



[28/06/2015 15:06:33] Weekend Testing Europe: Weekend Testing Europe joined the conversation

[28/06/2015 15:07:33] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: WARMING UP"

[28/06/2015 15:09:36] System: skype:?chat&blob=sgswWoaC3iqhLyXxDi_QdkbAjOFF8bAjU3I_dbaPbQJ71fGqS8vi8cdD8N0NO PvuPmCWeff9IQ

[28/06/2015 15:11:22] Weekend Testing Europe: Weekend Testing Europe added Emma Keaveny, Neil Studd to this conversation

[28/06/2015 15:11:36] Weekend Testing Europe: Weekend Testing Europe added Daniel Billing to this conversation

[28/06/2015 15:12:05] Trisha agarwal: Trisha agarwal joined the conversation

[28/06/2015 15:14:32] Neil Taylor: Neil Taylor joined the conversation

[28/06/2015 15:14:36] Arax Aldovino: Arax Aldovino joined the conversation

[28/06/2015 15:15:12] nidhi1102: nidhi1102 joined the conversation

[28/06/2015 15:18:47] Martin Mäe: Martin Mäe joined the conversation

[28/06/2015 15:19:45] Christian Kram: Christian Kram joined the conversation

[28/06/2015 15:20:14] Srinivas Kadiyala: Srinivas Kadiyala joined the conversation

[28/06/2015 15:20:18] Raicu Alexandru: Raicu Alexandru joined the conversation

[28/06/2015 15:21:08] skg kamar: skg kamar joined the conversation

[28/06/2015 15:21:19] skg kamar: hey !

[28/06/2015 15:22:24] Weekend Testing Europe: Hi everyone!

[28/06/2015 15:22:32] Emma Keaveny: Good day

[28/06/2015 15:22:40] Daniel Billing: Good afternoon

[28/06/2015 15:22:47] skg kamar: good day to all!

[28/06/2015 15:22:54] Arax Aldovino: Hello!

[28/06/2015 15:22:58] Martin Mäe: hi

[28/06/2015 15:23:01] Christian Kram: hello everyone

[28/06/2015 15:23:09] Neil Taylor: Hi.

[28/06/2015 15:23:35] Srinivas Kadiyala: Hi..

[28/06/2015 15:25:34] skg kamar: webpages link ,technology hoodwinks us.

[28/06/2015 15:26:04] skg kamar: rules control us.

[28/06/2015 15:26:42] skg kamar: but still we are under problem cyber!

[28/06/2015 15:26:50] skg kamar: How do we get rid of this!

[28/06/2015 15:28:24] Weekend Testing Europe: Heavy stuff for a WTEU session! I think we'll stick with the Dark Patterns if you don't mind Skg..?

[28/06/2015 15:28:36] Emma Keaveny: lol

[28/06/2015 15:28:41] Emma Keaveny: that could be another session :)

[28/06/2015 15:28:52] skg kamar: great dear emma1

[28/06/2015 15:28:56] skg kamar: emma!

[28/06/2015 15:29:36] Emma Keaveny: Emma Keaveny added live:mcgeedenise021412 to this conversation

[28/06/2015 15:30:29] erik.horompoli: erik.horompoli joined the conversation

[28/06/2015 15:30:43] Daniel Billing: Looking forward to this...I know little of dark patterns

[28/06/2015 15:30:47] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: INTRODUCTIONS"

[28/06/2015 15:30:55] Weekend Testing Europe: Welcome to Weekend Testing Europe! It's great to see so many of you with us today.

[28/06/2015 15:30:59] Emma Keaveny: I think thats the thing

[28/06/2015 15:31:04] Ash Winter: Ash Winter joined the conversation

[28/06/2015 15:31:11] Weekend Testing Europe: I'm Amy, I'll be facilitating today's session.

[28/06/2015 15:31:21] Ash Winter: Hey guys
[28/06/2015 15:31:22] Weekend Testing Europe: I'm here to help you with any questions or connectivity issues. For the real session lead I'm very happy to say that we have Emma Keaveny here to explore Dark Patterns.
[28/06/2015 15:31:28] skg kamar: SKG KAMAR
[28/06/2015 15:31:29] Emma Keaveny: Whoop whoop
[28/06/2015 15:31:34] Weekend Testing Europe: Welcome Emma!
[28/06/2015 15:31:38] skg kamar: TEST HOBBYIST
[28/06/2015 15:31:40] Daniel Billing: Hi Amy, Emma, everyone :)
[28/06/2015 15:31:45] Emma Keaveny: Alright Dan :D
[28/06/2015 15:31:45] Weekend Testing Europe: And hi everyone else!
[28/06/2015 15:31:52] Emma Keaveny: we have some new people here
[28/06/2015 15:31:54] Emma Keaveny: so this should be good :)
[28/06/2015 15:31:56] Weekend Testing Europe: Let's start with a quick round of introductions
[28/06/2015 15:31:58] Daniel Billing: welcome
[28/06/2015 15:32:59] Weekend Testing Europe: We have several new faces - welcome! Feel free to ping me if you have any questions. WTEU sessions can move fast! As always though there is no pressure here. Ask questions, share thoughts, or observe if you prefer.
[28/06/2015 15:33:22] skg kamar: HEY DUDES
[28/06/2015 15:33:23] Emma Keaveny: Hey there I am Emma, I am an enthusiastic eager new starter to testing, (some may know me as the swearing tester from TestBash). After taking a career break from manufacturing I found my footing within the testing movement. I currently work for Interica on archive and retrieval software. This can prove challenging at times having to learn and navigate around various operating systems and databases. It is an ideal place to learn and hone in on new testing skills and tools that I have picked up and is enjoying every minute of it. I am also co-organiser of BrighTest which is now called BrighTest Actually, a Brighton based testing meetup where fellow testers get together either for a few drinks, games or some interesting talks. Wherever I can get involved in testing you will see me there, always looking to improve my skill set, learning new techniques and trying them out. You can catch me on twitter @EmJayKay80
[28/06/2015 15:33:25] Weekend Testing Europe: Weekend Testing Europe added Claire Banks to this conversation
[28/06/2015 15:34:05] Srinivas Kadiyala: Hi Everyone, I'm Srinivas Kadiyala. Software Tester working at Unilog LLC, Mysore. Testing ecommerce solutions. Working as Functional Tester having 3+ yrs exp on majorly Web and learning other stuff. Blog: www.testingeduindia.blogspot.in
You can find me as: @srinivasskc
[28/06/2015 15:34:54] Arax Aldovino: Hello! I'm Arax Aldovino, I work as a Queue Coordinator in an IT Company here in Canada. I have little to no experience at all with testing, although I have joined some test cycles on utest and I join to some other testing sessions. Trying my best to learn the field as much as I can. :)
[28/06/2015 15:34:56] Daniel Billing: I'm Dan Billing, @thetestdoctor on Twitter. Co-facilitator with WTEU. Test Engineer at New Voice Media. We make contact centre technology. I've become known as someone who knows a bit about security. I help organise South West Test/Bristol tester gatherings, and will be running the first SWEWT in September. Some stuff is happening soon which I CANNOT talk about yet too (Intriguing eh?)
[28/06/2015 15:34:57] Christian Kram: hi, I am Christian, tester turned product owner from Wolfsburg, Germany. @chr_kram on twitter or www.testknight.de
[28/06/2015 15:35:16] nidhi1102: Hi I am Nidhi, I live in the UK as well. I have been working as a tester for 2-3 years.
[28/06/2015 15:35:24] Martin Mäe: Hi, I'm Martin from Estonia. Working for company called Nortal and testing differnt web based applications for more than 8 years
[28/06/2015 15:35:39] Ash Winter: Ash Winter, tester of a few years but still happy to report you can fill warehouses with what I don't know, twitter is @northern_tester :)
[28/06/2015 15:35:40] Daniel Billing: One of Helena's team Martin?
[28/06/2015 15:35:50] Martin Mäe: Dan, that is correct
[28/06/2015 15:35:55] Weekend Testing Europe: Ash, haha true for me too ;)

[28/06/2015 15:35:58] Daniel Billing: AWESOME!
[28/06/2015 15:35:58] Trisha agarwal: Hi , I am trisha and i working in 2 Years in testing and i tweet@ trisha_1212
[28/06/2015 15:36:10] Raicu Alexandru: Hi I am Alex I am student and started to learn testing
[28/06/2015 15:36:12] Emma Keaveny: We have a nice mix here today :)
[28/06/2015 15:36:29] Christian Kram: yeah, I guess it would take more than a warehouse for me. more of an ocean maybe ;)
[28/06/2015 15:36:35] Weekend Testing Europe: We sure do!
[28/06/2015 15:36:51] Emma Keaveny: I am excited to see how this goes, thats for sure :)
[28/06/2015 15:36:55] Daniel Billing: go big...galaxy/universe maybe?
[28/06/2015 15:37:04] Weekend Testing Europe: Christian, now we're getting into the difficult area of the known unknowns
[28/06/2015 15:37:09] Emma Keaveny: lol
[28/06/2015 15:37:13] Emma Keaveny: and so it begins
[28/06/2015 15:37:13] Emma Keaveny: lol
[28/06/2015 15:37:21] Christian Kram: testing...the final frontier...
[28/06/2015 15:37:31] skg kamar: THEITHAT
[28/06/2015 15:37:32] Weekend Testing Europe: :D
[28/06/2015 15:37:35] skg kamar: IS BIG GALAXY
[28/06/2015 15:37:52] Emma Keaveny: i feel a hitch hikers moment in here
[28/06/2015 15:37:53] Emma Keaveny: lmfao
[28/06/2015 15:37:53] Neil Taylor: Hi I'm Neil, I'm a Test Lead working at Interica in Uckfield, Sussex. (@neilt83)
[28/06/2015 15:38:03] Emma Keaveny: hey Neil :) Glad to see you could make it :)
[28/06/2015 15:38:08] Daniel Billing: Uckfield (woot!)
[28/06/2015 15:38:22] Weekend Testing Europe: So now that we all know each other let's get started!
[28/06/2015 15:38:22] Emma Keaveny: Whoop Whoop :)
[28/06/2015 15:38:29] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: DISCUSSION TIME"
[28/06/2015 15:38:34] Weekend Testing Europe: Over to you Emma!
[28/06/2015 15:38:44] Emma Keaveny: ok
[28/06/2015 15:38:50] Emma Keaveny: Today's session will be all about Dark Patterns, Does anyone know what a Dark Pattern is?
[28/06/2015 15:38:56] erik.horompoli: Hello guys, this is Erik from Hungary, I'm mainly doing functional testing on consumer finance / risk management software. I was studying sociology, I'm trying to find ways to capitalize on that in the world of testing. I also quit my job recently and will concentrate this summer on resurrect a local meetup, here in Budapest.
@erikhun
Thanks for adding! :)
[28/06/2015 15:39:13] Weekend Testing Europe: Cool, welcome Erik
[28/06/2015 15:39:18] Daniel Billing: No idea really Emma
[28/06/2015 15:39:25] Emma Keaveny: any thoughts
[28/06/2015 15:39:26] Emma Keaveny: ?
[28/06/2015 15:39:29] Emma Keaveny: give it a shot :)
[28/06/2015 15:39:33] Emma Keaveny: hehehe
[28/06/2015 15:39:51] Arax Aldovino: Upon googling the other day about this dark patterns, it looks like they are things on the webpages that can be misleading (?)
[28/06/2015 15:39:54] erik.horompoli: a path you can take on a website which takes you somewhere / makes you do something you didn't want to?
[28/06/2015 15:40:02] Emma Keaveny: brilliant
[28/06/2015 15:40:04] erik.horompoli: I cannot be more general :)
[28/06/2015 15:40:05] skg kamar: tHAT WHICH IS DARK
[28/06/2015 15:40:12] Ash Winter: Something that triggers consequences you didn't intend?
[28/06/2015 15:40:16] skg kamar: nO ONE DESIRES
[28/06/2015 15:40:21] Trisha agarwal: dark patterns are unknown in design/ flows where user will stuck in functionality and not come back in normal state

