Deliverable G: Prototype II and Customer Feedback

GNG 1103

Team A7

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Faculty of Engineering
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Introduction

The purpose of this second prototype was to implement the feedback received from prototype one in order to further improve the ease of use as well as aesthetics. In addition to this, continue development with regards to the overall functionality of the website. Similarly with previous prototypes, users were provided with a survey to provide feedback on their experience which measured both ease of use and overall design. This document outlines the prototyping objectives, describes the new pages that were created, describes the testing plan and summarizes user feedback, and lastly describes the plans for prototype III.

Prototyping Objectives

The purpose of this prototype is to implement functionality to the website, make changes based on received feedback, and add in the missing pages mentioned by the clients during meeting III.

Functionality:

- Allow user to pin their location on the map
- Install live tracking of order
- Confirm order and receive order
- Rating system

Feedback from Prototype I:

- Make colour scheme more uniform (from Survey)
- Make restaurant icons more uniform (from Survey)
- Add the missing pages (from Clients)

Pages to Add:

- Barcode (in different options) to receive order
- Back away from drone message (after receiving order)
- Customize order, eg. allergies, more lettuce, etc.
- Progress bar of order and live tracking
- Possible errors (bad weather, lost drone, etc.)

Pages added in Prototype II:

Home Page: This page had a short paragraph added that describes the purpose of the service and below, it tells the user to input their location in order to begin the food delivery process.

Browse Restaurants: A few restaurants are displayed to demonstrate functionality of the site. The star rating system does not yet work, and the information blurbs next to restaurants to describe them does not yet have information. A user can click on a restaurant to browse its items, or they may use the search bar to find items.

Cart: Located in the top right of the page, once a user has added things to go they may click the icon to see what is in their cart.

Log in: Located at the top right of the page, there is a log in icon where a user may create an account or login.

Checkout: Has a message that requests the user to confirm their pick-up location and requests the user to ensure they have a clear surrounding for the drone to land. Below this, when order is complete, the website provides three options for the user to receive their barcode. As of yet these buttons are not functional. Lastly there is a button to click when order is received.

Order received: When the order has been received and the button has been clicked, a page opens that requests the users to stand five feet away from the drone and confirm when they are doing so. As well there is a message that prompts users to click the "no order" button if they did not receive their order.

No Order: This page lists possible errors as to why a user may not have received their order and prompts the user to contact the business for help.

About Us: Describes the business and why they were created. There are areas for the clients to input information about themselves.

Footer: Contains a box that has links to the About Us, FAQ and other pages. There are locations for clients to input their business information. As well, there is a box where businesses may send a message to JAMZ to express their interest in partnering with them.

Test Plan and Feedback

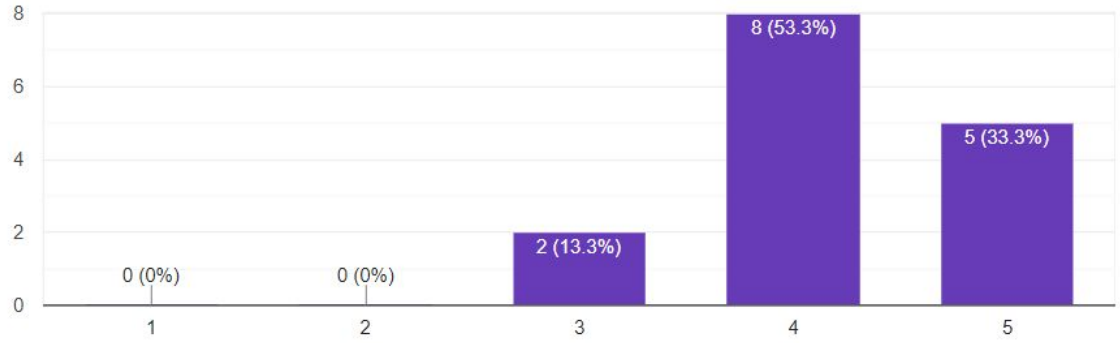
User Experience: Release a survey to multiple audiences in order to gain insight and data about the intuitiveness and ease of use of the website. The survey was released to peers via discord, and the questions and collected data follow.

The link to the survey:
https://docs.google.com/forms/d/e/1FAIpQLScpDTRBqBw4XIIofcPt-8RiM1hO5LiJBXwI6fDYL5OrvGNpiQ/viewform?usp=sf_link

Questions:

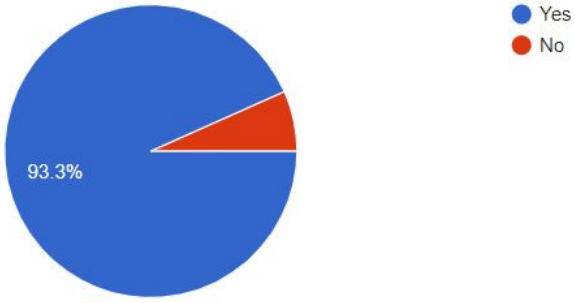
How easy is it to browse the restaurants or search for food items?

