THRESHOLD

Explorative User Research

tBTC v2 - Bridged/Wrapped BTC asset User Study

May 2022

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Agenda

- How we do research
- Bridged/Wrapped BTC Asset User Study Approach
- Deep Learnings
- Next steps
- Appendix
    - Interview Script

Design Research

Design Research helps teams build the right thing, the right way.

Explorative Design
helps building the *right thing*.

Iterative Design
helps building the *thing right*.

Design Research

Design Research helps teams build the right thing, the right way.

Explorative Research

Deep interviews or observations to understand user needs and behaviours

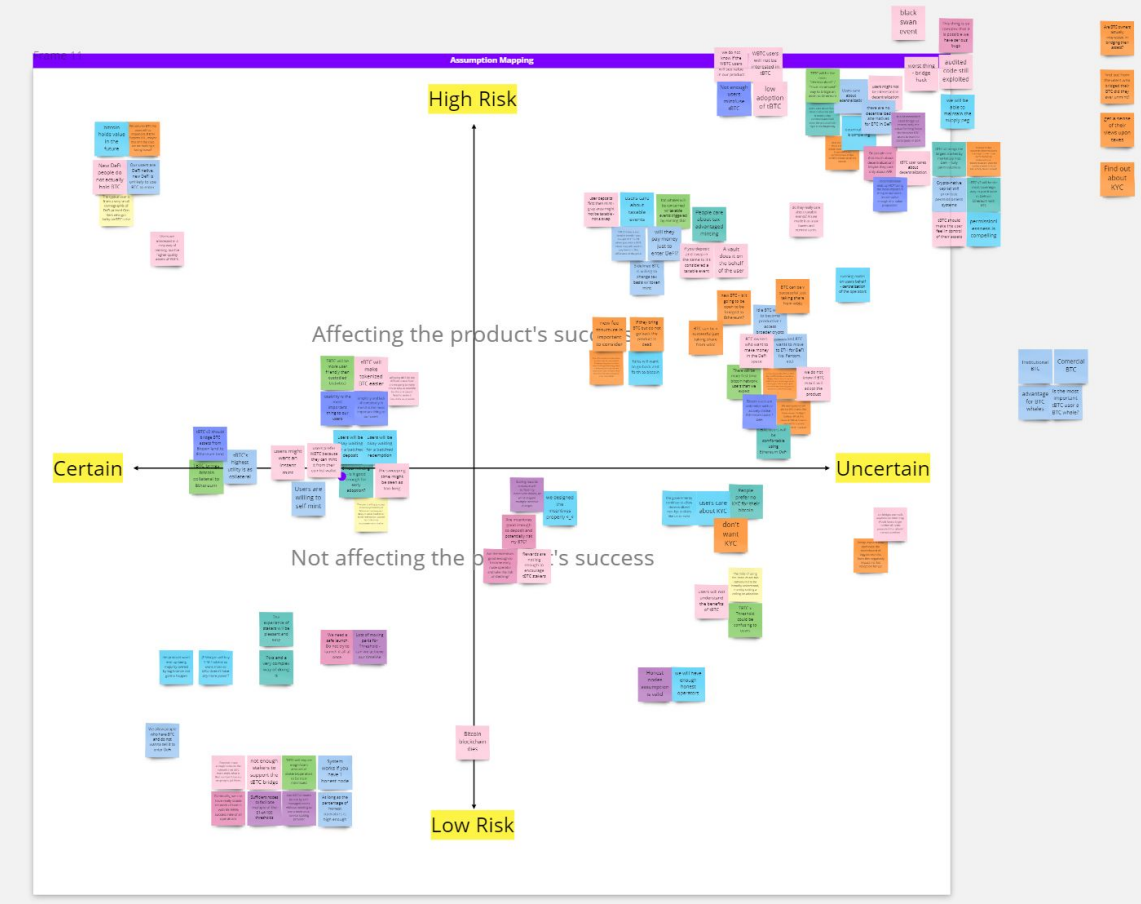
Iterative Research

User testing to determine whether what we've built meets user needs,is understood, and is easy to use

Research Benefits

- Enables better decision-making during production
- Ensures we build something usable and useful
- Reduces onboarding friction for roll-out
- Reduces risk and cost

Methodology



Following an Assumption Mapping workshop in which the team listed their potential uncertainties, blindspots, risks, 5 study questions were distilled to encompass our assumptions.

Study Questions

- What is the usual behavior of a BTC holder(not maxis) that entered DeFi?
- What is needed from a Bitcoin Bridge in order for users to get the most value and/or use it?
- What is the usual behavior of a Bitcoin Bridge user? What is the use case of a Bitcoin Bridge?
- What user context is important for shaping our products?