[28/06/2015 15:41:16] Christian Kram: maybe you could even call it a trap
[28/06/2015 15:41:21] Emma Keaveny:
That's right, Dark Patterns are User Interfaces that are designed to trick people.
[28/06/2015 15:41:21] Ash Winter: Like reading in your phone contacts to an app, then
texting them all a link maybe?
[28/06/2015 15:41:33] skg kamar: That which is cheating!
[28/06/2015 15:41:33] Daniel Billing: do you have any examples Emma?
[28/06/2015 15:41:42] Emma Keaveny: well I will get to that
[28/06/2015 15:41:58] Emma Keaveny: let me jus elaborate
[28/06/2015 15:41:59] Emma Keaveny: There are anti patterns and dark patterns. Anti
patterns are generally mistakes. They are good idea in theory but in practice they are not.
Dark Patterns are intentional, the purpose is to deceive the user.
[28/06/2015 15:42:17] Emma Keaveny: At WTEU-57 we were testing the LinkedIn Mobile
App, I chose to test the "Add Connections" feature. It was here where I got caught with a
Friend Spam Dark Pattern!
[28/06/2015 15:42:45] Emma Keaveny: There was an Invite Contacts page, which had a
simple Invite All button at the bottom of the page, when I pressed that button it had sent a
text message to all my contacts who did not have a LinkedIn account. There was no
warning that I would be charged, no safety box are you sure you want to send the text
messages. So as a result I got charged £5.94, this is a small amount and I had only 56
contacts "not yet on LinkedIn", could you imagine if I had a lot more?
[28/06/2015 15:43:16] Daniel Billing: so, the friend spam was intentional on the part of
Linked In - to generate links to more users?
[28/06/2015 15:43:19] Trisha agarwal: Create account is there but no delete account , i
hope this would be one example
[28/06/2015 15:43:27] Ash Winter: Interesting. Is this deceptive though?
[28/06/2015 15:43:29] Emma Keaveny: Thast the thing Dan I dont really know
[28/06/2015 15:43:38] erik.horompoli: and get some money :)
[28/06/2015 15:43:40] Emma Keaveny: tried getting in contact with Linked in but found it
very difficult
[28/06/2015 15:43:47] Ash Winter: Or just non-obvious or explicit?
[28/06/2015 15:43:50] Emma Keaveny: this was a pilot feature so not sure
[28/06/2015 15:44:16] skg kamar: i doubt if linkedin is so careless!
[28/06/2015 15:44:24] Ash Winter: Context I guess, some more intentionally deceptive
than others!
[28/06/2015 15:44:26] skg kamar: Its of reputation!
[28/06/2015 15:44:34] skg kamar: May be it is a malware
[28/06/2015 15:44:38] skg kamar: on your system
[28/06/2015 15:44:44] Emma Keaveny: As I researched the subject more it scared me at
how many dark patterns were out there, and if you weren't careful you could end up
buying, subscribing or downloading something you had no intention of getting in the first
place. It also surprised me at how little this was discussed in the testing community, when
I asked the question have you heard of a dark pattern, most people had to google it! So
what better way to get the word out than on here.
[28/06/2015 15:44:46] Daniel Billing: we found many problems in that application that
would indicate otherwise
[28/06/2015 15:45:46] Emma Keaveny: There is a website <http://darkpatterns.org> that
names and shame companies that use dark patterns and also explains what different dark
patterns are out there. It was set up by a guy called Harry Brignull who is a UX
Consultant, working between Brighton and London. As it stands at the moment there are
14 different types of Dark Patterns that web designers use
[28/06/2015 15:45:51] Ash Winter: I guess the mysterious toolbars that get installed with
some freeware products?
[28/06/2015 15:45:52] Daniel Billing: I have an analogy then - you purchase an expensive
household item, a tv or fridge say...and in the past the retailer would upsell you a warranty
you didnt really need?
[28/06/2015 15:46:01] nidhi1102: so if a company decides to use dark patterns can a
tester tell them not to?
[28/06/2015 15:46:12] Daniel Billing: thus spending more money with the retailer
[28/06/2015 15:46:47] Weekend Testing Europe: @Dan, yeah I think it's often that in a

digital world. Ryanair makes it really hard not to buy insurance when buying a flight.
[28/06/2015 15:46:49] Emma Keaveny: ah yes Dan, there is always a clause
[28/06/2015 15:47:01] Daniel Billing: mystery toolbars - nasty - sadly not a thing of the past, and usually chocker with malware
[28/06/2015 15:47:04] skg kamar: Hi Is it legal to use!
[28/06/2015 15:47:05] Emma Keaveny: Well here are some of my fave dark patterns....
[28/06/2015 15:47:11] Emma Keaveny: Forced Continuity - Sign up for a free trial, required to enter credit card details and when free trial is up they automatically start getting billed for the paid service. No adequate reminder, or rapid easy way to cancel.

Friend Spam - Texting contacts to join LinkedIn

Hidden Costs - Unexpected charges at the last step of the checkout

Misdirection - Ryanair "Dont Insure me", hidden in the drop down

Roach Motel - Easy to get into, hard to get out of

[28/06/2015 15:47:20] skg kamar: such darkpatterrnrs
[28/06/2015 15:47:41] Christian Kram: we all had that ring tone subscription from nowhere at some time, didn't we?
[28/06/2015 15:47:50] Ash Winter: Crazy Frod
[28/06/2015 15:47:52] Ash Winter: Frog
[28/06/2015 15:47:53] Daniel Billing: I had a similar issue with Ryanair when trying to check in for a flight, they wouldn't let me do so without choosing a seat, which would have cost me upwards of £12 via their mobile app
[28/06/2015 15:47:55] Ash Winter: :)
[28/06/2015 15:48:09] erik.horompoli: @nidhi1102 good question, I think if you spot one, you have to let people around you know. Decision is not yours, I guess.
[28/06/2015 15:48:33] Ash Winter: You can decide if you want to work for a company like that though.....
[28/06/2015 15:48:39] nidhi1102: thats true
[28/06/2015 15:48:54] Emma Keaveny: well see what do we do as testers
[28/06/2015 15:49:49] Emma Keaveny: i am testing only a year and have no clue
[28/06/2015 15:49:54] Emma Keaveny: ya cant leave your job
[28/06/2015 15:49:57] Emma Keaveny: but what options are there?!
[28/06/2015 15:49:59] skg kamar: I as a tester would check for infringement action,laws,consumer protection act,
[28/06/2015 15:50:14] Trisha agarwal: +1
[28/06/2015 15:50:28] Daniel Billing: compliances are a useful heuristic for testers
[28/06/2015 15:50:40] Trisha agarwal: On 28/06/2015, at 15:49, skg kamar wrote:
> infringement action,laws,consumer protection act,
yes,will come also under a dark patterns
[28/06/2015 15:50:41] Daniel Billing: I use them a lot for testing the payment systems I work on
[28/06/2015 15:50:41] Weekend Testing Europe: Yep, things that are actually illegal are probably easier to fight against.
[28/06/2015 15:51:03] Emma Keaveny: well see most of these arent breaking the law
[28/06/2015 15:51:07] Emma Keaveny: they have done their research
[28/06/2015 15:51:21] Emma Keaveny: there seems to always be a loop hole of some kind
[28/06/2015 15:51:30] skg kamar: a civil suit, federal law,an arbitration proceddings
[28/06/2015 15:51:34] Daniel Billing: they would be within the letter of the law, but not necessarily the spirit?
[28/06/2015 15:51:38] Emma Keaveny: ah yes
[28/06/2015 15:51:40] Weekend Testing Europe: I suppose the obvious first step is to talk to someone about it. The product owner or someone who wrote the requirements
[28/06/2015 15:51:41] Emma Keaveny: I agree
[28/06/2015 15:51:46] Christian Kram: it boils down to ethics, then.
[28/06/2015 15:52:02] Emma Keaveny: are there are a set of ethics we follow?
[28/06/2015 15:52:07] Emma Keaveny: our own?
[28/06/2015 15:52:07] Ash Winter: I think so, and what you are comfortable with.

