

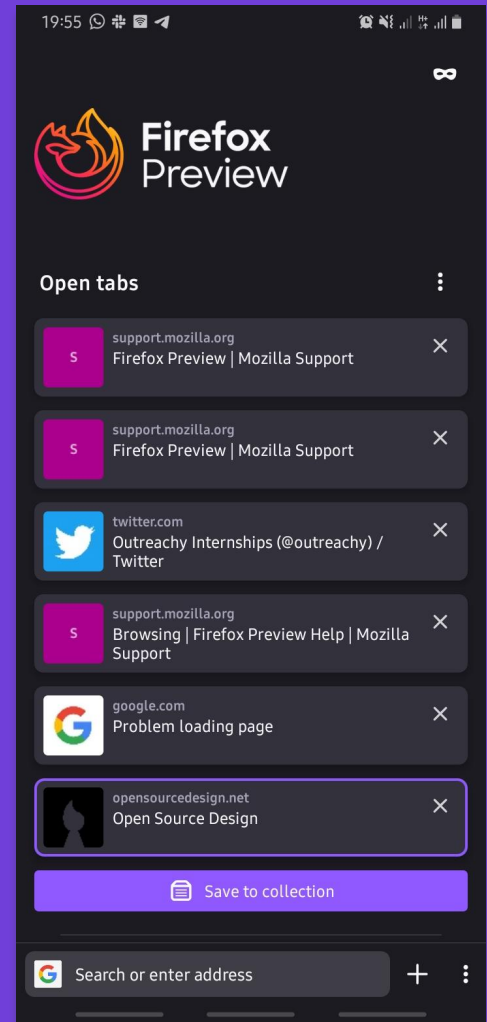
Firefox Preview for Android

UX Review

This document presents a personal review of the Firefox Preview app, some of the biggest issues noted and suggestions on improvement.

Reviewer: Abigail Makolo (mak.abby)

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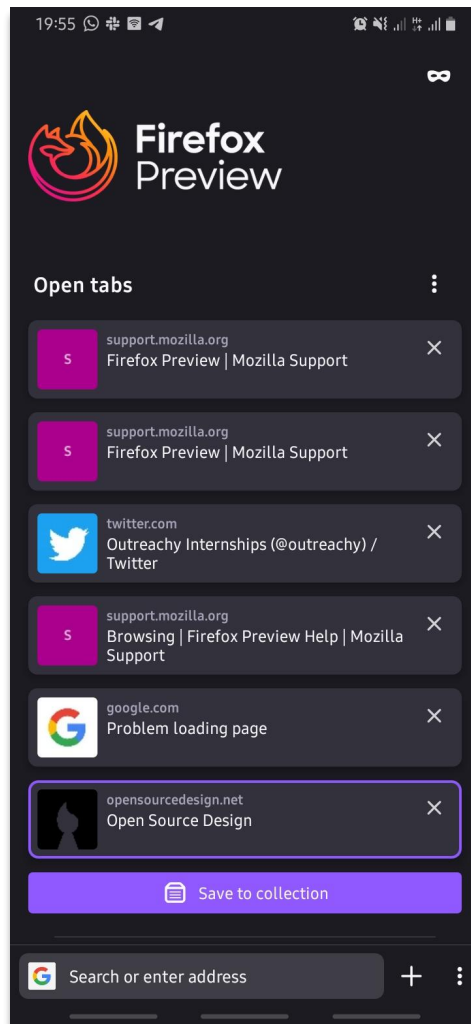
First off...

This is such a nice browser. It packs many cool features. Some personal favorites are:

- Dark mode
- Collections
- Clean Tab management
- Non-intrusive on-boarding
- Cool, yet vibrant theme

However, in this material, the focus will be on issues spotted while using the app.

