# **Deliverable G - Prototype II and Customer Feedback**

GNG 1103A Project Group: A11

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#### **Abstract**

This report highlights the process in which the group developed prototype II of the customer interface. The team used the designed website to perform experimental tests to view its functionalities and how they operated. The team also sought out feedback from potential clients as well as the clients themselves, and considered their feedback. The feedback given was used to improve prototype II and to develop a plan to incorporate the feedback into subsequent prototypes

## **Table of Contents**

1	Introduction	5
2	Prototype I Results	5
3	Prototype II Test Plan	5
	3.1 Prototype II Results	8
4	Conclusion	8
5	Appendix	8

## 1 Introduction

JAMZ is looking for a simple UI for a drone operated food delivery service. In order to satisfy the clients' needs, the team is developing a customer interface in the form of a website. The first prototype was previously developed, now the second prototype has been progressing. In the second prototype, the team needed to resolve issues associated with the first prototype as well as include any suggestions from the clients themselves, as well as from potential clients. The team also needed to identify the next few test objectives for the second prototype and carry out tests to analyze the quality of the functionalities.

## 2 Prototype I Results

From the previous prototype, the team recorded the results from the tests as well as customer feedback. From the experimental tests, the team verified the functionality of the menu, the cart feature, the textbox inputs, and the links/redirects. For this prototype and future prototypes, the team now knows how to implement these functions and are able to improve them further. In the second prototype, the team was able to incorporate features that were successfully tested in the first prototype, such textboxes and links (refer to table 1.4) in more complex subsystems.

## 3 Prototype II Test Plan

For prototype II, the team is focusing on the next basic functionalities that need to be tested before certain subsystems can be combined to form a main component. The team is building on the subsystems created in prototype I as well as implementing new features that were generated from the feedback given by potential clients and the clients themselves. The team planned to focus on aspects such as account creation, website owner interactivity with the mobile app, the barcode feature, and the confirmation page, as well as recording client reactions to the updated website (refer to table 1.1). The team used a model of the website that is similar to what the final prototype is going to be, to ensure high fidelity. In order to perform the experiments, the team used a mixture of individual testing, as well as viewing how potential clients tested the prototype.

Table 1.1 Prototype Testing Plan

Test ID	Test Objective (Why)	Description of Prototype used and of Basic Test Method (What)	Description of Results to be Recorded and how these results will be use (How)	Estimated Test duration and planned start date (When)
1	<ul> <li>Users are able to create accounts using the sign up page</li> <li>Primary step before users are able to order, therefore it is critical that this feature is functioning</li> <li>Test is for de-risking (Should make sure that this is working before continuing to</li> </ul>	<ul> <li>Physical and focused (using the actual website and focusing on just the sign up page)</li> <li>Team members will create and account and observe how the data entered into the website is handled</li> <li>Potential clients will create an account as</li> </ul>	<ul> <li>Success rate of users creating new account</li> <li>How long it took the users to make the account as well as how complicated it was</li> <li>The team will use this data to improve the sign up page as well as proceed to next steps for testing the page (where the data is</li> </ul>	<ul> <li>Sign up page needs to be up before testing can begin</li> <li>The app needs to be connected to the website</li> <li>2-3 days to set both up and test</li> </ul>