Study Goals

- are BTC users actually interested in bridging their assets?
- find out (renBTC, WBTC, or any other bridge) bridge user behaviours - do these users ever unmint their tokens?
- get a sense of the bridged assets BTC owners views on taxes.
- are taxable events important for them?
- is really permissionless non-custodial fully decentralized bridge a priority among the users who are bridging BTC assets?
- are really BTC owners against KYC? Or would they prefer to use a product with zero KYC over one with KYC?
- are incentives/rewards good enough to overcome the potential risks for tBTC stakers? - **separate study**
- are users preferring instant minting over decentralization?
- will users find the 8h sweeping time too long?

Research Methods and Users

WHAT WE DID

- We interviewed **12 users**
- Qualified users were individuals who **used BTC to ETH bridges or who owned WBTC, tBTC, renBTC but chose to swap**
- **60 minutes** video calls
- Detailed raw notes can be found in miro

Research Methods and Users

TOPICS COVERED IN THE INTERVIEW

Demographics

- only the places our participants lived were important in order to find the link between geographical area and the importance of taxable events

Crypto and blockchain experience

- their crypto discovery, experience with crypto and blockchain, opinion on Bitcoin and DeFi

Wrapped/Bridged BTC Assets

- the decision making process behind why they choose some wrapped/bridged assets over the others

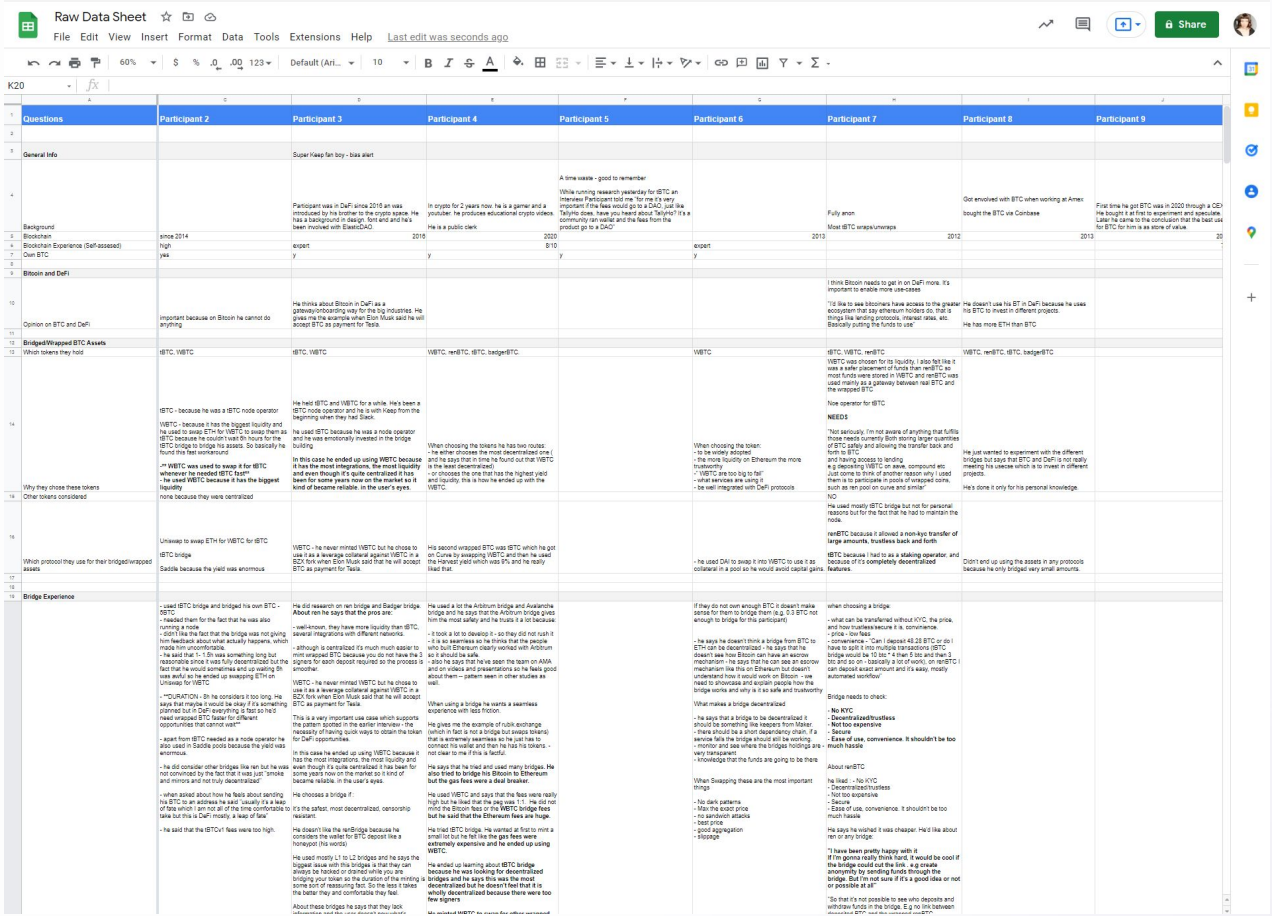
Bridge Experience

- We wanted to find out how is the experience with a bridge perceived and what are the recurring pain points and fears when interacting with a bridge

