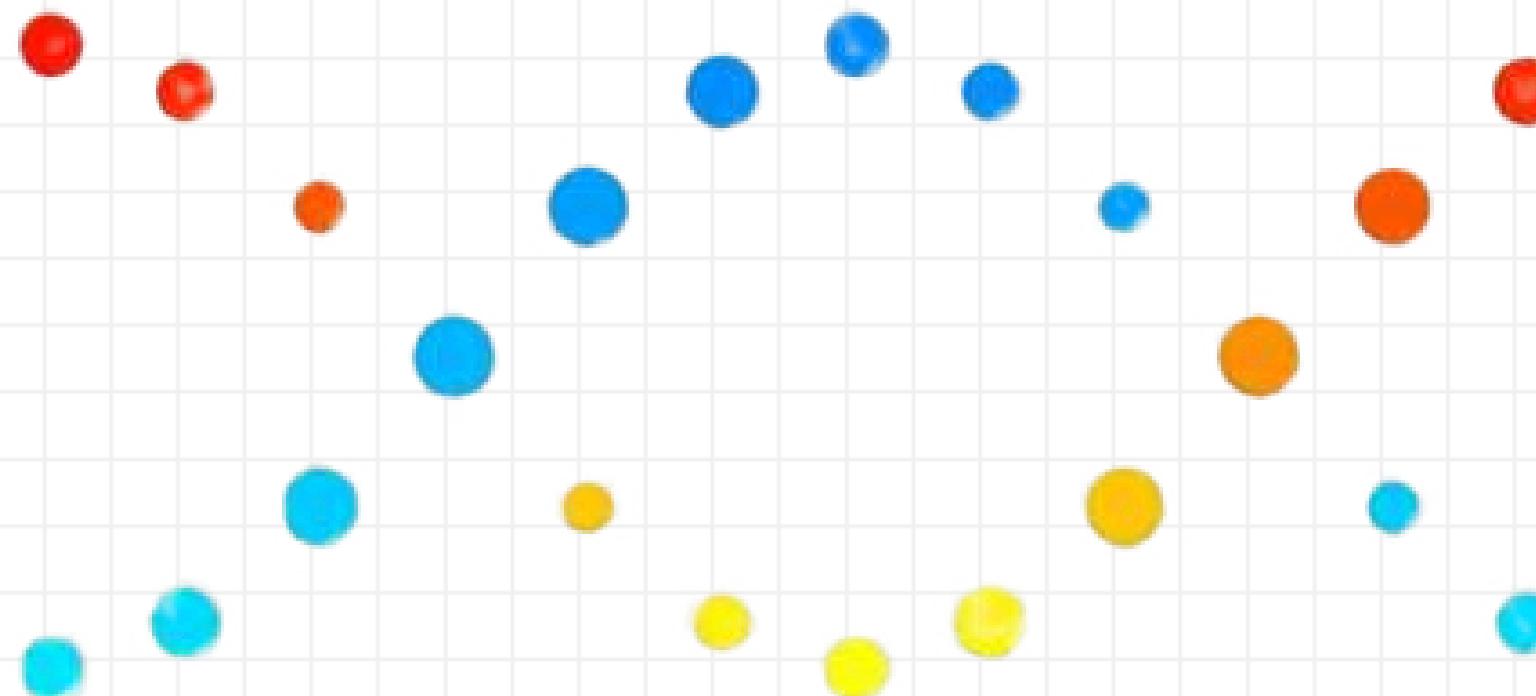


**<welcome>**  
**<back>**  
**<B4B>**



# Bistro 2 SQUARE Bytes



Google



Projek Kiar  
SBK



I A S T



Control  
Panel



Words



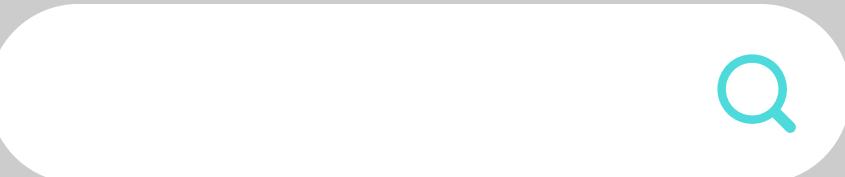
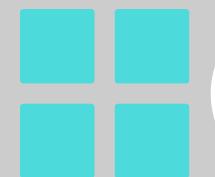
Assignment  
PT1



Excel



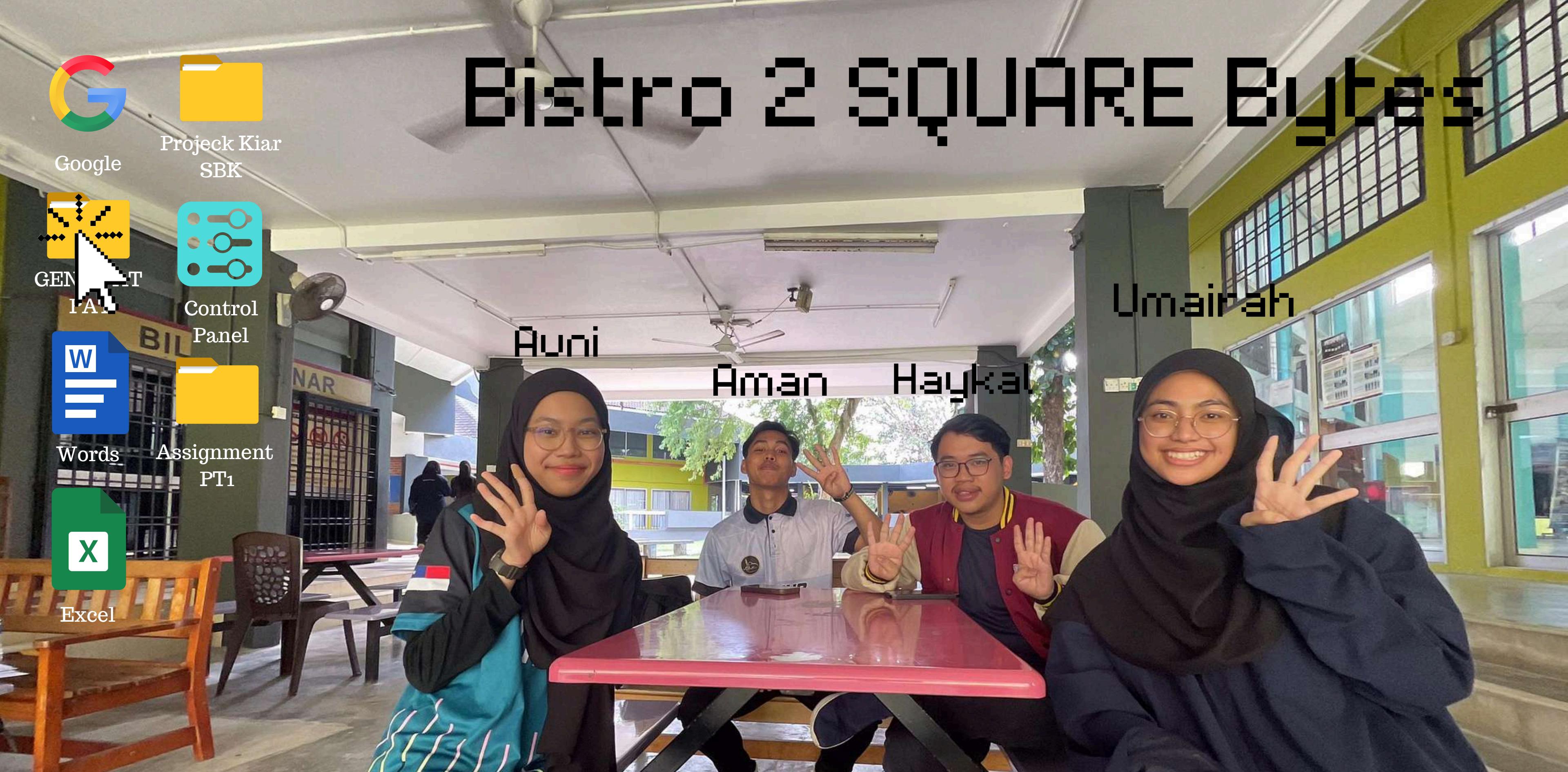
Heavy rain  
alert



ENG  
US



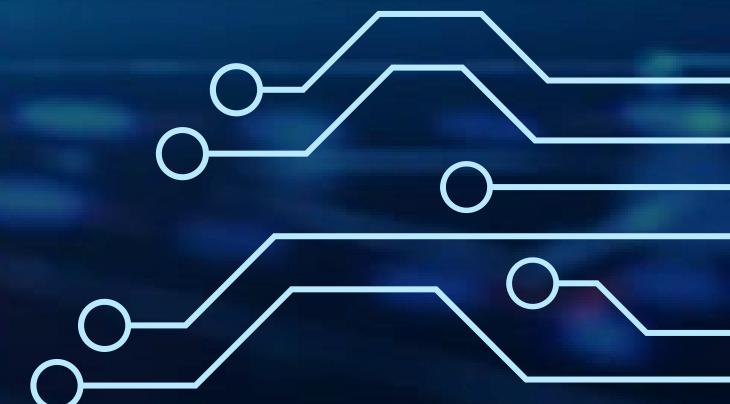
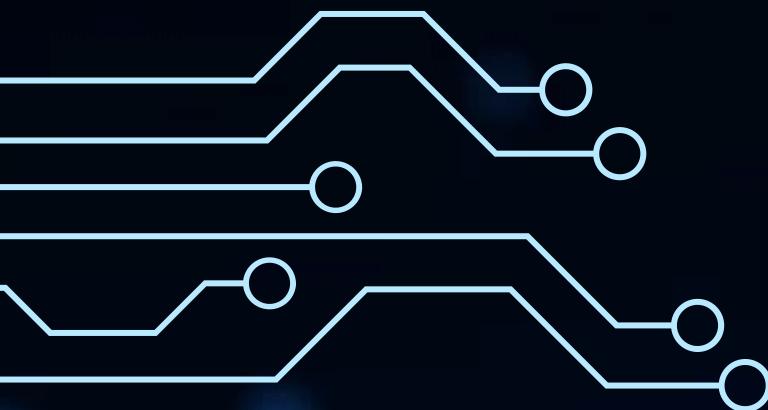
8:30 AM  
31/12/2234





# DESIGN THINKING PROJECT

By B4B





**For the design thinking project, we discover  
that there is a need of improvement in  
UTMSmart for the Dining Section Part.**

# CONTAINING 5 PHASES



EMPHATIZE

# CONTAINING 5 PHASES



EMPHATIZE



DEFINE

# CONTAINING 5 PHASES



EMPHATIZE



DEFINE



IDEATE

# CONTAINING 5 PHASES



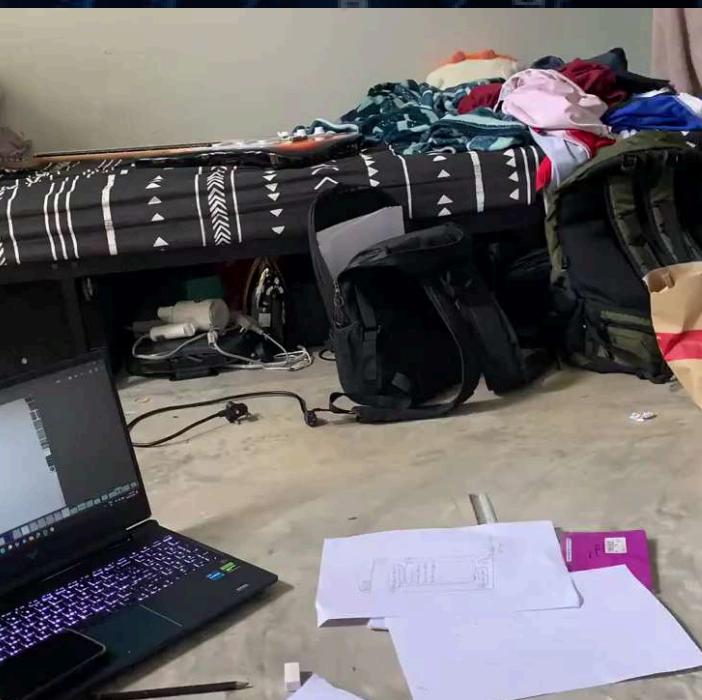
EMPHATIZE



DEFINE



IDEATE



PROTOTYPE

# CONTAINING 5 PHASES



EMPHATIZE



DEFINE



IDEATE



PROTOTYPE



TESTING

# 1



## EMPHATIZE



## Create Google Form

Analyse problem  
faced by UTMSmart  
user

## Collect Google Form Data

Up to 70 responses



## Create Google Form

Analyse problem  
faced by UTMSmart  
user

## Collect Google Form Data

Up to 70 responses



## Create Google Form

Analyse problem faced by UTMSmart user

## Interview Food Rider

To ask about the problem he/she faced during food delivery

## Create Google Form

Analyse problem faced by UTMSmart user



## Collect Google Form Data

Up to 70 responses



## Interview Food Rider

To ask about the problem he/she faced during food delivery



## Interview Food Manager

To ask he/she about the problem faced while managing the restaurant and using food service apps



