

XYZ CORP WEB SITE QA TEST REPORT

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Products Section

1. Customers (Selecting this link from any place on the Web site brings you to Customers>Case Studies>XYZ Universal; No other pages within customers was available)
2. The *Back To Top* links were not working on any page.
3. The quotes listed in the top right column of each page are repeated throughout the site. There seem to be a handful used over and over. I suggest using a quote on the first page of a section, but not on all it's sub-topic pages. For example, use a quote on the XYZ Universal home page, but not on all of the sub-topic pages like FAQ.
4. The **XYZ Universal** section is too long. A percentage of the information is repeated in different subsections. For example, the Technical FAQ can be largely removed as most of it's information is either found elsewhere or is at too detailed a level for the purpose of introducing the product on a web site. For example, it contained instructions for filling in fields of a screen.
5. Why isn't there a *Requested Information* **Related Link** on all the product pages instead of just **XYZ Command Line** and **SDK**? It would be useful for all products.
6. Why aren't there sample screenshots for all the products, instead of just for **XYZ Universal** and **XYZ Command Line**?
7. Why isn't pricing information available for all the products. **XYZ Universal** has a *How To Purchase* link and **SDK** has a *Pricing* link.
8. Under **Resources** in the right column of all pages on which this item appears, XYZ Universal Webcast is a misleading name. It takes you a page called Events. The breadcrumbs for that pages are News>Events>2004. All the other pages the other resources items take you to have names that relate to the name of the resource listed. For example, Datasheets takes you to a page called Resources and the breadcrumbs are Resources>Datasheets. The Flash Demo item takes you to a page called Resources and the breadcrumbs are Resources>Flash. I suggest you rename XYZ Universal Webcast to XYZ Events.
9. There are no **Resources** listed on the following pages:
 - products/desktop
 - products/commandline
 - products/mobile
 - products/sdk

www.XYZalpha.com/products/index.html

For this entire section, the **XYZ Command Line** section is the only section that doesn't produce a new window from the Purchase Now link. It sends you to the correct page, but you can use the *Back* button to return to the previous page.

XYZ Personal – This is a sub-topic of XYZ Desktop and does not belong as a separate topic on this page. It also does not have a link listed in the left-hand column menu like all the other topics with paragraphs on this page. Remove it.

Resources – After XYZ Universal Webcast is extra words that mean nothing. Remove them.

www.XYZalpha.com/products/featuresandbenefits.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Highly Configurable Desktop Solutions – In the last sentence, the apostrophe is missing. "...include s tools for security..."

Resources – Hitting the *Back* key from any of these pages to return to the features and benefits page returns you to the bottom of the features page instead of the top.

www.XYZalpha.com/products/faqs.html

Second question on page – In the first sentence, "...batch process scripts sould select XYZ Command Line. Fix misspelling to should.

Why Can't I Buy One Seat Of XYZ Corp Desktop.... – You don't need to make the second occurrence of XYZ Corporate Desktop a link. It is already a link in the first sentence of this paragraph.

Can I use XYZ Personal Desktop In My Company Office? – You need to make XYZ Workgroup Desktop a link in the last line of this paragraph.

www.XYZalpha.com/universal/index.html

Resources – There is an item not listed on any of the other pages previous to this page. It might be useful to add it to all the others: *XYZ Universal Case Studies*

www.XYZalpha.com/products/universal/features.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Network Protection – In the last sentence: “...prevent the transmission of files types...” Should be file types.

www.XYZalpha.com/products/universal/why.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

www.XYZalpha.com/products/universal/faqs

The *General FAQs* link in the left-hand column menu is not needed as it returns you to this page. Only *Technical FAQs* is needed. From the *Technical FAQs* page you would use the *FAQs* link to return to this page.

Contacting Sales link under **How Can I get An Evaluation...** and **How Can I Upgrade...** take you to the Sales page in the published version of your web site, not this alpha version.

www.XYZalpha.com/products/universal/techfaqs.html

The breadcrumbs are wrong. Products>XYZ Universal>General FAQ; should be Product>XYZ Universal>Technical FAQ

Platform Technology – the Red Hat link goes to “Not Found”.

Deployment – The second to last item discusses the need for clustering. It would be a good place for adding a link to whatever page has the product’s capacity spelled out so the customer would be able to figure out how many of your products they would have to buy to handle their traffic requirements.

Security Considerations – The last *click here* link in this section takes you to “Not Found”.

www.XYZalpha.com/products/desktop/index.html

XYZ Workgroup Upgrade To Corporate Desktop - Remove this paragraph as it appears on the Workshop Desktop Features page and that’s where it belongs.

For the entire desktop section and all its sub-topic pages, **Resources** has the following problems:

Update To XYZ Desktop 8.1 – This link takes you to the XYZ Universal Updates page, but there is no mention of Desktop 8.1 here.

The two Datasheet resource items – These links take you to the main datasheet list. They should take you to the individual datasheets.

www.XYZalpha.com/products/desktop/faqs.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Product Selection – The third question has extra spacing in the second to last line.

Licensing & Upgrading – First question: You don't need another XYZ Corporate Desktop link. There is a previous one in this paragraph.

If I buy XYZ Workgroup Desktop Now... - This link takes you to the page in the published version of the Enterprise page, not the alpha version.

www.XYZalpha.com/commandline/features.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

www.XYZalpha.com/commandline/faqs.html

The following applies to the last three questions:

- The links to *XYZ Certified Reseller* take you to **Certified Solution Partners**. They should take you to Contact a XYZ Approved Reseller.
- The links to *XYZ Sales Representative* take you to **Command Line Requested Information**. They should take you to the **Contact Us Sales Offices** page.

www.XYZalpha.com/commandline/screenshots.html

Need a screenshot with real data in it?

www.XYZalpha.com/mobile/index.html

For the entire Mobile section, including all sub-pages:

Related Links – Datasheets should go directly to the individual datasheets, not the list of available datasheets. Remove all XYZ Desktop datasheets. They seem to have been left from the XYZ Desktop sections. They are on all of the Mobile pages in some form.