[28/06/2015 15:52:11] Emma Keaveny: company ethics?
[28/06/2015 15:52:13] Weekend Testing Europe: Weekend Testing Europe added Ajay Balamurugadas to this conversation
[28/06/2015 15:52:22] Chinua Odi: Chinua Odi joined the conversation
[28/06/2015 15:52:25] Daniel Billing: personal etics
[28/06/2015 15:52:32] Daniel Billing: ethics
[28/06/2015 15:52:33] Ash Winter: Indeed, I know people who won't work for gaming companies or pay day lenders
[28/06/2015 15:52:43] Emma Keaveny: See this is the problem, what if you are uncomfrtable
[28/06/2015 15:52:45] Emma Keaveny: then what?
[28/06/2015 15:52:48] Emma Keaveny: (excuse typos)
[28/06/2015 15:52:48] nidhi1102: if it was purposely built in by design, then the testers will have a hard time explaining to the POs
[28/06/2015 15:52:50] Christian Kram: personal ones. I once declined a job for a gambling plattform
[28/06/2015 15:52:51] Daniel Billing: yes, I am one of those Ash
[28/06/2015 15:52:56] Emma Keaveny: and I dont want to hear you quit, this really isnt that realistic
[28/06/2015 15:53:07] skg kamar: customers good will for a firm should be considered!
[28/06/2015 15:53:22] skg kamar: There would be dilution doctrine!
[28/06/2015 15:53:34] Emma Keaveny: has anyone here had this problem already?
[28/06/2015 15:53:36] Daniel Billing: those ethics of an organisation we belong to - my ethics in Scouting extend to my personal and professional life
[28/06/2015 15:53:42] Weekend Testing Europe: I think you need to think about the 'Why'. Is there a reason the company is using this approach. Is it totally bad or are they using it for a good reason?
[28/06/2015 15:53:50] skg kamar: If they continue to do this embedded tirkcs
[28/06/2015 15:53:54] Emma Keaveny: ah yes, believe it or not it can be a good thing :)
[28/06/2015 15:54:08] Emma Keaveny: honestly if I had come across this I have no idea what I would do
[28/06/2015 15:54:18] Emma Keaveny: obvs I would ask about it, but then after that..what?! :s
[28/06/2015 15:54:44] skg kamar: probably check for such darpatterns!
[28/06/2015 15:55:18] erik.horompoli: then .. not too much I guess? You give as clear information about it as possible, and see how it plays out
[28/06/2015 15:55:18] Weekend Testing Europe: Emma, maybe the different Dark Patterns hold different weight?
[28/06/2015 15:55:29] Emma Keaveny: how do you mean?
[28/06/2015 15:55:31] Emma Keaveny: different weight?
[28/06/2015 15:55:41] Weekend Testing Europe: Well are they all as bad as each other?
[28/06/2015 15:56:04] erik.horompoli: an unwanted e-mail is not so bad as a unwanted payment
[28/06/2015 15:56:25] nidhi1102: +1
[28/06/2015 15:56:39] skg kamar: one remedy would be to see for high priority problems1
[28/06/2015 15:56:41] skg kamar: !
[28/06/2015 15:56:43] Weekend Testing Europe: Hidden costs are annoying but widely used. I don't think I would quit a job over that.
[28/06/2015 15:57:04] Christian Kram: I guess it's a matter of crossing the line (which you set for yourself). it's either trying to push things back over the line or you leaving
[28/06/2015 15:57:07] Emma Keaveny: what would you quit on Amy?
[28/06/2015 15:57:11] Daniel Billing: it depends on the impact...
[28/06/2015 15:57:12] Emma Keaveny: what would any of you quit om?
[28/06/2015 15:57:24] Emma Keaveny: would there be a situation where that would be called for?
[28/06/2015 15:57:42] Trisha agarwal: depend on the email , if we have sent the email about sensitive customer data, some apolozies without committing anything and company can afford to give as a gift to a customer as doing unwanted payment
[28/06/2015 15:58:09] Daniel Billing: if our role or place within a team had been comprimised by identifying a dark pattern, yet it was allowed to continue perhaps

[28/06/2015 15:58:21] nidhi1102: I have a family to feed. I would do everything I can to let the company know that what they are doing sounds unethical, but I would leave only if I had another job offer.

[28/06/2015 15:58:40] skg kamar: a patch

[28/06/2015 15:58:47] skg kamar: could save face of the firm

[28/06/2015 15:58:49] skg kamar: 1

[28/06/2015 15:58:50] skg kamar: !

[28/06/2015 15:59:07] Daniel Billing: I don't think this is a technical problem, it is a human problem

[28/06/2015 15:59:26] Weekend Testing Europe: I think it would depend if I was aware that the industry I was joining (not the company) acted in this way before I joined. If you accept a job at a gambling company then you basically accept their ethics when you sign the contract.

[28/06/2015 15:59:55] skg kamar: On 28/06/2015, at 15:59, Weekend Testing Europe wrote:

> I think it would depend if I was aware that the industry I was joining (not the company) acted in this way before I joined. If you accept a job at a gambling company then you basically accept their ethics when you sign the contract.

[28/06/2015 16:00:02] Neil Taylor: I think it is probably more about having the courage to point out where you see dark patterns so that the company and management can make the decision on whether what they are doing is legal and/or unethical.

[28/06/2015 16:00:22] skg kamar: do you mean gambling firms have unethical contracts?

[28/06/2015 16:00:22] skg kamar: !

[28/06/2015 16:00:24] Weekend Testing Europe: If the use of Dark Patterns extended to thinking of users as fools or something then I would probably start looking for another job.

[28/06/2015 16:00:33] Christian Kram: and if those dark patterns are intended to be there?

[28/06/2015 16:00:37] Arax Aldovino: I would probably quit if something is illegal and would seriously consider its impact as what Dan said but would still stay if it's an inconvenience to the users (such as an unwanted subscription), although I would probably talk to people who should be concerned and let them know my thoughts about it.

[28/06/2015 16:00:41] Weekend Testing Europe: Neil, yes I think you're right.

[28/06/2015 16:01:19] Weekend Testing Europe: A tester's role is to report issues. If the person you're reporting them to understands the implications then I don't see that there's much else you can do

[28/06/2015 16:01:42] Erik Hörömpöli: @Neil: why would it take courage? What do you think can happen?

[28/06/2015 16:01:44] Ash Winter: I have worked in places that were disparaging to their customers. I don't anymore.

[28/06/2015 16:01:54] nidhi1102: And testers are not liable as well I would think?

[28/06/2015 16:02:10] Weekend Testing Europe: Ash, yeah I think I would have to get out of somewhere like that regardless of whether they're using Dark Patterns or not

[28/06/2015 16:02:32] skg kamar: There is nothing that can be done, May be it depends on each individual sense!

[28/06/2015 16:02:38] Weekend Testing Europe: Nidhi, I'm not sure but I think if you logged it as a bug then you are probably ok

[28/06/2015 16:02:41] Srinivas Kadiyala: how to find, if the applications having dark patterns

[28/06/2015 16:02:53] Christian Kram: so what if a testers task was to test that these patterns trap customers properly? On the one hand you would check that the system works properly, but on the other hand you make customers prey

[28/06/2015 16:02:57] Weekend Testing Europe: Aha, great question Srin

[28/06/2015 16:03:00] skg kamar: I don't think any civilized person will do that kind of things knowingly!

[28/06/2015 16:03:10] skg kamar: knowingly!

[28/06/2015 16:03:58] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: TESTING TIME"

[28/06/2015 16:04:05] Srinivas Kadiyala: :) amy ..

[28/06/2015 16:04:08] Weekend Testing Europe: OK! So we've had some great discussion so far

[28/06/2015 16:04:10] Trisha agarwal: what if the product have a launch in muntiple time frames , can we consider the functionality missing as dark pattern

[28/06/2015 16:04:18] Weekend Testing Europe: Now we're onto the fun part

[28/06/2015 16:04:25] skg kamar: Great!

[28/06/2015 16:04:32] skg kamar: \o/

[28/06/2015 16:04:37] Weekend Testing Europe: Form yourselves into pairs and we're going to try an hunt down these pesky dark patterns

[28/06/2015 16:05:11] Weekend Testing Europe: or threes if the numbers are off

[28/06/2015 16:05:14] skg kamar: Some one can join me!

[28/06/2015 16:05:24] nidhi1102: ok I will

[28/06/2015 16:05:49] Weekend Testing Europe: cool. As you find a pair set yourselves a new chat room with just the two of you plus me and Emma

[28/06/2015 16:06:08] Emma Keaveny: :D

[28/06/2015 16:06:09] nidhi1102: ok and we can test any website?

[28/06/2015 16:06:23] Weekend Testing Europe: You can :) Full details will be presented to your chat

[28/06/2015 16:06:27] Srinivas Kadiyala: can anyone add me up!

[28/06/2015 16:07:02] Emma Keaveny: Go hunt my friends :)

[28/06/2015 16:11:38] Arax Aldovino: Question, will this discussion be in the weekendtesting site? I will have to go for now, and might not be back and I would want to read everything later today or tomorrow.

[28/06/2015 16:12:09] Weekend Testing Europe: Arax, yes! All of this will be available afterwards

[28/06/2015 16:14:51] Arax Aldovino: Perfect! Sorry I wont be able to stay but I will definitely read the transcript. Thank you!

[28/06/2015 16:15:01] Weekend Testing Europe: no problem. Thanks for joining us :)

[28/06/2015 16:15:34] Emma Keaveny: Thank you Rx, been a pleasure :)

[28/06/2015 16:21:34] Weekend Testing Europe: If you're loosely following along but don't want to go for the full pair-testing experience then have a little think about the <http://darkpatterns.org/trick-questions/> Dark Pattern.

[28/06/2015 16:21:38] Weekend Testing Europe: How would you test for this?

[28/06/2015 16:21:54] Weekend Testing Europe: How would you report bugs against it? Are there oracles or heuristics we could use?

[28/06/2015 16:24:21] nidhi1102: This is actually very common

[28/06/2015 16:25:02] nidhi1102: I am very careful when there are subscription checkboxes presented near submit button. I always read them very carefully.

[28/06/2015 16:25:25] skg kamar: we should focus on heuristics and catch a bug based on oracle,to a extent

[28/06/2015 16:25:38] Martin Mäe: On 28/06/2015, at 16:24, nidhi1102 wrote:
> I am very careful when there are subscription checkboxes presented near submit button. I always read them very carefully.
Oh yes, otherwise you cant delete that spam coming along...

[28/06/2015 16:26:10] skg kamar: sure @martin

[28/06/2015 16:26:21] skg kamar: there is darkpattern beneath

[28/06/2015 16:26:51] nidhi1102: I am sure I will find some of that stuff in my inbox.. stuff that's difficult to unsubscribe

[28/06/2015 16:27:14] Martin Mäe: I bet on that for sure

[28/06/2015 16:28:22] Weekend Testing Europe: So emails that are difficult to unsubscribe from...Dark patterns?

[28/06/2015 16:28:27] Weekend Testing Europe: or UI anti-patterns?

[28/06/2015 16:28:46] Weekend Testing Europe: I mean is it intentionally trying to stop you unsubscribing?

[28/06/2015 16:28:50] skg kamar: none,they are failure

[28/06/2015 16:29:00] Martin Mäe: On 28/06/2015, at 16:28, Weekend Testing Europe wrote:
> or UI anti-patterns?
probably

[28/06/2015 16:29:03] nidhi1102: could be UI anti-patterns, but I would think they are intentional

[28/06/2015 16:29:12] Weekend Testing Europe: What makes you think that?

[28/06/2015 16:29:17] nidhi1102: so dark patterns
[28/06/2015 16:29:26] Trisha agarwal: As a user its dark patterns
[28/06/2015 16:29:40] Trisha agarwal: but the owner have done it intentionally, so for him its anti-pattern
[28/06/2015 16:29:49] Weekend Testing Europe: Maybe not always
[28/06/2015 16:30:19] Weekend Testing Europe: I'm stuck on a restaurant mailing list. There is no unsubscribe link but I don't feel it is a dark pattern. Feels like an oversight
[28/06/2015 16:31:06] Emma Keaveny: I have been asked a really good question....
[28/06/2015 16:31:08] Emma Keaveny: On 28/06/2015, at 16:25, Denise Bjornn wrote:
> Say said tester did find what appeared to be a dark pattern, reported it, and nothing was done. The tester still received pay for the testing the product, but the dark pattern still exists. Can the tester then report the problem to a site that reveals such scams? Or because payment was made, does that mean you are now obligated to move on? Does that make sense?

