertical

Practice

Location

User

Excel

OK

Sr.No	Skill Name	Status	January	February	March	April	May	June	July	August	September	October	November	December	Total
1	ASP.NET	Candidate Selected	0	0	0	0	0	0	0	0	0	9	0	0	9
2		Offer	0	0	0	0	0	0	0	0	0	7	0	0	7
3		Joined	0	0	0	0	0	0	0	0	0	6	0	0	6
4		Deployed	0	0	0	0	0	0	0	0	0	3	1	0	4
5	Busines Analysis	Candidate Selected	0	0	0	0	0	0	0	0	0	0	1	0	1
6		Offer	0	0	0	0	0	0	0	0	0	0	2	0	2
7		Joined	0	0	0	0	0	0	0	0	0	0	1	0	1
8	CISCO	Joined	0	0	0	0	0	0	0	0	0	7	0	0	7

User Name

User Role

<-- Select Role -->

⌵

Search

Select User	User Name	User Role
<input checked="" type="checkbox"/>	mayankg	Super Admin
<input checked="" type="checkbox"/>	sneha	Super Admin
<input checked="" type="checkbox"/>	venkat	Super Admin
<input type="checkbox"/>	chandrika	Super Admin
<input checked="" type="checkbox"/>	vikas	Super Admin
<input checked="" type="checkbox"/>	zakir	Admin
<input type="checkbox"/>	Ravi Kant	Super Admin
<input checked="" type="checkbox"/>	adarsh	Super Admin
<input checked="" type="checkbox"/>	Stanley	Super Admin
<input type="checkbox"/>	Ferrer	Super Admin
<input type="checkbox"/>	Tannu Gupta	Super Admin
<input type="checkbox"/>	Kajal	Super Admin
<input type="checkbox"/>	Vivek	Super Admin
<input type="checkbox"/>	Olivia	Business Manager
<input type="checkbox"/>	Priya	Admin

Order No.	Select User	User Name	User Role	Move
1	<input checked="" type="checkbox"/>	Kiran Naik	Super Admin	<a href="#">Up Down</a>
2	<input checked="" type="checkbox"/>	sneha	Super Admin	<a href="#">Up Down</a>
3	<input checked="" type="checkbox"/>	zakir	Admin	<a href="#">Up Down</a>
4	<input checked="" type="checkbox"/>	mayankg	Super Admin	<a href="#">Up Down</a>
5	<input checked="" type="checkbox"/>	venkat	Super Admin	<a href="#">Up Down</a>
6	<input checked="" type="checkbox"/>	chandrika	Super Admin	<a href="#">Up Down</a>
7	<input checked="" type="checkbox"/>	vikas	Super Admin	<a href="#">Up Down</a>
8	<input checked="" type="checkbox"/>	Stanley	Super Admin	<a href="#">Up Down</a>
9	<input checked="" type="checkbox"/>	adarsh	Super Admin	<a href="#">Up Down</a>

Submit

Selecting an entity from the bottom right table adds it to the top left table. However there is no indication of this behaviour/interaction.