## Visiting the Market(s)

collect information and see the environment of the market



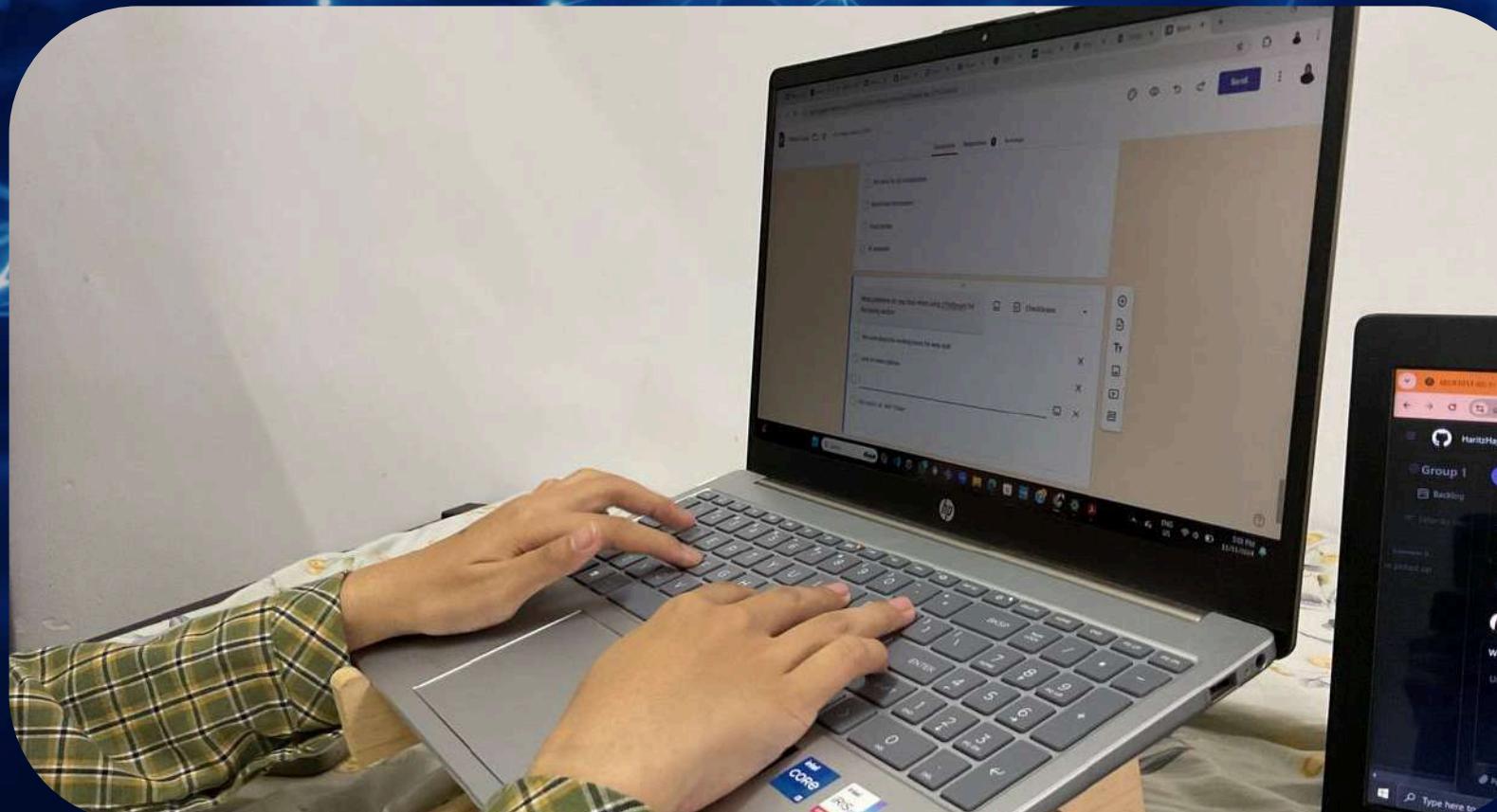
# THE INSIGHTS

## Interview session with food rider



Interview session with restaurant manager

## Make a google form



Ask UTM Student to answer the google form



Collect information from the Arked

# 2



## DEFINE

# THE PROBLEM FACED BY USER

Unclear about the  
working hours for  
every stall

PROBLEMS

# UNCLEAR ABOUT THE WORKING HOUR



**Cafe Arked Angkasa**  
MA2 KOLEJ 11UTM Johor Bahru

★★★★★

**Operation hour**

Open everyday (0700 - 1600) 



**ArkedMERANTI**  
is now 100% cashless

**Arked Meranti**  
H32UTM Johor Bahru

★★★★★

**Operation hour**

Open everyday (0700 - 2200) 



**Arked Cengal**  
L53UTM Johor Bahru

★★★★★

**Operation hour**

Open everyday (0700 - 2200) 