15 responses



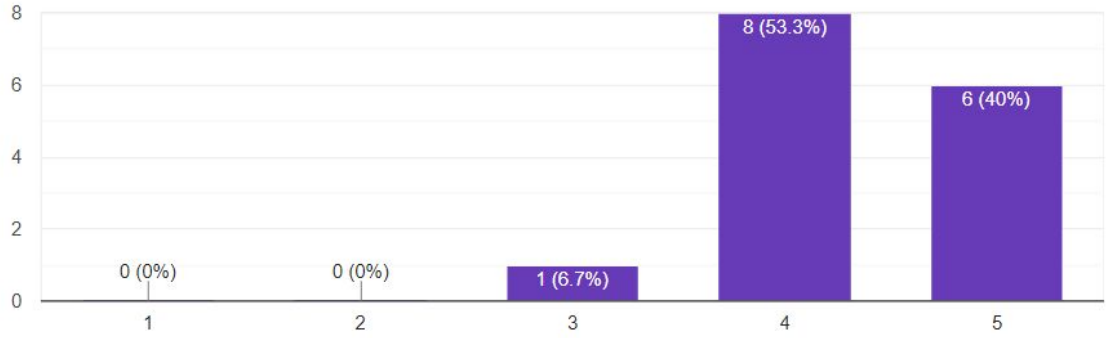
Was it easy to make an account, or find where to make an account?

15 responses



Is the layout easy to follow?

15 responses



Is the colour scheme easy to look at? Do you have any ideas on how to improve it

15 responses

Solid colour choices

Monotone colours look for aesthetic. Ie shades of blue or green

whatever yellow or green colour is the backdrop of the selection menus is a bit uncomfortable. IMO it should be similar to the colors used for the website name and whatnot

Maybe make the name pop a bit more

The colors are pleasing to the eyes but it looks a bit empty imo (Home Page)

Add some kinda distinction like a box/ other colour to differentiate on the website page between the background and the restaurant logos, ratings etc

There isnt enough content for the text box and map to be side-side, the text box should be above the map. Or, you could add a small text section above both of those detailing how to use the service, and what it does

it's good. maybe more muted colours but not necessary

nice colour palette

I think right now there is a good contrast of dark lettering on a light background, which is good. However, it would be nice if the colours complemented each other instead of clashing.

Yep there wasn't anything hard to read or follow due to colour.

Colour scheme is fine and not distracting, works well.

I think the colours are too varied. Also the header is too big

The colour scheme is nice, but maybe have brighter eye-catching colours?

Cyan on white is difficult to see esp with high brightness

Do you have suggestions for how to improve the User Experience?

16 responses

Not really
na
back button to go from food items back to restaurant page
no it looks great
Maybe add stuff on the Home page. Looks good overall tho, gj.
Pretty easy to navigate, maybe add a main homepage
Read previous
nope it looks good. good job!!
seems fine as it is

Perhaps provide suggestions for food items so people who are not sure what they want can be helped.

Since there is a limited number of restaurants available and I assume a limited area you deliver so maybe make your area of business more clear and make an easy access page where you can scroll through the restaurants rather than just searching.

The site doesn't allow you to create an account via google when using a safari browser

Instead of the menu pulling out the side maybe have it across the top ig that makes sense

Nope. Looks good.

slightly bigger font

i know it's not totally done but when you browse restaurants you see the paragraph where there should be a description but you guys didn't do that so i would get rid of that. but other than that it's pretty good. you also don't have the address feature in. idk if you're gonna put that in or not but just a warning :) good jobs guys. it's actually very good.

For safety and simplicity reasons, it should not be necessary for a user to explicitly press a button saying that there is nothing near the drone after the order has been delivered. It should be an automated system for several reasons: it is simply easier, and the user has less things to worry about; if the user accidentally presses the button for whatever reason, they could get hurt depending on the circumstances; if the user does end up getting hurt, they can sue the company for a faulty system; having an automated system would ensure that the drone's status is always known and saved, allowing for the company to already know if there were any issues such as birds or trees.

Other than these mild details that don't technically have anything to do with the website itself, the rest seems fine.

Analysis of Feedback:

Overall, the majority of the users provided positive feedback and said that the website was intuitive and easy to navigate.