Link to app: <https://play.google.com/store/apps/details?id=org.mozilla.fenix&hl=en>

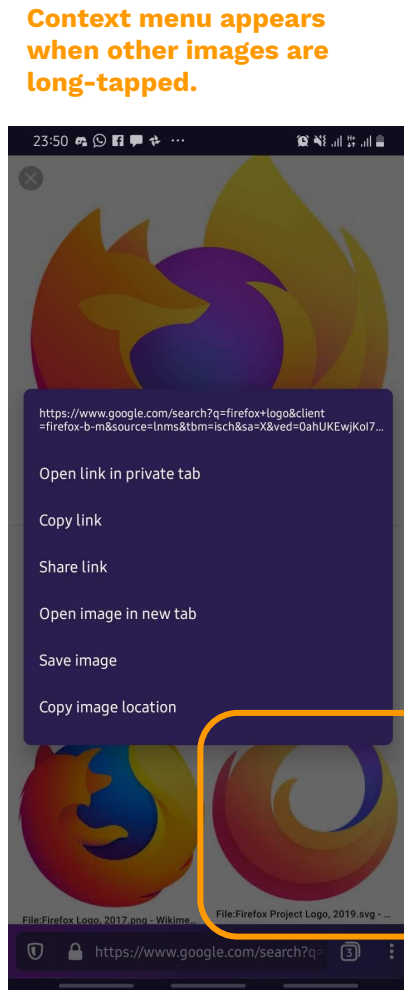
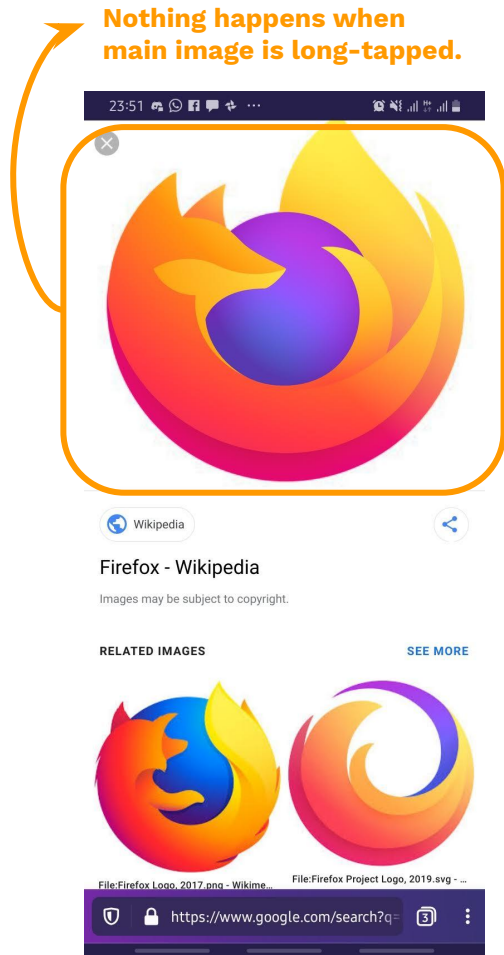


Issue #1: No way to manage downloads

Why this is an issue: When a user downloads an item using the browser, there is no way to manage what downloads were made from within the app.

Also, as a user, I had tried to download some images off the internet by long-tapping on the specific image, but there was no way to save it to my phone.

How I would improve it: I would improve this by working with product manager to include a download manager in the browser application if it aligns with user needs and product goals.

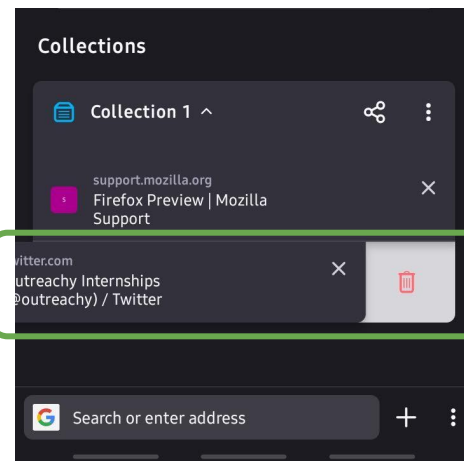
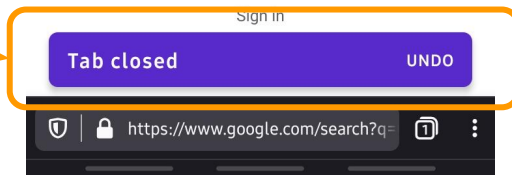
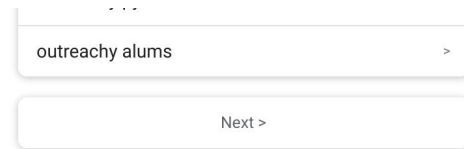