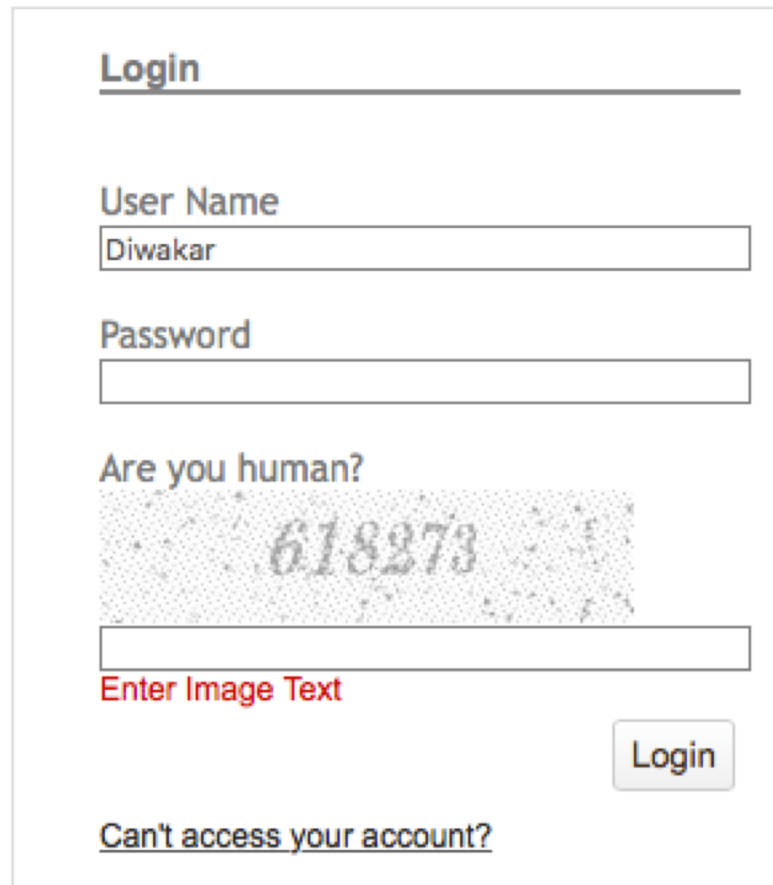
## Recommendation

Consider placing the 2 tables next to each other.  
Provide appropriate title for both the tables. E.g.  
Available list and selected list.  
provide option to select and deselect all options.

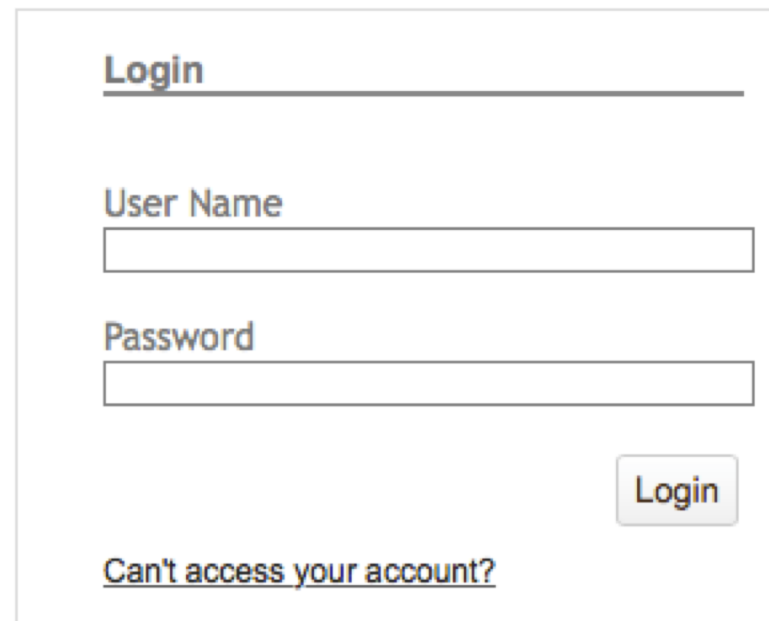
The screenshot shows a software interface with two panels. The left panel, titled 'Available List', contains a scrollable list with the following items: 'Employee', '0', '1', '2', '3', '4', '5', '6', '7', '8', and '9'. Each item has a checked checkbox to its left. The right panel, titled 'Selected List', is currently empty and has a header labeled 'Selected'. A blue square button with a white right-pointing arrow is positioned between the two panels, indicating a transfer function from the available list to the selected list.

# Interaction: Inconsistency

Users tend to memorise every aspect of a task when performed frequently. Inconsistency in UI behaviour for such tasks leads to errors, thus increasing task completion time and frustration.



This screenshot shows a login form with the following elements: a title 'Login' with a horizontal line underneath; a 'User Name' label above a text input field containing 'Diwakar'; a 'Password' label above an empty text input field; a question 'Are you human?' above a captcha image showing the number '618273'; an empty text input field for the captcha answer; a red label 'Enter Image Text' below the input field; a 'Login' button; and a link 'Can't access your account?' at the bottom.



This screenshot shows a login form with the following elements: a title 'Login' with a horizontal line underneath; a 'User Name' label above an empty text input field; a 'Password' label above an empty text input field; a 'Login' button; and a link 'Can't access your account?' at the bottom. Unlike the first form, it does not have a captcha requirement.

Captcha requirement is sometimes asked while login and sometimes skipped.

Many a times captcha field is not displayed initially, but after clicking on 'Login' button system brings in the captcha field with mandatory field not entered error.