[28/06/2015 16:32:49] Weekend Testing Europe: Great questions, Denise
[28/06/2015 16:32:57] Emma Keaveny: :D
[28/06/2015 16:32:58] Weekend Testing Europe: I have no idea what the answer is
[28/06/2015 16:33:08] Weekend Testing Europe: I think it very much depends on your morals
[28/06/2015 16:33:14] nidhi1102: Tester did their job by reporting the dark pattern, if they were paid for it then thats the right thing
[28/06/2015 16:33:14] Martin Måe: I guess there are many options for the answer
[28/06/2015 16:33:16] Srinivas Kadiyala: Many shopping portals have third party integration to Online banking - Does in between any attacker can steal our information ?
[28/06/2015 16:33:24] nidhi1102: they should still be able to report it
[28/06/2015 16:33:26] Ajay Balamurugadas: Report anonymously
[28/06/2015 16:34:21] Weekend Testing Europe: Yeah I think reporting anonymously would be best but still you have to deal with your conscience that you tested and accepted payment
[28/06/2015 16:34:32] Weekend Testing Europe: If I felt that strongly I think I would quit
[28/06/2015 16:35:21] Emma Keaveny: is there anyone here who wouldnt have a problem with dark patters?
[28/06/2015 16:35:35] Emma Keaveny: I mean in seeing them, testing them ,reporting them and then moving on?
[28/06/2015 16:35:54] Weekend Testing Europe: Emma, I think some of the Dark Patterns on the <http://darkpatterns.org> would be like that for me
[28/06/2015 16:36:13] Weekend Testing Europe: If I understood why my company was acting in that way then I think there are times when I could accept it
[28/06/2015 16:36:27] Weekend Testing Europe: Sometimes a company is forced to do things like this by other companies
[28/06/2015 16:36:54] Weekend Testing Europe: So maybe your service wants Facebook integration and Facebook will only give it to you if you do x. Depending on your comapny size you might not have much leverage
[28/06/2015 16:38:50] Arax Aldovino: Arax Aldovino has left the conversation
[28/06/2015 16:39:36] Emma Keaveny: so its all down to the situation and the needs of the website or software?
[28/06/2015 16:39:57] Weekend Testing Europe: I think so
[28/06/2015 16:40:24] Emma Keaveny: interesting
[28/06/2015 16:40:37] Emma Keaveny: I suppose I wont know until that situation happens I guess
[28/06/2015 16:40:42] Martin Måe: and also whats the companies intention making that software/website maybe? making bigger profit?
[28/06/2015 16:40:47] Emma Keaveny: and then I will jus holla at you guys :)
[28/06/2015 16:40:53] Weekend Testing Europe: Please do :)
[28/06/2015 16:41:28] Emma Keaveny: lol dont worry i will :)
[28/06/2015 16:41:36] Emma Keaveny: but still this is great, seeing so many opinions...thoughts
[28/06/2015 16:41:46] live:mcgeedenise021412: I wouldn't have a problem with it. To me a dark pattern is just aggressive advertising. The well armed consumer should be aware of

them in his own nature. One risks his own pocket book by going online.

[28/06/2015 16:44:03] Weekend Testing Europe: I would rather they didn't exist but I think you're right. Knowing that these things are out there we need to be careful.

[28/06/2015 16:44:48] nidhi1102: I think there is definitely an issue of ethics around these

[28/06/2015 16:45:29] Ajay Balamurugadas: Are there any standards against these?

[28/06/2015 16:45:39] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: DISCUSSION TIME"

[28/06/2015 16:45:49] Weekend Testing Europe: OK, let's all come back to discuss what we found

[28/06/2015 16:46:06] live:mcgeedenise021412: Then said issue would fall to the creating company. The ethics of dark patterns lay not with the testers, but the created of the deceit, in my opinion.

[28/06/2015 16:46:06] Emma Keaveny: Whoop Whoop

[28/06/2015 16:46:29] Daniel Billing: howdy testers

[28/06/2015 16:46:36] Weekend Testing Europe: Hey, welcome back :)

[28/06/2015 16:46:52] Trisha agarwal: (y)

[28/06/2015 16:46:57] Emma Keaveny: hey everyone

[28/06/2015 16:47:15] Weekend Testing Europe: On 28/06/2015, at 16:41, live:mcgeedenise021412 wrote:

> I wouldn't have a problem with it. To me a dark pattern is just aggressive advertising. The well armed consumer should be aware of them in his own nature. One risks his own pocket book by going online.

Anyone else agree with this?

[28/06/2015 16:48:27] Emma Keaveny: ah I dont know about that

[28/06/2015 16:48:28] Daniel Billing: I think that is somewhat true, but we are all critical users of the web, of other services and tools...its up to us to be able to tune out the crap...it's why I never EVER listen to commercial radio

[28/06/2015 16:48:43] Emma Keaveny: Consumer shouldnt tricked no matter what they should or shouldnt know

[28/06/2015 16:49:00] Trisha agarwal: +1

[28/06/2015 16:49:03] nidhi1102: thats true Emma

[28/06/2015 16:49:07] Emma Keaveny: there can be so much on a page to intentionally confuse you, why should this be accepted!

[28/06/2015 16:49:15] Erik Hörömpöli: I can imagine "lighter" cases, or sophisticated ones where you could argue that its a dark pattern, but maybe even yourself wouldnt be totally convinced

[28/06/2015 16:50:01] Neil Taylor: I'm not sure I do. Not everyone out there using the internet is going to be a well armed well informed consumer. Its not fair to have features in a web site that trick people into getting unwanted products or be subjected to unwanted marketing.

[28/06/2015 16:50:11] Emma Keaveny: So in all the testing you have done, do we have any example

[28/06/2015 16:50:17] Emma Keaveny: who wants to show us what they saw?>

[28/06/2015 16:50:41] Daniel Billing: BRB

[28/06/2015 16:51:23] Ajay Balamurugadas: Trial versions - do they qualify?

[28/06/2015 16:51:35] Weekend Testing Europe: Ajay, I think they probably do

[28/06/2015 16:52:06] Weekend Testing Europe: <http://darkpatterns.org/forced-continuity/> is a big problem with Trial versions

[28/06/2015 16:52:07] Emma Keaveny: why wouldnt they?

[28/06/2015 16:52:39] Ajay Balamurugadas: Pro: they are as they tempt the user
Cons: did I cheat you? No, I clearly mentioned about the trial period

[28/06/2015 16:53:05] Ash Winter: 'Clearly' is in the eye of the person signing up

[28/06/2015 16:53:11] Srinivas Kadiyala: how about portable apps ?

[28/06/2015 16:53:30] Daniel Billing: Ash and I looked at Forced continuity

[28/06/2015 16:53:39] Daniel Billing: we were looking at Amazon services

[28/06/2015 16:53:45] Daniel Billing: namely prime and Audible

[28/06/2015 16:54:18] nidhi1102: Norton has forced continuity as well

[28/06/2015 16:54:33] Daniel Billing: lots of ways to get to join the service, as a free trial, online and paper advertising, but once your free trial has expired (which they do inform

you of) it is very hard to cancel your subscription

[28/06/2015 16:54:37] Weekend Testing Europe: Ajay, I think Trail versions that force you to cancel a subscription rather than sign up are poor branding. I expect software or services to sell itself

[28/06/2015 16:54:57] Daniel Billing: no obvious and clear ways to terminate subscriptions from for example settings or help pages

[28/06/2015 16:55:05] Weekend Testing Europe: Nidhi, yes, anti-virus software is very evil with forced continuity

[28/06/2015 16:55:12] Emma Keaveny: I was looking at misdirection with the LinkedIn app (I know again), I was unable to look at the privacy statement, kept wanting me yo Join Up!

[28/06/2015 16:55:16] Weekend Testing Europe: You usually get a better price for opting into auto-renew

[28/06/2015 16:55:39] Ash Winter: Is that preying on the human tendency to forget?

[28/06/2015 16:55:44] Weekend Testing Europe: I think so

[28/06/2015 16:55:50] Weekend Testing Europe: Seems pretty evil

[28/06/2015 16:56:03] Daniel Billing: if not forgetful, then have apathy about it

[28/06/2015 16:56:22] Srinivas Kadiyala: pluralsight has trial edition but we need to enter the credit card. If we don't cancel before the trial period, money will be deducted - after trial period (I think this, I read it long back)

[28/06/2015 16:56:27] Weekend Testing Europe: and the renewal date is usually about a month before your subscription ends. So even if you intend to cancel you can get caught out.

[28/06/2015 16:56:56] nidhi1102: thats pretty bad

[28/06/2015 16:57:09] Weekend Testing Europe: Oh and if you cancel the renewal before the end of your subscription your software stops working. Strange...

[28/06/2015 16:57:16] Emma Keaveny: you know it gets to a stage I am almost afraid to sign up to anything

[28/06/2015 16:57:27] Emma Keaveny: I have the magnifying glasses out to ensure I dont get caught in anything"

[28/06/2015 16:57:34] Ash Winter: Any really good examples?

[28/06/2015 16:57:48] Srinivas Kadiyala: I almost ignore, if they say: to enter credit card details while registration for trial periods

[28/06/2015 16:57:48] Weekend Testing Europe: Ryanair is always the classic

[28/06/2015 16:57:57] Emma Keaveny: ah Ryanair...I still worry like hell with them :)

[28/06/2015 16:58:12] Daniel Billing: I mentioned gym subscriptions to Ash, and also back in the 80s/90s we had mail order CD deliveries..this is the modern day equivalent

[28/06/2015 16:58:45] Daniel Billing: a dark pattern not just in applications, but in all marketing and sales

[28/06/2015 16:58:56] Weekend Testing Europe: Does anyone use dedicated email aliases when signing up for services? It's really interesting to be able to tie spam directly back to companies later

[28/06/2015 16:59:26] nidhi1102: what are these?

[28/06/2015 16:59:35] Daniel Billing: I have a separate email for things like free internet services at airports etc

[28/06/2015 16:59:47] nidhi1102: oh right

[28/06/2015 16:59:48] Daniel Billing: or entering competitions

[28/06/2015 16:59:50] Ash Winter: I have a different email for Newsletter sign ups

[28/06/2015 17:00:02] Ash Winter: just to lighten the spam a bit

[28/06/2015 17:00:04] Weekend Testing Europe: So you sign up with amy+o2@email.com for o2 things and amy+expedia@email.com for expedia

[28/06/2015 17:00:05] Emma Keaveny: I never thought of that but isnt that a lot more work jus to sign up an dstuff

[28/06/2015 17:00:26] Weekend Testing Europe: all email gets delivered to my amy@email.com account but I know where it's coming from

[28/06/2015 17:00:43] Daniel Billing: so you can easily filter it

[28/06/2015 17:00:44] Weekend Testing Europe: gmail lets you use the +word thing in all their email addresses

[28/06/2015 17:00:59] Emma Keaveny: god to me it does seem like a lot of effort

[28/06/2015 17:01:04] Weekend Testing Europe: ^ also useful if you're creating test users

[28/06/2015 17:01:08] Emma Keaveny: email for every news letter you want!