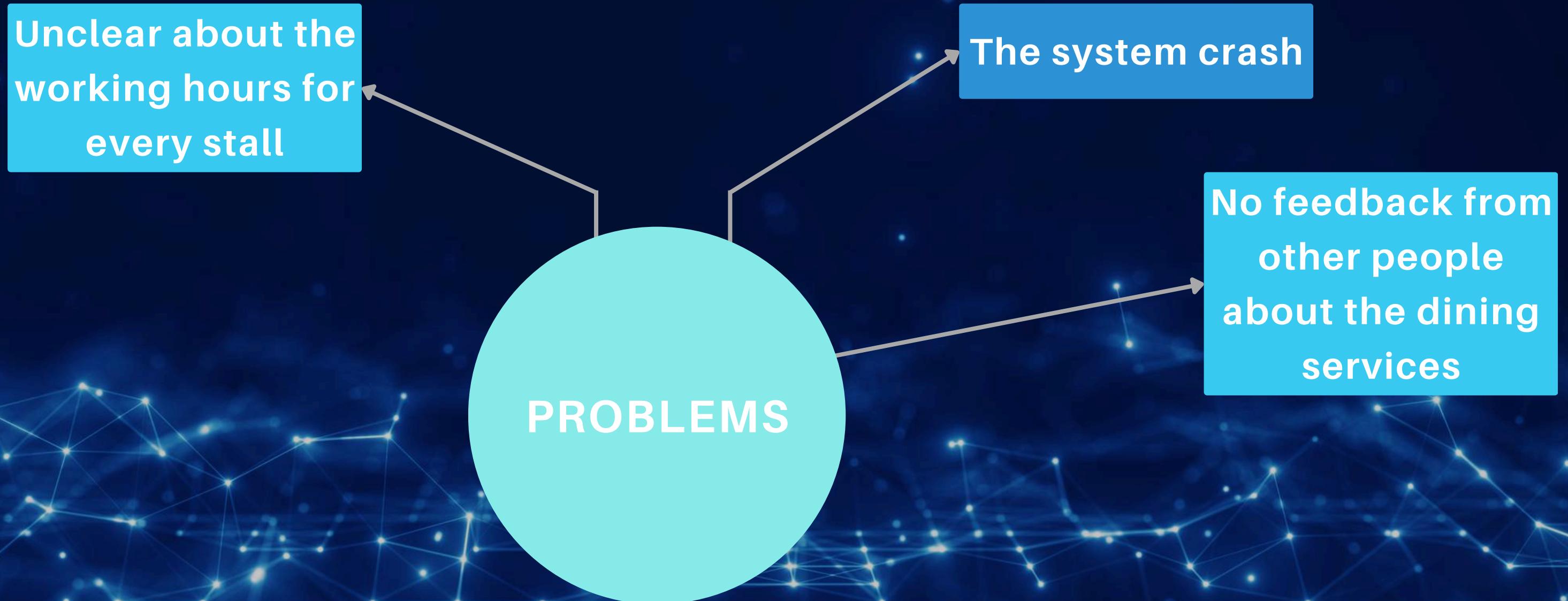
# THE PROBLEM FACED BY USER

Unclear about the  
working hours for  
every stall

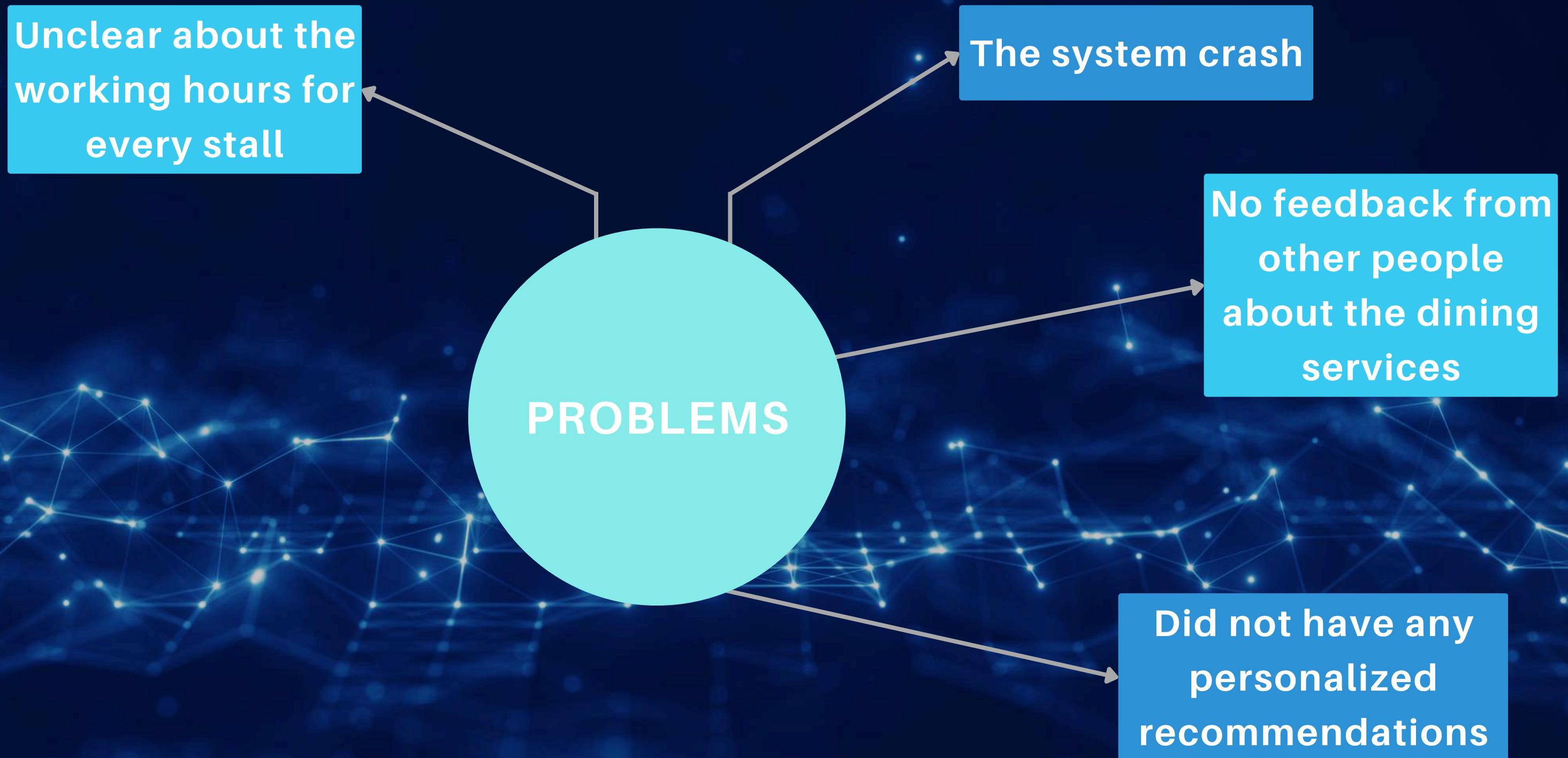
The system crash

PROBLEMS

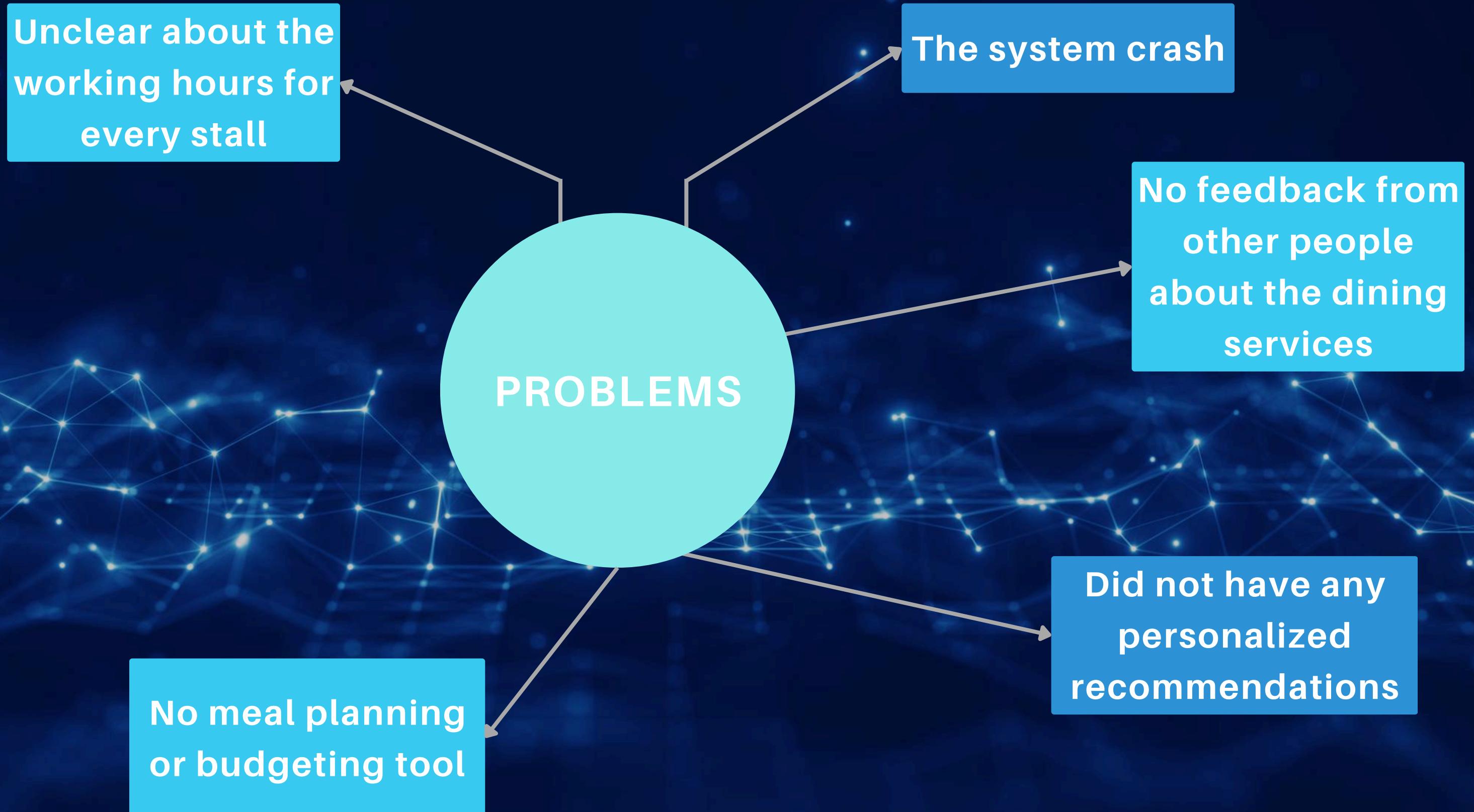
# THE PROBLEM FACED BY USER



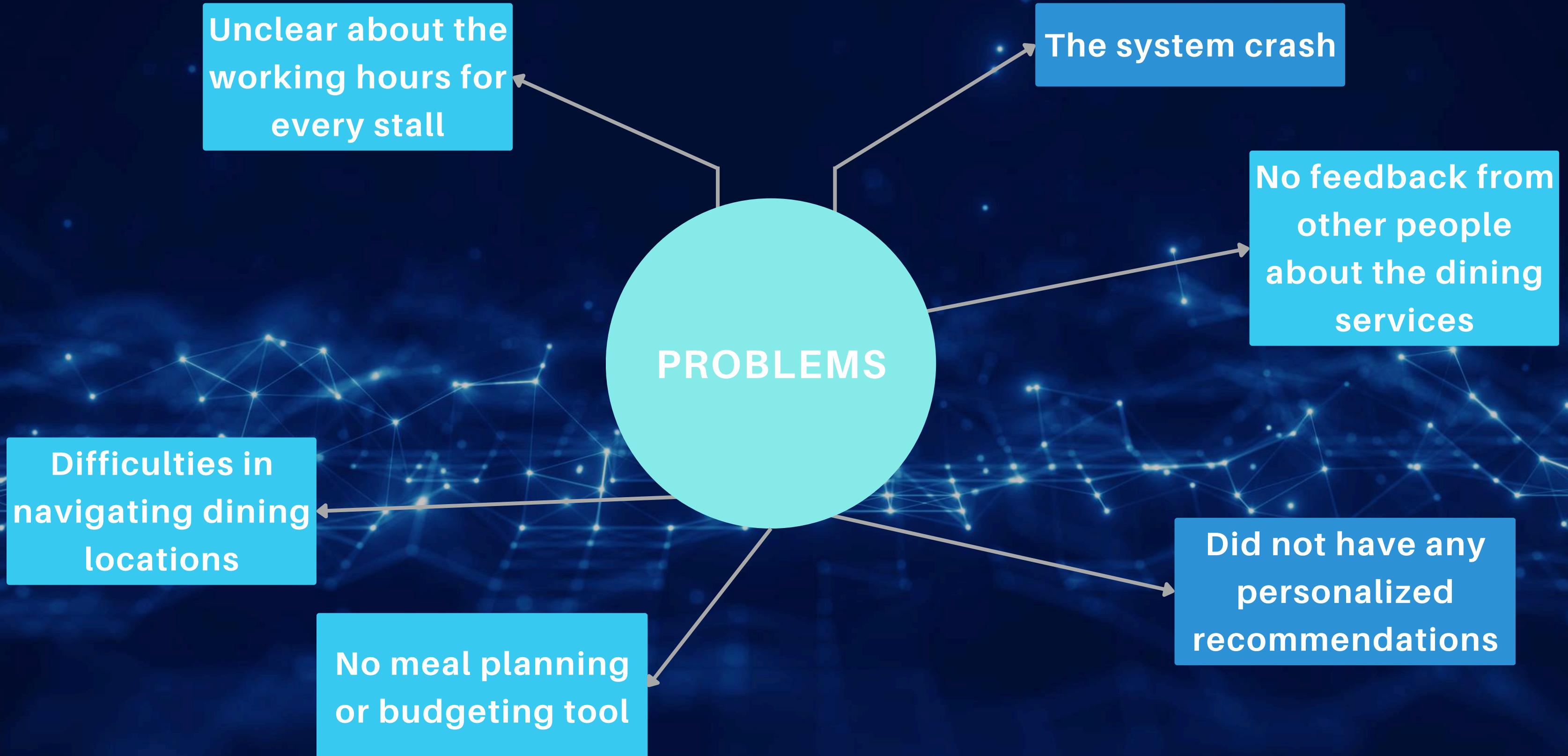
# THE PROBLEM FACED BY USER



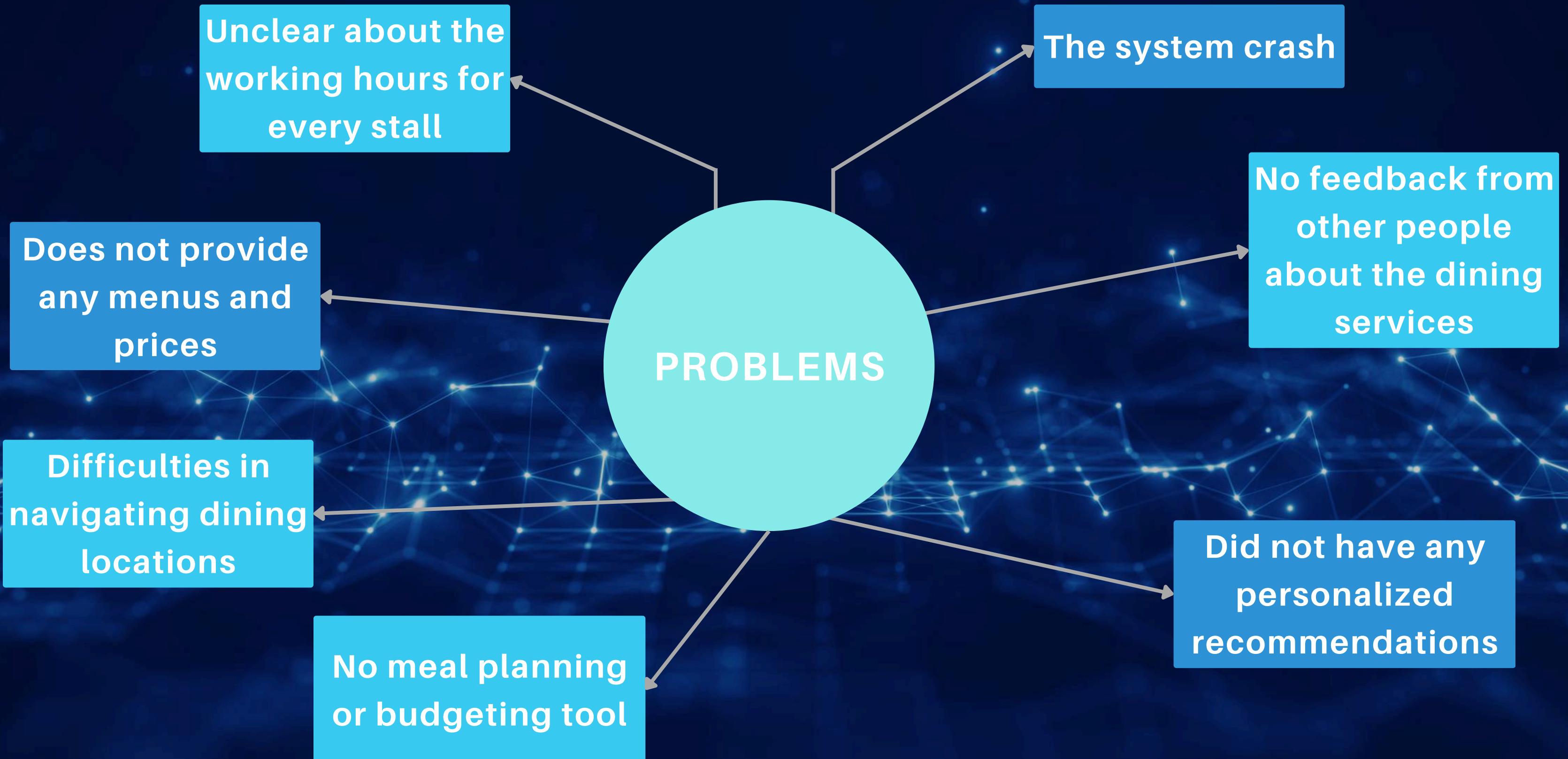
# THE PROBLEM FACED BY USER



# THE PROBLEM FACED BY USER



# THE PROBLEM FACED BY USER



# NO MENU AND PRICES

**Cafe Arked Angkasa**  
MA2 KOLEJ 11UTM Johor Bahru

★★★★★

Foods

---

 Malay Cuisine     Fried Food

**Arked Meranti**  
H32UTM Johor Bahru

★★★★★

Foods

---

 Beverages     Malay Cuisine     Fried Food     Pastry

**Arked Cengal**  
L53UTM Johor Bahru

★★★★★

Foods

---

 Malay Cuisine     Western Food     Fried Food     Pastry     Vegetarian

## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ



## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ

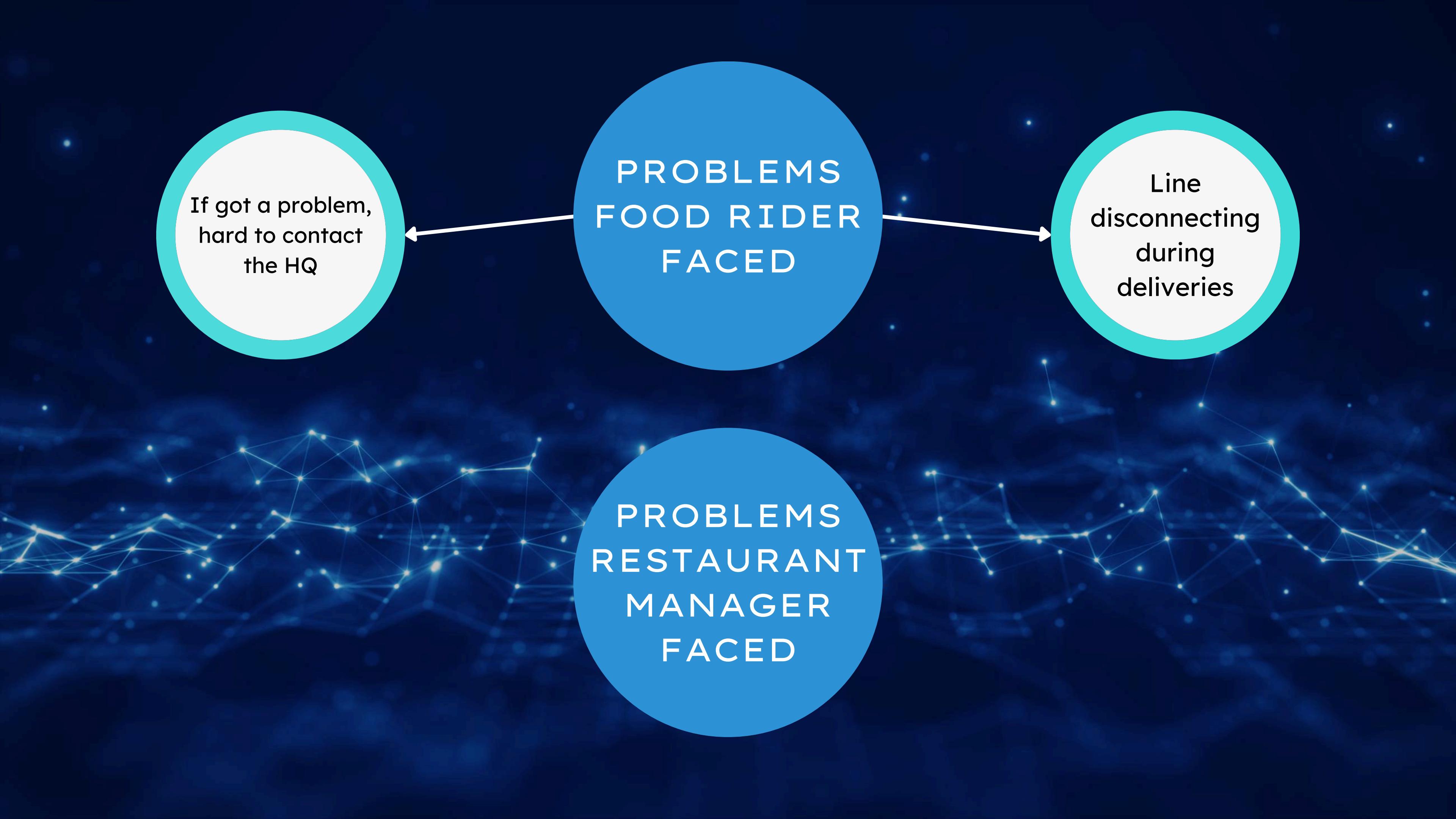
Line  
disconnecting  
during  
deliveries



## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ

Line  
disconnecting  
during  
deliveries



## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ

Line  
disconnecting  
during  
deliveries

## PROBLEMS RESTAURANT MANAGER FACED

```
graph TD; A((PROBLEMS FOOD RIDER FACED)) --> B((If got a problem, hard to contact the HQ)); A --> C((Line disconnecting during deliveries)); D((PROBLEMS RESTAURANT MANAGER FACED)) --> E((Not good in IT))
```

## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ

Line  
disconnecting  
during  
deliveries

## PROBLEMS RESTAURANT MANAGER FACED

Not good in IT

## PROBLEMS FOOD RIDER FACED

If got a problem,  
hard to contact  
the HQ

Line  
disconnecting  
during  
deliveries

## PROBLEMS RESTAURANT MANAGER FACED

Not good in IT

Difficult to  
update menus  
and prices  
time-to-time

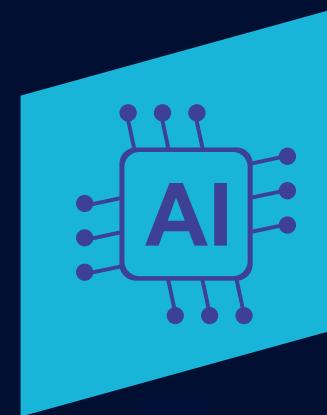
# 3



## IDEATE

# SOLUTIONS & IMPROVEMENTS

AI for menu  
personalization



# SOLUTIONS & IMPROVEMENTS

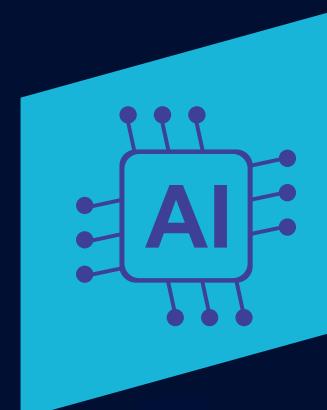
AI for menu personalization

Online ordering platform



# SOLUTIONS & IMPROVEMENTS

AI for menu personalization