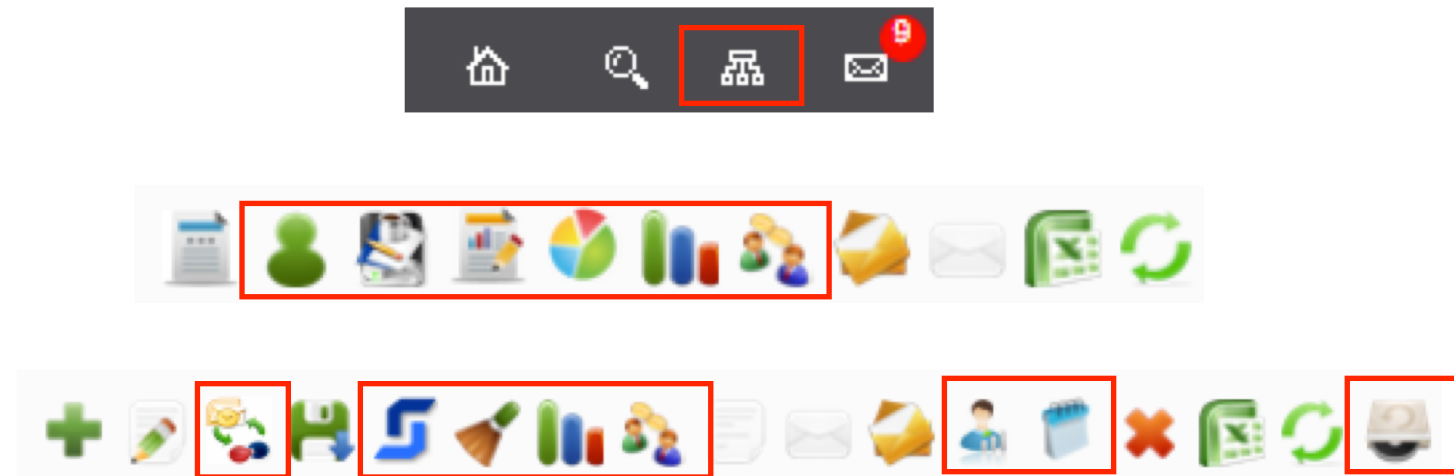
## Recommendation

Keep UI elements on Login widget consistent.

Error prevention is better than correction. Consider activating the 'Login' button only when all the mandatory fields have been entered.

# Interaction: Icon buttons

Users tend to remember only popular icons like save, delete, edit, hamburger menu and so on...



Too many icons pose memory load on user as users need to memorise what each icon is meant to do.

Icon base interaction also poses motor load as the user need to hover over each icon to see what the function is.


## Recommendation


consider using icons along with labels.





# Interaction: Icon buttons (cont'd)


Inefficient use of icons can lead to major confusion.

  
Add fees


  
Add address


  
Add user,  
location, etc


  
Add event


  
Add skills


Different icons for similar tasks

  
Change candidate  
status


  
Change client  
status


  
change  
invoice status


  
Lead  
allocation


  
Reassign  
profile owner


Same icons for different tasks


  
Profile  
verification


  
Add  
skills


  
Client  
SPOC


  
HR  
Manager


  
Change  
Status


  
Contract  
details

  
View  
candidate

  
Download  
resume


  
Edit  
candidate

  
Reassign  
profile owner


  
Billing report

Similar icons for different tasks


Notes

  
Add event


Help

  
Restore

Save

  
Import  
candidate

Profile

  
Change  
invoice status

Changing icon conventions



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# Summary

## Navigation and Structure

- Navigational hierarchy is not easy to perceive.
- Navigation sometimes delivers unexpected results.
- Navigation labels are difficult to comprehend.
- The sense of place helps the user understand where they are.
- Hidden navigation makes it difficult to find information.

## Presentation

- Poor data visualisation tools, overloading user's attention.
- Dashboard and other reports page do not make a good use of space.
- Extra long tables, making it difficult to comprehend information.

## Content

- Few pages and pop-ups or very overwhelming.
- Consider using more contextual and jargon free content.

## Interaction

- Inconsistent, difficult or unfamiliar interaction techniques get in the user's way
- Lack of clear or appropriate affordances confuse user – “does this thing work?”
- Too many nested pop-ups pose as a distraction.

Thank you