There were a variety of comments about the colour scheme. One user said to make the name in the header pop. The main page with the input location was set up with the map and textbox side-by-side and a user suggested making the layout vertical. This change was put into place. As well, it was suggested to put a short text section describing the business on the main page and this change was also implemented. There were many opposing views on the shade of yellow between liking and disliking it, however, it is a simple fix and the clients may customize the website to their liking. Some did not like the turquoise colour of the information box at the bottom

Some users suggested adding a "back" button to go from menu items, back to browsing the restaurant. This was a great suggestion and was immediately implemented. Another creative suggestion was to make the website provide suggestions as to what food to order. One user suggested to make the website buttons rounder to make them nicer to look at.

Functionality:
Time and analyze functional requirements such as how smooth is the transition between pages? How long does it take the page to load after searching?

Test ID	What to test	When test will be done	Testing Method	Result
01	Allow user to pin their location on the map	Nov.12, 2020	Try typing in location in the input box to add pin to the map	The map did not show the input location and Google Cloud Platform did not receive any request of using API key.
02	Live tracking of order working properly (API)	Nov. 11, 2020	Attempted to input location into address page	The API format did not run with Wix.
03	Allow confirm order and receive order	Nov.12, 2020	Try click on the confirm & receive buttons	There is no payment method, therefore confirming order doesn't yet work. However, the clients have stated that they will have payment go through a third party provider.
04	Rating system working properly	Nov. 14, 2020	Try editing and uploading customer feedbacks	When trying to give stars, the numbers of feedback did

				not show properly
05	Do error messages work?	Nov. 12, 2020	Click on “order not received”	Displays multiple error messages and tells you to contact the company

Plan for Prototype III

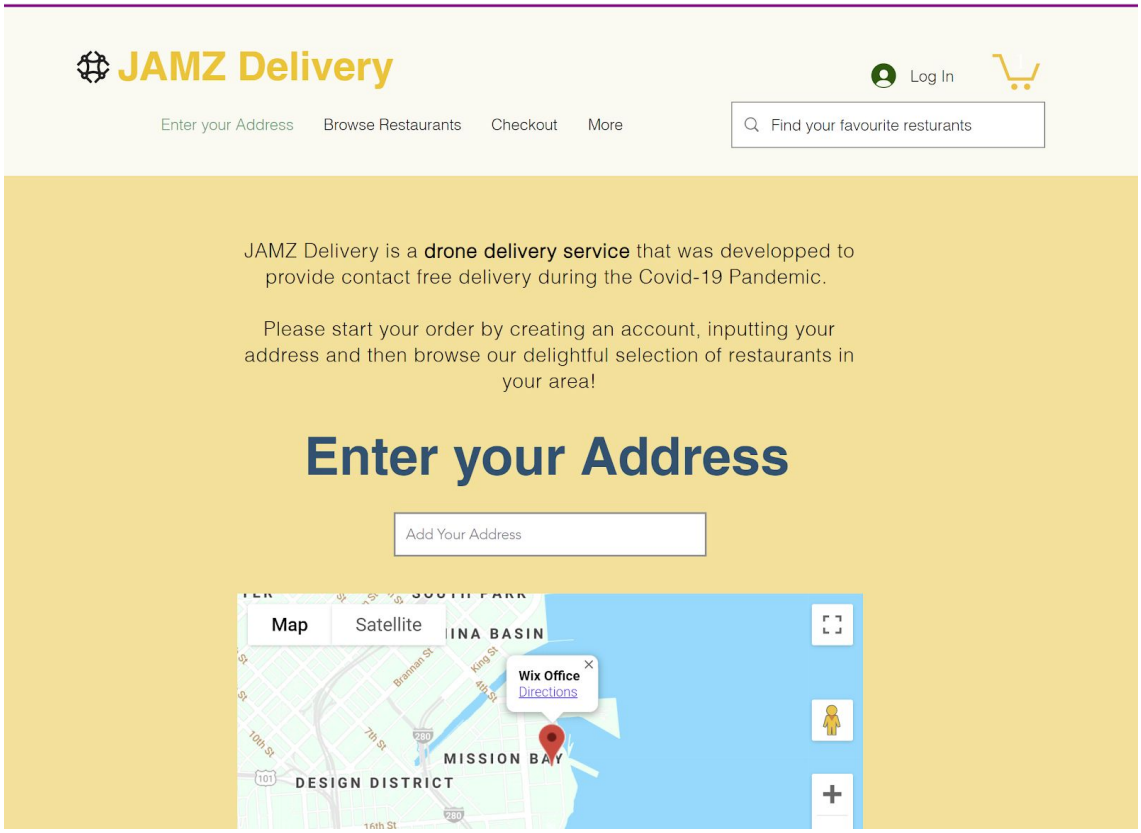
Prototype III will take user and client feedback to make final edits to the site. As well, final functional testing will be done to ensure that the website runs smoothly and provides a good user experience. The menu page must be rearranged for subsections, where the user can scroll down and look for what type of food they want (i.e., burgers, ice cream, etc…). Change the icons to royalty free images, that are the same size and create citations used for all images used.