KYC/Taxes/Taxable events

- opinion on KYC, how do they behave relative to taxable events when deciding to do different on chain actions

Data Capture and Analysis



Raw Data Sheet

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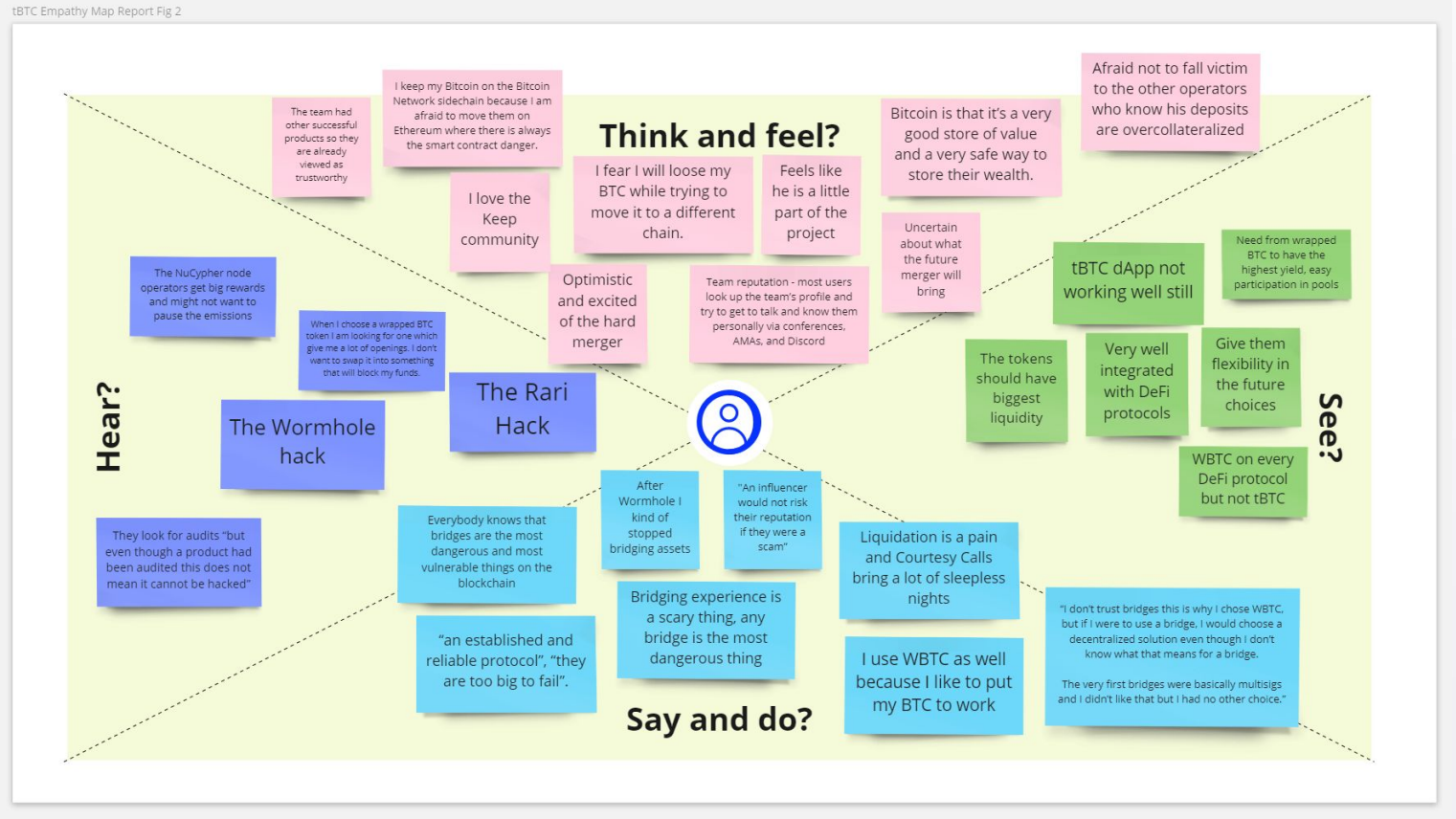
Questions	Participant 2	Participant 3	Participant 4	Participant 5	Participant 6	Participant 7	Participant 8	Participant 9
General Info		Super Keep fan boy - bias alert						
Background		Participant was in DeFi since 2016 an was introduced by his brother to the crypto space. He has a background in design, font and and he's been involved with ElasticDAO.	In crypto for 2 years now, he is a gamer and a youtuber: he produces educational crypto videos. He is a a public clerk	A time waste - good to remember While running research yesterday for tBTC an interviewi Participant told me "for me it's very important if the fees would go to a DAO, just like TallyHo does, have you heard about TallyHo? It's a community ran wallet and the fees from the product go to a DAO"		Fully anon Most tBTC wraps/unwraps	Got envolved with BTC when working at Amex bought the BTC via Coinbase	First time he got BTC was in 2020 through a CEX He bought it at first to experiment and speculate. Later he came to the conclusion that the best use for BTC for him is as store of value.
Blockchain	since 2014	2016	2020		2013	2012	2013	20
Blockchain Experience (Self-assesed)	high	expert	$10		expert			
Own BTC	yes	y	y	y	y			
Bitcoin and DeFi								
Opinion on BTC and DeFi	important because on Bitcoin he cannot do anything	He thinks about Bitcoin in DeFi as a gateway/onboarding way for the big industries. He gives me the example when Elon Musk said he will accept BTC as payment for Tesla.				I think Bitcoin needs to get in on DeFi more. It's important to enable more use-cases. "I'd like to see bitcoiners have access to the greater ecosystem that say ethereum holders do, that is things like lending protocols, interest rates, etc. Basically putting the funds to use"	He doesn't use his BT in DeFi because he uses his BTC to invest in different projects. He has more ETH than BTC	
Bridged/Wrapped BTC Assets								
Which tokens they hold	tBTC, WBTC	tBTC, WBTC	WBTC, renBTC, tBTC, badgerBTC.		WBTC	tBTC, WBTC, renBTC	WBTC, renBTC, tBTC, badgerBTC	
Why they chose these tokens	tBTC - because he was a tBTC node operator. WBTC - because it has the biggest liquidity and he used to swap ETH for WBTC to swap them as tBTC because he couldn't wait 9h hours for the tBTC bridge to bridge his assets. So basically he found this fast workaround **I WBTC was used to swap it for tBTC whenever he needed tBTC fast!!** - he used WBTC because it has the biggest liquidity	He held tBTC and WBTC for a while. He's been a tBTC node operator and he is with Keep from the beginning when they had Slack. He used tBTC because he was a node operator and he was emotionally invested in the bridge building **In this case he ended up using WBTC because it has the most integrations, the most liquidity and even though it's quite centralized it has been for some years now on the market so it kind of became reliable. In the user's eyes.**	When choosing the tokens he has two routes: - he either chooses the most decentralized one (and he says that in this he found out that WBTC is the least decentralized) - or chooses the one that has the highest yield and liquidity, this is how he ended up with the WBTC.		When choosing the token: - to be widely adopted - the more liquidity on Ethereum the more trustworthy - " WBTC are too big to fail" - what services are using it - be well integrated with DeFi protocols	WBTC was chosen for its liquidity. I also felt like it was a safer placement of funds than renBTC so most funds were stored in WBTC and renBTC was used mainly as a gateway between real BTC and the wrapped BTC. Now operator for tBTC **NEED5** "Not seriously, I'm not aware of anything that fulfills those needs currently Both storing larger quantities of BTC safely and allowing the transfer back and forth to BTC and having access to lending e.g depositing WBTC on aave, compound etc Just come to think of another reason why I used them is to participate in pools of wrapped coins, such as ren pool on curve and similar"	He just wanted to experiment with the different bridges but says that BTC and DeFi is not really meeting his usecase which is to invest in different projects. He's done it only for his personal knowledge.