[28/06/2015 17:01:44] nidhi1102: I will try that out
[28/06/2015 17:01:50] nidhi1102: just to see how that works
[28/06/2015 17:02:11] Weekend Testing Europe: Did anyone come up with any oracles during their testing?
[28/06/2015 17:02:47] Weekend Testing Europe: I wonder if this is a time to have dark-oracles? Things that are famously bad that you could hold up in example to your company. So you could raise a bug saying "We're acting like Ryanair!" and people would take that seriously
[28/06/2015 17:03:02] Emma Keaveny: Jesus thats a great idea!
[28/06/2015 17:03:07] Trisha agarwal: +1
[28/06/2015 17:03:17] Emma Keaveny: I know Michael Bolton has Test Framing...any one know of this or have used it?
[28/06/2015 17:03:18] Ash Winter: Things like no reminders when moving from free to paid subscription
[28/06/2015 17:03:23] Emma Keaveny: Loving Dark Oracles! :)
[28/06/2015 17:03:31] Ash Winter: Timing and quality of information
[28/06/2015 17:03:37] Daniel Billing: (blog post there Emma)
[28/06/2015 17:03:45] Trisha agarwal: +1
[28/06/2015 17:03:59] Emma Keaveny: lol
[28/06/2015 17:04:02] Daniel Billing: lack of clarity when signing up for things
[28/06/2015 17:04:09] Ash Winter: Positive examples help too :)
[28/06/2015 17:04:31] nidhi1102: should companies care about not having dark patterns for any reason other than ethics?
[28/06/2015 17:05:04] Daniel Billing: visual cues - Ash..the big red button would also impact ?
[28/06/2015 17:05:22] Weekend Testing Europe: Nidhi, I think it is bad branding
[28/06/2015 17:05:34] nidhi1102: like bad reputation.. do we have any evidence that people avoid ryanair because of its reputation?
[28/06/2015 17:05:36] Ajay Balamurugas: Xyz company is proud to claim 0 dark patterns unlike our competitors. What a nice selling point?
[28/06/2015 17:05:46] Ash Winter: Well yes, one click to make money or lose money?
[28/06/2015 17:06:01] Trisha agarwal: +1
[28/06/2015 17:06:01] Ash Winter: Most companies build the one click payment first
[28/06/2015 17:06:02] Emma Keaveny: ok taking it slightly different...
[28/06/2015 17:06:06] Emma Keaveny: any GOOD DARK PATTERNS?
[28/06/2015 17:06:38] Ash Winter: What about cashing in your bet? Giving the 'punter' control of when a bet pays out.
[28/06/2015 17:07:17] Daniel Billing: betting firms hate to pay out...they do anything not to ;)
[28/06/2015 17:07:18] Trisha agarwal: bidding
[28/06/2015 17:07:31] Ash Winter: But they always win
[28/06/2015 17:07:34] Weekend Testing Europe: How about if it was a Dark Pattern that benefits the user? So auto adding a discount to their basket
[28/06/2015 17:07:36] Daniel Billing: yep
[28/06/2015 17:07:37] Ash Winter: its called overrounding
[28/06/2015 17:07:37] Emma Keaveny: house always wins!
[28/06/2015 17:07:38] Weekend Testing Europe: Is that still Dark?
[28/06/2015 17:07:40] Ash Winter: :)
[28/06/2015 17:07:46] Emma Keaveny: ah good point
[28/06/2015 17:07:49] Weekend Testing Europe: You're using a Dark Pattern to do good
[28/06/2015 17:07:49] Emma Keaveny: here is an example
[28/06/2015 17:07:55] Emma Keaveny: organ donors
[28/06/2015 17:08:01] Daniel Billing: yes...we had one in Bill and I's security workshop at Lets Test NTD
[28/06/2015 17:08:22] Emma Keaveny: most of the European countries have an opt out for donation where England has an opt in
[28/06/2015 17:08:36] Daniel Billing: you could hack the discount code to allow you 100% or more discounts...through simple poor encryption of the code
[28/06/2015 17:08:43] Emma Keaveny: the number of lives that have been saved because of the opt out technique is significantly higher than over here

[28/06/2015 17:08:49] Daniel Billing: it's what they call presumed consent
[28/06/2015 17:09:00] Daniel Billing: Wales and Scotland have that in the UK
[28/06/2015 17:09:05] Weekend Testing Europe: Makes sense to me
[28/06/2015 17:09:16] Emma Keaveny: so that really does ask the question is, is that a dark pattern?
[28/06/2015 17:09:30] Maja: Maja joined the conversation
[28/06/2015 17:09:32] Weekend Testing Europe: now we're back to asking what is a Dark Pattern..
[28/06/2015 17:09:40] Daniel Billing: in many ways, yes it does, but some folks feel that you should always make a positive choice to donate
[28/06/2015 17:09:45] Emma Keaveny: lol nice circle :)
[28/06/2015 17:09:46] Daniel Billing: prior to death
[28/06/2015 17:10:07] Daniel Billing: sorry, this has a big implication to mine and my wife's lives
[28/06/2015 17:10:19] Weekend Testing Europe: I think if a Dark Pattern is there to make a user act in a way that they wouldn't necessarily do freely then presumed consent IS a Dark Pattern
[28/06/2015 17:10:20] Emma Keaveny: Wasnt there talk of pre registering people to vote other than waiting for them to register
[28/06/2015 17:10:39] Emma Keaveny: again is this seen as a good thing or a bad thing?
[28/06/2015 17:10:59] Weekend Testing Europe: Emma, there was. Again I suppose the question is what is the implications
[28/06/2015 17:11:25] Weekend Testing Europe: Is registering to vote a barrier or do people want to use the figures in some other way.
[28/06/2015 17:11:36] Weekend Testing Europe: I think it was Ash who said Context was important
[28/06/2015 17:11:44] Ash Winter: I usually do :)
[28/06/2015 17:11:52] Weekend Testing Europe: :D Quite rightly too
[28/06/2015 17:12:22] Ash Winter: Its a question of intent and how that matches your own personal code?
[28/06/2015 17:12:29] Ash Winter: For example
[28/06/2015 17:12:45] Ash Winter: I was told once that if the gaming company I worked for
[28/06/2015 17:13:00] Ash Winter: had a bug in its software that mean't it paid out too little
[28/06/2015 17:13:05] Ash Winter: to its customers
[28/06/2015 17:13:10] Ash Winter: that was lower priority
[28/06/2015 17:13:17] Ash Winter: than if it paid out too much
[28/06/2015 17:13:37] Daniel Billing: that's pretty shady
[28/06/2015 17:13:39] Ash Winter: That's pretty dark!
[28/06/2015 17:13:44] Emma Keaveny: damn thats not on
[28/06/2015 17:13:52] Emma Keaveny: whether more or less it should be treated equally
[28/06/2015 17:13:53] Emma Keaveny: damn
[28/06/2015 17:13:58] Emma Keaveny: so what did you do?
[28/06/2015 17:14:00] Daniel Billing: like building an OS or other software that people need...like office
[28/06/2015 17:14:02] Ash Winter: So its a personal and organisational behaviour thing
[28/06/2015 17:14:16] Daniel Billing: and making it intenttentionally buggy so that people will always upgrade
[28/06/2015 17:14:20] Ash Winter: At the time I raised the bug and let others decide
[28/06/2015 17:14:36] Ash Winter: but I would take more affirmative action now
[28/06/2015 17:14:38] Emma Keaveny: how did you feel about it?
[28/06/2015 17:14:42] Emma Keaveny: did you follow up?
[28/06/2015 17:14:45] Emma Keaveny: or jus move on?
[28/06/2015 17:14:47] Ash Winter: Pretty bad to be honest
[28/06/2015 17:15:07] Ash Winter: and just moved on
[28/06/2015 17:15:12] Emma Keaveny: and now?
[28/06/2015 17:15:13] Ash Winter: Always stayed with me though
[28/06/2015 17:15:24] Ash Winter: I don't do bad work anymore
[28/06/2015 17:15:30] Ash Winter: includes misleading people
[28/06/2015 17:15:37] Ash Winter: by omission as well
[28/06/2015 17:15:47] Emma Keaveny: was that considered bad work?

[28/06/2015 17:15:50] Ajay Balamurugadas: Have to leave... Learned something new. Thanks team. See you again.

[28/06/2015 17:15:54] Ash Winter: It was by me.

[28/06/2015 17:15:59] Emma Keaveny: See ya Ajay, thanks for being here

[28/06/2015 17:15:59] Weekend Testing Europe: Thanks, Ajay. Good to see you

[28/06/2015 17:16:08] Emma Keaveny: ah I see Ash

[28/06/2015 17:16:37] Ash Winter: Its quite personal but dark patterns raise these questions

[28/06/2015 17:16:45] Ash Winter: What are you comfortable with?

[28/06/2015 17:16:50] Emma Keaveny: you see and thats the problem, there is no concise answer

[28/06/2015 17:16:57] Emma Keaveny: its all on you by the looks of it

[28/06/2015 17:17:00] Ash Winter: Agree

[28/06/2015 17:18:14] Ash Winter: My blog on it here <http://testingisbelieving.blogspot.co.uk/2015/05/bad-work.html>

[28/06/2015 17:18:19] Daniel Billing: I'd be uncomfortable with anything that allowed a security flaw to remain - but that doesn't necessarily benefit the company, but just an example of allowing myself to do bad work

[28/06/2015 17:18:34] Daniel Billing: not allowing rather

[28/06/2015 17:18:43] Weekend Testing Europe: Ok, so we've manage to define Dark Patterns - thanks to <http://darkpatterns.org/> and we all seem to be in agreement that what you do beyond raising a bug is a very personal decision

[28/06/2015 17:18:54] Daniel Billing: the CDT school of folks JB/MB talk about bad work a lot

[28/06/2015 17:18:56] Weekend Testing Europe: Anyone got any tips for spotting Dark Patterns

[28/06/2015 17:19:08] Emma Keaveny: Keep your eyes peeled! lol

[28/06/2015 17:19:17] Daniel Billing: well, I think you have to think like an evil person sometimes

[28/06/2015 17:19:21] Ash Winter: If it seems dodgy, it probably is

[28/06/2015 17:19:25] Weekend Testing Europe: Thanks, Ash. I'll add that to our session resources

[28/06/2015 17:19:28] Daniel Billing: think evil to be able to find evil ;)

[28/06/2015 17:19:31] live:mcgeedenise021412: Is it though? At what point does society start pointing fingers? When does the greater mass come after the little guy for the trickery? Anybody fear this?

[28/06/2015 17:19:36] Emma Keaveny: if there is a lot of noise on the screen that needs to be questioned

[28/06/2015 17:19:46] Erik Hörömpöli: we have a change request from the client now where I work, for ticking some tickboxes by default therefore connecting a product (a TV, for example) to a credit card application. If someone starts to apply for a credit card, the officer will face a screen where the empty dropboxes are there

[28/06/2015 17:19:52] Daniel Billing: small print, lack of clarity

[28/06/2015 17:19:56] Ash Winter: Think about what is not there, as well as what is

[28/06/2015 17:20:03] Erik Hörömpöli: for more products

[28/06/2015 17:20:21] Erik Hörömpöli: only this , I guess wouldnt call a dark-pattern

[28/06/2015 17:20:33] Erik Hörömpöli: this might be just the beginning of it :)

[28/06/2015 17:20:47] Weekend Testing Europe: Erik, what are you going to do?