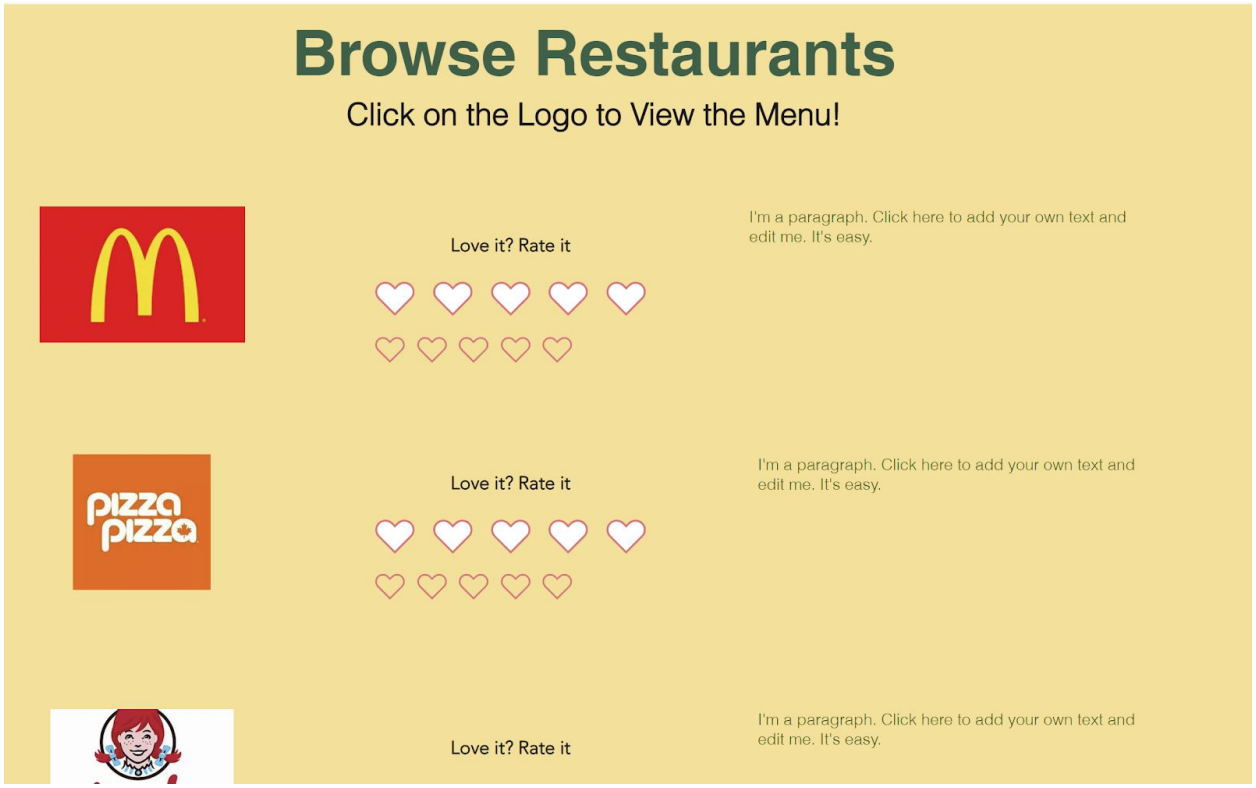
Conclusion

In conclusion, this prototype implements the feedback received from users and clients to improve the user experience of the website. As well, additional functionality and pages were added to the website. The final prototype will implement more feedback and finalize the rest of the website's functionality.

Link to Website: https://harryxu02.wixsite.com/mysite

Appendix I (images are taken from a screen with no blue light)



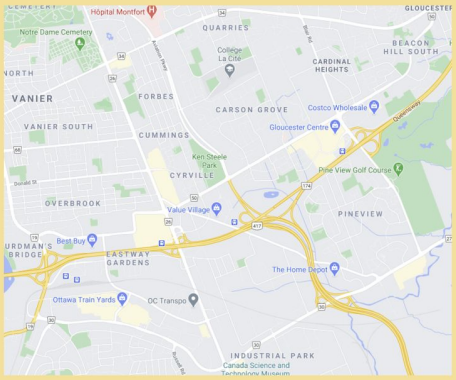


Before Confirming Your Order, Please Confirm Your Pick-Up Location

Location

Please make sure that your pickup location has no wires or branches directly above it.

As well, when the drone is landing and taking off, please stand at least **5 feet** away from it to ensure your safety.

