Notes from 14/02/2017

Cognitive Walkthrough (Liz):

# Website

## General

* Search box too small.
* Pages from left to right.
* Register & Login buttons should be separated from the menu on the bar at the top.

## Registration

* House name/number & street are better than address line1 address line2 on front end.
* Box sizes should be indicative of the amount of data to enter (registration, addresses).
* Email should be on twice.
* T&C & newsletter should have more explanation.
* Info about password length & character requirements.
* Feedback on acceptable password as they go.
* Finishing with “register” button is confusing/vague

## Menu

* Images required for menu (duh)
* Add to basket RIGHT of customisation options.
* Update # on basket on menu bar at top of page.
* Feedback “toast” required when adding to basket.
* Quantity for side dishes, drinks & deserts. Basket on right.
* “Customise” is a bad word (as is customising the menu item):
  1. Remove customise.
  2. Add proper create/make/choose/select-your-own pizza instead.
* Description overlay mustn’t cover pizza size / add to basket option.
* Make your own:
  1. Default each selection to first “standard” item in the list.
  2. Choose items for both sides of half and half:
     + Base.
     + Crust.
     + Sauce.
     + Cheese Type.
  3. Option for half and half.
  4. Finally, toppings.
* Double portion needs more clarity (words/image).
* Deselecting when going over topping limit is BAD! Tell the user off and let them make their own mind up.

## Order process

* Move delete to be with quantity on basket page (“Is that delete?”)
* Step “tabs” (Order, delivery, payment etc.)
* “Proceed” button on pages is too vague “complete order” etc. would be much better.

# Delivery app

## General

* “Nice and big”
* Back/Home button imagery doesn’t work. Feels that she is home as soon as she logs in so it shouldn’t be there.
* Tried clicking all 3 ticks at once – caused confusion.
* Group “my” orders together (colour system?)
* Remove declined deliveries (and ones accepted by other drivers?) from list.
* Distance/size important, not economic route (e.g. PL6 yes, PL9 no).
* List of active orders for (expert) users who take multiple.
* Actual time not ASAP.
* Clarify what time (to be collected driver at, to be delivered by driver at).
* Reorder table based on time/distance/quantity etc.
* Unable to deliver option.
* Text rather than call (? I literally get called when pizza is delivered in halls. Speak to Mark?).
* Actions done most need to be LARGER (registering a pizza has been delivered).
* Delivery & order details wrong way around.

## Delivery History

* Most recent first. Whether late should be displayed. (Colour system? Green: good, White: acceptable, red: bad?)
* “Accepted is a database term.”
* Delivery & order details wrong way around.

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| --- | --- | --- |
| Minor | Essential | Desirable |
| Website: Register & Login buttons should be separated from the menu on the bar at the top. | Website: Add to basket RIGHT of customisation options. | Website: Customise” is a bad word (as is customising the menu item):   * Remove customise. * Add proper create/make/choose/select-your-own pizza instead. |
| Website: House name/number & street are better than address line1 address line2 on front end. | Website: Update # on basket on menu bar at top of page. | Delivery App: List of active orders for (expert) users who take multiple. |
| Website: Box sizes should be indicative of the amount of data to enter (registration, addresses). | Website: Feedback “toast” required when adding to basket. | Delivery App: Actual time for delivery not ASAP. |
| Website: Email should be on twice. | Website: Quantity for side dishes, drinks & deserts. Basket on right. | Delivery App: Reorder table based on time/distance/quantity etc. |
| Website: Info about password length & character requirements. | Website: Description overlay mustn’t cover pizza size / add to basket option. |  |
| Website: Feedback on acceptable password as they go. | Website: Move delete to be with quantity on basket page (“Is that delete?”) |  |
| Website: Finishing with “register” button is confusing/vague | Website: Step “tabs” (Order, delivery, payment etc.) |  |
|  | Website: “Proceed” button on pages is too vague “complete order” etc. would be much better. |  |
|  | Delivery app: when selecting items to deliver : Tried clicking all 3 ticks at once – caused confusion. |  |
|  | Delivery App: Group “my” orders together (colour system?) |  |
|  | Delivery App: Remove declined deliveries (and ones accepted by other drivers?) from list. |  |
|  | Delivery App: Distance/size important, not economic route (e.g. PL6 yes, PL9 no). |  |
|  | Delivery App: Unable to deliver option. |  |
|  | Delivery App: Actions done most need to be LARGER (registering a pizza has been delivered). |  |
|  | Delivery App: Delivery & order details wrong way around. |  |

Design Documentation (Ismini):

* One address for billing. One address for delivery. Easier for database.
* This allows CustomerID to be in order table.
* ItemPrice in item table, not as a lookup table (for pizzas at least, it works for drinks).

Order has many OrderedItems.

Pizza can be an OrderedItem many times.

Drink can be an OrderedItem many times.

Side can be an OrderedItem many times.

Name is identifier, not ID.