Other tokens considered	none because they were centralized					NO		
Which protocol they use for their bridged/wrapped assets	Uniswap to swap ETH for WBTC for tBTC tBTC bridge Saddle because the yield was enormous	WBTC - he never minted WBTC but he chose to use it as a leverage collateral against WBTC in a BZX fork when Elon Musk said that he will accept BTC as payment for Tesla	His second wrapped BTC was tBTC which he got on Curve by swapping WBTC and then he used the Harvest yield which was 9% and he really liked that.		- he used DAI to swap it into WBTC to use it as collateral in a pool so he would avoid capital gains.	He used mostly bitcoin but not for personal reasons but for the fact that he had to maintain the node. renBTC because it allowed a non-kyc transfer of large amounts, trustless back and forth tBTC because I had to as a staking operator, and because of it's completely decentralized features.	Didn't end up using the assets in any protocols because he only bridged very small amounts.	
Bridge Experience								
	- used tBTC bridge and bridged his own BTC - tBTC - heeded them for the fact that he was also running a node - didn't like the fact that the bridge was not giving him feedback about what actually happens, which made him uncomfortable. - he said that 1-1.5h was something long but reasonable since it was fully decentralized but the fact that he would sometimes end up waiting 6h was awful so he ended up swapping ETH on Uniswap for tBTC - **DURATION - 6h he considers it too long. He says that maybe it would be okay if it's something planned but in DeFi everything is fast so he'd need wrapped BTC faster for different opportunities that cannot wait!" - apart from tBTC needed as a node operator he also used in Saddle pools because the yield was enormous. - he did consider other bridges like ren but he was not convinced by the fact that it was just "smoke and mirrors and not truly decentralized" - when asked about how he feels about sending his BTC to an address he said: 'usually it's a leap of faith which I am not all of the time comfortable to take but this is DeFi mostly, a leap of faith' - he said that the tBTCv1 fees were too high.	He did research on ren bridge and Badger bridge. About ren he says that the pros are: - well-known, they have more liquidity than tBTC, several integrations with different networks. - although is centralized it's much much easier to mint wrapped BTC because you do not have the 3 signers for each deposit required so the process is smoother. WBTC - he never minted WBTC but he chose to use it as a leverage collateral against WBTC in a BZX fork when Elon Musk said that he will accept BTC as payment for Tesla. This is a very important use case which supports the pattern scotted in the earlier interview - the necessity of having quick ways to obtain the token for DeFi opportunities. In this case he ended up using WBTC because it has the most integrations, the most liquidity and even though it's quite centralized it has been for some years now on the market so it kind of became reliable, in the user's eyes. He chooses a bridge if : It's the safest, most decentralized, censorship resistant. He doesn't like the renBridge because he considers the wallet for BTC deposit like a honeypot (his words). He used mostly L1 to L2 bridges