	other features that are	well	stored, how these users	
	dependent on this)		will log in etc.)	
2	<ul> <li>Site owners are able to connect with new users (owners are notified of a new user account)</li> <li>Need to make sure that the website owners have access to these credentials or else they cannot be used</li> <li>Test is for de-risking (need to make sure that this is functioning since other aspects are dependent on this feature)</li> </ul>	- Physical and focused (using the actual website and focusing on the interaction between the website and mobile app) - Team members will attempt to input data into the website (ex. Creating an account, asking a question etc.). Team members will then look at the mobile app from the website owner's perspective and note the transfer of data	<ul> <li>How long it takes the website owner to be notified with a new user</li> <li>To determine if pages with input boxes are feasible (will the owner of the website be able to read the review, answer comments etc.)</li> </ul>	<ul> <li>App needs to be set up and connected to the website</li> <li>Team members need to fill in arbitrary input slots and observe how that information is received by the website owner</li> <li>2 days to set up, test, and analyze the data that was transferred from the website to the mobile app</li> </ul>
3	<ul> <li>App is responsive to the website</li> <li>Important since it provides the website's owners access to the website's activity and updates (key for online ordering)</li> <li>Test is for de-risking (should make sure this feature functions since there will be many updates transferred between the website and the app)</li> <li>Test is for measuring performance (should see how the mobile app functions for website owners. Ex. response time, or if there a delay in messages between the two platforms)</li> </ul>	- Focused and physical (using actual website and app to determine a specific functionality, ie. the data transfer) - Team members will enter data into the website and observe how long it takes for the data to be transferred over to the webapp (how accurate the data is, if there is any loss of information etc.)	<ul> <li>Accuracy of data transferred</li> <li>Data transfer time</li> <li>Used to ensure that web owners have access to these credentials, if not, the team would need to find another method as soon as possible</li> </ul>	<ul> <li>Need to set up app before testing begins</li> <li>Setting up the input boxes are another dependency as the data transfer between the app and the website cannot be reviewed until there is a designated space to input data</li> <li>3-4 days to set up preliminary features and then begin testing the specific component</li> </ul>
4	<ul> <li>Clients find the updated website to be simple</li> <li>Prototype II has additional feature, thus the team needs to ensure that these features are easy to understand for the user</li> </ul>	<ul> <li>Physical and comprehensive (using actually website and finding out how users react to the entire thing, overall)</li> <li>Potential clients should attempt to navigate the website and complete a</li> </ul>	<ul> <li>Client reactions to the updated website</li> <li>Task success rate</li> <li>Task completion time</li> <li>Important to determine how the team wants to layout the website for the subsequent prototype to ensure</li> </ul>	<ul> <li>Need to seek out clients</li> <li>Waiting for their reviews is another dependency</li> <li>Need to have newest features ready for client review</li> <li>4-5 days to set up new</li> </ul>

	- Test is for communication (finding out what the user perceives as simple)	task - The task success and time should be recorded	simplicity	features, find clients, test as well as awaiting their feedback
5	- Barcodes are produced when clicking on the button to access the barcode - Critical that this is functioning as the drone needs to be able to scan said barcode upon arrival - Test is for de-risking (need to make sure that this functions before proceeding to other steps in the ordering phase)	<ul> <li>Physical and focused         <ul> <li>(using actual website</li> <li>and determining</li> <li>functionality of the</li> <li>barcode generator</li> <li>specifically)</li> </ul> </li> <li>Users and team         <ul> <li>members will visit the</li> <li>drone tracking page</li> <li>and see if they are able</li> <li>to produce a barcode</li> <li>given the buttons</li> </ul> </li> </ul>	<ul> <li>How long it takes the barcode to be produce, and if it actually does produce</li> <li>Used to determine functionality of the subsystem and if the team is able to proceed with either combining subsystems or testing more complex ones</li> </ul>	<ul> <li>Need to finish drone tracking page layout</li> <li>Attach barcode to the site</li> <li>2 days to finish page and add the new barcode feature</li> </ul>
6	- Confirmation page is functioning (buttons to seek assistance, leave a review, or to redirect to a confirmation message are working) - Part of the client's feedback, thus it is important that this is included an functioning - Test is for de-risking (have to make sure that this functions properly before being able to merge different subsystems together)	Physical and focused (using actual website and determining the functionality of the confirmation page exclusively)     Users and team members attempt to click on every option and record how the redirect links work	<ul> <li>Where the button redirects the users to and if it is to the correct homepage</li> <li>Used as a preliminary test to ensure that the team may carry out the basic functionality before they can incorporate it in a bigger subsystem</li> </ul>	<ul> <li>Confirmation page layout needs to be designed</li> <li>Need to consider the different redirect options on the confirmation page (ex. Leave a review, ask for assistance etc.)</li> <li>2 days to set up and test</li> </ul>