[28/06/2015 17:21:40] Erik Hörömpöli: as you cannot advance from the simulation screen without actually choosing a product, i dont think its too bad

[28/06/2015 17:22:23] Weekend Testing Europe: (y)

[28/06/2015 17:22:25] Erik Hörömpöli: i think the client wanted to make sure that the officer will ask the consumer about buying a product with the credit card limit

[28/06/2015 17:23:02] Erik Hörömpöli: so these kind of areas can be interesting as well :)

[28/06/2015 17:23:25] Weekend Testing Europe: Yeah, very interesting

[28/06/2015 17:23:27] Weekend Testing Europe: I think some companies are trying to do some serious good in the world but initially they need to force sign up in some way to keep them operating.

[28/06/2015 17:24:46] Emma Keaveny: it looks like a tough balance, enforce dark patterns to get users, or dont do it and risk not having any visitors to your site, or buying ur product

[28/06/2015 17:25:39] nidhi1102: I feel using dark patterns even for bad purposes does not have enough bad consequences
[28/06/2015 17:26:01] Emma Keaveny: what you mean nidhi?
[28/06/2015 17:26:15] Daniel Billing: legally?
[28/06/2015 17:26:21] Ash Winter: But most companies stay on the right side of the law, but are morally dubious.
[28/06/2015 17:26:31] nidhi1102: I mean as long as it is not illegal
[28/06/2015 17:26:39] nidhi1102: yeah
[28/06/2015 17:26:39] Daniel Billing: sometimes firms close over such things...Hotel Hippo last year
[28/06/2015 17:27:11] nidhi1102: I work for a car dealership company they are very careful about the legal stuff
[28/06/2015 17:27:13] Daniel Billing: they had customer information available in the clear, and payment information there for all to see...same with moonpig
[28/06/2015 17:27:15] Weekend Testing Europe: I think that's where consumer power comes in. If you don't like it, don't use it
[28/06/2015 17:27:55] Ash Winter: If your reputation is damaged enough. I think Denise mentioned it, the public turning on a company and voting with their feet
[28/06/2015 17:28:00] nidhi1102: I have not really caught any dark patterns kind of thing, thats because the website does not deal with money
[28/06/2015 17:28:12] Weekend Testing Europe: We're almost out of time! Thanks everyone, this has been an intense session!
[28/06/2015 17:28:13] Ash Winter: Its not always money though
[28/06/2015 17:28:20] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: SUMMARY/CLOSING"
[28/06/2015 17:28:31] Daniel Billing: yes, a great session... :)
[28/06/2015 17:28:31] Weekend Testing Europe: We'll get the session write-up and additional reading out to you as soon as we can. In the meantime please feel free to email us with ideas of sessions you would like to see in the future.

If you write a blog/report about this session, let us know (either by email to europetesters@gmail.com, or by including @europetesters in a tweet) and we'll link to your article from the session page.

[28/06/2015 17:29:05] nidhi1102: That was great and informative session. Thanks for arranging it
[28/06/2015 17:29:14] Emma Keaveny: Guys it has been great!
[28/06/2015 17:29:15] Trisha agarwal: +1
[28/06/2015 17:29:21] Trisha agarwal: Thank you for the session
[28/06/2015 17:29:21] Weekend Testing Europe: Thanks for leading us Emma!
[28/06/2015 17:29:27] Weekend Testing Europe: I've learnt loads
[28/06/2015 17:29:34] Emma Keaveny: ah I didnt lead you guys were awesome
[28/06/2015 17:29:39] Emma Keaveny: this has been such an eye opener
[28/06/2015 17:29:40] Erik Hörömpöli: Thanks guys, it was nice to "meet" you!
[28/06/2015 17:29:47] Weekend Testing Europe: and you, Erik!
[28/06/2015 17:29:48] Emma Keaveny: thank you all for opinions, thoughts, :)
[28/06/2015 17:29:54] Daniel Billing: likewise, thanks Emma (want to do it again)
[28/06/2015 17:29:56] Daniel Billing: ?
[28/06/2015 17:30:02] Emma Keaveny: lol we will see Dan :)
[28/06/2015 17:30:07] Weekend Testing Europe: Weekend Testing Europe set topic to "WTEU-58: END"
[28/06/2015 17:30:11] Emma Keaveny: this was such a good session lets see ;)
[28/06/2015 17:30:19] Ash Winter: That was really great guys, thank you. As with most ethics questions, you can go deep!
[28/06/2015 17:30:26] Daniel Billing: you see guest facilitation becomes a dark pattern to perm facilitator recruitment
[28/06/2015 17:30:26] Weekend Testing Europe: We're out of time! Thank you all for attending, I hope you've enjoyed it as much as I have. Keep an eye on WeekendTesting.com for details of next month's session.
[28/06/2015 17:30:28] Emma Keaveny: I cant wait to re read through all of your thoughts :)
[28/06/2015 17:30:35] Daniel Billing: take care

[28/06/2015 17:30:50] Emma Keaveny: Thanks Amy for the opportunity for this session
[28/06/2015 17:30:52] Srinivas Kadiyala: Thanks all..
[28/06/2015 17:30:58] Emma Keaveny: another reason Weekend TEsting ROCKS! :)
[28/06/2015 17:31:07] Neil Taylor: Has been a really interesting topic and discussion.
Thanks.
[28/06/2015 17:32:17] Weekend Testing Europe: Thanks for coming :)
[28/06/2015 17:32:31] Emma Keaveny: Good night all :)
[28/06/2015 17:32:37] Emma Keaveny: THank you all again! :)
[28/06/2015 17:32:43] nidhi1102: GN!
[28/06/2015 17:32:50] Srinivas Kadiyala: Good night :)

Individual Group discussions:

Group 1:

[28/06/2015 16:18:59] Erik Hörömpöli: Erik Hörömpöli added Weekend Testing Europe to this conversation
[28/06/2015 16:19:08] Weekend Testing Europe: Hi! Another pair :)
[28/06/2015 16:19:23] Erik Hörömpöli: hey!
[28/06/2015 16:19:33] Neil Taylor: Ah success! Thanks :-)
[28/06/2015 16:19:47] Weekend Testing Europe: We're asking people to take a Dark pattern and think about how we would test it. Are there things that we should think about when testing/reporting issues on this particular Dark pattern
[28/06/2015 16:20:03] Weekend Testing Europe: <http://darkpatterns.org/sneak-into-basket/> might be an interesting one?
[28/06/2015 16:24:44] Trisha agarwal: Hi
[28/06/2015 16:25:37] Neil Taylor: Looking into this particular type of pattern I beleive there is now some UK (I think possibly European) legislation around e-commerce that does not permit the use of some of these patterns:
[28/06/2015 16:25:39] Neil Taylor: <http://www.90percentofeverything.com/2014/08/26/some-dark-patterns-now-illegal-in-uk-interview-with-heather-burns/>
[28/06/2015 16:26:08] Erik Hörömpöli: (we are 3 now, is that alright?)
[28/06/2015 16:26:19] Neil Taylor: yeah sure.
[28/06/2015 16:26:20] Weekend Testing Europe: Perfect :)
[28/06/2015 16:26:59] Erik Hörömpöli: developer tool of the browser to go through the elements would be handy
[28/06/2015 16:35:26] Erik Hörömpöli: so I would first take the happy path
[28/06/2015 16:35:49] Erik Hörömpöli: but ask my company if there is a bank account that I could use and amybe even spend some money from it
[28/06/2015 16:36:00] Erik Hörömpöli: as that could happen :)
[28/06/2015 16:38:18] Neil Taylor: I think a test environment where you have complete freedom to try different paths a customer may take in the course of purchasing would be essential.
[28/06/2015 16:39:07] Erik Hörömpöli: ah, right
[28/06/2015 16:39:40] Erik Hörömpöli: making them illegale makes them go away though?
[28/06/2015 16:39:47] Neil Taylor: And if you came to the testing with the mindset of looking out for potential traps that deviate you from the specific transaction you are making.
[28/06/2015 16:40:49] Neil Taylor: Making them illegal I guess makes them even more important to test for - as there could be cost implications to the company running the website.
[28/06/2015 16:42:09] Weekend Testing Europe: OK, a couple more minutes then we're going to re-group for a debrief discussion.
[28/06/2015 16:42:24] Erik Hörömpöli: yes, then start with looking at the legal situation
[28/06/2015 16:42:42] Erik Hörömpöli: i just read that pre-populated check-boxes are not OK, for example
[28/06/2015 16:42:57] Erik Hörömpöli: so, compliance heuristics? :)
[28/06/2015 16:43:12] Neil Taylor: yes. compliance heuristics for sure would come into

play.

[28/06/2015 16:44:03] Erik Hörömpöli: ask PO if there were incidents before

[28/06/2015 16:45:03] Erik Hörömpöli: On 28/06/2015, at 16:39, Neil Taylor wrote:

> And if you came to the testing with the mindset of looking out for potential traps that deviate you from the specific transaction you are making.

could you re-word this Neil, i didnt understand it?

[28/06/2015 16:45:11] Erik Hörömpöli: sry non-native speaker here :)

[28/06/2015 16:46:39] Emma Keaveny: OK guys time to regroup

[28/06/2015 16:46:50] Neil Taylor: So say you were purchasing an items from a retailer and you specifically only wanted to purchase a single item - ensuring there are no dark patterns occuring during that transaction.

Group 2:

[28/06/2015 16:09:06] Srinivas Kadiyala: Srinivas Kadiyala added Weekend Testing Europe, Martin Mäe to this conversation

[28/06/2015 16:09:17] Srinivas Kadiyala: Srinivas Kadiyala added Emma Keaveny to this conversation

[28/06/2015 16:09:42] Srinivas Kadiyala: Hi WT/Emma..

I and martin - grouped here!

[28/06/2015 16:10:16] Weekend Testing Europe: Hi!

[28/06/2015 16:10:31] Weekend Testing Europe: Ok, we would like you to think about the Hidden Costs Dark pattern

[28/06/2015 16:10:44] Weekend Testing Europe: <http://darkpatterns.org> will give you some ideas to get started

[28/06/2015 16:10:50] Weekend Testing Europe: Think about ways we can test for it

[28/06/2015 16:11:06] Weekend Testing Europe: As testers how concerned should we be? Are there legal implications etc

[28/06/2015 16:11:23] Srinivas Kadiyala: ok

[28/06/2015 16:11:34] Martin Mäe: copy that

[28/06/2015 16:12:48] Srinivas Kadiyala: @martin: which library shall we experiement ?