and he says the biggest issue with this bridges is that they can always be hacked or drained while you are bridging your token so the duration of the minting is some sort of reassuring fact. So the less it takes the better they and comfortable they feel. About these bridges he says that they lack	He used a lot the Arbitrum bridge and Avalanche bridge and he says that the Arbitrum bridge gives him the most safety and he trusts it a lot because - it took a lot to develop it - so they did not rush it - it is as seamless as he thinks that the people who built Ethereum clearly worked with Arbitrum and it should be safe - also he says that he've seen the team on AMA and on videos and presentations so he feels good about them – pattern seen in other studies as well. When using a bridge he wants a seamless experience with less friction. He gives me the example of rubik exchange (which in fact is not a bridge but swaps tokens) that is extremely seamless so he just has to connect his wallet and then he has his tokens. - not clear to me if this is factful. He says that he tried and used many bridges. **He also tried to bridge his Bitcoin to Ethereum but the gas fees were a deal breaker.** He used WBTC and says that the fees were really high but he liked that the peg was 1:1. He did not mind the Bitcoin fees or the WBTC bridge fees **but he said that the Ethereum fees are huge.** He tried tBTC bridge. He wanted at first to mint a small lot but he felt like the **gas fees were extremely expensive and he ended up using WBTC.** He ended up learning about **tBTC bridge because he was looking for decentralized bridges and he says this was the most decentralized but he doesn't feel that it is wholly decentralized because there were too few signers**	If they do not own enough BTC it doesn't make sense for them to bridge them (e.g. 0.3 BTC not enough to bridge for this participant) - he says he doesn't think a bridge from BTC to ETH can be decentralized - he says that he doesn't see how Bitcoin can have an escrow mechanism - he says that he can see an escrow mechanism like this on Ethereum but doesn't understand how it would work on Bitcoin - we need to showcase and explain people how the bridge works and why a it is so safe and trustworthy What makes a bridge decentralized - he says that a bridge to be decentralized it should be something like keepers from Maker. - there should be a short dependency chain, if a service fails the bridge should still be working. - monitor and see where the bridges holdings are - very transparent - knowledge that the funds are going to be there When Swapping these are the most important things - No dark patterns - Max the exact price - no sandwich attacks - best price - good aggregation - slippage	when choosing a bridge: - what can be transferred without KYC, the price, and how trustless/secure it is, convenience. - price - low fees - convenience - "Can I deposit 48.28 BTC or do I have to split it into multiple transactions (tBTC bridge would be 10 btc * 4 then 5 btc and then 3 btc and so on - basically a lot of work), on renBTC I can deposit exact amount and it's easy, mostly automated workflow" Bridge needs to check: **- No KYC** **- Decentralized/trustless** **- Not too expensive** **- Secure** **- Ease of use, convenience. It shouldn't be too much hassle** About renBTC he liked: - No KYC - Decentralized/trustless - Not too expensive - Secure - Ease of use, convenience. It shouldn't be too much hassle He says he wished it was cheaper. He'd like about ren or any bridge: **"I have been pretty happy with it** **If I'm gonna really think hard, it would be cool if the bridge could cut the link , e.g create anonymity by sending funds through the bridge. But I'm not sure if it's a good idea or not or possible at all"** "So that it's not possible to see who deposits and withdraw funds in the bridge. E.g no link between	

