

Q3 Widget Launch — Beta tester report

Compiled by: Tester Cohort 4 (n=22)

Status: draft, for the launch team only

Summary

Overall sentiment is positive on the core workflow. Two issues from this round rise to the level of escalation and one is a hard blocker for ship. Customer impact is concentrated in the first-run experience and the export path.

Issue 1 — Export path crash on Windows ARM

Repro on 6 of 22 testers. The export action raises an unhandled exception when the destination folder contains a non-ASCII character. This is a blocker — we cannot ship with a 27% crash rate on ARM hardware. Estimated customer impact at GA: every Surface Pro X user who exports.

Issue 2 — Pricing page disagrees with billing

Three testers reported that the per-seat price shown on the marketing page does not match what their finance team was quoted. This is an escalation — finance and marketing need to agree on one number before we open the buy flow.

Issue 3 — First-run tour terminates early

The tour ends after step 2 of 5 if the user resizes the window. Annoying but not a blocker. Filing for next sprint.

Verbatim quotes

"We can't ship this to enterprise with the export crash. It looked great until I tried to share my report." — Tester 17

"The pricing on the website is not what my procurement team is being told. That has to be resolved before we sign." — Tester 4