Deliverable H: Prototype III and Customer Feedback

GNG 1103

Team A7

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Introduction

The purpose of this final prototype was to implement the feedback received from prototype two in order to further increase the ease of use, aesthetics and functionality. 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, summarizes user feedback, and lastly describes our future plans.

Prototyping Objectives

Functionality:

- Changing colour scheme for dark mode
- Implemented a working google maps API so that users can pin their location

Pages to Add:

- Functional QR code generator
- The map of the checkout page is not yet full functional as it is not connected to the back end
- Add a working ratings system
- Make the buttons leading to print, phone, and email work

Description of pages included in Prototype III:

Home Page: This page has a short paragraph 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. The page now has a map that shows the location you input. Furthermore, a dark mode button was included on the home page, however the function only works on the main page at the moment.

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 the restaurant. This is to help both the business and the user, since local restaurants may not be well known, so the user is able to read the description to see what they have and what they are known for.

Menu Page: After the user clicks on the restaurant icon they will be placed in the meny page for that restaurant. The menu page is broken up into different sub-menus, this helps improve the user experience since the user is able to find what they are looking for much easier. The user is able to add the amount of items they want onto the shopping cart.

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, and a button to click if the order is not 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.

No Order: This button brings the user to a page that 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.

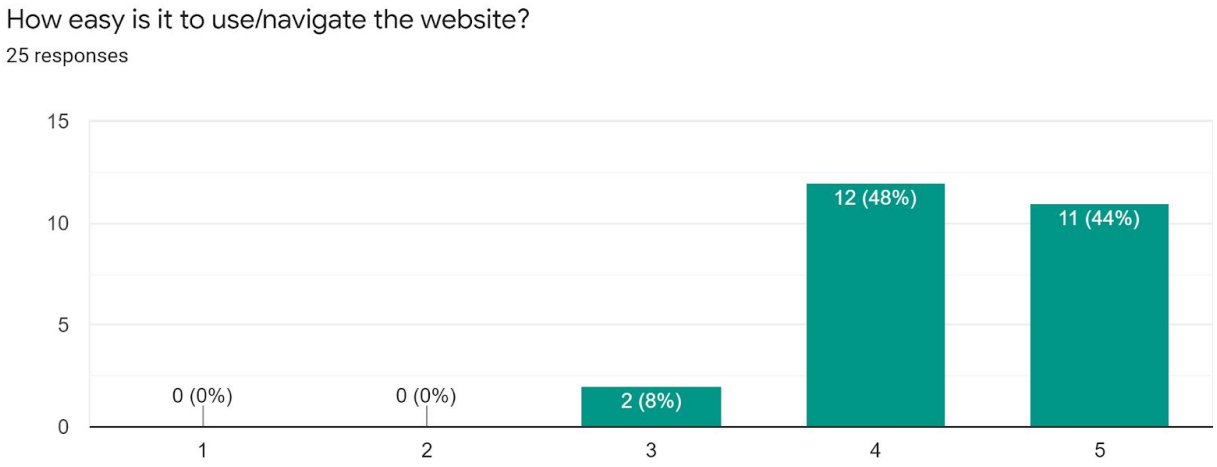
Footer: Contains a box that has links to the About Us, FAQ and other pages. There are locations for clients to input their business information. As well, there is a box where businesses may send a message to JAMZ to express their interest in partnering with them.

Test Plan and Feedback

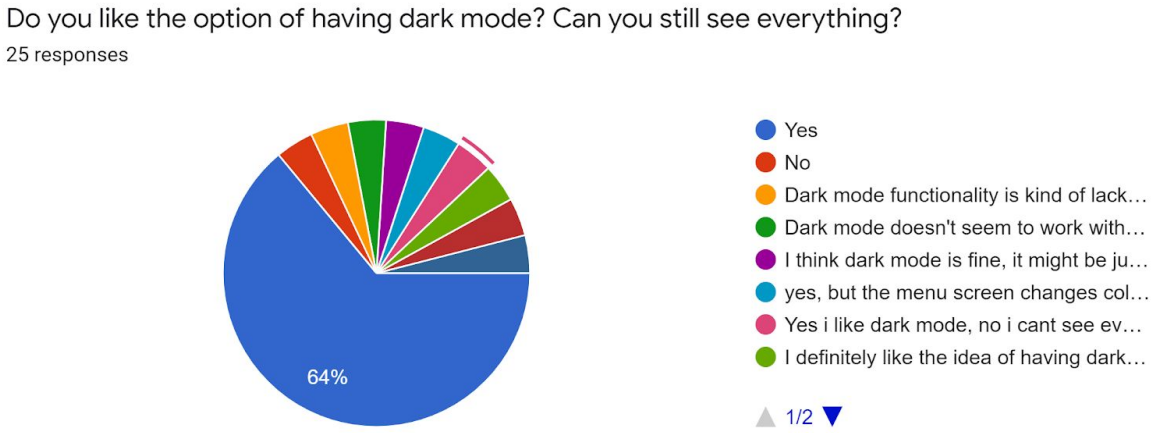
For the third and final prototype, the test plan was similar to the previous prototypes. We created a questionnaire and released it to various users by sending the link to it to discord groups and texting it to people. We closed the form after 25 responses in order to be able to actually analyze all the feedback received. As well, we performed some functional tests by updating the website with changes and then testing to see if they worked.

The link to the survey:
https://docs.google.com/forms/d/e/1FAIpQLSdDeL24QVJwsWWVAy0Eo0TfI_gOqCme8pHDYXCv0S8YAr0Z7Q/viewform?usp=sf_link

Questions and Responses:



1= very difficult 5=easy, Great love it!



Do you like the option of having dark mode? Can you still see everything?

