# Why are visitors having difficulty sending an enquiry via my website on their mobile phones?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

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Applicability: Practical business guide

**On your mobile phone, navigate from the service page to the received query. Check whether it's easy to find the contact, how much information the form requests, and whether the test query arrives in the correct inbox.**

## Give someone a real task.

Ask someone who has not yet used your website to find a service and send a sample enquiry. Track where they get stuck. On the service page, include a clear call to action, for example "Request a quote for garden landscaping."

Only request the data necessary to respond. Give the fields visible labels, for example "Email address", and ensure they can be reached sequentially by the keyboard. After successful submission, clearly confirm to the user that the request has been received.

## Example of a mobile test

The client can send a query, but the confirmation remains hidden beneath the keyboard. Scroll the view to the result message and repeat the test. Then check whether the query actually arrived.

## Specific next steps

1. Choose one service and complete the entire process on your mobile phone.
2. Condense the form to the information needed for the initial response.
3. Test the correct and incorrect input and verify receipt of the message.

## Limits of application

This test reveals the obstacles to sending enquiries. The number of enquiries is also influenced by the quality of visits, the offers and the season.

## Sources

**web.dev · Accessible HTML forms**

https://web.dev/learn/html/forms

## Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/mobilni-web-od-posjeta-do-upita