Press Releases - Remove all the XYZ Desktop press release links. They are on all of the Mobile pages in some form.

www.XYZalpha.com/sdk/index.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

The *Information Request* link is in the left-hand menu column as a sub-topic of **SDK**. In the **XYZ Command Line** section it was in the right-hand menu column under **Related Links**. I think it should be done this second way and be added to all the product pages.

For all of SDK and all it's subtopics: **Related Links** and **Press Releases** contains XYZ Desktop links. Remove them and replace them with relevant links.

In all the other **Product** sections **Technical Specifications** and **FAQs** have their own sub-topic link in the left-hand column menu. In SDK, they are buried in the text on this first page in bullets. They should be handled the same way they were handled in the other sections.

XYZ OEM Developers – This is the only item that links to an e-mail address. All the other sections link to the **SDK Request Form**. This section should as well.

Company

www.XYZalpha.com/company/index.html

For the first paragraph after the orange paragraph, make the following items links to the appropriate pages:

- XYZ Universal
- XYZ Desktop
- XYZ Mobile
- XYZ SDK

www.XYZalpha.com/company/letterceo.html

The sub-topics need *Back To Top* links. Right now you have to scroll all the way back up to the top of the page.

For the second paragraph: Make the following items links to the appropriate pages:

- Desktop
- Personal

- Mobile
- SDK

The three guiding principles need to have a dash after their names and their corresponding sentences moved up to the same line after the dash.

www.XYZalpha.com/company/bab.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

www.XYZalpha.com/company/tab.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Dr. Crispin Cowan – I’m not sure what this word should be: “He has co-authored 34 refereed publications....” Maybe *reversed*?

www.XYZalpha.com/company/history.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

www.XYZalpha.com/company/corporatekeys.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

In the right-hand column, make keyserver.XYZ.com a link. I tried to enter it manually, but it didn’t work.

www.XYZalpha.com/company/contact.html

The *Technical Support* link takes you to the published page, not the alpha version.

Spam Reports should be a link on the left-hand menu column under **Contact Us** since it has its own page.

www.XYZalpha.com/company/reportuce.html

The link for the *Tutorial For Reading Mail Headers* has moved.

The link for information regarding XYZ Corporation should be www.XYZ.com, not www.XYZsysdev.com ?

Partners

Partner Portal links go to the published page, not the alpha version.

www.XYZalpha.com/partners/index.html

The *XYZ System Integrators And Outsource Partners* link in the middle of the page goes to "Not Found". The same link in the left-hand column menu works fine.

The bulleted items do not have a *more* link at the end of their sections like they do throughout the Products sections.

XYZ OEM Partners – Make XYZ SDK a link to the appropriate page.

www.XYZalpha.com/partners/alliance/index.html

Alliance Partner Application link = "Not Found"

www.XYZalpha.com/partners/alliance/symantec.html

The link to Symantec's web site did not create a separate window.

www.XYZalpha.com/alliance/axalto.html

The company logo does not line up with the beginning of the paragraph below it.

www.XYZalpha.com/partners/alliance/f5.html

The company logo does not line up with the beginning of the paragraph below it.

www.XYZalpha.com/partners/alliance/rainbow.html

The link to this company's web site takes you to a company called SafeNet, Inc., not Rainbow Technologies. Either the company changed its name or it no longer exists.

www.XYZalpha.com/partners/alliance/sophos.html

Remove the last paragraph. It goes into detail about how to use XYZ Universal server deployment. This is a page about Sophos. None of the other alliance sections go into this much detail about a XYZ product.

www.XYZalpha.com/partners/channel/index.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Related Links – These links all go to published pages, not alpha versions. The third link does not work. The *Partner Application* link is “Not Found”.

www.XYZalpha.com/partners/channel/overview.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

Related Links – The last two links = “Not found”.

The *XYZ Priority Channel Program Overview* download link at the bottom of the page = “Not found”.

www.XYZalpha.com/partners/channel/benefits.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

After the Innovative XYZ Solutions paragraph, add two bullets: Benefits Overview and Detailed Program Benefits. Link these to the appropriate sections that follow.

Benefits Overview – Remove the first *click here* and its sentence. It takes you to the Detailed Program Benefits section. With the bullet added above and a Back To Top button added here, this sentence is no longer needed. The second *click here* does not work.

Detailed Program Benefits – After the first sentence, put the following three bullets: ARP, VBP, and CSP. Link each bullet to its corresponding section below.

Certified Solution Provider (CSP) – Under **Sales Support**, remove the extra line after **Sales Presentations**.

www.XYZalpha.com/partners/channel/training.html

Related Links – The last two links don't work.

www.XYZalpha.com/partners/channel/faqs.html

The sub-topics associated with the bulleted items need *Back To Top* links. You can link down to the associated paragraph but have to scroll all the way back up to the top of the page.

www.XYZalpha.com/partners/channel/contact_reseller.html

Related Links – The last two links don't work.

Authorized Reseller Partners – Fix space.

www.XYZalpha.com/partners/channel/contact_csp.html

US Government/Federal – Dowless And Associates link = “Not Found”

US Midwest – Compeware has changed its name to Comware. The new web site is:
www.comware.com.

Germany – A.P.E. GmbH link = “Not Found”.

www.XYZalpha.com/partners/channel/contact_arp.html

Central – Facet Computers = “Not Found”.

Czech Republic – PCS Software = “Not Found”.