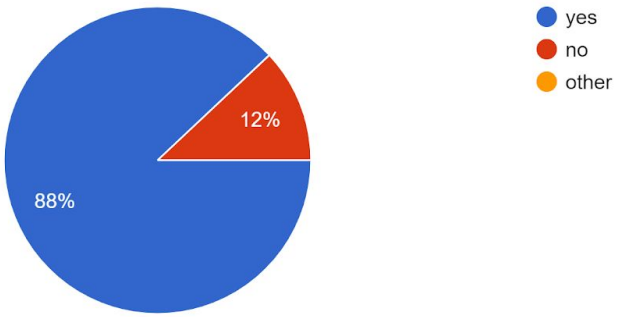
25 responses

If you opened the website using your mobile device, was it alright to use?

21 responses

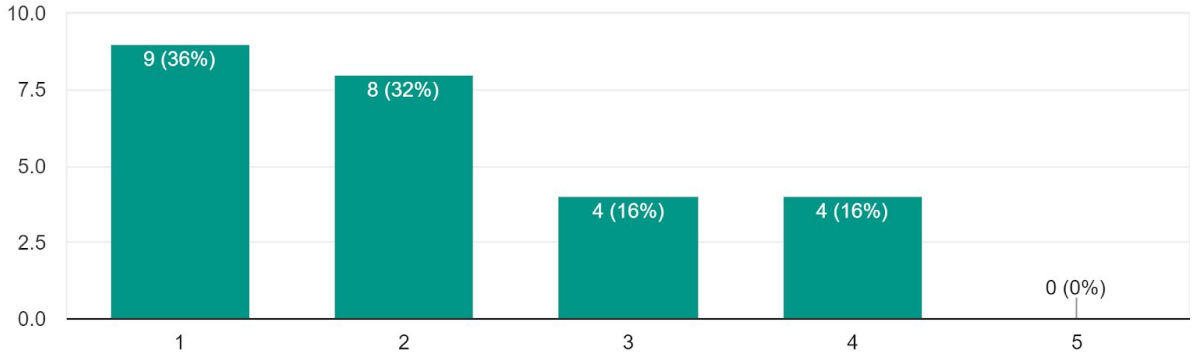
Is the colour scheme consistent throughout the site?

25 responses



Does the speed of switching between pages deter you from using the site?

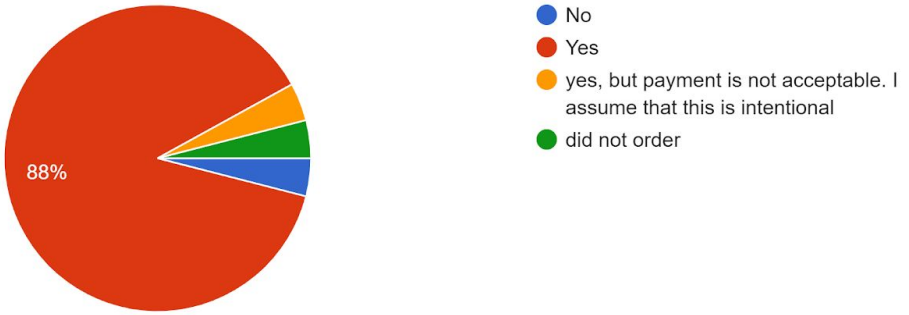
25 responses



1= it doesn't affect my use 5=yes it is the worst

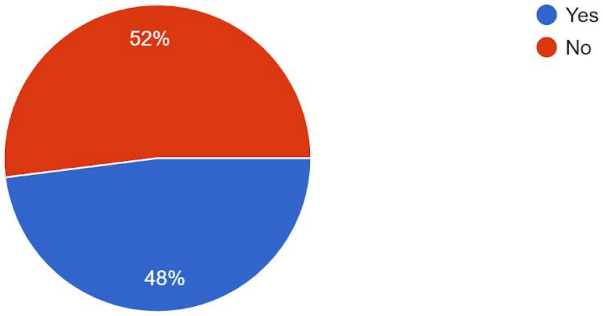
Is it easy to order food from the website?

25 responses



If your order went wrong, do you know what to do?

25 responses



Do you have any suggestion for how to improve the website?

13 responses

Increase the usability of the dark mode feature, enable it on the entire site not just on the "Enter your address page". Increase the speed between tab changes, after I get used to a site's layout I want to go to the next page I don't care about transitions.

If possible, make it change to dark mode according to the user's browser preferences. The font style could also be a little bit more professional, but overall the technical aspects of it are great.

Overall I think its great! , the colours give me subway vibes though. Nonetheless very easy to use, although I think the icons of the restaurants are kind of not that nice looking.

In the menu there are two sections that say to browse restaurants (I am using the website through my phone so that may be why) one of the sections actually lets you browse them but the other one sends you to the home page I think.

more consistency in darkmode, and a payment option

Don't have the restaurant search bar take up half the screen at all times on phone

Do you have any suggestion for how to improve the website?

13 responses

no

I had some trouble finding where I could see what to do when my order doesn't work. Maybe have something at checkout or when you are ordering so it's easy to find.