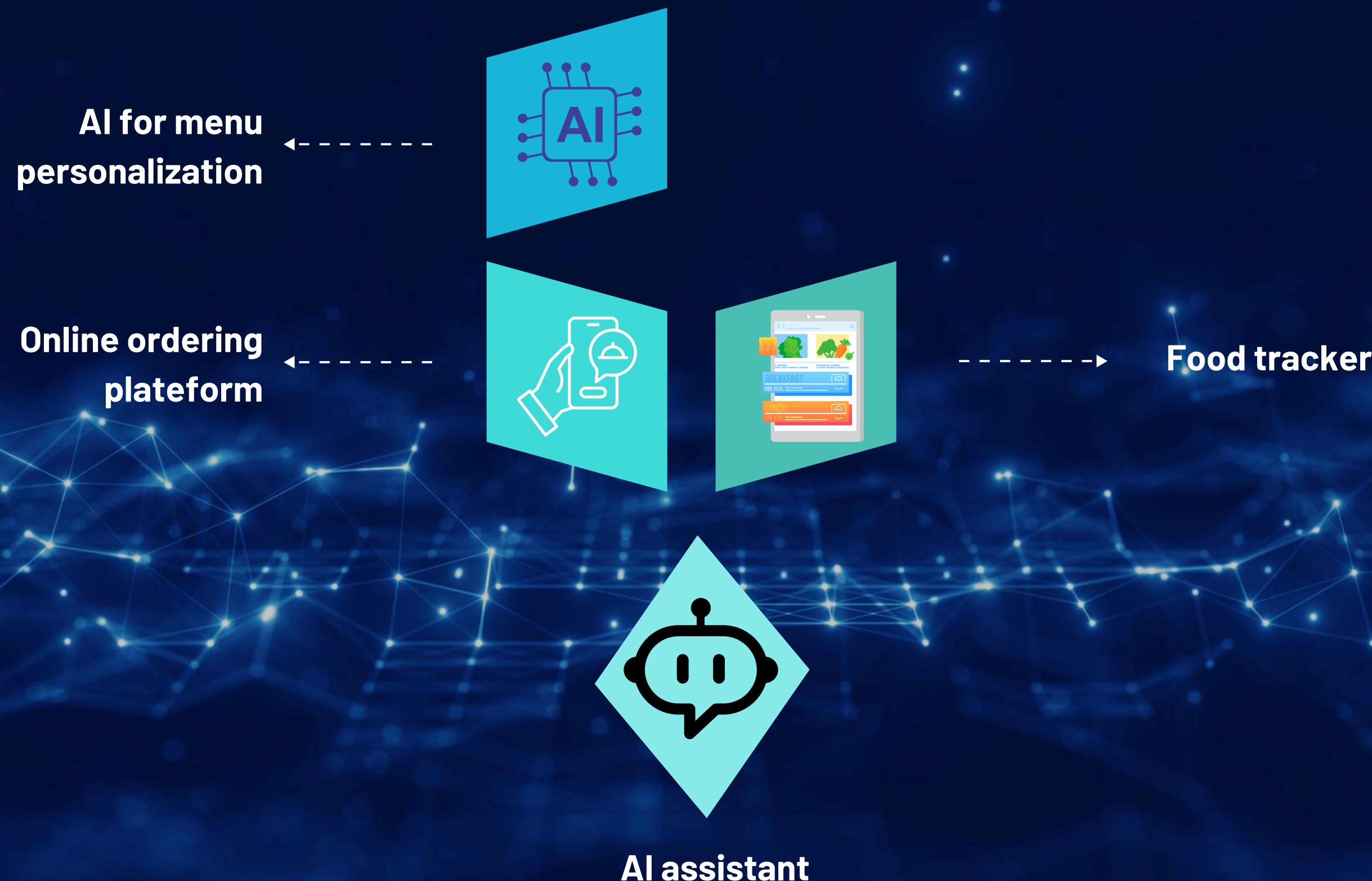
Online ordering platform



AI assistant

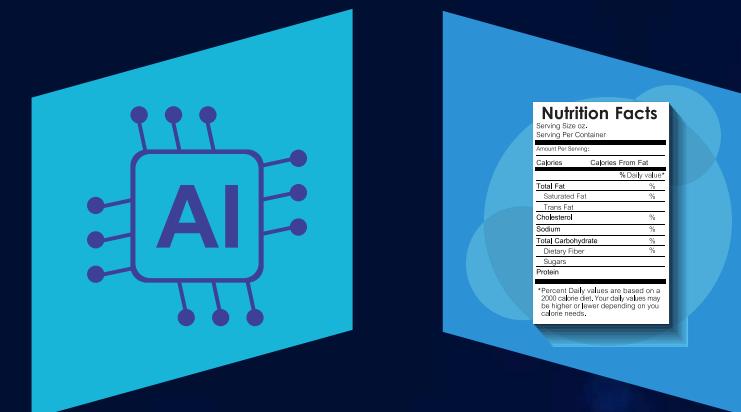


# SOLUTIONS & IMPROVEMENTS

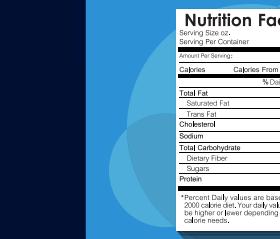


# SOLUTIONS & IMPROVEMENTS

AI for menu personalization



Nutritional Information



Online ordering platform

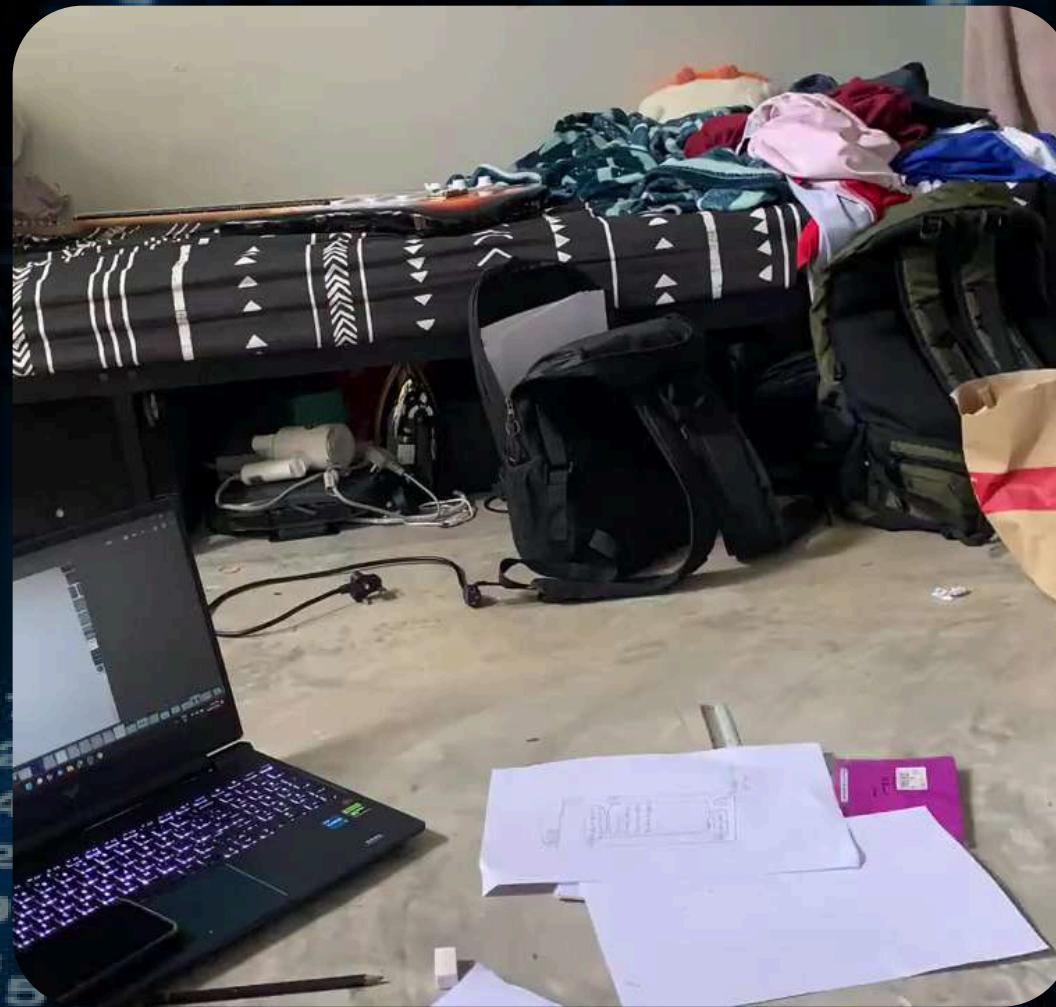


Food tracker



AI assistant

# 4



## PROTOTYPE



WE INTRODUCE TO YOU

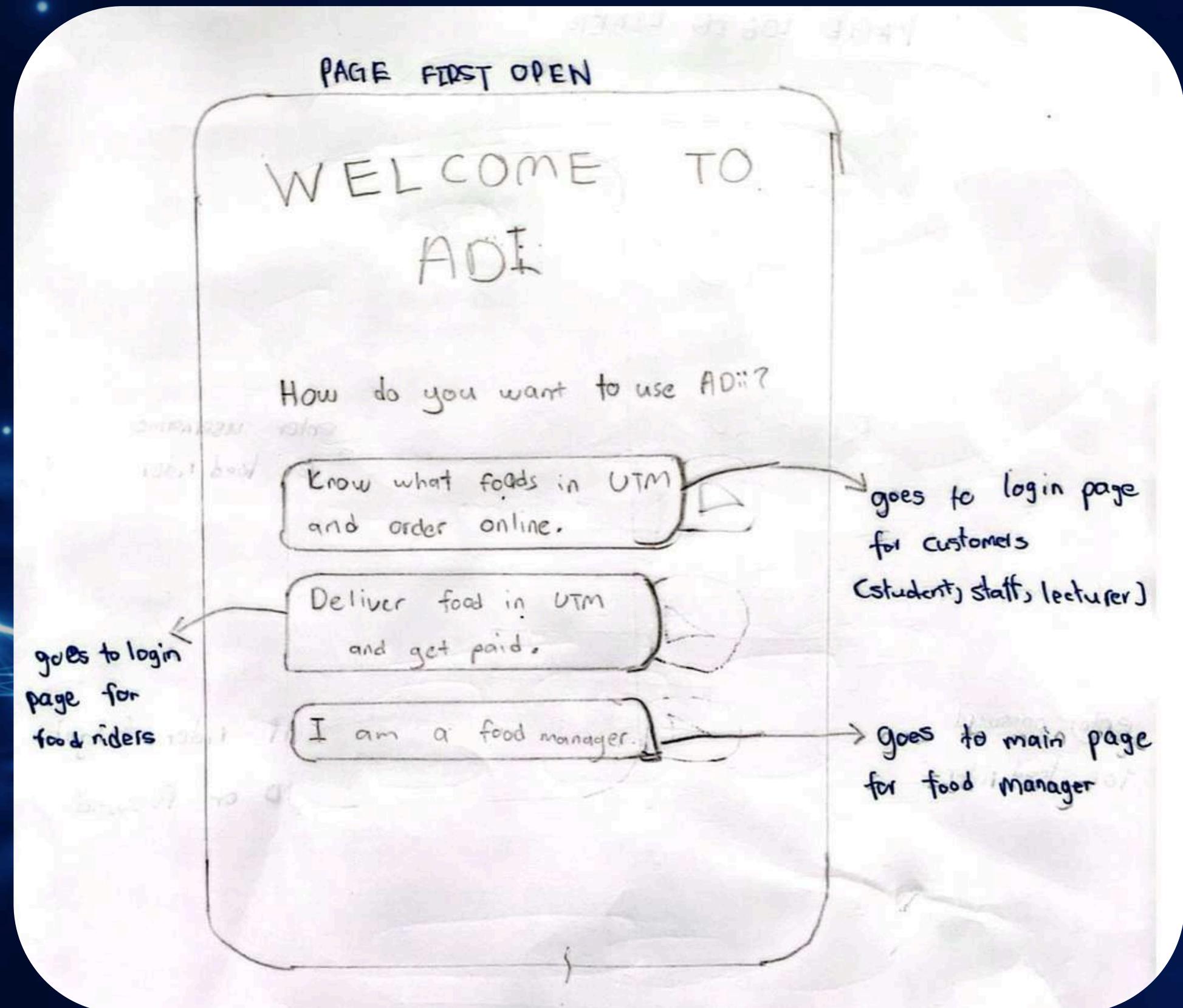


# WE INTRODUCE TO YOU



# ADI

# USER SELECTION PAGE



- USER WILL SELECT WHICH TYPE OF USER THEY ARE

**ADI: FOOD RIDER**

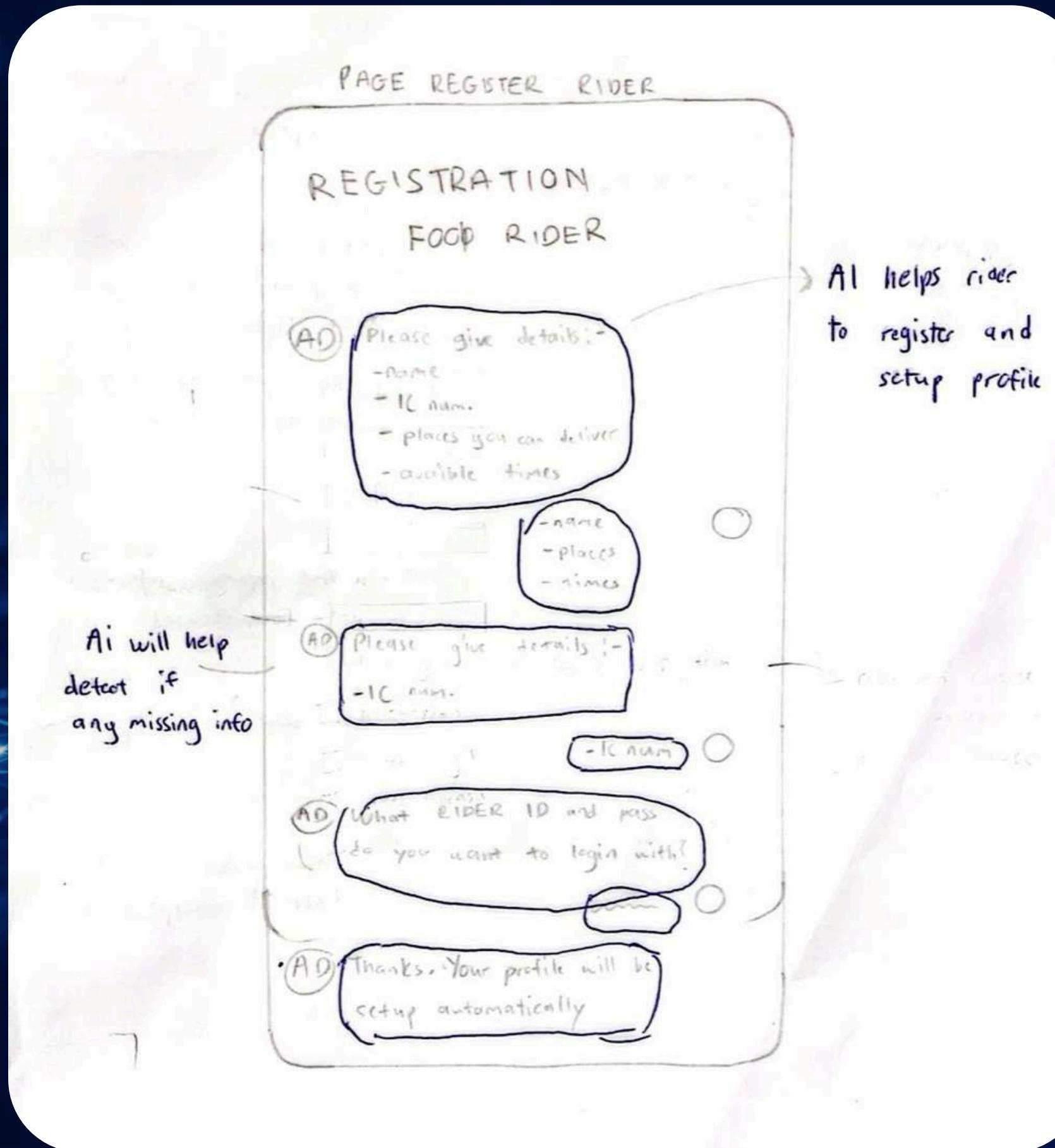


# RIDER LOGIN PAGE



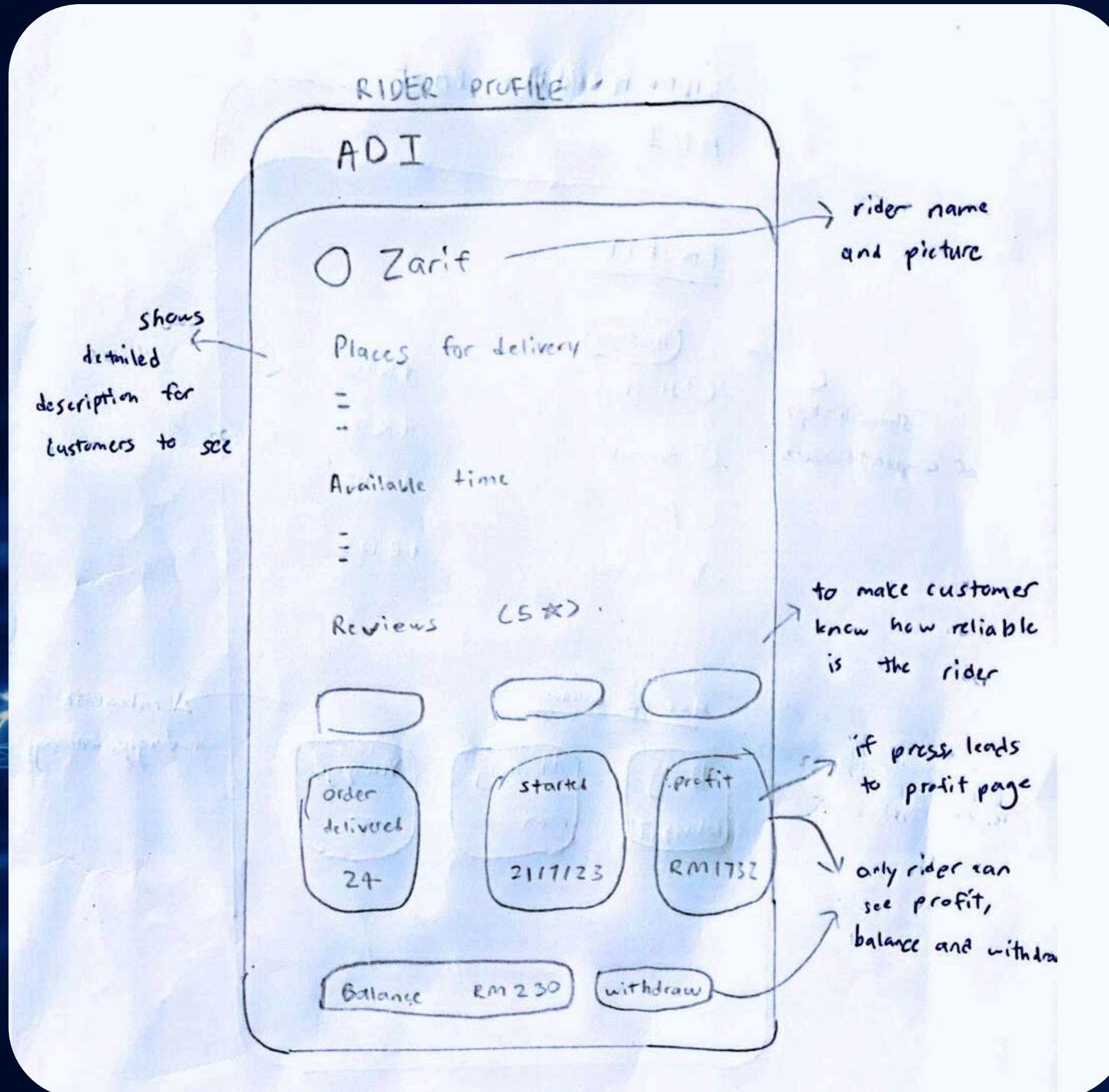
- RIDERS CAN REGISTER TO ADI APP AS A NEW USER OR DIRECTLY LOGIN IF ALREADY REGISTERED
- AVAILABLE FOR UTM AND NON-UTM PEOPLE

# RIDER REGISTER PAGE



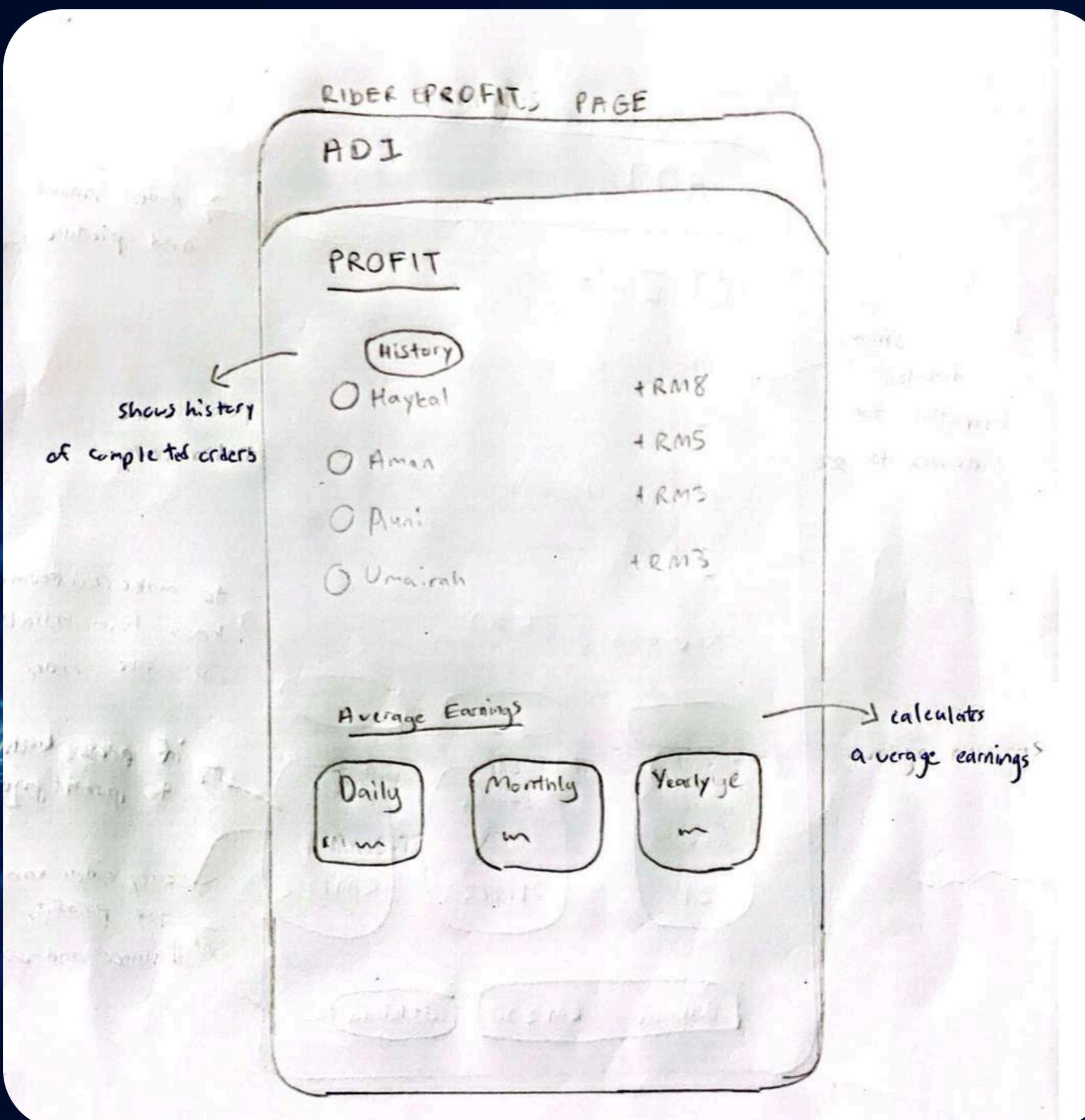
- REGISTER BY TELLING ADI (AI ASSISTANT) TO SETUP RIDER'S PROFILE

# RIDER PROFILE PAGE



- PROFILE PAGE OF RIDER AFTER COMPLETE THE REGISTRATION
- THIS PAGE SHOWS
  - DELIVERY AREA
  - DELIVERY TIME
  - REVIEWS (CUSTOMERS)
- PROFIT AND BALANCE FOR DELIVERY