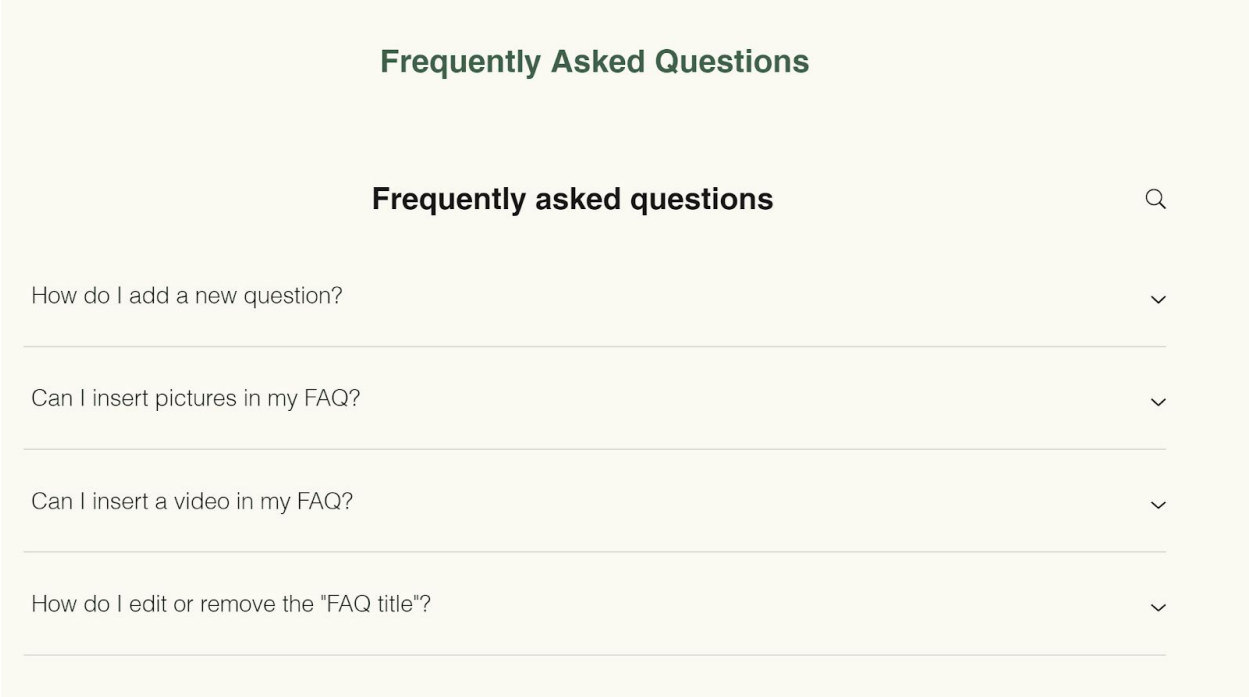


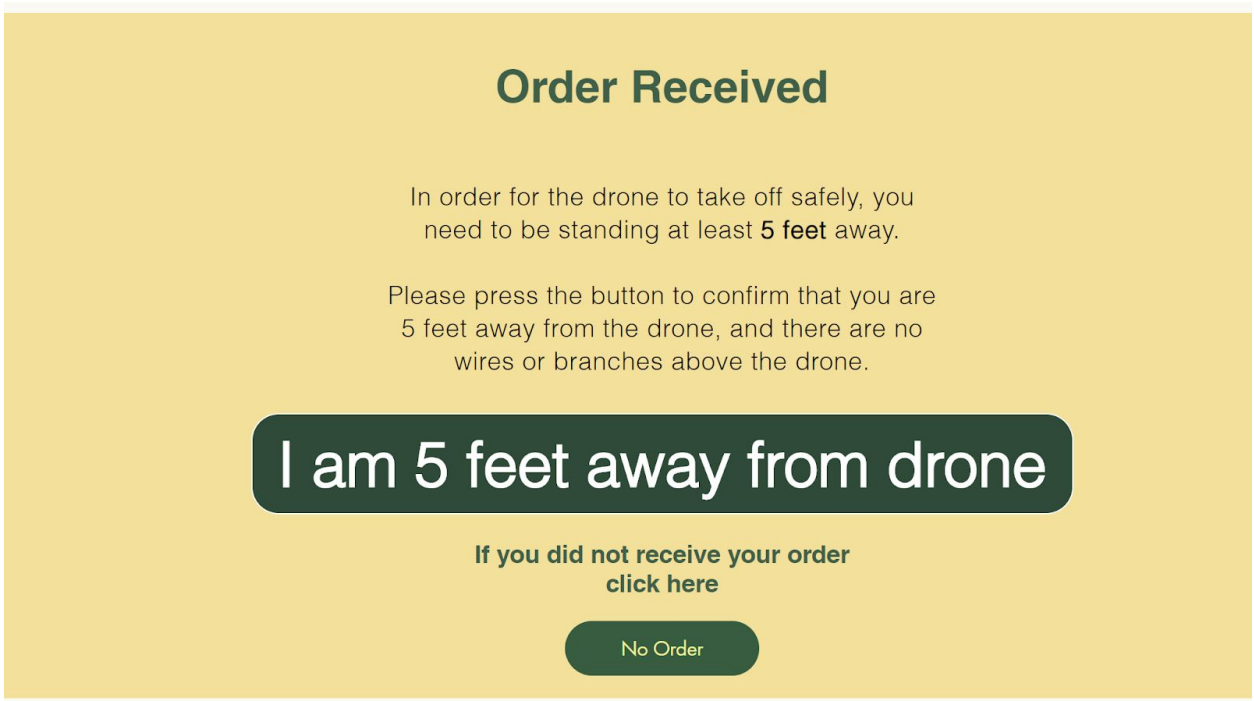
Order Complete - Receive Barcode

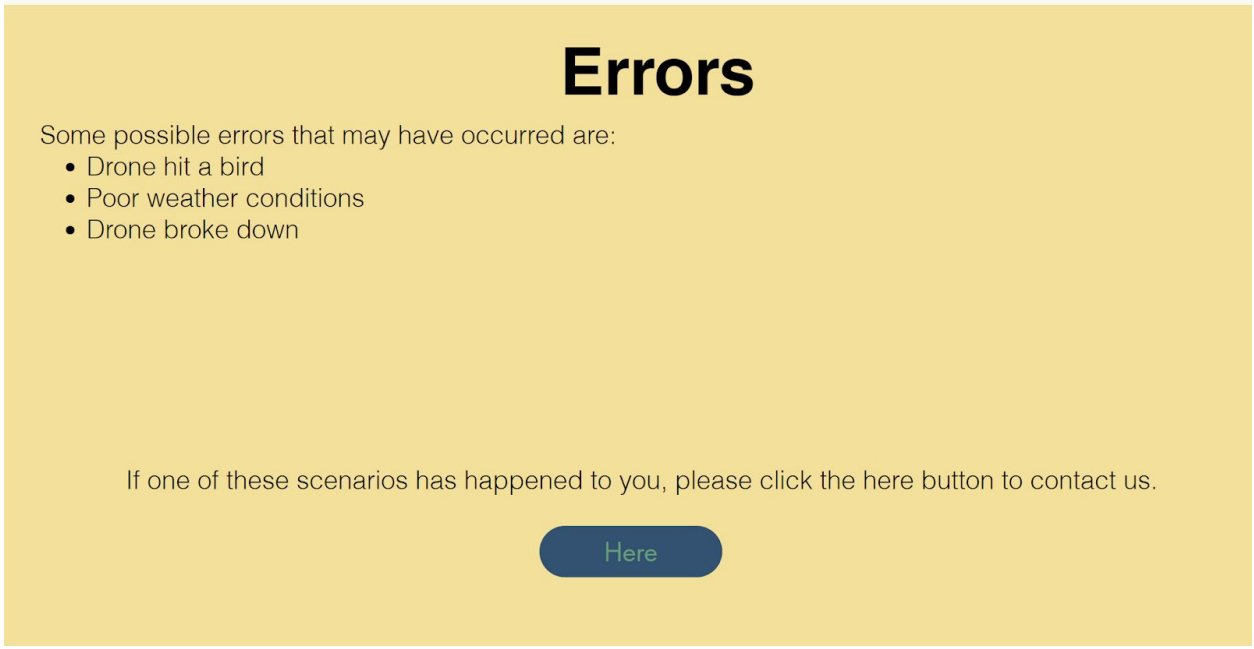
The drone needs to scan this code in order for you to receive your order. There are three options for receiving your code

