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Summary: NPS is a loyalty metric that correlates well with perception of usability, is easy to understand and administer, but has limitations for understanding and evaluating UX when used in isolation. In your journeys across the web, you probably have encountered the now ubiquitous question “How ...And yet, despite most of us using on-site searches on mobile, the mobile search experience on ecommerce sites is almost entirely broken. Even on desktop – where consumers using on-site search spend 3-4x more with a given brand – most online stores fall short. “[This data] comes as little surprise, as we’ve already documented how severely desktop ecommerce search misaligns with users ...Amazon is best-in-class at convenience and price. CrazyEgg recently outlined exactly what it is about Amazon beyond price and convenience (though convenience cuts through the entire Amazon experience) that keeps customers the engaged.. Those reasons include: Amazon gets personal. Checkout is easy. Social proof – lots of it.? Back to our blog 138 FREE ebooks on User Experience, Usability, User Interface Design and more. by Stefan Rössler on August 6, 2018 – . Human behavior is amazing. That’s probably why it’s so easy to fall in love with user-centered design. - Ux Design For Growth How To Optimize Your Product For Customer Conversion