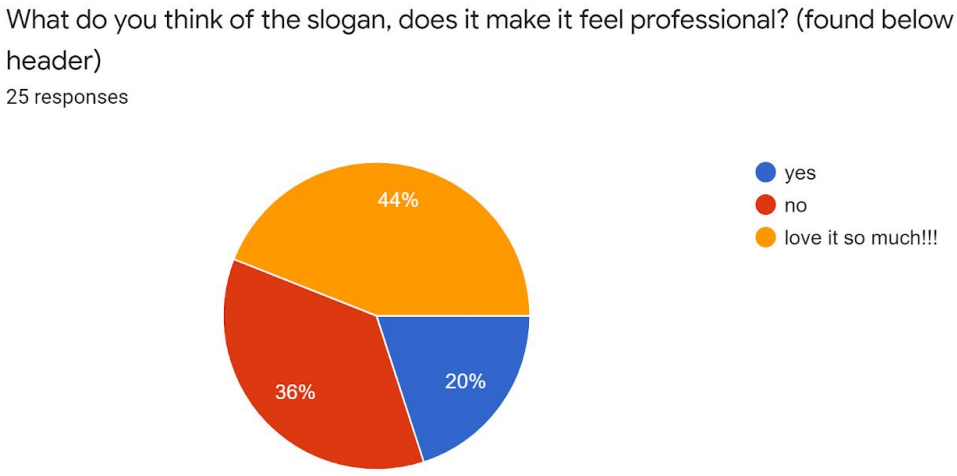
nope

Other than the things already mentioned, the only real thing I can recommend is that in dark mode, if you scroll down, the header will turn white. Probably something that was forgotten to change, so should be an easy fix.

I'm not sure entering my address did anything even after I selected a radius.

At checkout only have one button and maybe remove the lock icon on it. Also nothing really happened when I inputted my location but I could've done it wrong

the arrow buttons in the mcdonald's menu look inconsistent compared to the rest of the UI, remove shadow pls



Analysis of Feedback:

Most users found the website relatively easy to navigate, however only 44% selected the highest option for ease of use, so the feedback provided should help with making the website even more intuitive. In addition to this, most users appreciated having the dark mode option, but there are still some flaws. At this moment in time we only have dark mode available for one website page, however in the future, we will extend that to cover the whole website. As well, some users pointed out that the font was a little difficult to read in dark mode, and the task bar at the top remains white which defeats the purpose. Overall, there is a positive reaction to having dark mode available, but the function itself must still be worked on and improved upon.

For the users who attempted to open the website on their mobile device, they agreed that it was easy to use, but the format isn't great. We developed the website specifically for a web browser, and if we were to do more prototypes or more development, we would create a side project to develop the mobile site and make it user friendly.

For the most part, users agreed that the colour scheme is consistent throughout the site. The font colour is different on the home page, due to testing and developing the dark mode application, however the website colour scheme is easily customizable and the clients may change it to their satisfaction.

The free version of Wix creates a website that lags a bit. When switching between pages, and loading new things, the website appears to be a little choppy. In our survey, 68% of users stated that this did not bother them, however it is a deterrent to some. One possible way to solve this issue would be to upgrade to wix premium and see if that solves the problem.

92% of users surveyed agreed that it was easy to order food from the website. We received comments about how there is not payment acceptable, however, this can be added later through a third party provider. One aspect that was lacking was that approximately half the users did not know what to do when the order went wrong, so we moved the "no order" button to the checkout page just below the order arrived button.

Some notable suggestions were: Delete page transitions so that the website runs more quickly. Improve the ease of use of finding the "order gone wrong" option. We implemented this change by moving the button to a more intuitive location. There is an issue on the main page when inputting the location, there is a pinned location already on the map and users must zoom out to find where they pinned their location. We were unable to fix this issue at this point in time, but that would be tackled if there were another prototype. The main pieces of feedback, which we did not implement in this prototype was improve the dark mode function and add a payment option.

Lastly, there were various responses to the slogan which 64% of users either liking or loving it. We decided to keep it and let the clients decide if they enjoy it or not.

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. 21, 2020	Try typing in location in the input box to add pin to the map	Map shows the location put in the box; live location shows properly
02	Live tracking of order working properly (API)	Nov. 21, 2020	Attempted to input location into the address page.	Live tracking working properly
03	Allow confirm order and receive order	Nov. 26, 2020	Try click on the confirm & receive buttons	Confirm & receive buttons working properly

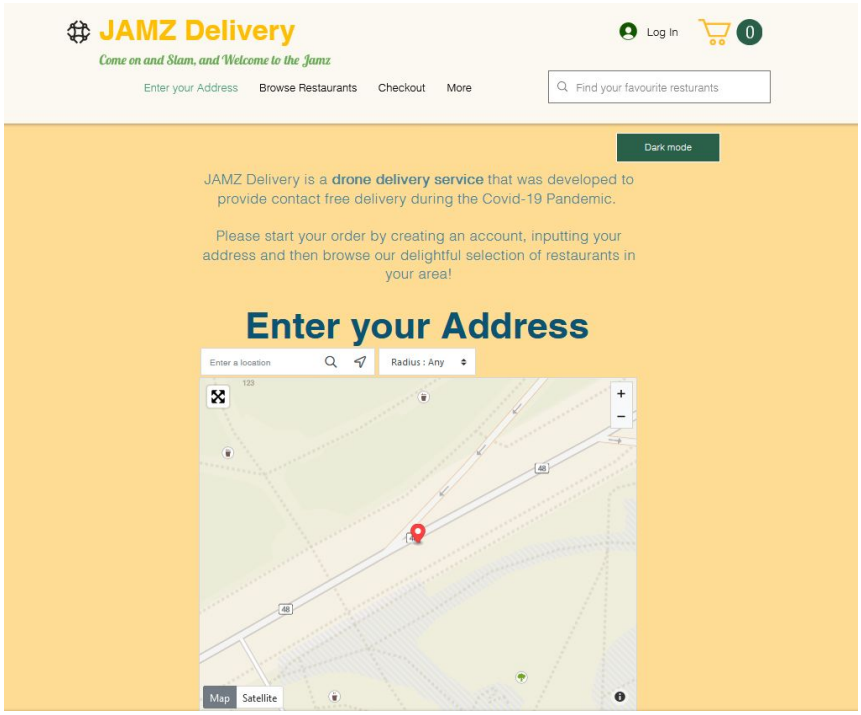
04	Rating system working properly	Nov. 26, 2020	Try editing and uploading customer feedbacks	When trying to give stars, the numbers of feedback did not show properly
05	Do error messages work?	Nov. 21, 2020	Click on “order not received”	Displays multiple error messages and tells you to contact the company
06	Dark mode button works properly	Nov. 23, 2020	Click on the “Dark mode” button twice to see if the colour of page could switch back and forth	Dark mode works properly on main page