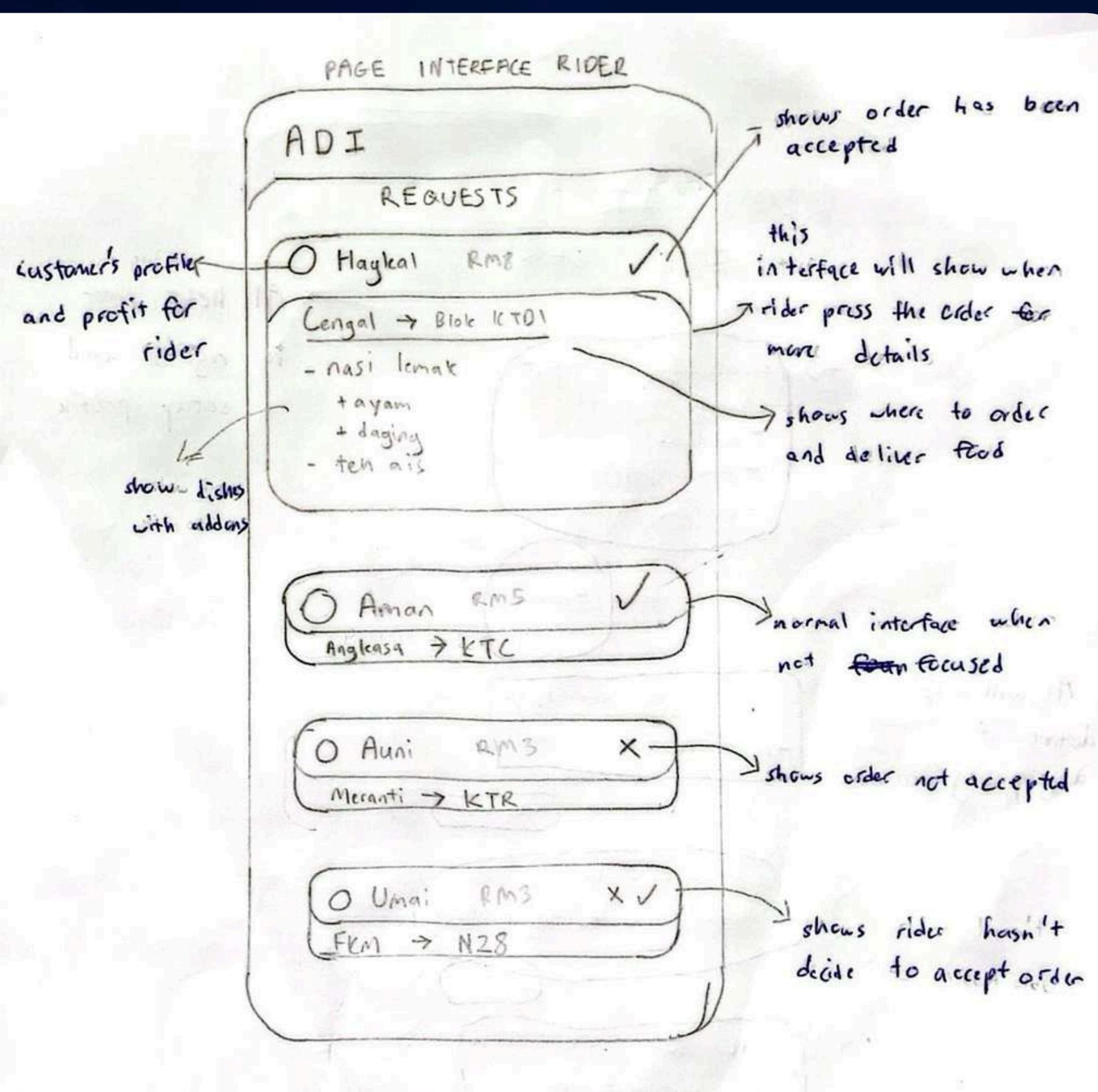
# RIDER'S PROFIT PAGE



## CONTENT

- RIDER'S PROFIT
- HISTORY OF COMPLETED ORDER
- AVERAGE DAILY , MONTHLY AND YEARLY EARN BY THE RIDER

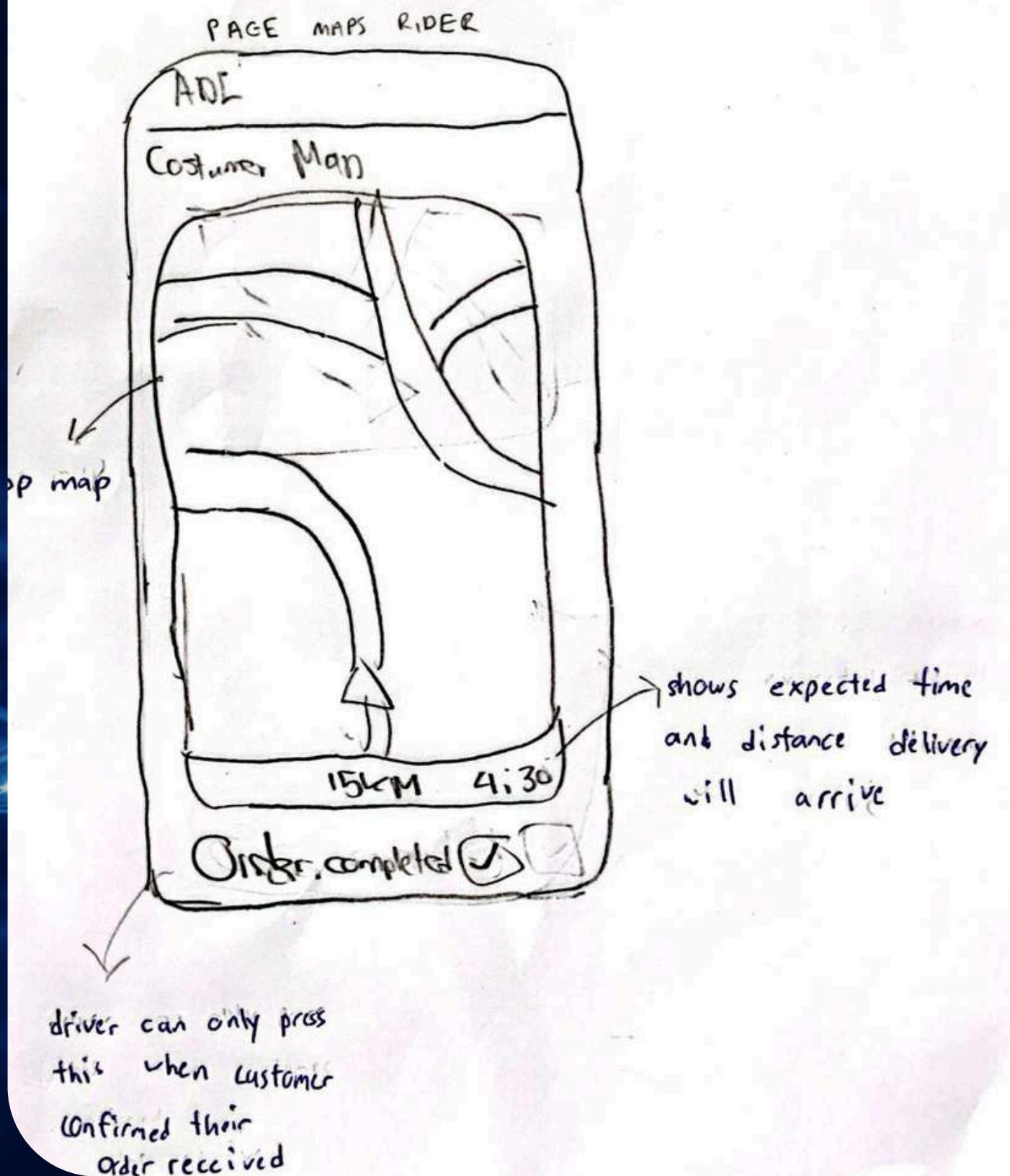
# RIDER INTERFACE



- SHOW LIST OF DELIVERY REQUESTS FROM CUSTOMERS

- LIST REQUESTS IS BASED ON DELIVERY AREA AND DELIVERY TIME FROM RIDER DELIVERY INFORMATION

# RIDER'S MAP



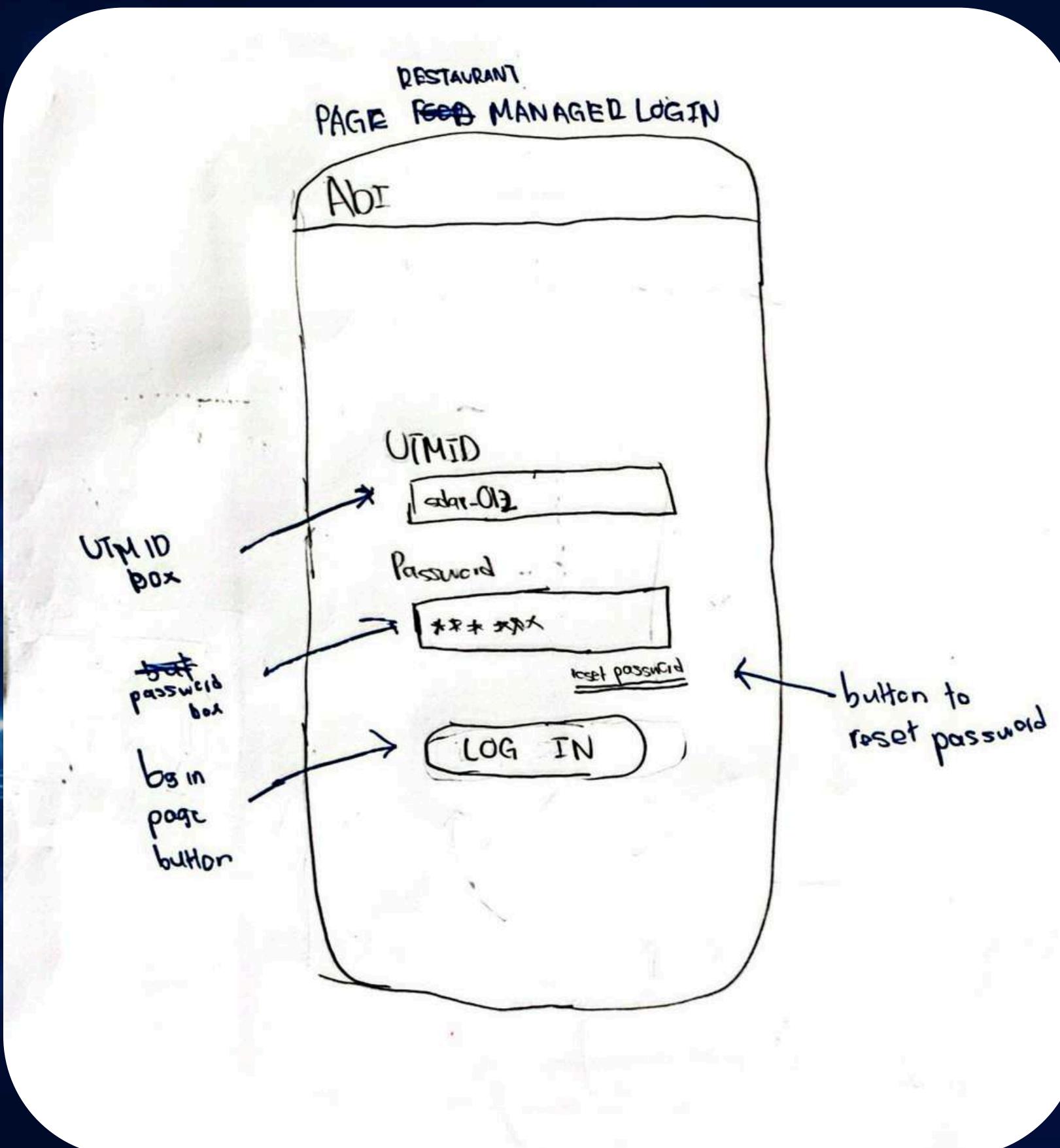
- SHOW THE DIRECTION TO THE PLACE THAT NEED TO BE DELIVERED
- REAL LIVE LOCATION