## 3.1 Prototype II Results

After making an initial test plan for the second prototype and carrying out the experimental tests using the prototype II experimental model (refer to table 1.2), the team determined the functionality of the sign up page, the website owner interactivity, the website to app response time, the barcode feature, the confirmation page, and the simplicity of the website as a whole. Though the trials were successful, the team has much to improve on, such as the sign up page and the order page. After receiving feedback from potential clients, it was noted that some fonts seemed a bit out of place, therefore the team needs to go back and address these issues. The client feedback was also obtained through the third client meeting. From this meeting, the client enjoyed the features, but there were certain steps missing from the ordering process which the group needs to go through.

#### 4 Conclusion

In conclusion, the results of the test were more or less successful, however, there are still many aspects to be improved upon based on the customer feedback. These improvements will be implemented in the subsequent prototype. The next prototype will also include the merging of the subsystems that were tested in prototype II and prototype I in order to achieve functional main components.

## 5 Appendix

#### Data set 1

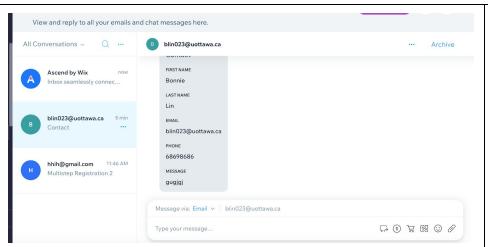
#### Potential Clients Feedback

- Like the different options for allergies and handicaps
- Make font slightly bigger/clearer
- Add food types in the menu (ex. Specify if a item is vegetarian, vegan, gluten free etc)
- Like the categories
- Add a note for sign up process that specifies what the information is used for (helps ease users)
- Stick to specific fonts, some texts seem slightly out of place
- For sign up page, space out sections so that the text takes up more of the page, a bit weird how it's all compressed
- The "submit" and "back" buttons look slightly out of place on sign up page, consider different font or sizing
- Like the different redirect buttons after signing up
- When specifying allergies/disabilities when signing up, maybe use something like a dropdown menu (ex. Instead of listing all allergies, do a "yes" or "no", and when they hit "yes", that's when you can display all the allergies)
- On the order menu, organize the restaurants, or specify why you ordered them the way you did (ex. Write "popular choices" or something along those lines)
- Consider including ratings for the restaurant choices
- When ordering from a restaurant, all available restaurants are shown to the left. Remove them so users can only look at the menu from one restaurant, this can be confusing to the user
- Good addition of contact page, maybe include that as one of the main pages listed in the menu bar rather than just being able to access it from the confirmation page
- Should make more space for the comment section, or specify a character limit
- Should have a confirmation page pop up notifying user that their comment has been sent

#### Client Feedback

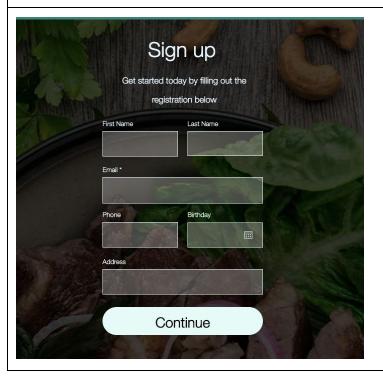
- Very well done in terms of the layout of panels
- Really liked the allergies/handicaps selection on sign up page
  - Gives personal touch to users and shows them our concern for wellbeing.
- Liked the confirmation page
- Like how menu is organized and separated so that the user can see the different categories, the menu items, and then the cart
- Missed one or two steps in the ordering process
- Consider live tracking, consider immediate feedback of what the live drone is doing
- Add an option for if the user wants to interrupt the ordering process (ex. They want to change their order or change the address)

Table 1.2 Prototype II Experimental model (used for testing and feedback)