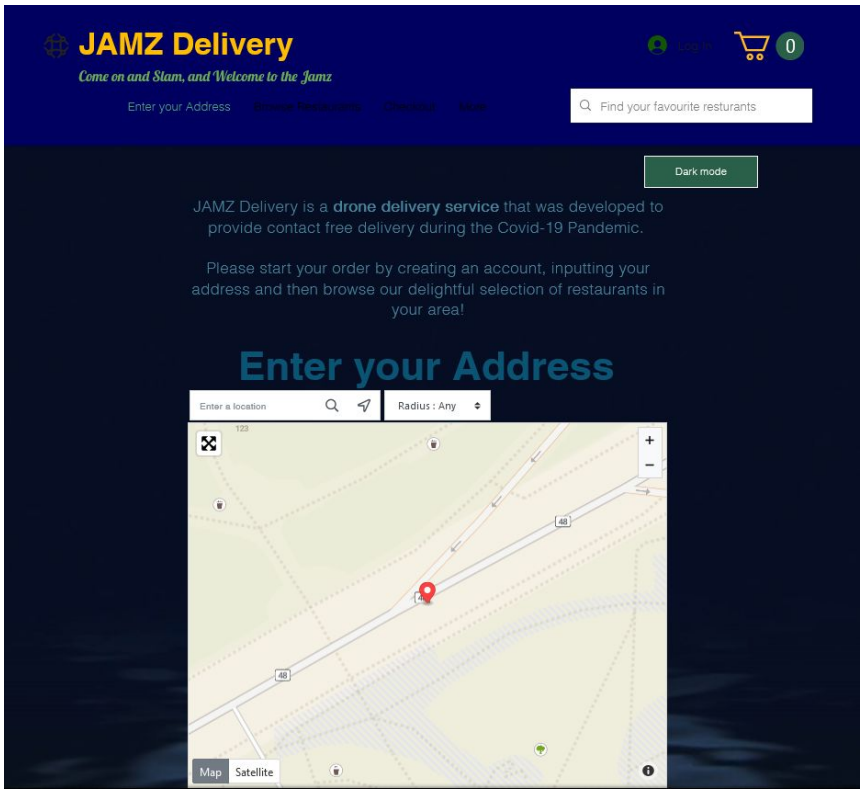
Conclusion

In conclusion, this prototype is the final iteration of our project. After multiple phases of ideation and testing we have implemented most of the features we had planned in the initial stages of design. This document also serves to give the clients inspiration for potential future steps should they decide to continue where we left off. Some of the potential future steps include adding a functional QR code generator, connecting the order screen map to the back end, and fixing the restaurant rating system.

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

Appendix I


JAMZ Delivery
Come on and Slam, and Welcome to the Jamz
Log In
0
Enter your Address
Browse Restaurants
Checkout
More
Find your favourite resturants
Dark mode
JAMZ Delivery is a drone delivery service that was developed to provide contact free delivery during the Covid-19 Pandemic.
Please start your order by creating an account, inputting your address and then browse our delightful selection of restaurants in your area!
Enter your Address
Enter a location
Radius : Any
Map
Satellite