# ADI

■ RESTAURANT  
■ MANAGER

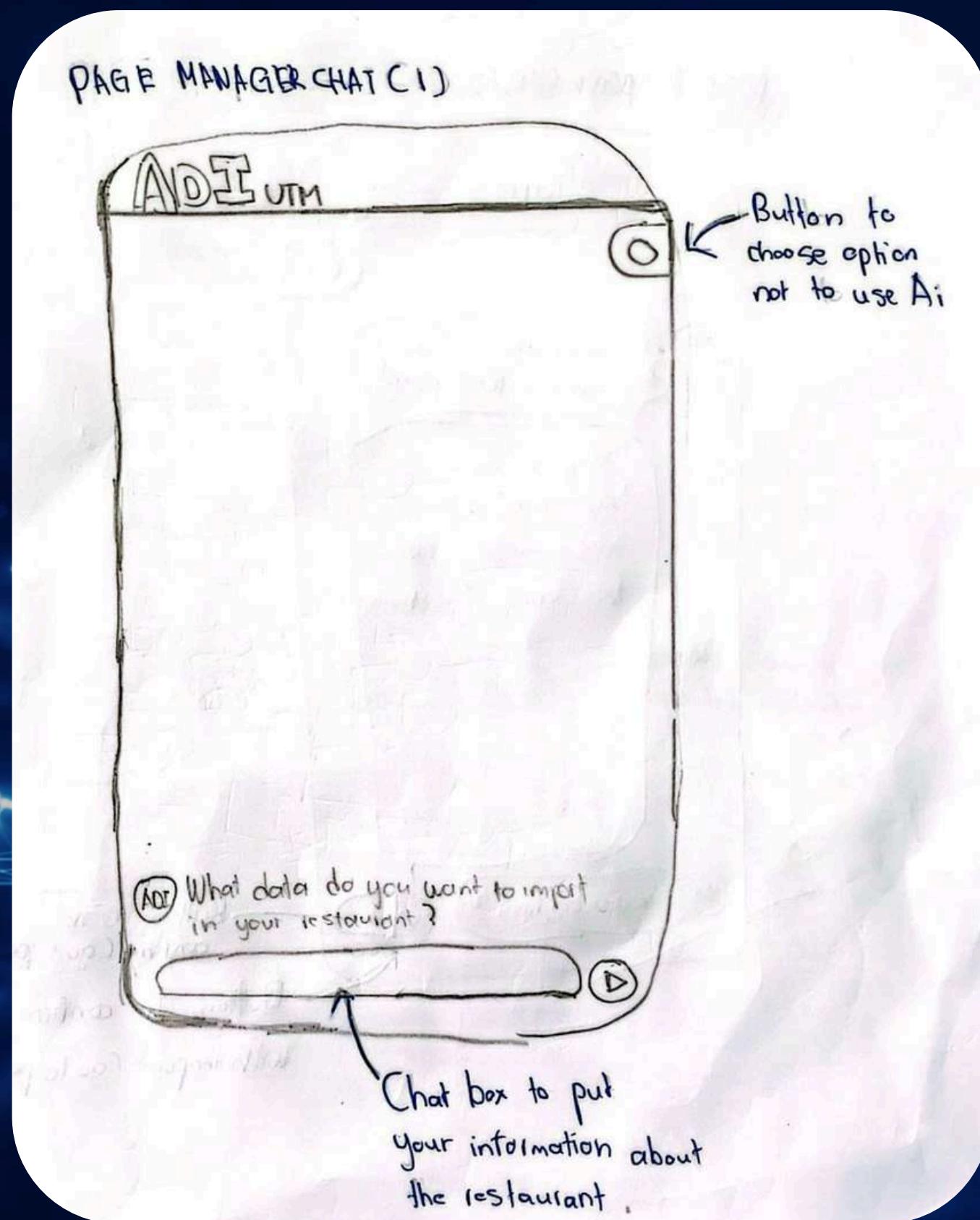


# RESTAURANT MANAGER LOGIN



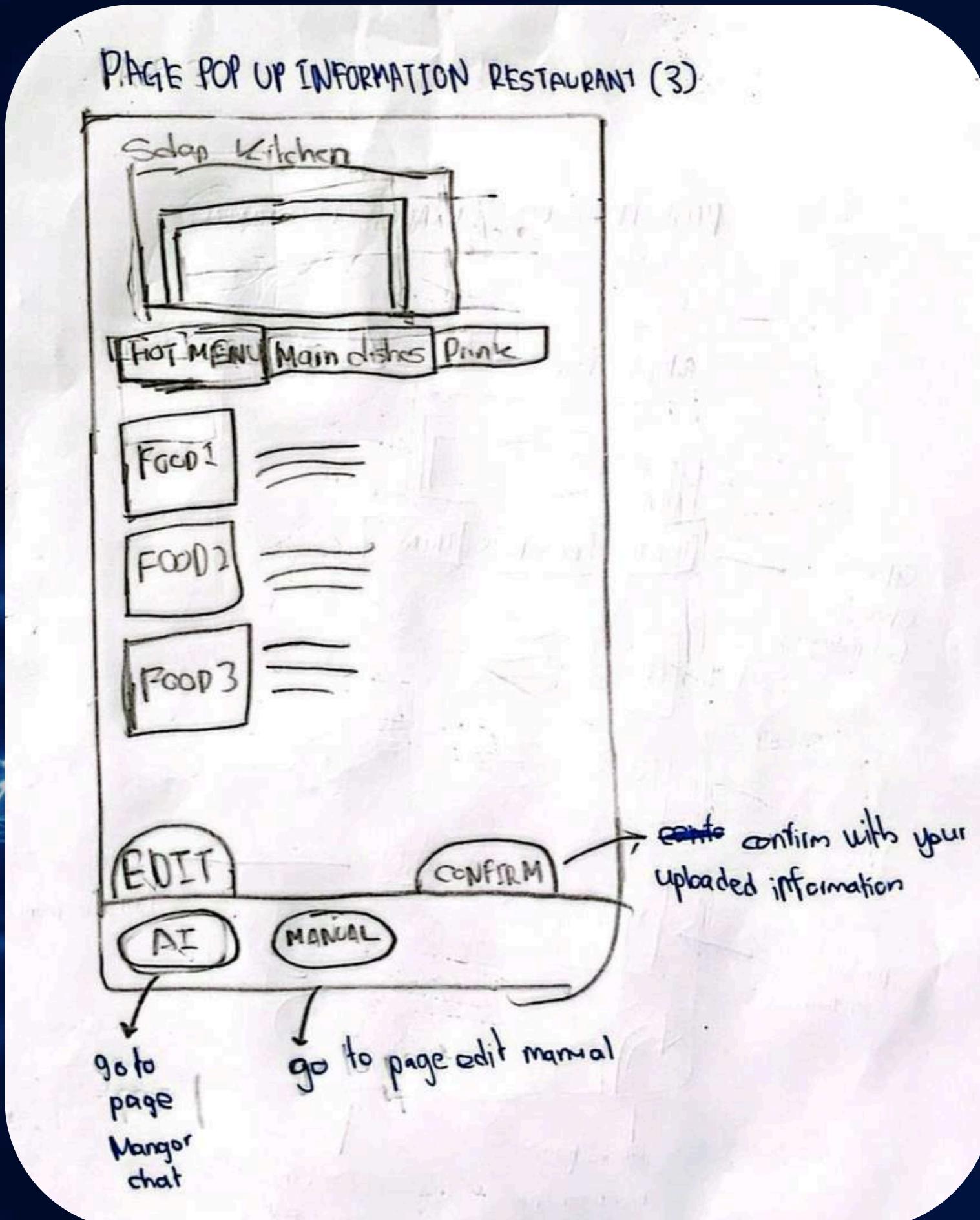
- EACH RESTAURANT IN UTM HAVE THEIR OWN UNIQUE ID AND THE PASSWORD
- ONLY RESTAURANT MANAEGER CAN ACCESS INTO RESTAURANT MANAGER'S PAGES

# RESTURANT MANAGER (CHATBOX)



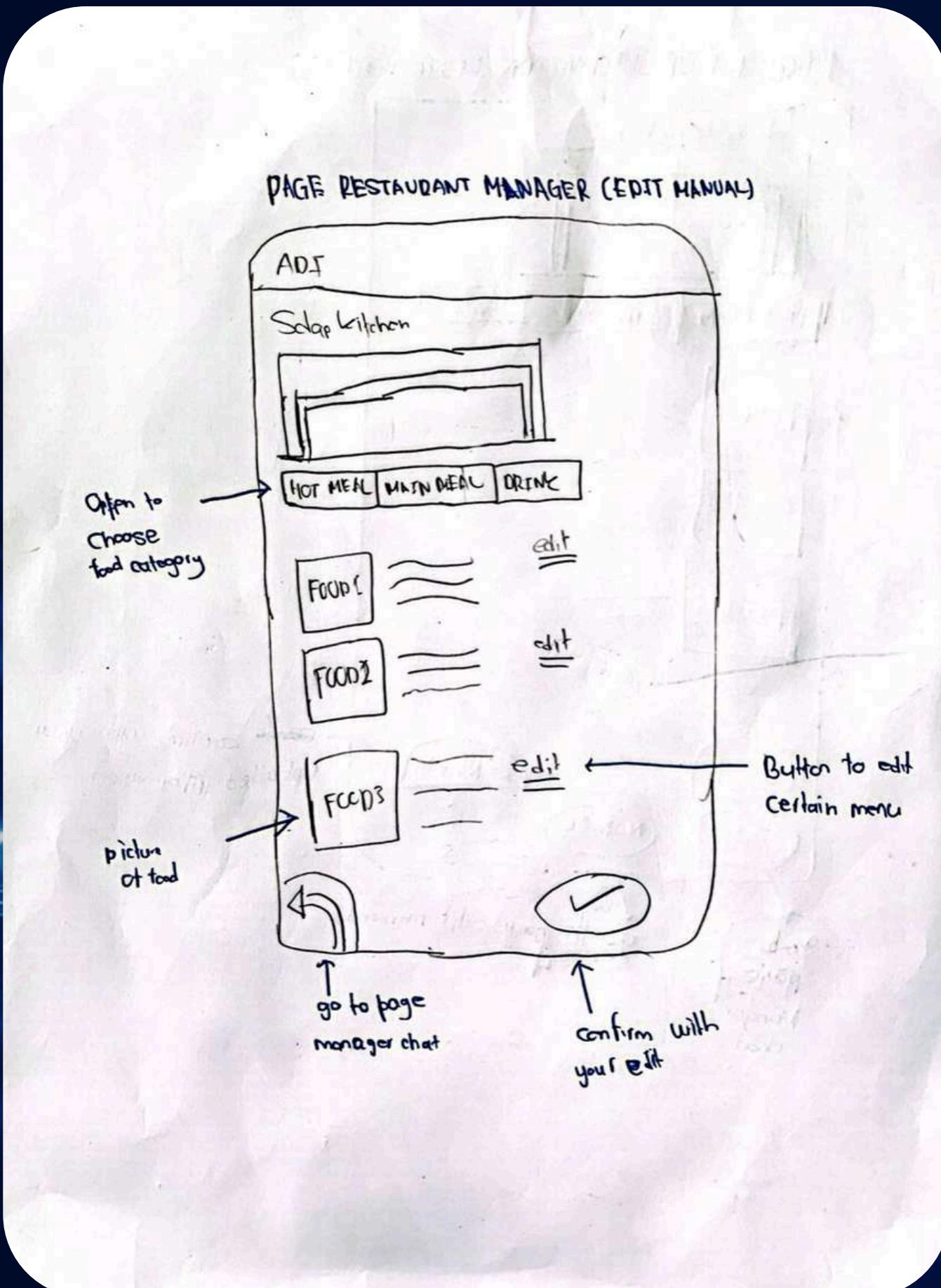
- UPLOAD INFORMATION BY TELLING TO ADI (AI ASSISTANT)
- ADI WILL DO AN ANALYSIS WITH THE INFORMATION PROVIDED

# RESTAURANT'S INFO



- ADI WILL ORGANIZE THE DATA BASED ON THE GIVEN INFORMATION FROM THE RESTAURANT MANAGER
- THE INFORMATION INCLUDING MENU, PRIZE AND OPERATING HOUR FOR THE RESTAURANT