Issue #2: Stubborn 'Tab closed' snackbar

Why this is an issue: When the user closes a tab, this helpful snackbar appears so I can undo if they closed the tab mistakenly. However, it refuses to leave the screen sometimes, until the user taps 'Undo'.

How I would improve it: I would check and adjust the timeout settings for the snackbar and test it under different conditions.

Idea/Suggestion: In my opinion, this snackbar is helpful and should also come up when a user deletes a tab from a collection, for cases when this was done in error.



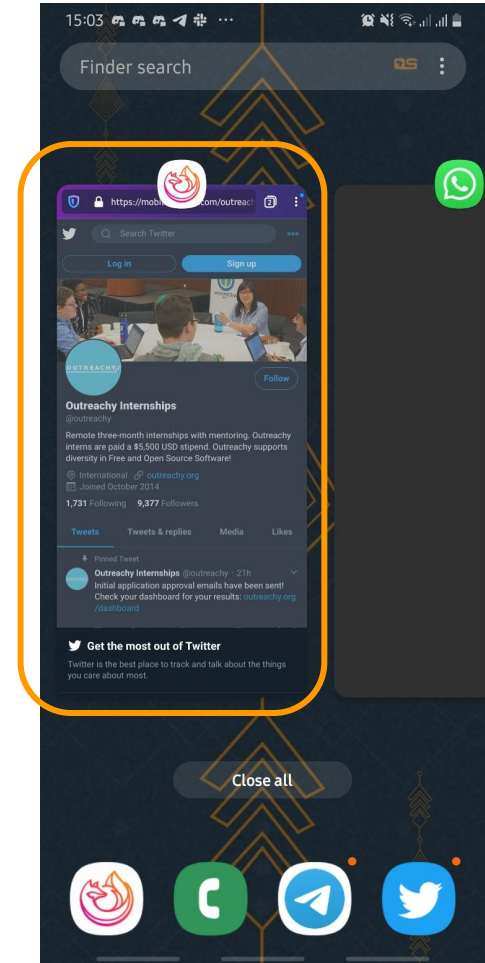
Issue #3: Private tabs not hidden in app navigation view

Why this is an issue: When a user minimizes the app while on Private mode, the screen is not covered/protected and can be viewed by those in close proximity to the user.

E.g. the app shown beside the browser in this screenshot has a lock feature enabled. That way, when the user minimises the screen, user activity is hidden. Another browser app has been explored and it works similarly (it blanks out the private tab in app navigation view).

How I would improve it: I would find a way to conceal the content of the private tab when the user opens a navigation view where all app windows are shown.