JAMZ Delivery
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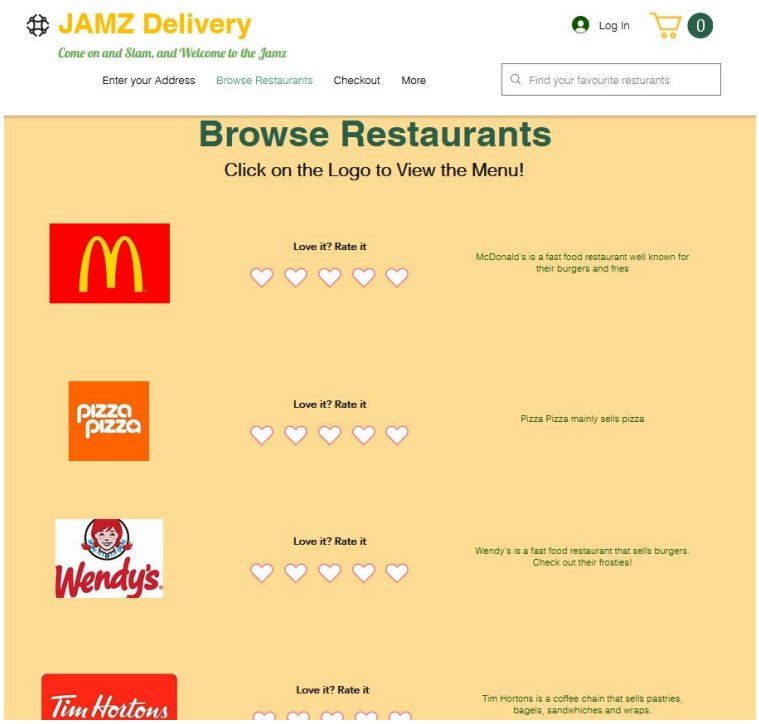
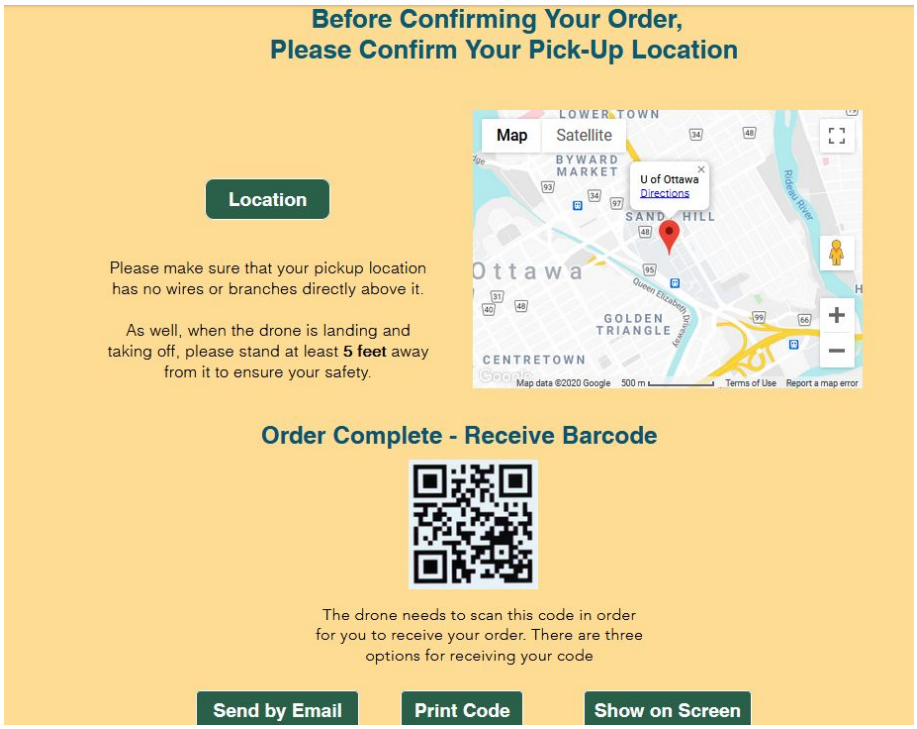
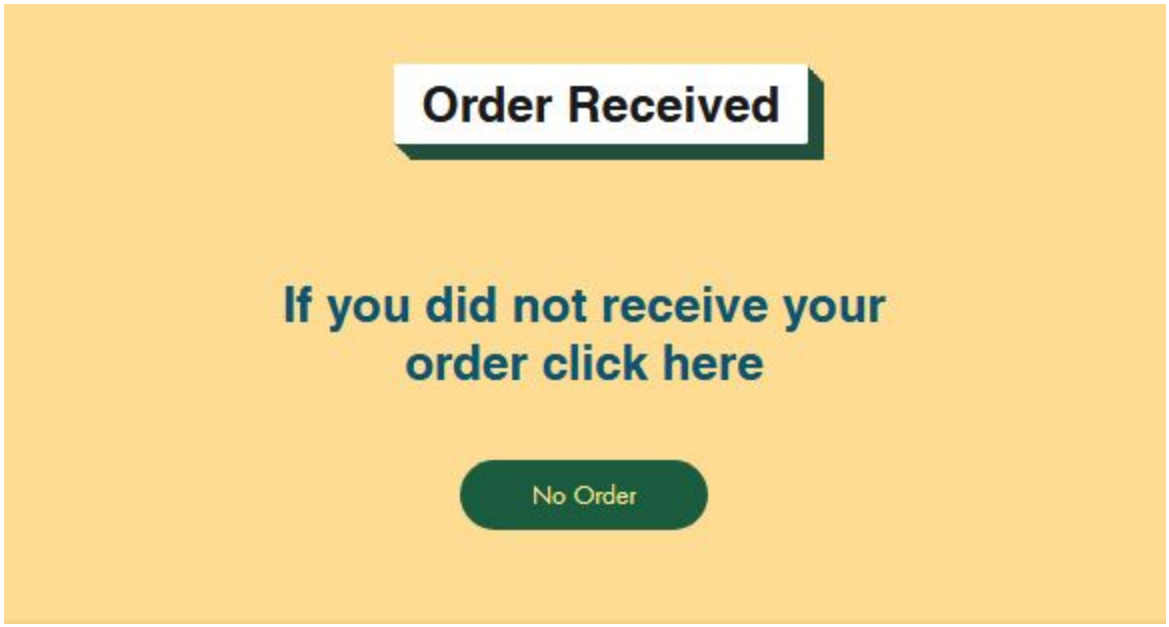
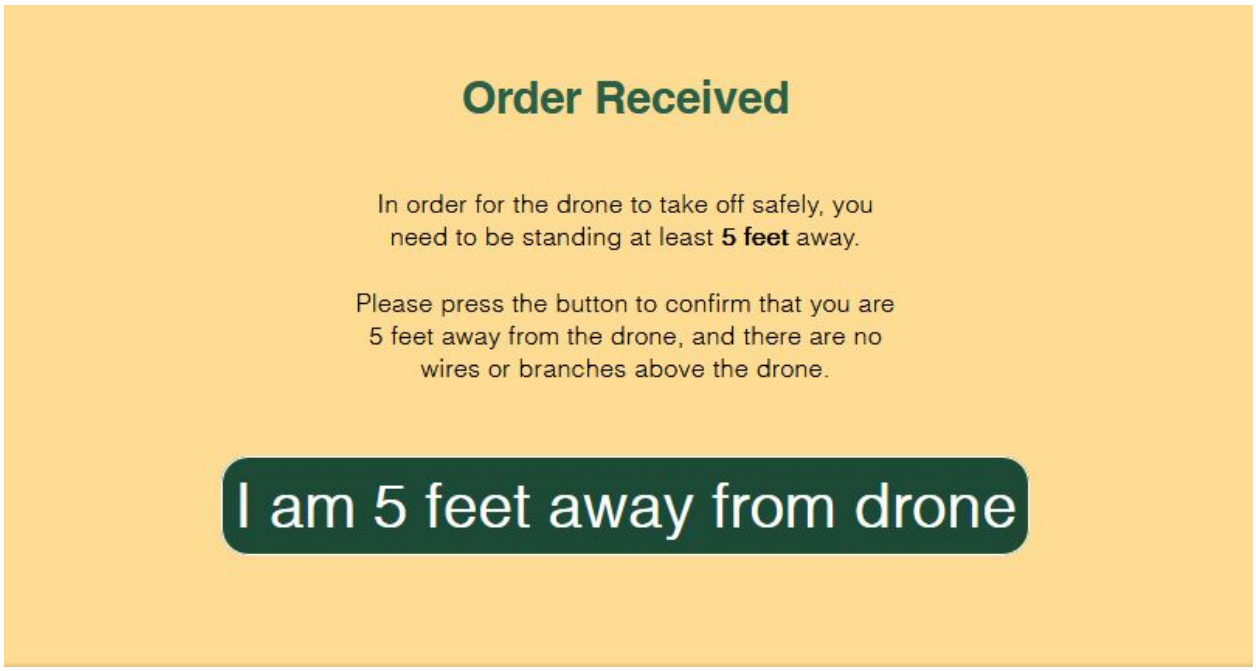
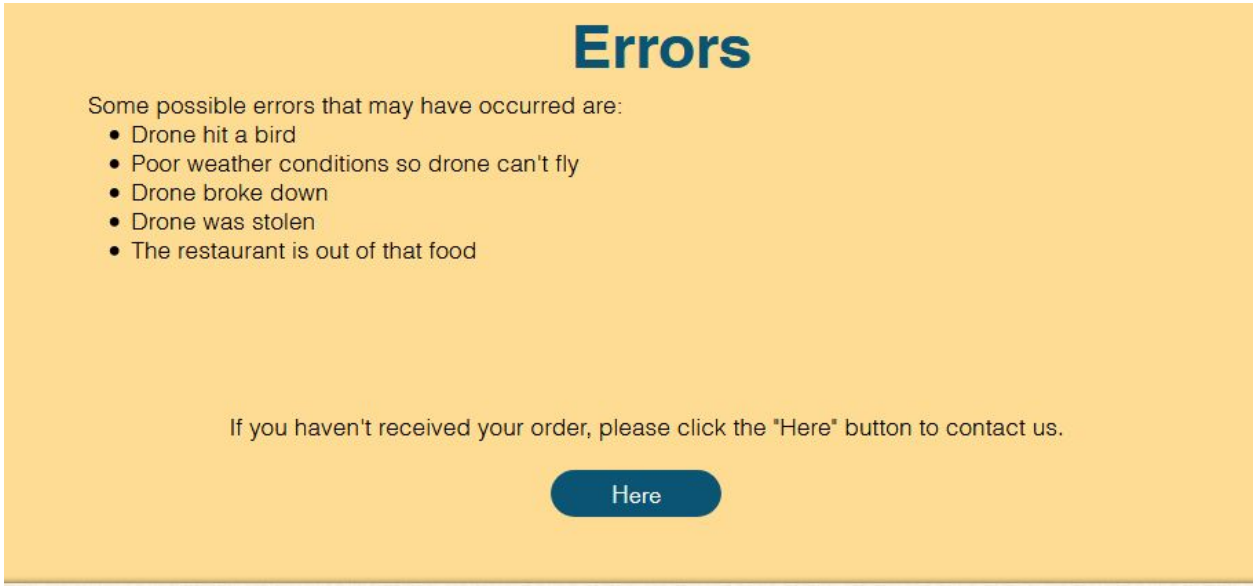
JAMZ Delivery is a drone delivery service that was developed to provide contact free delivery during the Covid-19 Pandemic.
Please start your order by creating an account, inputting your address and then browse our delightful selection of restaurants in your area!
Enter your Address
Enter a location
Radius : Any
Map
Satellite