Send by Email **Print Code** **Show on Screen**

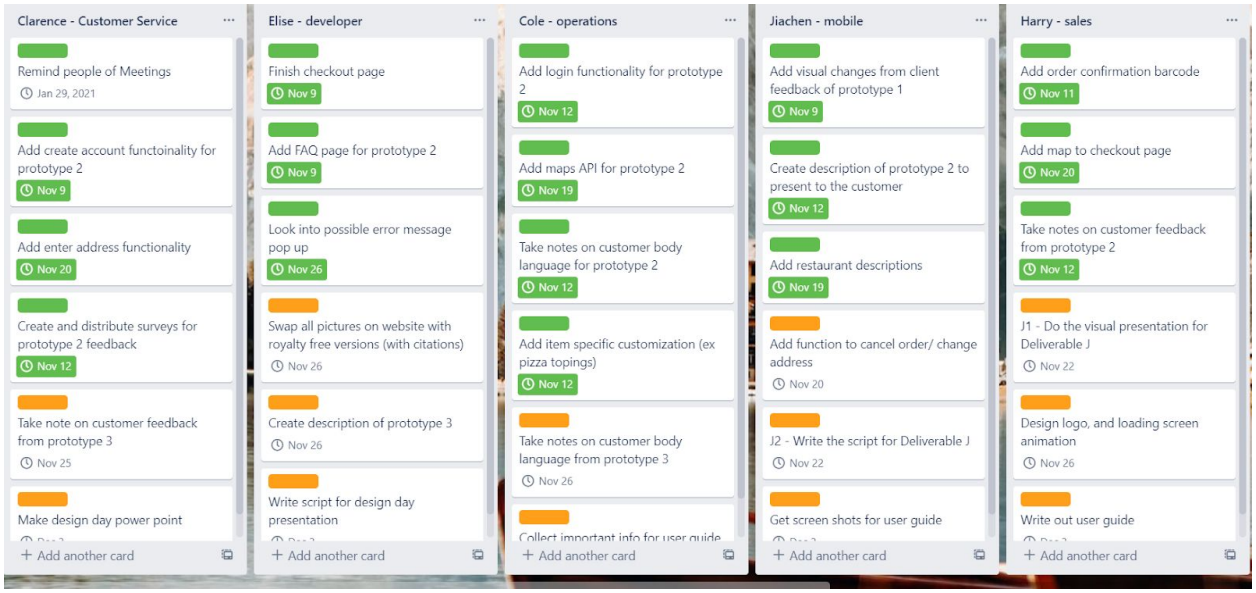
Order Received

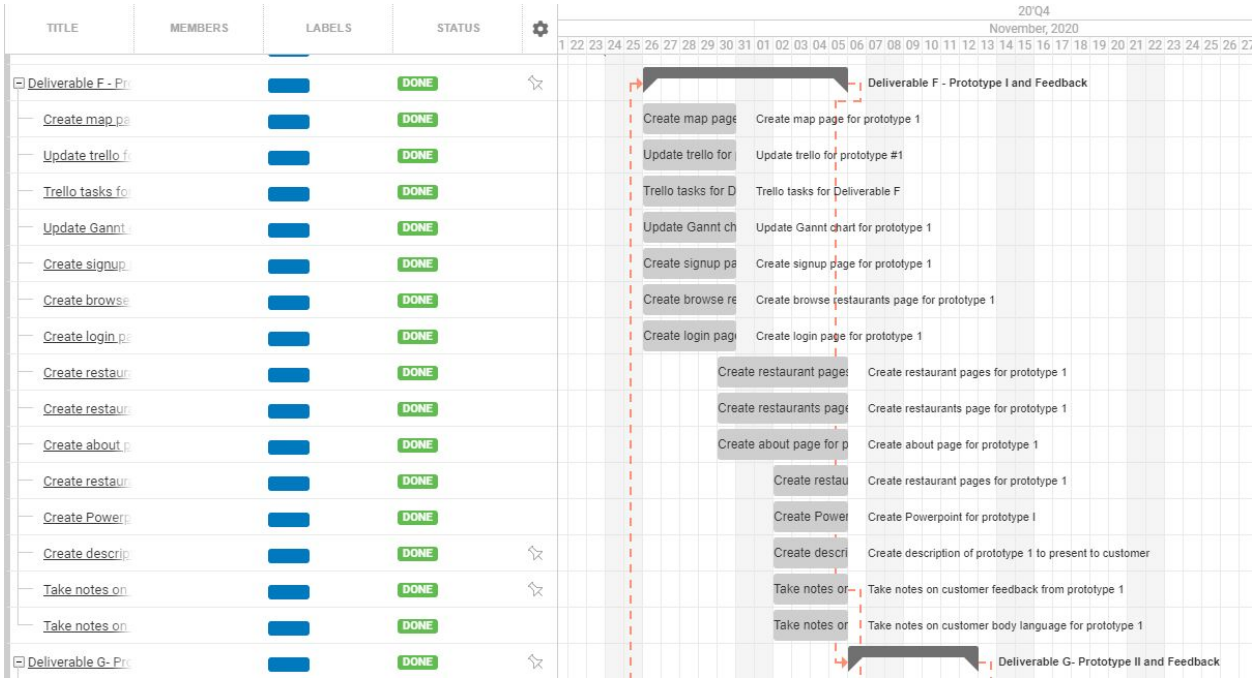

Frequently Asked Questions
Frequently asked questions
How do I add a new question?
Can I insert pictures in my FAQ?
Can I insert a video in my FAQ?
How do I edit or remove the "FAQ title"?