Private mode enabled but screen is not hidden



**Some other issues
noted...**

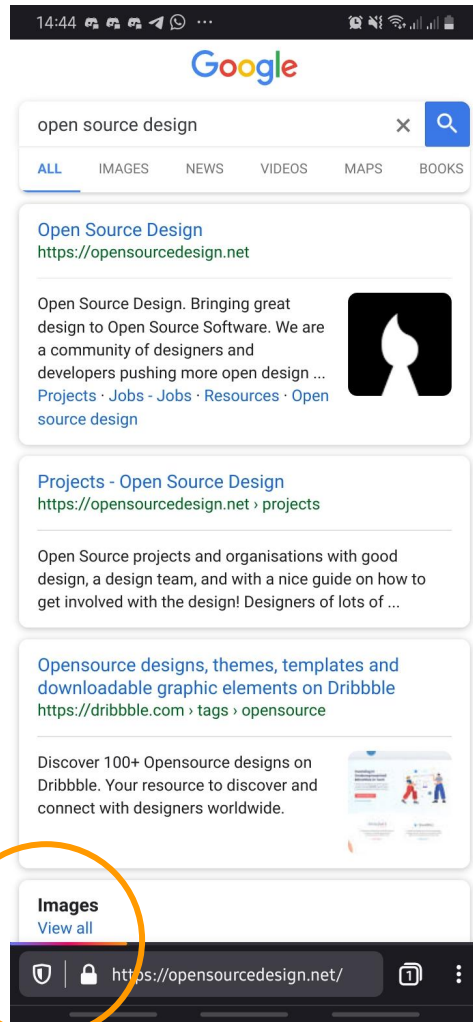
Issue #4: Load progress indicator not very visible

Why this is an issue: The conventional position of a page load indicator is at the top of the screen or somewhere around the middle of the screen (in my opinion). It is refreshing to see it change position, but as a user, I keep going back to the top to see how far the page has loaded.

How I would improve it:

- I would add an option to change the position of the search bar (along with the indicator) for users who would like to revert to the conventional experience. This has already been included in the app.
- I would try moving only the progress indicator to the top, leaving the search bar at the bottom and then running a usability test.
- I would also explore making the progress indicator more conspicuous at its current position.

Progress indicator
easy to ignore



Issue #5: Unclear icon/text on Home page

Why this is an issue: The refresh/sync icon and text combo used is quite unclear given the context. A user could get the feeling that it could mean their usage data will be synced/backed up and that it could also mean they would always have the most updated features.

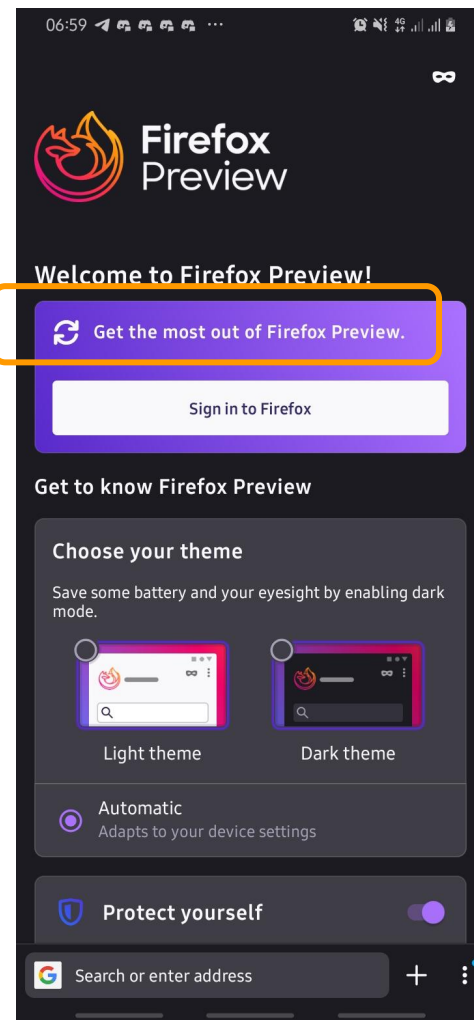
How I would improve it: I would explore a couple of options:

- I would modify the text to something like this:

Get the most out of Firefox Preview.

Keep your Firefox browser data synchronised.