JAMZ Delivery
Come on and Slam, and Welcome to the Jamz
Log In
0
Enter your Address
Browse Restaurants
Checkout
More
Find your favourite resturants
Browse Restaurants
Click on the Logo to View the Menu!
Love it? Rate it
McDonald's is a fast food restaurant well known for their burgers and fries
Love it? Rate it
Pizza Pizza mainly sells pizza
Love it? Rate it
Wendy's is a fast food restaurant that sells burgers. Check out their frosties!
Love it? Rate it
Tim Hortons is a coffee chain that sells pastries, bagels, sandwiches and wraps.


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.
Map
Satellite
LOWER TOWN
BYWARD MARKET
U of Ottawa
Directions
SAND HILL
Ottawa
GOLDEN TRIANGLE
CENTRETOWN
Map data ©2020 Google
500 m
Terms of Use
Report a map error
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
If you did not receive your order click here
No Order


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


Errors
Some possible errors that may have occurred are:
Drone hit a bird
Poor weather conditions so drone can't fly
Drone broke down
Drone was stolen
The restaurant is out of that food
If you haven't received your order, please click the "Here" button to contact us.
Here

Contact Us
Please give us feedback on how to improve our service!
Have questions? Send us an email.
Something went wrong with yout order? Contact us!
CONTACT
ADDRESS
OPENING HOURS
Tel: 123-456-7890
Email: info@mysite.com
1234 jamz deliveries lane
Mon - Fri: 7am - 10pm
Saturday: 8am - 10pm
Sunday: 8am - 11pm
First Name *
Last Name *
Email *
Subject
Type your message here... *
Submit