Order Received
In order for the drone to take off safely, you need to be standing at least 5 feet away.
Please press the button to confirm that you are 5 feet away from the drone, and there are no wires or branches above the drone.
I am 5 feet away from drone
If you did not receive your order click here
No Order


Errors
Some possible errors that may have occurred are:
• Drone hit a bird
• Poor weather conditions
• Drone broke down
If one of these scenarios has happened to you, please click the here button to contact us.
Here

Trello


Clarence - Customer Service
Remind people of Meetings
Jan 29, 2021
Add create account functoinality for prototype 2
Nov 9
Add enter address functionality
Nov 20
Create and distribute surveys for prototype 2 feedback
Nov 12
Take note on customer feedback from prototype 3
Nov 25
Make design day power point
Add another card
Elise - developer
Finish checkout page
Nov 9
Add FAQ page for prototype 2
Nov 9
Look into possible error message pop up
Nov 26
Swap all pictures on website with royalty free versions (with citations)
Nov 26
Create description of prototype 3
Nov 26
Write script for design day presentation
Add another card
Cole - operations
Add login functionality for prototype 2
Nov 12
Add maps API for prototype 2
Nov 19
Take notes on customer body language for prototype 2
Nov 12
Add item specific customization (ex pizza topings)
Nov 12
Take notes on customer body language from prototype 3
Nov 26
Add another card
Jiachen - mobile
Add visual changes from client feedback of prototype 1
Nov 9
Create description of prototype 2 to present to the customer
Nov 12
Add restaurant descriptions
Nov 19
Add function to cancel order/ change address
Nov 20
J2 - Write the script for Deliverable J
Nov 22
Get screen shots for user guide
Add another card
Harry - sales
Add order confirmation barcode
Nov 11
Add map to checkout page
Nov 20
Take notes on customer feedback from prototype 2
Nov 12
J1 - Do the visual presentation for Deliverable J
Nov 22
Design logo, and loading screen animation
Nov 26
Write out user guide
Add another card


TITLE
MEMBERS
LABELS
STATUS
20'Q4
November, 2020
Deliverable F - Pr
Create map pa
Update trello f
Trello tasks fo
Update Gannt
Create signup
Create browse
Create login p
Create restaur
Create restaur
Create about p
Create restaur
Create Power
Create descrip
Take notes on
Take notes on
Deliverable G- Pr
DONE
Deliverable F - Prototype I and Feedback
Create map page for prototype 1
Update trello for prototype #1
Trello tasks for Deliverable F
Update Gannt chart for prototype 1
Create signup page for prototype 1
Create browse restaurants page for prototype 1
Create login page for prototype 1
Create restaurant pages for prototype 1
Create restaurants page for prototype 1
Create about page for prototype 1
Create restaurant pages for prototype 1
Create Powerpoint for prototype I
Create description of prototype 1 to present to customer
Take notes on customer feedback from prototype 1
Take notes on customer body language for prototype 1
Deliverable G- Prototype II and Feedback

Take notes on
Deliverable G- Pr
Add item spec
Add create ac
Add FAQ page
Add visual cha
Finish checko
Add order con
Add login func
Create descrip
Create and dis
Take notes on
Take notes on
Deliverable J - Pr
Learn how to u
J2 - Write the s
J1 - Do the visu
Deliverable H - Pr
DONE
OPEN
Take notes on customer body language for prototype 1
Deliverable G- Prototype II and Feedback
Add item specific customization (ex pizza topings)
Add create account functoinality for prototype 2
Add FAQ page for prototype 2
Add visual changes from client feedback of prototype 1
Finish checkout page
Add order confirmation barcode
Add login functionality for prototype 2
Create description of prototype 2 to present to the customer
Create and distribute surveys for prototype 2 feedback
Take notes on customer body language for prototype 2
Take notes on customer feedback from prototype 2
Deliverable J - Project Presentation
Learn how to use MS Powerpoint
J2 - Write the script for Deliverable J
J1 - Do the visual presentation for Deliverable J
Deliverable H - Prototype III and Feedback
Add function to cancel order/ change address
Add map to checkout page
Add maps API for prototype 2
Add restaurant descriptions
Add enter address functionality
Look into possible error message pop up
Swap all pictures on website with royalty free versions (with citations)
Create description of prototype 3
Take notes on customer body language from prototype 3
Take note on customer feedback from prototype 3
Deliverable I - Design Showcase Presentation
Make design day power point
Write script for design day presentation
Deliverable K- User Manual
Write out user guide
Get screen shots for user guide
Collect important info for user guide
Learn to code
Write CSS for prototype 1 (Deliverable f)