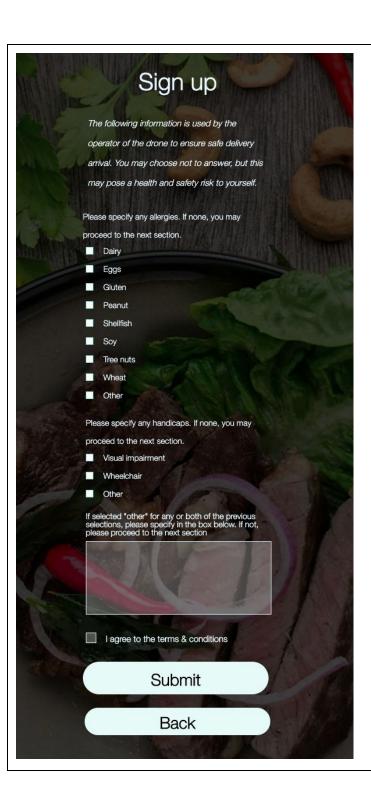
#### Mobile App

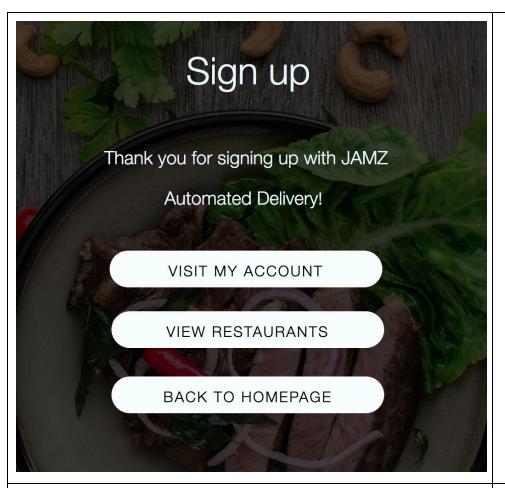
- App view of what happens when a user requests for help
- The input is listed in a text format
- The site owner can respond via email

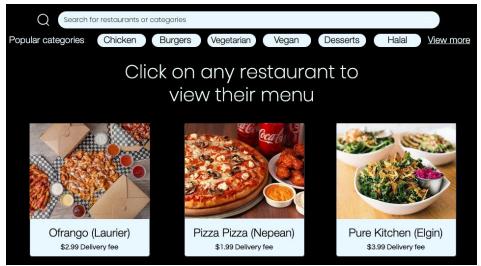


#### Sign up page

- Requires first name, last name, email, phone, birthday, and address
- Multistep process (3 steps)
- After entering main information, will ask for allergies and handicaps
- Can comment on other allergies and handicaps if they are not as common
- Users can go back to the previous page
- Users need to agree with the terms & conditions
- A confirmation page will then be displayed after process is done
- Three options for user to visit their account, return to homepage, or start ordering

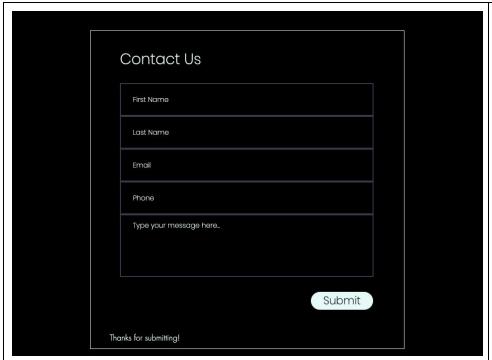






#### Order page

- Now has categories
- Search bar
- Delivery fee
- Specifies location



## Contact page

- Accessed if a user did not receive their order or if they are not satisfied with their order
- Requires first name, last name, email, phone, and comment

