

Deliverable B- Needs Identification and Problem Statement

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1.0 Client Needs Identification

Groupings	Customer Statement	Interpreted Need	Priority (1-5)
Functionality ¹	Interactive map	Embed Google Maps into the UI	5
	Orders and carts	Location to store shopping choices	5
	Member login at beginning	User login	5
	Menu item selection from restaurants	List food items and display restaurants by distance	5
	Client UI mobile application (Android App)	Add online menu for websites	4
	Simplicity of application	User friendly menu	5
	Listing of restaurants within distance	Give a list of available restaurants	3
	Card transactions	Be able to pay online when ordering	3
	Weather dependent	Services only offered during ideal weather conditions	3
	Use of node.js React	Use javascript when programming the application	3
Customer Interactions ²	Drone delivery in remote area	Reach far areas	5
	QR code scanning upon delivery of item at destination	Method of confirmation (notifications)	2
	interesting, enticing application	Make client UI look futuristic and modern	4
	Alert notifications	Notify customer if a problem occurs	4
	No Human Contact	Human contact is avoided at all cost from the time of placing an order to delivery	5
	Location accuracy	Ensure food is picked up by the right person	4
Customer Support ³	Call or contact support	Customer service	4
	Customer feedback (5 star rating system)	Feedback survey	3
	Includes the two main languages	English and French versions	2
	Include FAQ	Frequently asked questions section	1
	Accessible for people with disabilities	Be able to accommodate people's needs	2

1.1 Grouping Justification

1. Every design needs basic criteria to function, in our design, we grouped the basic criteria that our client UI application needs to be functional and satisfy JAMZ's requirements. Priority was given to what was *explicitly* asked for before being asked questions (i.e. "we specifically want this, this and this").
2. The client and the website must be able to interact so both parties can achieve the most (priority given to tasks that encourage distancing).
3. It is important that the customer has an easy method to contact someone if there is an issue with the order, or has recommendations/requests. Also, we want to ensure that our application is accessible to all. (Low priority tasks because these are accessory needs, except for contact customer support which is important).

2.0 Benchmarking

2.1 UberEats

Cons: Pickup option, Issues with menus (bugs), long delivery times, Not offered in remote areas, and human contact with delivery drivers.

Pros: Food rating system, Familiarity with the public, Delivery tracking, Estimated time of arrival and notification upon arrival of driver.

2.2 Grubhub

Cons: Human contact

Pros: Delivery for chain and local restaurants

2.3 Doordash

Cons: Human contact

Pros: Wide variety of cuisines; filtering options (appetizers, diner etc.), Chat service

2.4 Skip the Dishes

Cons: Human contact

Pros: Reimbursement for late/slow deliveries

3.0 Problem Statement

Design a simple-to-use futuristic client UI application for a state-of-the-art autonomous drone delivery service. The application will contain an interactive map to track the drone delivery and digital menus for available restaurants. Additionally, digital payment methods will be implemented to ensure a contact-free delivery experience, where customers can input feedback during the Covid-19 Pandemic.

4.0 References

Why do people use online food ordering websites like GrubHub when you can call the restaurant directly? (2016, September 15). Retrieved September 27, 2020, from <https://www.quora.com/Why-do-people-use-online-food-ordering-websites-like-GrubHub-when-you-can-call-the-restaurant-directly>