[28/06/2015 16:13:14] Martin Mäe: On 28/06/2015, at 16:10, Weekend Testing Europe wrote:

> Hidden Costs Dark pattern

I guess this one

[28/06/2015 16:13:20] Srinivas Kadiyala: ok

[28/06/2015 16:13:49] Weekend Testing Europe: Could I suggest Misdirection...?

[28/06/2015 16:13:58] Weekend Testing Europe: We already have a pair thinking about Hidden Costs

[28/06/2015 16:14:11] Srinivas Kadiyala: ok

[28/06/2015 16:14:16] Martin Mäe: ok, ok

[28/06/2015 16:14:33] Weekend Testing Europe: oops, sorry ignore me! I see you are the pair I asked to think about Hidden costs!

[28/06/2015 16:14:47] Weekend Testing Europe: (facepalm)

[28/06/2015 16:14:59] Martin Mäe: No worries, hidden cost it is then

[28/06/2015 16:15:12] Srinivas Kadiyala: ok

[28/06/2015 16:15:45] Srinivas Kadiyala: im checking out: MAXCDN.com

[28/06/2015 16:16:02] Martin Mäe: This message has been removed.

[28/06/2015 16:17:01] Martin Mäe: oh, sorry, i was under wrong library

[28/06/2015 16:17:04] Srinivas Kadiyala: Is it in hidden costs ?

[28/06/2015 16:17:22] Martin Mäe: I'll check hotels.com

[28/06/2015 16:17:37] Srinivas Kadiyala: ok

[28/06/2015 16:21:29] Martin Mäe: On 28/06/2015, at 16:11, Weekend Testing Europe wrote:

> As testers how concerned should we be?

Thats a tricky question in my opinion.

If I work for a company and the comapnys aim is to make profit and based on that profit I

may get some bonus - well, I make the calculations...

I guess here is the question about ethincs. What to do? Try to make it better or keep it "correct" to ensure some additional income

[28/06/2015 16:23:51] Martin Mäe: As i'm looking to this hotels.com example - i'm somehow pretty sure that thats the policy for this company and as in the quote from their president - "Mr. Diener said it would not make sense for his site to show the final price first, "because consumers know there'll be taxes added on"

[28/06/2015 16:24:23] Martin Mäe: Kinda politically correct answer to the situation but not mostly OK for the user trying to find a good price

[28/06/2015 16:28:13] Srinivas Kadiyala: im trying out cleartrip.com

[28/06/2015 16:28:20] Srinivas Kadiyala: to check the same scenario

[28/06/2015 16:28:27] Srinivas Kadiyala: of hotels.com

[28/06/2015 16:34:30] Srinivas Kadiyala: I have checked each scenario of cleartrip, they mentioned - rate details of actual cost , discount, taxes.

[28/06/2015 16:35:44] Srinivas Kadiyala: i think - this gives a clear information on cost details

[28/06/2015 16:39:57] Martin Mäe: i guess i saw some misleading information on one hotels booking system i checked a week ago, let me see if i can find it. i guess they tried to trick you also with tax and cleaning fees etc

[28/06/2015 16:42:18] Weekend Testing Europe: OK, a couple more minutes then we're going to re-group for a debrief discussion.

[28/06/2015 16:46:30] Weekend Testing Europe: ok, we're re-grouping for the debrief

Group 3:

[28/06/2015 16:07:46] nidhi1102: nidhi1102 added Weekend Testing Europe, skg kamar to this conversation

[28/06/2015 16:07:53] skg kamar: hi

[28/06/2015 16:07:59] Weekend Testing Europe: Weekend Testing Europe added Emma Keaveny to this conversation

[28/06/2015 16:08:04] Weekend Testing Europe: Hi, our first pair!

[28/06/2015 16:08:07] skg kamar: thanks

[28/06/2015 16:08:09] Emma Keaveny: Whoop

[28/06/2015 16:08:11] Emma Keaveny: whoop

[28/06/2015 16:08:16] skg kamar: wow!

[28/06/2015 16:08:22] Emma Keaveny: where we gonna go hunting?

[28/06/2015 16:08:30] skg kamar: mouse trap

[28/06/2015 16:08:31] nidhi1102: amazon?

[28/06/2015 16:08:34] skg kamar: deeplinking

[28/06/2015 16:08:35] Emma Keaveny: why not

[28/06/2015 16:08:37] skg kamar: framing

[28/06/2015 16:08:39] Emma Keaveny: I am sure there are somethere

[28/06/2015 16:08:43] skg kamar: or typosquating

[28/06/2015 16:08:47] Emma Keaveny: ah yes framing...I want to hear more about that :)

[28/06/2015 16:08:51] skg kamar: few heuristics

[28/06/2015 16:09:13] Weekend Testing Europe: OK. Please think of some ways that would test for this Dark pattern

[28/06/2015 16:09:59] skg kamar: retrieval of information from one site to another.

[28/06/2015 16:10:21] skg kamar: using malware,popads...etc

[28/06/2015 16:10:50] skg kamar: find a site

[28/06/2015 16:11:04] skg kamar: which can expose this issue1

[28/06/2015 16:11:08] skg kamar: issue!

[28/06/2015 16:18:50] skg kamar: a user can login and selects a product t buy,it might link him to rougue server while using payement option!

[28/06/2015 16:19:17] nidhi1102: yeah

[28/06/2015 16:19:37] skg kamar: a user while browsing the pages on a e-commerce site,he might be linked to site which has popular events round the town!

[28/06/2015 16:19:45] skg kamar: like winter skating

[28/06/2015 16:20:27] skg kamar: i dont know any live ite

[28/06/2015 16:20:29] skg kamar: site
[28/06/2015 16:20:39] skg kamar: iam afraid it will spoil my system
[28/06/2015 16:20:47] nidhi1102: :D
[28/06/2015 16:20:53] skg kamar: Though you might find many on internet
[28/06/2015 16:42:13] Weekend Testing Europe: OK, a couple more minutes then we're going to re-group for a debrief discussion.
[28/06/2015 16:43:12] nidhi1102: I found some stuff on <http://darkpatterns.org> but thats not really my testing effort
[28/06/2015 16:46:27] Weekend Testing Europe: ok, we're re-grouping for the debrief

Group 4:

[28/06/2015 16:08:27] Daniel Billing: Daniel Billing added Weekend Testing Europe to this conversation
[28/06/2015 16:08:35] Ash Winter: Hey there
[28/06/2015 16:08:54] Daniel Billing: Daniel Billing added Emma Keaveny to this conversation
[28/06/2015 16:08:57] Daniel Billing: Hi
[28/06/2015 16:09:25] Daniel Billing: Emma, Amy . ash and I have paired up
[28/06/2015 16:09:28] Emma Keaveny: hey dan :)
[28/06/2015 16:09:29] Weekend Testing Europe: Hi!
[28/06/2015 16:09:30] Emma Keaveny: sweet
[28/06/2015 16:09:33] Emma Keaveny: this should be good :)
[28/06/2015 16:09:37] Weekend Testing Europe: We would like you to think about the Forced Continuity Dark Pattern
[28/06/2015 16:09:43] Weekend Testing Europe: Can you find examples of it?
[28/06/2015 16:09:47] Weekend Testing Europe: How would you test for it?
[28/06/2015 16:09:55] Daniel Billing: Forced Continuity?
[28/06/2015 16:09:59] Weekend Testing Europe: Anything else that we as testers need to be aware of with this pattern
[28/06/2015 16:10:02] Emma Keaveny: aha
[28/06/2015 16:10:09] Ash Winter: OK, sign up for something free, but have to pay, then hard to cancel
[28/06/2015 16:10:10] Weekend Testing Europe: <http://darkpatterns.org> might give you some pointers
[28/06/2015 16:10:20] Daniel Billing: ahh!
[28/06/2015 16:10:51] Ash Winter: Like Netflix maybe? Amazon Instant Video?
[28/06/2015 16:11:22] Ash Winter: You are given an 'offer' but then have to call or write to cancel
[28/06/2015 16:11:32] Daniel Billing: I'm not sure how a free month is a dark pattern...not being reminded that your free month is going to end would be dark I think
[28/06/2015 16:11:46] Ash Winter: That's a fair point
[28/06/2015 16:11:58] Ash Winter: So there is context here, what level of openness
[28/06/2015 16:12:13] Ash Winter: constitutes a dark pattern
[28/06/2015 16:12:18] Daniel Billing: its an inducement to join, not to leave afterward...the point is they want folks to stay
[28/06/2015 16:12:22] Ash Winter: and a light pattern for that matter
[28/06/2015 16:12:33] Ash Winter: if that's is even a thing
[28/06/2015 16:12:52] Ash Winter: So can we verify this?
[28/06/2015 16:13:16] Ash Winter: Plus I think its on a continuum of darkness
[28/06/2015 16:13:29] Daniel Billing: or maybe a scale/spectrum
[28/06/2015 16:13:30] Ash Winter: which is a great phrase!
[28/06/2015 16:13:41] Daniel Billing: good name for a horror/sci fi novel
[28/06/2015 16:13:50] Ash Winter: Spectrum of Darkness
[28/06/2015 16:13:55] Daniel Billing: all business and applications operate in shades
[28/06/2015 16:14:07] Ash Winter: So, when I signed up for Amazon Instant Video free trial
[28/06/2015 16:14:15] Ash Winter: it was explained multiple times
[28/06/2015 16:14:20] Ash Winter: what the process was
[28/06/2015 16:14:26] Ash Winter: and I got a reminded

