

Mobile Survey Results

Jun-Jul 2024

Introduction

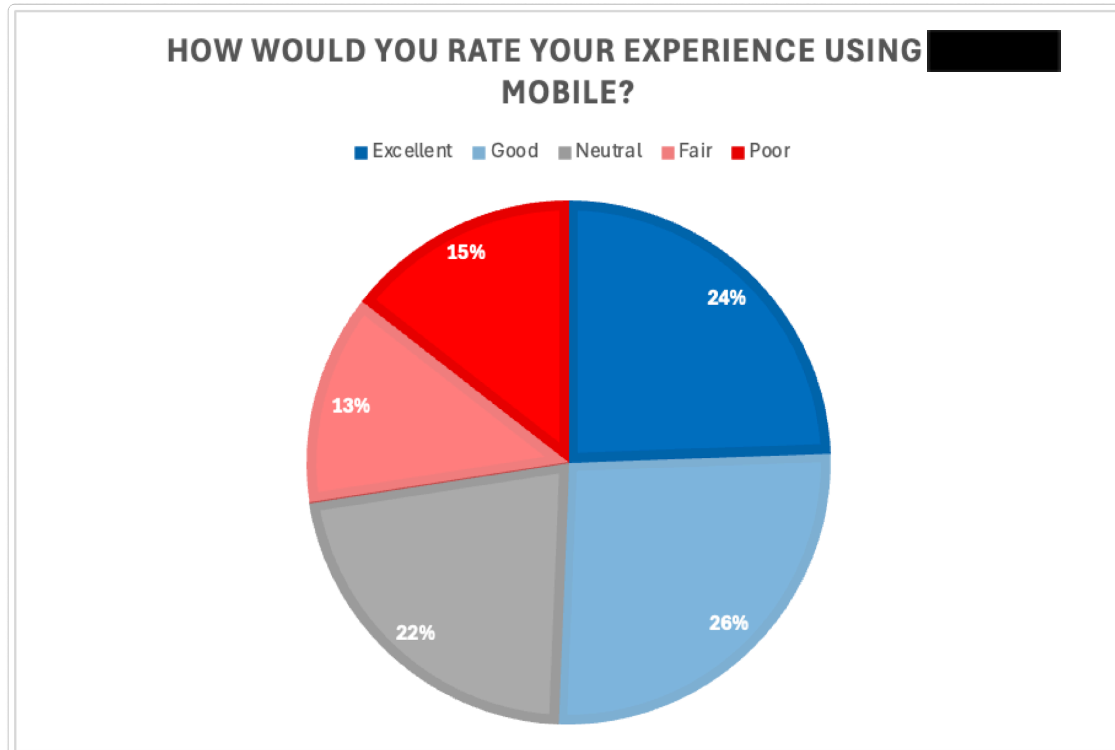
A 5-question survey was deployed to mobile users via Pendo. Over 500 current mobile app users completed the 5-question survey. Both iOS and Android users are represented in the search results. The following questions were asked:

1. How would you rate your experience using this app? (Rating scale)
2. What feature(s) do you find most useful in our app? (Open text)
3. What do you like MOST about the App? (Open text)
4. What do you like LEAST about the App? (Open text)
5. How could the app help you more with your daily work? (Open text)

Findings

General Sentiments

Clients were asked to rate their experience using mobile on a 5-point scale. Based on our findings, 50% of clients reported a positive overall experience with the current application. For comparison, 28% of clients reported negative sentiments toward their overall experience.



Positive Feedback

1. **Convenient:** Many clients find the app to be a convenient option for staying organized while working in the field.

"What I like most is the fact that the work orders can come to me with all the information, and I don't have to stop what I'm doing to write down what somebody is requesting. It is very convenient just to have all the data come to me and I can deal with it when I have time."

"[I'm] able to update assets and do work orders on the fly."

2. **Photos & Attachments:** Clients appreciate the ability to attach photos to work orders.