Empathy Map BTC to ETH Bridge Users



Deep Learnings

Deep Learnings

“Everybody knows that bridges are the most dangerous and most vulnerable things on the blockchain”

Participant 6

“Bridging experience is a scary thing, any bridge is the most dangerous thing”

Participant 12

Deep Learnings

“I don’t trust bridges this is why I chose WBTC, but if I were to use a bridge, I would choose a decentralized solution even though I don’t know what that means for a bridge.

The very first bridges were basically multisigs and I didn’t like that but I had no other choice.”

Participant 9

Deep Learnings

BRIDGE USER PROFILE

The Bitcoin token holders we talked to range from very sophisticated users to upper-intermediate users in terms of their self-assessed blockchain knowledge.

The people we talked to are Ethereum first users except a single one of them who describes himself as a “Bitcoin maxi without the toxic part”

The general user opinion about Bitcoin is that it’s a very good store of value and a very safe way to store their wealth.

Many of them bridged their assets 2 years ago and never bridged them back since. Apart from the bridge operators (tBTC) the general behaviour is to bridge ones and leave the bridged assets in a pool (most mentioned pool was Curve)

Deep Learnings

BRIDGE USER PROFILE

Most of them got their BTC via a centralized exchange except from two of them who did BTC mining.

Reasons behind acquiring Bitcoin assets:

- a safe way to store their wealth
- To experiment and learn
- To invest in different projects
- To diversify their portfolios
- They consider it extremely safe - lack of hacks on the Bitcoin Network

Deep Learnings

DEFI AND BITCOIN

Most of the users apart from the BTC Maxi, say that Bitcoin is a good network but nothing can be built on top of it. Bitcoin needs to enable more use cases apart from the safe storage of value.

There is a need for a greater ecosystem like Ethereum to participate in lending protocols, get interest and rewards for their BTC tokens, and a way to put their funds to use.

“I like to put my Bitcoin to work.”

Participant 6

Findings & Insights

Findings and Insights

FINDING

"When I choose a wrapped BTC token I am looking for one which give me a lot of openings. I don’t want to swap it into something that will block my funds."

Participant 1

Findings and Insights

FINDING

When asked if he considered other wrapped options apart from WBTC

"Not seriously, I'm not aware of anything that fulfills the need of both bridging larger quantities of BTC safely, allowing the transfer back and forth to BTC and having access to lending (e.g depositing WBTC on aave, compound etc.)"

Participant 1

Findings and Insights

FINDING - CHOOSING A TOKEN

Wrapped/bridged BTC assets that the users hold

Most of the users hold - in order of popularity:
1. WBTC
2. renBTC
3. tBTC

When deciding on a wrapped/bridged BTC assets

Throughout the study there was unearthed a very clear pattern when it comes to choosing the bridged/wrapped BTC asset on Ethereum. Even though sometimes the users felt like some of the assets weren't fully decentralized and they did not feel extremely safe to transform their BTC into WBTC for instance, it seemed like they were ready to turn a blind eye if the following list of characteristics of the wrapped assets was checked.

Findings and Insights

FINDING - CHOOSING A TOKEN

When deciding on a wrapped/bridged BTC assets

Almost all of the users mentioned as important token traits:

- The tokens should have biggest liquidity
- Very well integrated with DeFi protocols
- Which DeFi protocols integrated with them
- Services that are using them
- Give them flexibility in the future choices
- Have the highest yield, easy participation in pools

Findings and Insights

INSIGHT - CHOOSING A TOKEN

Many of the users talk about the importance of decentralization, trustlessness and censorship resistance but all of them end up using WBTC because they feel like it’s a good trade off to mint WBTC and have access to a various array of options which will bring them a lot of interest and rewards, rather than sticking to an extremely safe asset that blocks their funds.

Some of them even trade DAI or Ether in order to get the WBTC. Not all the users swap or bridge BTC to get wrapped BTC.

Findings and Insights

INSIGHT - CHOOSING A TOKEN

Normalcy Bias and Familiarity Bias

Most of the users call WBTC and BitGo a centralized solution, a multisig, and sometimes worry about their assets but this doesn't actually keep them up at night.

The fact that they've been on the market for a lot of time, they haven't suffered any hack, their reputation is proven by all of the DeFi integrations, they have the most liquidity they are now seen as "an established and reliable protocol", "they are too big to fail".

Findings and Insights

INSIGHT - CHOOSING A TOKEN

Shortcut noticed - Duration

Some users stated that they were sometimes swapping WBTC for tBTC when they needed the tBTC tokens very quick.

This was their workaround to avoid the hours they had to spend in order to mint tBTC tokens.

Findings and Insights

FINDING - CHOOSING A PRODUCT

Social proofing as a decision making factor

Most of the users are choosing the products they are interested in using by doing the following actions:

- The products were suggested by their friends who are already using it
- They have a person who they trust and consider an expert in the field
- The product has a spokesperson or a product face who is an influencer in the space and who in the users' eye " would not risk their reputation if they were a scam" - twitter, reddit, youtube, conferences, AMAs (this seem to work even if the team is anonymous.
- They look for audits "but even though a product had been audited this does not mean it cannot be hacked"
- Team reputation - most users look up the team's profile and try to get to talk and know them personally via conferences, AMAs, and Discord.
- The team had other successful products so they are already viewed as trustworthy
- Team members are friends with them - they have blind trust in this case

Findings and Insights

FINDING - CHOOSING A PRODUCT

Behaviour noticed

Many of the users said that when they decide to use a product they start small - they put a small sum they feel comfortable with losing and then they wait to see what is happening.