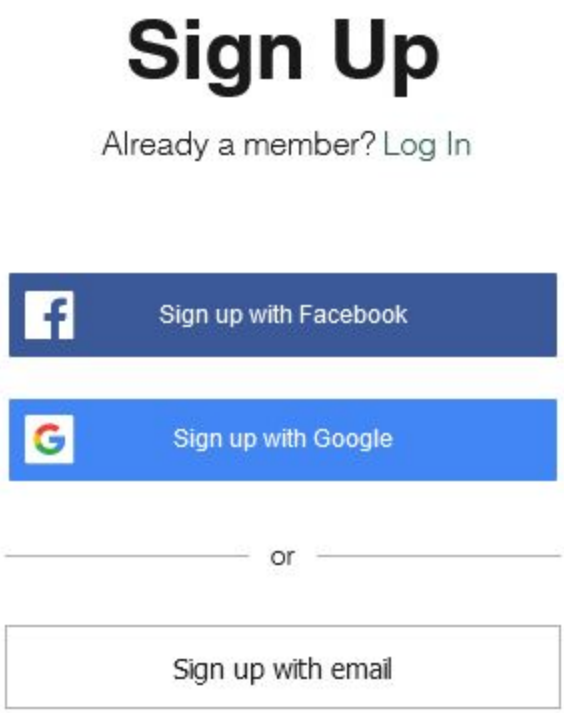
About Our Business

Our business, JAMZ delivery was created to help provide contact free delivery. Covid-19 has introduced the need for contactless delivery and so we decided to design a solution.
We are a group of students studying at the University of Ottawa and we joined a competition to find a solution for food delivery. And so JAMZ came to be.

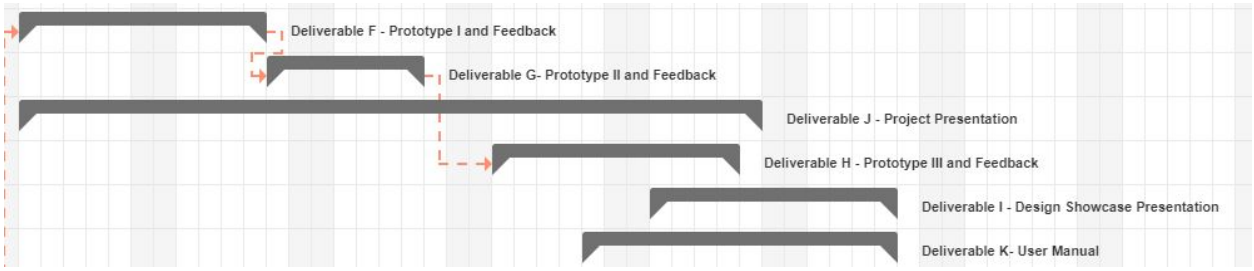
Our Team

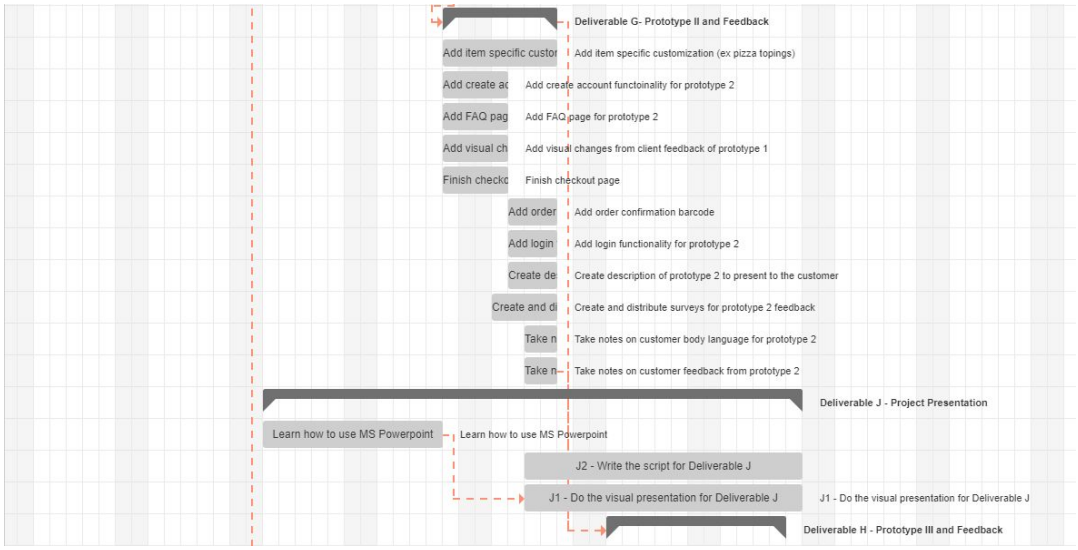
Mohammad Abu-Shabban
Amro Elsayed
Zainab Badawy
Jacob Steele
Logan Rodie
Munir Aljawahari
Piers Hancock
Jonathan Fan
Daniel Krohn-Anthony

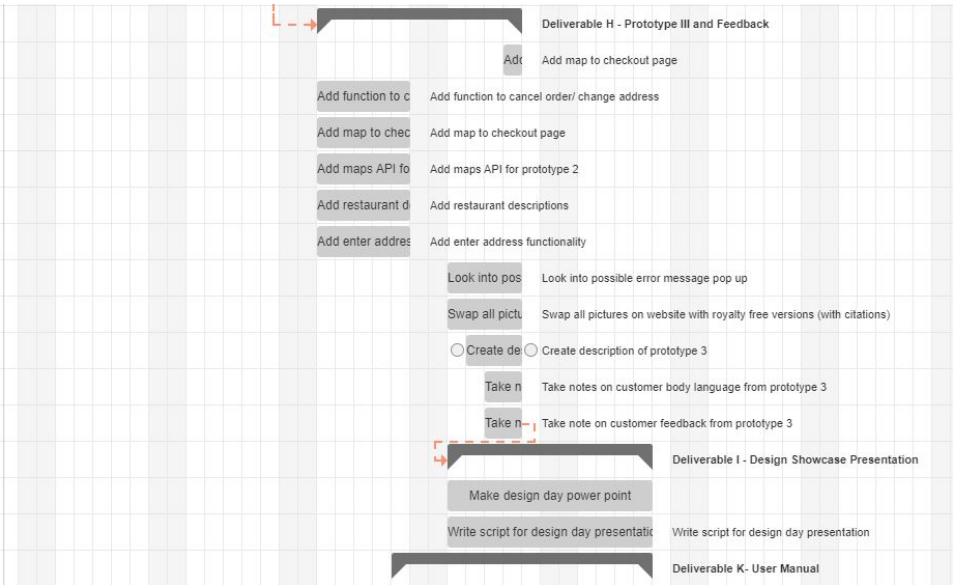
Frequently Asked Questions
FAQ
What happens if there is bad weather
The drone is scanning a barcode, does that mean it is filming me?
I am worried about the drone hitting trees, birds, wires
What happens if I do not receive my order?