"Great for pictures attachments."

3. **Paperless Workflow:** Reducing the need for physical paperwork improves client's efficiency and streamlines their workflows.

"No complaints. The apps helps me out tremendously already. I do not have to write all of this out on paper!"

4. **Work Order Visibility:** Clients like the ability to track and monitor work orders, which improves efficiency accountability in their workflow.

"Able to do my work orders and see them all in one space."

5. **Access to Real-time Data:** A handful of clients expressed satisfaction with the current access to real-time data regarding their work orders.

"Having all the info on hand"

Negative Feedback

1. **Slowness / Lagging:** Slowness and lagging was the top complaint from clients. Repeatedly clients expressed frustration with slow load times that made their workflow more difficult.

"App and website are very slow to respond. Lots of timeouts and app crashing."

2. **Log In Issues:** Another common report was that clients experience frequent forced log outs which results in needing to log in multiple times during a work shift.

"Its slow and never remembers my password and logs me out at least once a day."

3. **Crashing/Poor Connection:** Clients report frequent app crashes which causes them to lose their progress. This results in wasted time logging back in and starting over.

"I hate how this app always crashes midsession with a work order and that you have to constantly sign in."

"It does not work well with my network it keeps dropping in and out even though I know I have a good connection."

4. **Not User Friendly:** Clients expressed the desire for usability improvements. Some indicated that the app is too complex, the navigation isn't always clear, there are too many steps to complete some actions, and the text is too small.

"This app is not user friendly many extra unnecessary actions to do, lots of extra stuff that's not needed should of kept it simple."

"Too much useless input and too small of type. Some of us are not under forty!"

“Too complex to navigate. Takes too much production time out of my day to complete work orders.”

5. **Limited Search/Filter:** Clients noted that the existing search/filter functionality on mobile varies from what’s available on the web. They would prefer it if the search functionality worked the same across platforms. They also express discontent with how restrictive the current mobile search is.

“Search bar will not show results unless specific words and spacing are used. This makes it very difficult to find parts/assets unless you know the exact title or number of that part or asset.”

Breakdown of Common Responses by Category

1. Performance Issues

- Slow: 89
- Time Consuming: 85
- Log In / Sign In issues: 63
- Crashing / Timeouts: 42
- Poor connection / Lagging: 15

Total: 294

2. Usability Issues

- Limited Search/Filter Functionality: 53
- Not User Friendly: 10
- Difficult to Use: 10
- Too Many Steps: 9
- Small Text Size: 8
- Unable to Customize: 4
- Useless (would rather use paper): 5

Total: 99

Summary

The customer survey revealed mixed sentiments toward the mobile app, with 50% of the clients reporting a positive experience. They appreciate the convenience, attachment features, paperless workflow, work order visibility, and access to real-time data. However, 28% of clients expressed negative sentiments, due to slowness, frequent logouts, app crashes, poor connectivity, usability issues, and limited search functionality. The results highlight the mobile application’s strengths in enhancing efficiency and organization, but it also shows areas of improvement in performance and user experience.

Recommendations

Performance

1. Improve load times and reduce the frequency of crashes
2. Simplify the login flow and reduce the number of forced logouts
3. Implement an autosave feature

Usability

4. Enhance search/filter functionality and consider adding predictive search
5. Client Suggestion: *"Need to improve finding the work order number, i.e, instead of scrolling, have options to find it faster. Example, put it in numerical order or alphabetical order or zip code or town city, etc"*
6. Simplify the UI by removing or hiding non-essential information
7. Client Suggestion: *"Be more concise, there's too much clutter on the screen, too many drop down windows."*
8. Comply with current accessibility standards and use optimal text size for mobile devices
9. Add a zoom-in feature for text
10. Provide customization options, particularly on the dashboard
11. Enable the selection of multiple photos at once
12. Add in-app messaging with requestor
13. Reduce clicks to complete a work order
14. Reduce friction to enter key data