Some of them even wait up for an year to pass in order to put more money. In all this time they keep an eye on the team, on the audits, the way the team behave and they run even background check on the team.

Findings and Insights

FINDING - BRIDGE EXPERIENCE

Most of the users feel unsafe when using a bridge.

Many of the participants stated they don't feel comfortable using a bridge because they consider bridges unsafe, unsecure, vulnerable and exploitable.

Sending their funds to an address

There is a recurring statement of the fact that users feel at risk when facing a Bitcoin address they need to send their funds to. They are afraid that the interface/front-end could be hacked and they could end up sending their BTC to the hacker's address.

"Sending your Bitcoin to an unknown address is a really scary thing, it's like a leap of faith"

Participant 3

Findings and Insights

FINDING - BRIDGE EXPERIENCE

Bridging Duration

Many of them complain about the long time they need to spend while bridging their assets. The issue with the time is not always the rapid need of the tokens due to a new DeFi opportunity but also because they fear that if it takes long this means something happened to the bridge.

The more time they need to spend the longer the time they have to live with anxiety and fear that something could have happened to their funds.

There is also another hurdle about the duration, if the bridge needs active participation (e.g. a long chain of transactions that need to be signed) the users will end up spending 6 hours next to their computer and will feel like being stuck and trapped and not able to carry on with their lives.

Findings and Insights

FINDING

"So you were forced to wait for sometimes hours for confirmations before you could leave. Therefore you have to put aside an entire afternoon to make some deposits or redemptions."

Participant 7

Findings and Insights

FINDING - BRIDGE EXPERIENCE

Users' Needs for a bridge

When they are are forced to use a bridge most of the users say that there are some things the bridge should check:

- No KYC
- Decentralized
- Trustless
- Secure
- Easy to use - everything well explained
- Not too expensive - it's not only the bridge fee but also the gas optimization done so the Ethereum fees do not end up extremely high
- Convenient - quite fast, no active interaction and well integrated with other protocols
- A recovery method of the funds

Findings and Insights

FINDING - BRIDGE EXPERIENCE

User Needs for a bridge

Some other things worth mentioning:

- The bridge should give the user feedback
- Explain every step they take
- Have a seamless experience - which for most of the users mean a one-click mint flow
- Can bridge a large amount and don’t need to divide their actions into 4-5 different bridging efforts (results in more money spent on gas and a lot more time spent)

Findings and Insights

FINDING - BRIDGE EXPERIENCE - SAFETY REINFORCEMENTS

When asked what would make them feel safer, considering the fact that using a bridge is from the start seen as an uncomfortable, risky and stressful experience, the users stated that:

- The BTC deposit address should have a link towards a BTC explorer
- An article that gives code snippets of the smart contract about how the deposit address is generated
- dApp should give constant feedback and give information every step of the way to help the user understand what's happening. Cease being a black box without explaining what and why is happening.
- A method of recovery if anything happens with the bridged funds
- Some sort of an insurance like Nexus Mutual
- A short minting time makes them feel safer. The less it takes the better and comfortable they feel.
- Better explained troubleshooting if the transfer fails
- And ofc audits and the team's historical behaviour

Findings and Insights

FINDING - REN BRIDGE

Ren Bridge is perceived by most of the users (apart from the ones that are part of our community and whom I consider primed) as a decentralized bridge.

Not only is seen as decentralized but it’s also quite popular and a top of mind when users are thinking of a Bitcoin to Ethereum bridge.

Ren Protocol has a really good public presence and a very good marketing, so good that even BTC so-called maxis give me Ren Bridge as an example.

Findings and Insights

FINDING - REN BRIDGE

Users liked about Ren:

- The decentralization feature
- No KYC required
- Ease to use
- The token integrations with many DeFi protocols
- Pretty fast ~ 1h
- Not as expensive as tBTC
- renBTC has high liquidity

Findings and Insights

FINDING - tBTC BRIDGE

Most of the participants who used the tBTC bridge, stopped using it for several reasons like:

- A lot of unexplained errors - users ran into different errors that weren't explained
- They had no means to recover their funds apart from "being at the signers' mercy"
- Because there were too few signers the operation would sometimes time out resulting in funds loss
- "Very buggy and annoying sometimes"
- The dApp was not providing enough information and feedback during the bridging process
- Fees were too expensive due to capacity load
- Users could not bridge the amount they wanted, they had to use predefined amounts
- The minting duration - sometimes 6 h was real burden

Findings and Insights

FINDING - tBTC BRIDGE

Most of the participants who have used the tBTC bridge consider it decentralized apart from one who mentioned:

"I was looking for a decentralized bridge and this is how I stumbled upon tBTC. From all of the BTC to ETH bridges this one is the most decentralized but not completely decentralized because when I looked it up it had too few signers."