[28/06/2015 16:14:37] Ash Winter: cancel now or be ready to pay
[28/06/2015 16:14:46] Daniel Billing: good, they are telling you...good firms should be doing this
[28/06/2015 16:14:49] Ash Winter: I was happy with the process
[28/06/2015 16:15:12] Ash Winter: Have I ever experienced the opposite?
[28/06/2015 16:15:26] Ash Winter: Tend to try and use reputable companies!
[28/06/2015 16:15:38] Daniel Billing: I can probably say that gym membership was probably the worst example of me
[28/06/2015 16:15:53] Ash Winter: Ah yes, that's how they make most of their money
[28/06/2015 16:15:58] Daniel Billing: no word on minimum term, or length of contract
[28/06/2015 16:16:00] Daniel Billing: etc
[28/06/2015 16:16:00] Ash Winter: From those that don't use it
[28/06/2015 16:16:26] Ash Winter: Also found tv subscriptions a bit like that
[28/06/2015 16:16:39] Ash Winter: Fairly explicit up front
[28/06/2015 16:16:43] Ash Winter: but no reminders
[28/06/2015 16:16:47] Ash Winter: they don't have to
[28/06/2015 16:16:57] Ash Winter: but how does one wish to treat their customers?
[28/06/2015 16:17:01] Daniel Billing: do you remember before the internet that you could mail order CD's 3 per month to your home
[28/06/2015 16:17:15] Daniel Billing: Britannia and other firms used to do it
[28/06/2015 16:17:19] Ash Winter: Yes I remember that!
[28/06/2015 16:17:37] Ash Winter: They were lethal, I know a few who got stung there
[28/06/2015 16:17:58] Daniel Billing: well...I am a member of Audible...and it is kind of the same..
[28/06/2015 16:18:19] Daniel Billing: although, i have no doubt i can terminate my subscription any time i like
[28/06/2015 16:18:25] Ash Winter: True
[28/06/2015 16:18:39] Ash Winter: Its an absence of information question I think
[28/06/2015 16:18:42] Daniel Billing: each month it charges me £7.99 for three credits, so that is 3 audio book
[28/06/2015 16:18:48] Daniel Billing: i know what I am getting
[28/06/2015 16:18:56] Daniel Billing: i know i can cancel
[28/06/2015 16:19:09] Ash Winter: Information and timing maybe
[28/06/2015 16:19:10] Daniel Billing: they didn't used to say it was a monthly fee though
[28/06/2015 16:19:21] Ash Winter: Exactly
[28/06/2015 16:19:37] Ash Winter: So, did they give you the right information at the right time?
[28/06/2015 16:19:48] Ash Winter: Tend to overload upfront and then go quiet
[28/06/2015 16:19:59] Ash Winter: is a pattern I see
[28/06/2015 16:20:04] Daniel Billing: I tend to think the best of people and firms...perhaps that is naive
[28/06/2015 16:20:22] Ash Winter: Most people and orgs are pretty good I think
[28/06/2015 16:20:29] Ash Winter: its just the bad examples that skew
[28/06/2015 16:20:36] Daniel Billing: there was a time where that wasn't the case...
[28/06/2015 16:20:37] Ash Winter: the perception for the rest
[28/06/2015 16:20:50] Daniel Billing: just looking at the dark patterns.org now...it was a bit slow
[28/06/2015 16:21:47] Daniel Billing: Credit expert is one that is mentioned, i have that, and should probably unsubscribe while i am not needing it
[28/06/2015 16:22:24] Ash Winter: Yes, another silent creeping drain on your bank account, been there before.
[28/06/2015 16:23:11] Ash Winter: Shall we have a have a look at Amazon for this then?
[28/06/2015 16:23:29] Ash Winter: They have loads of 'services'
[28/06/2015 16:23:36] Ash Winter: which you could sign up for
[28/06/2015 16:23:53] Ash Winter: Does 'single sign-on' count as a dark pattern?
[28/06/2015 16:24:02] Ash Winter: As in you get all this for a while
[28/06/2015 16:24:10] Ash Winter: then pay for different bits?
[28/06/2015 16:24:27] Daniel Billing: that is tricky...SSO seems a very helpful thing
[28/06/2015 16:25:09] Ash Winter: But it also needs a person to hold a lot of info in their brains about what they are signed up to!

[28/06/2015 16:25:16] Daniel Billing: its the recommendations that I don't like
[28/06/2015 16:25:19] Ash Winter: I know I can't hold that much in there
[28/06/2015 16:25:24] Ash Winter: not anymore :)
[28/06/2015 16:25:34] Daniel Billing: but its not forced continuity
[28/06/2015 16:25:51] Ash Winter: No, a separate pattern
[28/06/2015 16:25:59] Daniel Billing: one touch payments
[28/06/2015 16:25:59] Ash Winter: but it just popped in there
[28/06/2015 16:26:16] Ash Winter: If you go to Try Prime
[28/06/2015 16:26:36] Daniel Billing: yeah, I'm already prime...so what if I sign out of prime
[28/06/2015 16:26:37] Ash Winter: there is an explicit warning underneath the free trial button
[28/06/2015 16:26:40] Daniel Billing: see if it lets me
[28/06/2015 16:28:13] Daniel Billing: I am in Prime, seeing as i am already a member
[28/06/2015 16:28:26] Daniel Billing: I see no option to sign out of prime obvious to me
[28/06/2015 16:28:49] Ash Winter: Me too and agreed
[28/06/2015 16:29:00] Ash Winter: there is no obvious way to get out of Prime
[28/06/2015 16:29:10] Ash Winter: wherever you click Prime
[28/06/2015 16:29:16] Ash Winter: I just get recommendations
[28/06/2015 16:29:34] Daniel Billing: I went into settings, but no sign out of prime option that I can see
[28/06/2015 16:30:18] Daniel Billing: I think one way would be to edit/remove Billing info
[28/06/2015 16:30:46] Ash Winter: Again, not obvious though
[28/06/2015 16:31:00] Ash Winter: but maybe a big red cancel button would be bad for business eh?
[28/06/2015 16:31:06] Daniel Billing: yeah...
[28/06/2015 16:31:12] Daniel Billing: so once you are in, you are in
[28/06/2015 16:31:22] Ash Winter: Amazon are hard to call as well
[28/06/2015 16:31:33] Ash Winter: don't have much in the way of a call centre
[28/06/2015 16:31:37] Ash Winter: costs too much
[28/06/2015 16:31:52] Ash Winter: Interesting pattern
[28/06/2015 16:32:00] Ash Winter: lots of different facets
[28/06/2015 16:32:05] Ash Winter: like how much info
[28/06/2015 16:32:09] Ash Winter: when its given
[28/06/2015 16:32:15] Ash Winter: how much attention a user pays
[28/06/2015 16:32:30] Ash Winter: what they company is obliged to say
[28/06/2015 16:32:35] Daniel Billing: There is nothing in the Help either
[28/06/2015 16:33:01] Daniel Billing: plenty on purchasing and watching, but not managing your subscription
[28/06/2015 16:33:01] Ash Winter: But then Amazon already has your payment details
[28/06/2015 16:33:13] Ash Winter: So you sign up for a free service
[28/06/2015 16:33:21] Ash Winter: which uses your default payment method
[28/06/2015 16:33:33] Ash Winter: a free trial rather
[28/06/2015 16:33:37] Ash Winter: in Primes case
[28/06/2015 16:33:42] Daniel Billing: they already had them from when I have bought goods via Amazon
[28/06/2015 16:33:52] Ash Winter: then they just charge you
[28/06/2015 16:33:58] Daniel Billing: so, sharing payment methods across services is pretty dark
[28/06/2015 16:34:06] Daniel Billing: without permission of course
[28/06/2015 16:34:10] Ash Winter: Yes I think so
[28/06/2015 16:34:21] Daniel Billing: I guess it is implied maybe that i have given permission
[28/06/2015 16:34:45] Ash Winter: indeed but implied and specifically asked?
[28/06/2015 16:34:52] Weekend Testing Europe: Curious to know if you two think this stuff is being done despite users complaints? Or are no users actually complaining?
[28/06/2015 16:35:07] Weekend Testing Europe: Maybe because as Ash pointed out it's hard to complain
[28/06/2015 16:35:15] Daniel Billing: I can't tell at this stage, because I can't sign out or stop my subscription
[28/06/2015 16:35:26] Daniel Billing: i think it relies on my card expiring

[28/06/2015 16:35:31] Daniel Billing: shady I feel
[28/06/2015 16:36:08] Ash Winter: Yes, it appears to exist in the shadows a little
[28/06/2015 16:36:21] Ash Winter: In terms of complaints
[28/06/2015 16:36:27] Daniel Billing: i need a drink, brb
[28/06/2015 16:36:31] Ash Winter: I'm not sure people do
[28/06/2015 16:36:53] Ash Winter: I have worked on a subscription service before
[28/06/2015 16:36:59] Ash Winter: Credit Reporting
[28/06/2015 16:37:28] Ash Winter: which was pretty quiet, only generated reports when asked for
[28/06/2015 16:37:44] Ash Winter: So was for me of dubious value
[28/06/2015 16:37:54] Weekend Testing Europe: Yeah, I know at Songkick we really respond when people contact us. Yet very few do
[28/06/2015 16:38:33] Ash Winter: Its hard to keep all your accounts and subscriptions and their status in your head
[28/06/2015 16:38:46] Ash Winter: never mind actually decide how much value you get from them!
[28/06/2015 16:39:07] Daniel Billing: sorry, I was thirsty...needed some 'weak lemon drink' to continue
[28/06/2015 16:39:24] Ash Winter: Is that a code for gin?
[28/06/2015 16:39:40] Weekend Testing Europe: :D
[28/06/2015 16:39:59] Daniel Billing: I haven't watched Amazon Prime in a while, its a bit crafty in signing you up...still sends me junk mail (please stop I'm on the MPS)
[28/06/2015 16:40:09] Daniel Billing: no gin
[28/06/2015 16:40:51] Ash Winter: Sorry, I can't help it sometimes :)
[28/06/2015 16:41:12] Daniel Billing: https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0CCIQtwlwAA&url=http%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Da1xjcyuDM0&ei=iBWQVfTcFvLU7Abr75CYCg&usg=AFQjCNGeAAqlul8WgVwWTHFoiU00MTg18Q&sig2=Ft9fEJJGa9AX_HeGlbjQTW&bvm=bv.96783405,d.ZGU
[28/06/2015 16:42:04] Weekend Testing Europe: OK, a couple more minutes then we're going to re-group for a debrief discussion.
[28/06/2015 16:42:11] Daniel Billing: ok boss
[28/06/2015 16:42:25] Ash Winter: So, on the front of that darkpatterns site
[28/06/2015 16:42:35] Ash Winter: its about UI and UX to trap people?
[28/06/2015 16:42:58] Ash Winter: Is that on our Amazon site do you think?
[28/06/2015 16:43:03] Daniel Billing: I think Amazon rather than drawing you in
[28/06/2015 16:43:12] Daniel Billing: that once they have you, it is hard to leave
[28/06/2015 16:43:20] Daniel Billing: they are very good when you are signing up
[28/06/2015 16:43:32] Daniel Billing: very clear on expectations and what you will pay
[28/06/2015 16:43:36] Daniel Billing: but its hard to leave
[28/06/2015 16:44:02] Ash Winter: I guess these dark patterns have been around for a while eh?
[28/06/2015 16:44:14] Ash Winter: Ever since anyone has been selling anything?
[28/06/2015 16:44:27] Daniel Billing: well, as long as we have had people that want to exploit other people and their lack of awareness
[28/06/2015 16:45:19] Ash Winter: e-Commerce has given a new way to do it
[28/06/2015 16:45:19] Daniel Billing: i think amazon want to give a good service, but want you to remain in that service for time and memorial
[28/06/2015 16:45:26] Ash Winter: without the face to face bit
[28/06/2015 16:45:55] Ash Winter: Well I do have a Kindle and a Fire, Prime service
[28/06/2015 16:46:02] Ash Winter: So I'm all in
[28/06/2015 16:46:08] Ash Winter: just the audible account
[28/06/2015 16:46:10] Ash Winter: :)
[28/06/2015 16:46:12] Daniel Billing: yeah, i have a kindle, but no fire...
[28/06/2015 16:46:18] Daniel Billing: audible is very good
[28/06/2015 16:46:20] Weekend Testing Europe: ok, we're re-grouping for the debrief
[28/06/2015 16:46:31] Ash Winter: Enjoyed that mate:)
[28/06/2015 16:57:05] Daniel Billing: :)