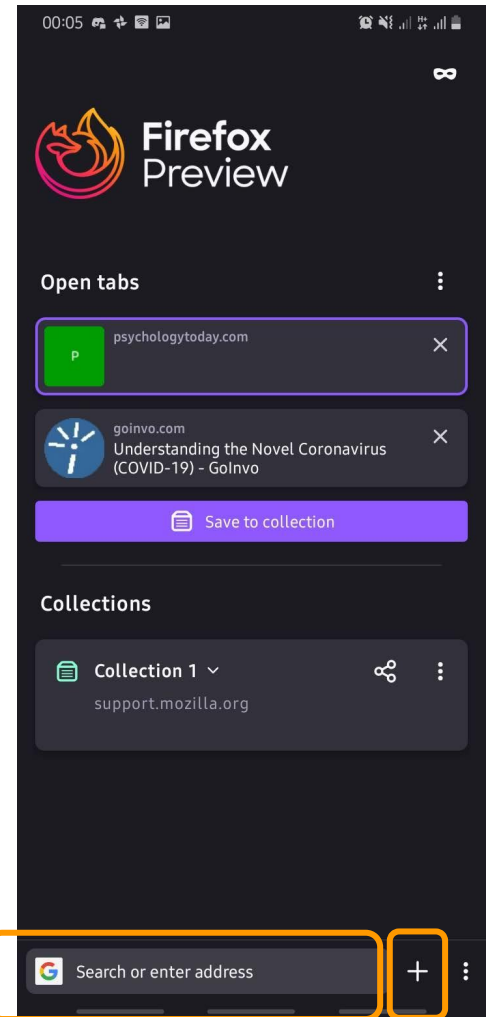
- I would include a Learn More button to let the user know the benefits of signing in to Firefox.
- After taking any approach, I would validate the effectiveness of the approach by analysing usage analytics to see how many users are now signing in.



Issue #6: Duplicated behaviour - Search bar and New tab icon

Why this is an issue: To create a new tab, the user would usually just start typing an address or click the 'New tab' icon. In this case, clicking on the search bar behaves the same way clicking on the 'New tab' icon would. It opens up the search panel for the user to type and creates a new tab eventually..

How I would improve it: This might be a tricky one to solve because if either is removed, it may cause some confusion using the app. I would study how both triggers are used based on usage analytics and usability reports and make a more informed suggestion.

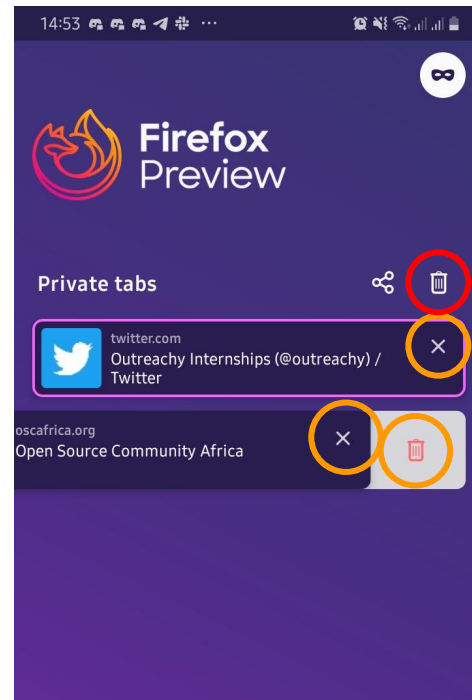


Issue #7: Duplicated behaviour - delete and close tab icons

Why this is an issue: The icons to close a tab and to delete a tab behave alike causing a bit of visual clutter when the user swipes a tab.

How I would improve it:

- I would consider using one close icon for each tab. Based on other interactions within the app and UI patterns, I would stick with the 'x' icon for this behaviour.
- In a bid to eliminate any confusion, I would consider removing the delete (bin) icon and letting the app perform a normal tab close operation which the user would expect when they swipe the tab.
- Whether the user chooses to swipe the tab or click the 'x' icon, the 'tab closed' snackbar should appear as usual.



Hi! I'm Abby (mak.abby)

I'm a **UX Designer** with experience in user research, usability testing, UX Documentation and UI design.

I am currently at the beginning of my open source journey, striving to learn more about open source and make impactful open source contributions.

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