Table 1.3 Stopping Criteria

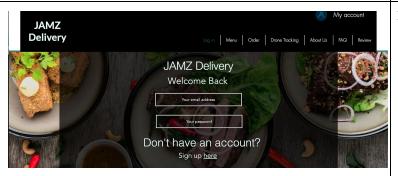
Test ID	Stopping Criteria
1 (Account creation)	<ul> <li>Users are able to create an account successful</li> <li>The account credentials are stored</li> </ul>
2 (Website owner interactivity)	<ul> <li>Mobile app is able to receive notifications</li> <li>Website owners can view notifications and the content within</li> </ul>
3 (Website to app response)	The data provided from the website to the mobile app is accurate and timely
4 (Simplicity)	<ul> <li>Clients are able to navigate the website within a given timeframe</li> <li>Clients are able to describe the website as simple</li> </ul>
5 (Barcode)	<ul> <li>Barcode is generated when the barcode button is pressed</li> <li>Barcode is produced within given time frame, with no delay</li> </ul>
6 (Confirmation)	- Confirmation buttons redirect users to correct page

Table 1.4 Model for Prototype 1 testing and customer feedback



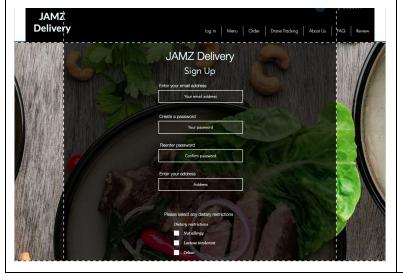
#### Homepage

- Insert address bar
- JAMZ description and slogan on page
- Navigation bar at the top
- Navigation includes "log in", "order", "about us", "FAQ", and "review"
- Dark theme and minimalistic
- Uses a mixture of black and shades of light blue to have simplicity factor and to have a subtle natural mapping to the real world (blue for the sky)



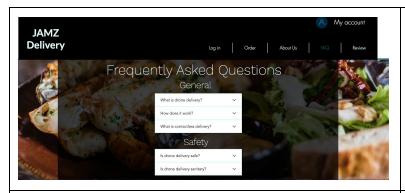
#### Login page

- Is accessed either through "my account" or "log in" in the menu bar
- "Welcome Back" to indicate an existing user
- Email and password input
- Gives a clear link to a signup page



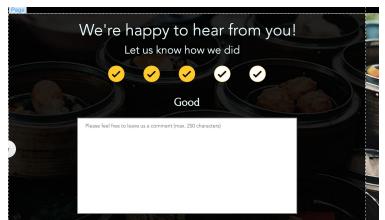
#### Sign up page

- Can be accessed after clicking "log in" or "my account", and then can be redirected to the sign up page
- Requires an email, a password, and a confirmation password
- Requires an address
- Asks user for dietary restrictions
  - Can check off boxes labelled as "nut allergy", "gluten allergy", "lactose intolerant"



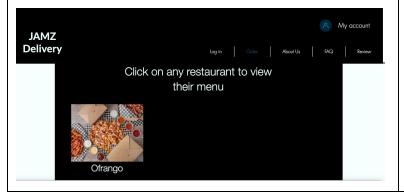
#### FAQ page

- Questions are separated by category (ex. "General", "safety", "ordering" etc.)
- General questions are listed under these categories and when users hover over these boxes, the answer will show in a dropdown menu format



#### Review page

- Uses positive phrasing to encourage users to leave reviews
- Uses a 5 star method
- When users hover over check marks, it shows them what rating they are giving (ex. Hovering over the third checkmark shows "good", hovering over the fifth checkmark shows "love it!")
- Includes a textbox with a 250 character limit incase users have additional comments



#### Restaurant page

- Can be found when "order" is clicked in menu bar
- Directs users to click on the image of a restaurant to display their menu
- Has a preview of the food available at the restaurant (only one in the prototype I to get a sense of layout and functionality)
- Displays restaurant image with the restaurant name
- Clicking on image will direct to order page with the restaurant menu and the users are able to add items to their cart



#### Order page

- Displays the menu of each item of the chosen restaurant Contains images for the food
- Checkout and shopping cart are to the right
- Users can see what they have placed into the cart Users can see their total
- Users can check out
- Menu is divided into categories (ex. "fries", "drinks" etc.)