Participant 6

Findings and Insights

FINDING - tBTC BRIDGE

Most of the tBTC users were also Node Operators. When talking about the tBTC Bridge they are sometimes turning a blind eye or try to refrain from criticizing the bridge in complete honesty because some of them see v1 as an MVP, even though one of them lost a tremendous amount of funds in the bridge.

The fact that they tend to be a bit protective with the V1 is because their expectations of the v2 are really high. They talk about the v2 like it is a version that will solve all of their previous problems and they have high hopes about it.

Findings and Insights

FINDING - UNMINTING

Throughout the study an interesting behaviour was noticed - most of the users bridged their assets around two years ago, and some of them never bridged their assets back.

Users who are doing constant minting and unminting on a bridge are Node Operators.

Interesting behaviour observed

Some of the users (3/11) choose to bridge back their tokens when they are not using them in liquidity pools because they either do not trust renBTC token or just feel safer to have their BTC in the BTC network rather than on Ethereum.

Some of them choose to swap their WBTC in a stablecoin when the price begins to drop.

Findings and Insights

FINDING - TAXABLE EVENTS

When questioned about taxable events, this particular aspect doesn't seem to be part of user's decision making process. Most of them think of it in hindsight even if they live in an area where crypto taxes are quite hard to do and the state is extremely strict. Areas with strict laws on crypto taxes:

- France
- USA
- UK

Areas in which users are completely unconcerned about taxes and taxable events are:

- Brazil
- Argentina
- Australia
- Poland

Findings and Insights

FINDING - TAXABLE EVENTS

All of the users complain about a lack of clarity when it comes to doing their crypto taxes and what is considered and what is not considered a taxable event.

Many of them work together with their accountants to find a better way to pay their taxes from crypto profits.

An interesting work around noted was:

Some users are using their bridged/wrapped BTC tokens as collateral to borrow against them and to avoid capital gains taxes.

Findings and Insights

FINDING - KYC

The majority of the users would prefer not to do KYC but they accept it as a necessary evil, especially when it comes to centralized exchanges.

Most of them are concerned about providing their private data because they are afraid of whom might access their data and how their data could be exploited.

Many of them would feel much more safer if the KYC process would have some sort of encryption method for their data.

“ I don’t know if someone from Coinbase sees my portfolio and my address, and next6 thing I know he comes to the same super market and then, sees my wife and my children, and threatens me to give him my private keys. You never know who’s looking over your data, and who are the people working there.”

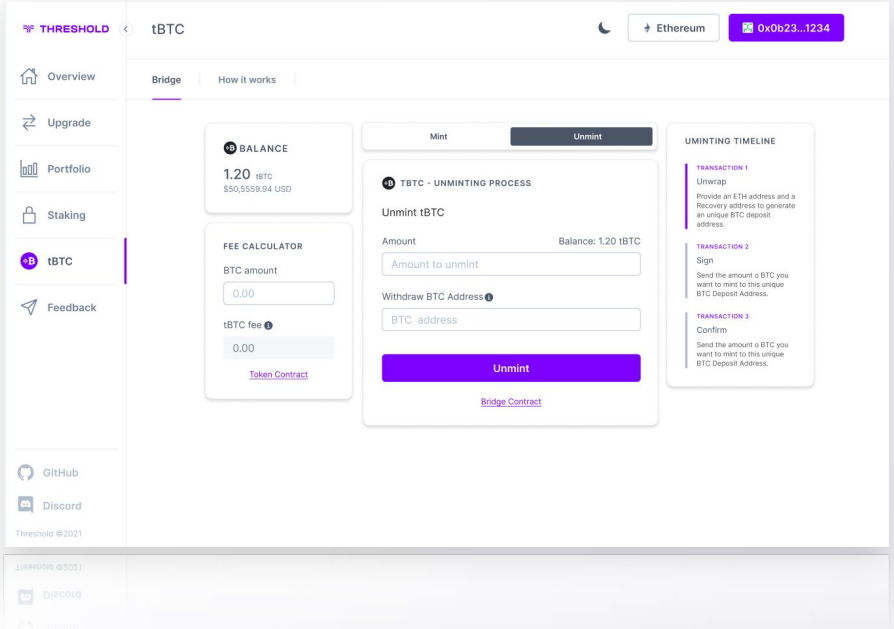
Participant 5

What’s Next

NEXT STEPS

Following this generative user study we’ll run a study focused on usability:

- Include some of the findings in the tBTC dApp clickable prototype
- Run Usability Tests with at least 5 people
- Decide which routes might be useful for future marketing efforts



Love your users!