Deliverable B: Needs Identification (Customer UI)

Problem Statement:

The client requires an intuitive UI in which customers can order food from a variety of restaurants as well as track the live location of the drones. In addition to this, users will be able to create a personal account in order to store their information and receive live notifications for the status of their order.

Needs:

Customer Need	**Interpretation & Benchmarking**	**Priority (1 to 5)**
A map that shows the exact/live location of the drone	-Use a google maps API -Ubereats has a map, however, it doesn't continuously update the location	5
The UI must be simple and easy to use. There is no set colour scheme to be followed.	-Be creative with the aesthetics, but make it user friendly -they kept referencing UberEats as an example app to take inspiration from	4
The app will notify customers when the food has arrived and the customers will confirm it with some type of scanned code.	-Include a button to press to confirm that food has arrived, and has been acquired. - Similar to snapcode, a barcode, a spotify code, any variety. -Preferably large and takes up the entire phone screen. -This barcode is confirmation that the customer has received their order.	4
Live weather warning	The backend tells the app if the weather is too bad for the drones to work. The app displays a message "delivery not in use due to weather conditions" if the weather doesn't allow for drone delivery.	2
Member login and account creation. The user must be able to make an account that stores their name and address.	*Should include and save the following data:* Customer phone number (so the app can send text alerts), Customer name, Customer address	5
The app has a section that displays progress of the order	-The progress: received order, cooking, drone has picked it up, it's on the way	3

	-Benchmark: Domino's, UberEats	
Displays the list of available restaurants and displays items from each restaurant	-Similar to ubereats, skip the dishes -Must show available restaurants and their menu	5
Users are able add items to shopping cart and be able to make their order using the items in the cart	-The app should be able to store their order until they are ready to make it -Similar to amazon and any online shopping where ideas can be stored in the shopping cart	4
Contact, customer support	Virtually every business has customer support online	3
The app sorts restaurants based on "category"	For example, chinese food, pizza, indian food, dietary restrictions	3
Rating system? Yeah that's a great idea	-Looked and sounded enthusiastic -Star rating system (similar to uber where it is rated right after use)	2
FAQ section? That's a great idea	-Client appeared enthusiastic about the idea -Potential FAQ questions: Does the drone hit birds? What is your sanitizing process to ensure that this delivery service is covid safe? If the drone scans a barcode on my phone, is the drone filming me?)	1
Thoughts on order history? "Yeah, if you could implement something that stores their old orders and gives them suggestions, that would be cool"	They would like it if recommendations were made based on the customers recent orders.	1

Potential Benchmarking:

- Doordash
- Uber Eats: Good rating system, towards the restaurants and delivery service
- Skip the Dishes: Golden Standard
- Canadian Drone Delivery*: Important as they have already started the drone delivery service
- Deliveroo

Conclusion

The client requires an UI that is easy to use where customers can order food from a list of restaurants. The UI will also be able to track the live location of the drone.