Sign Up
Already a member? Log In
Sign up with Facebook
Sign up with Google
or
Sign up with email

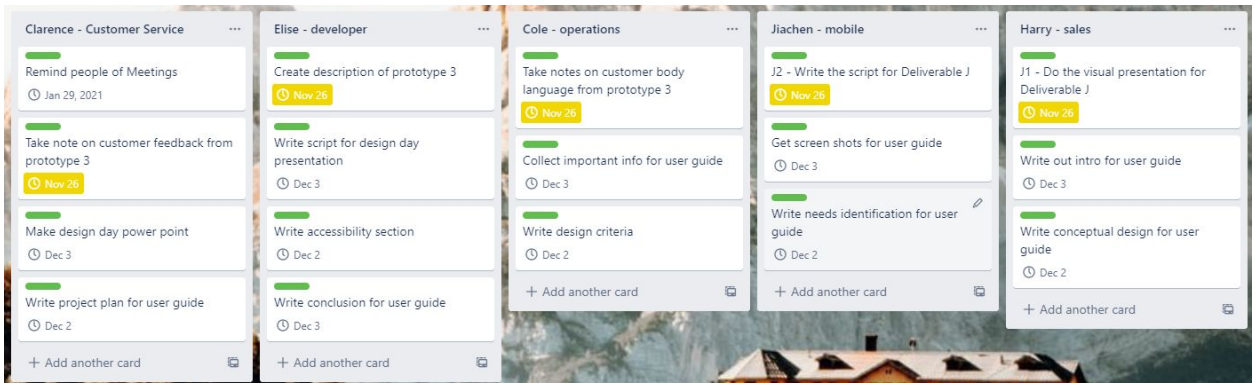
Trello


Deliverable F - Prototype I and Feedback
Deliverable G- Prototype II and Feedback
Deliverable J - Project Presentation
Deliverable H - Prototype III and Feedback
Deliverable I - Design Showcase Presentation
Deliverable K- User Manual


Deliverable G- Prototype II and Feedback
Add item specific custor
Add item specific customization (ex pizza topings)
Add create ac
Add create account functoinality for prototype 2
Add FAQ pag
Add FAQ page for prototype 2
Add visual ch
Add visual changes from client feedback of prototype 1
Finish checko
Finish checkout page
Add order
Add order confirmation barcode
Add login
Add login functionality for prototype 2
Create de
Create description of prototype 2 to present to the customer
Create and di
Create and distribute surveys for prototype 2 feedback
Take n
Take notes on customer body language for prototype 2
Take n
Take notes on customer feedback from prototype 2
Deliverable J - Project Presentation
Learn how to use MS Powerpoint
Learn how to use MS Powerpoint
J2 - Write the script for Deliverable J
J1 - Do the visual presentation for Deliverable J
J1 - Do the visual presentation for Deliverable J
Deliverable H - Prototype III and Feedback


Deliverable H - Prototype III and Feedback
Add
Add map to checkout page
Add function to c
Add function to cancel order/ change address
Add map to chec
Add map to checkout page
Add maps API fo
Add maps API for prototype 2
Add restaurant d
Add restaurant descriptions
Add enter addres
Add enter address functionality
Look into pos
Look into possible error message pop up
Swap all pictu
Swap all pictures on website with royalty free versions (with citations)
Create de
Create description of prototype 3
Take n
Take notes on customer body language from prototype 3
Take n
Take note on customer feedback from prototype 3
Deliverable I - Design Showcase Presentation
Make design day power point
Write script for design day presentatic
Write script for design day presentation
Deliverable K- User Manual

Deliverable K- User Manual
Write conceptual design for us
Write conceptual design for user guide
Write project plan for user guid
Write project plan for user guide
Write accessibility section
Write accessibility section
Write design criteria
Write needs identification for u
Write needs identification for user guide
Write out intro for user guide
Get screen shots for user guide
Collect important info for user guide
Collect important info for user guide


Clarence - Customer Service
Remind people of Meetings
Jan 29, 2021
Take note on customer feedback from prototype 3
Nov 26
Make design day power point
Dec 3
Write project plan for user guide
Dec 2
Add another card
Elise - developer
Create description of prototype 3
Nov 26
Write script for design day presentation
Dec 3
Write accessibility section
Dec 2
Write conclusion for user guide
Dec 3
Add another card
Cole - operations
Take notes on customer body language from prototype 3
Nov 26
Collect important info for user guide
Dec 3
Write design criteria
Dec 2
Add another card
Jiachen - mobile
J2 - Write the script for Deliverable J
Nov 26
Get screen shots for user guide
Dec 3
Write needs identification for user guide
Dec 2
Add another card
Harry - sales
J1 - Do the visual presentation for Deliverable J
Nov 26
Write out intro for user guide
Dec 3
Write conceptual design for user guide
Dec 2
Add another card