# MANUALLY

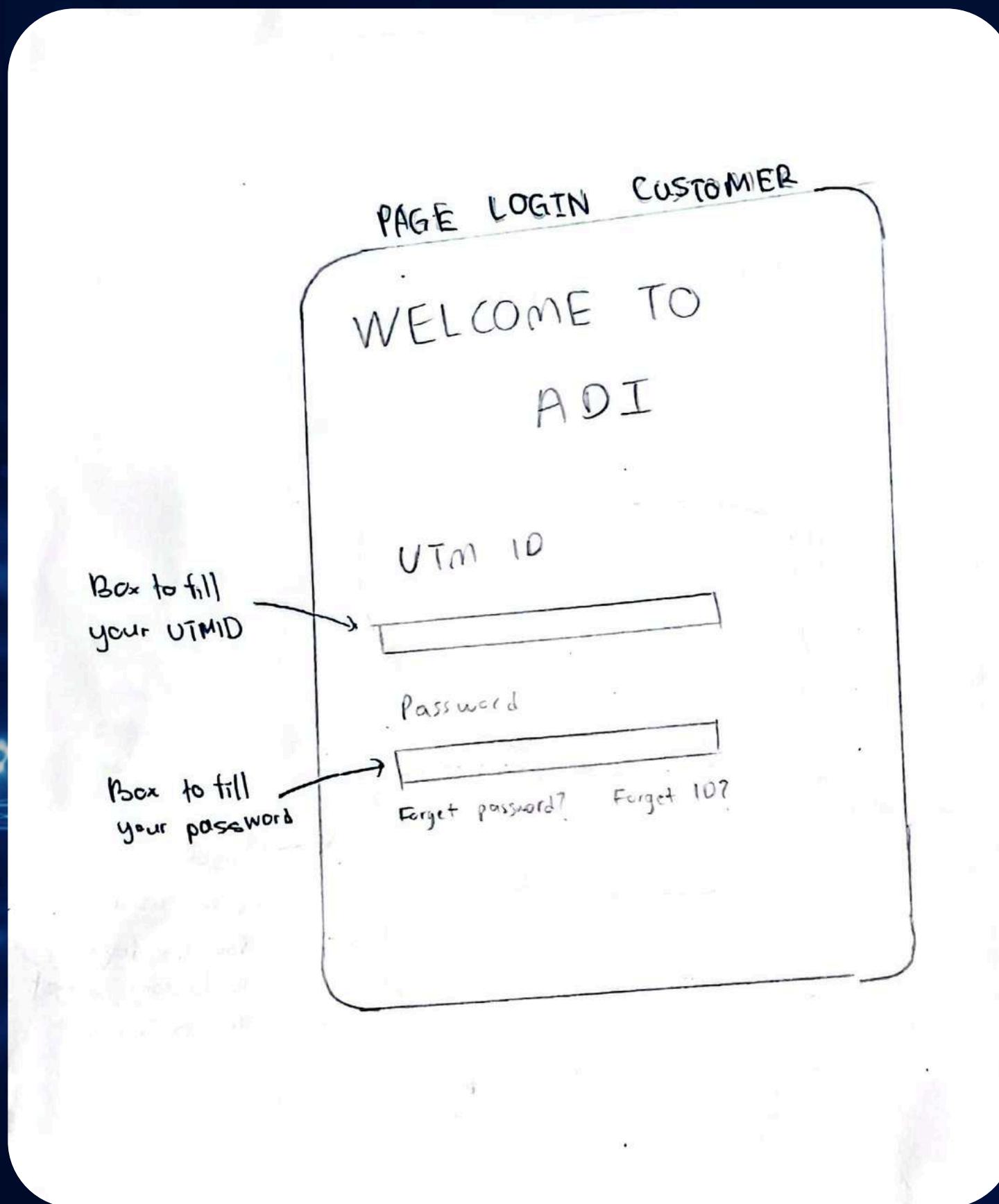


- ALTERNATIVE WAY TO EDIT INFORMATION OF THE RESTAURANT

**ADI : CUSTOMER**

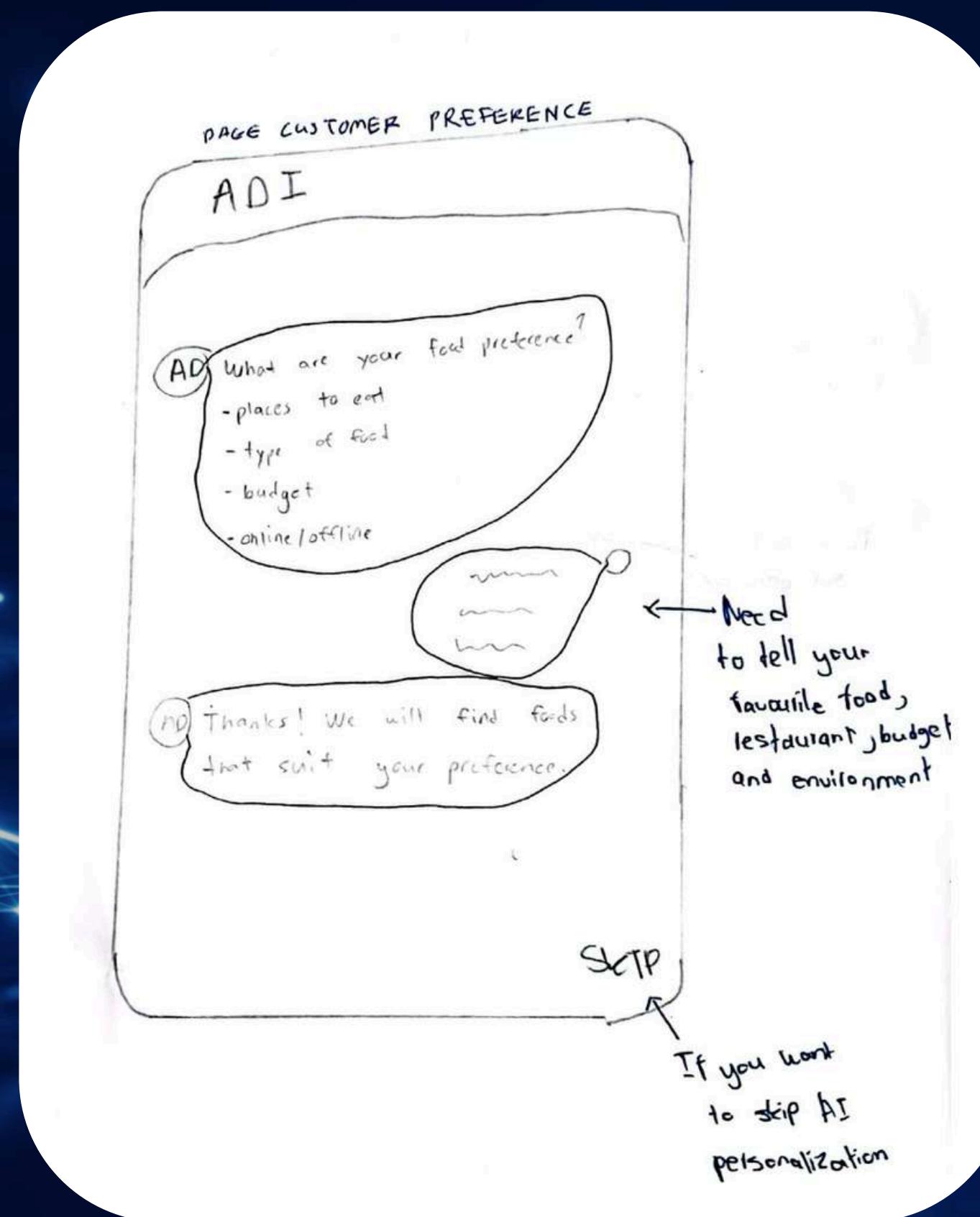


# CUSTOMERS LOGIN



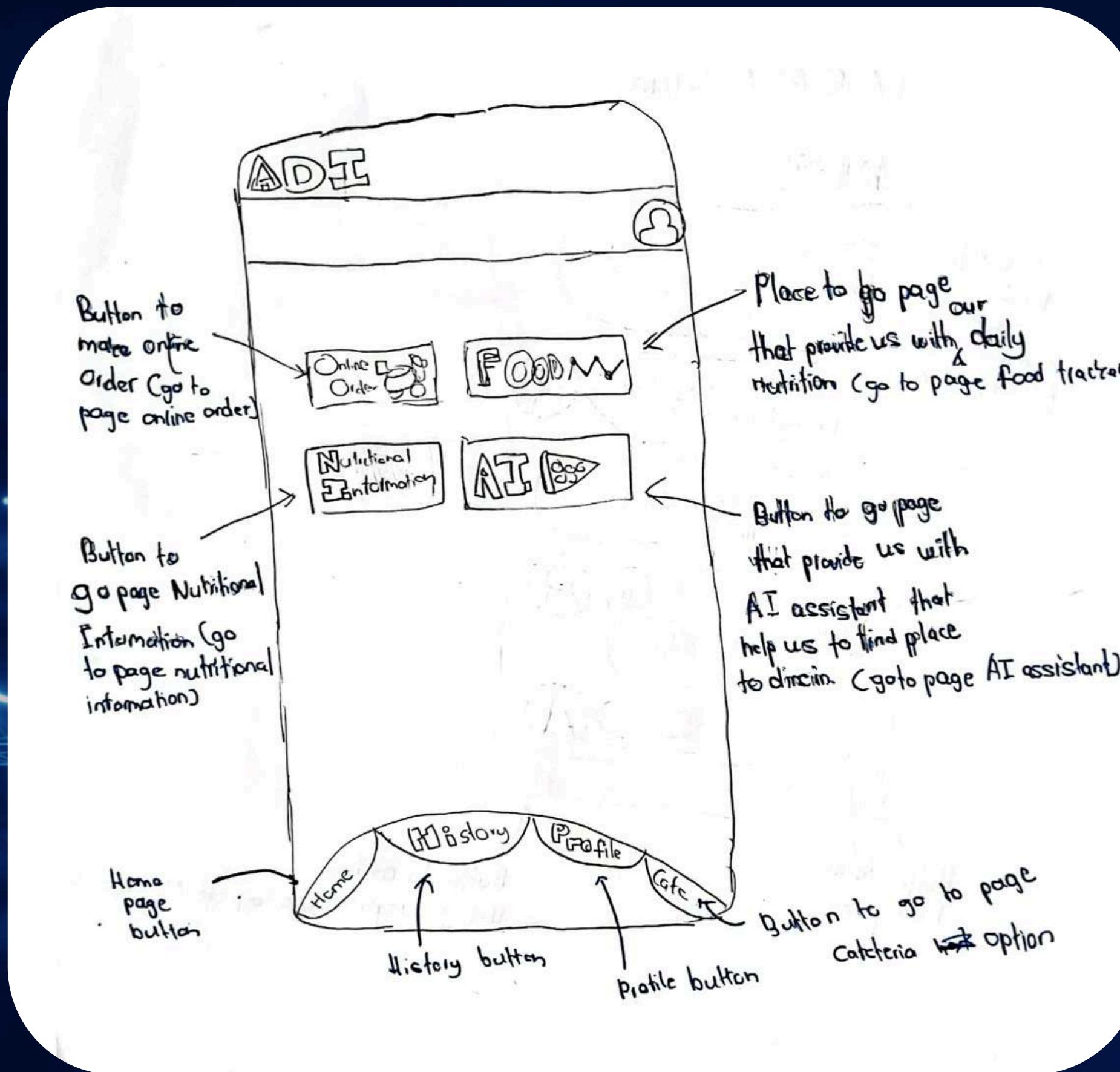
- CUSTOMER INCLUDING UTM STAFF , UTM STUDENT AND LECTURER

# FIRST TIME LOGIN



- ADI (AI ASSISTANT) WILL ASK YOU A FEW QUESTIONS TO KNOW MORE ABOUT USER CRITERIA

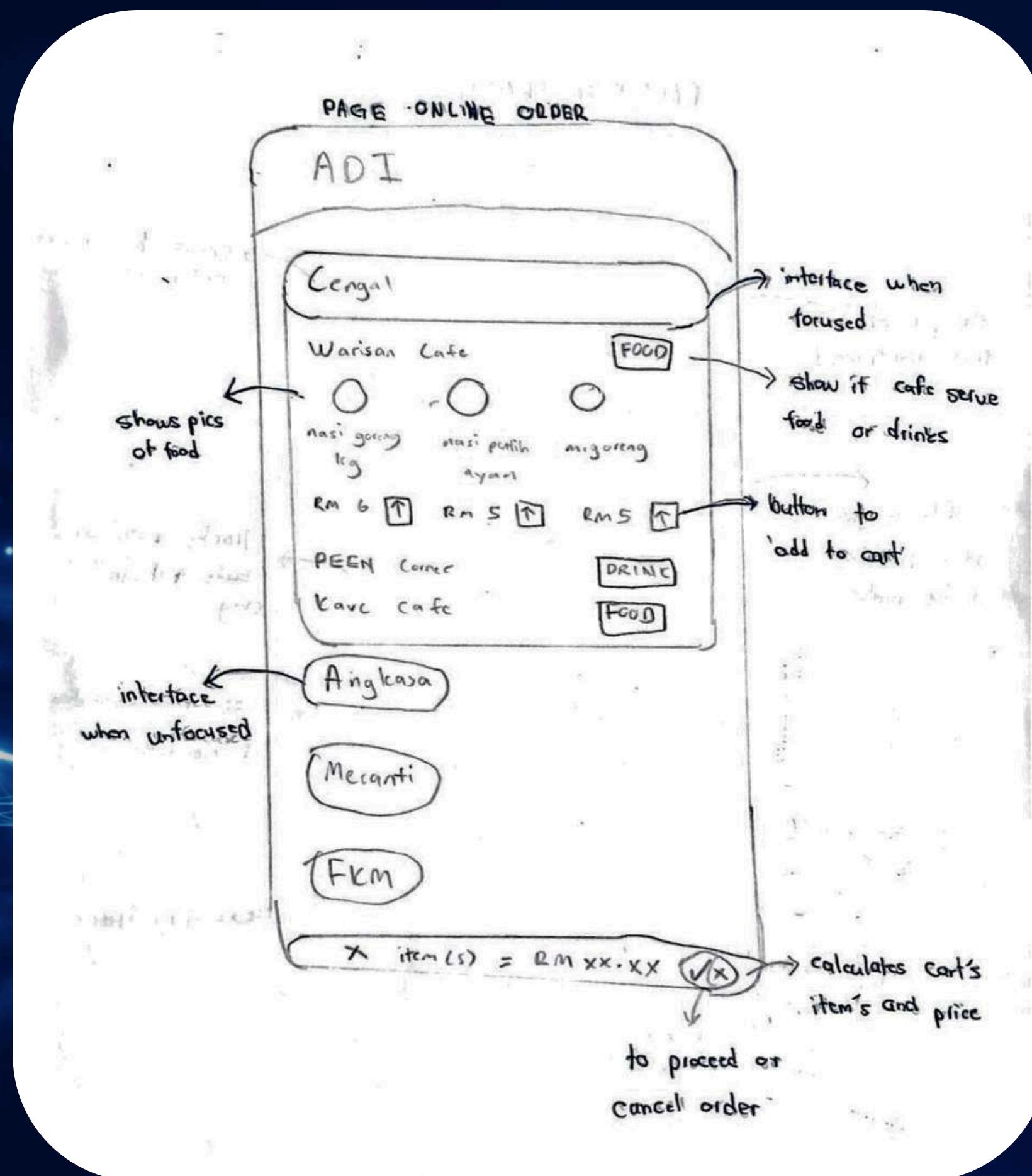
# CUSTOMER OPTIONS



## CONTENT

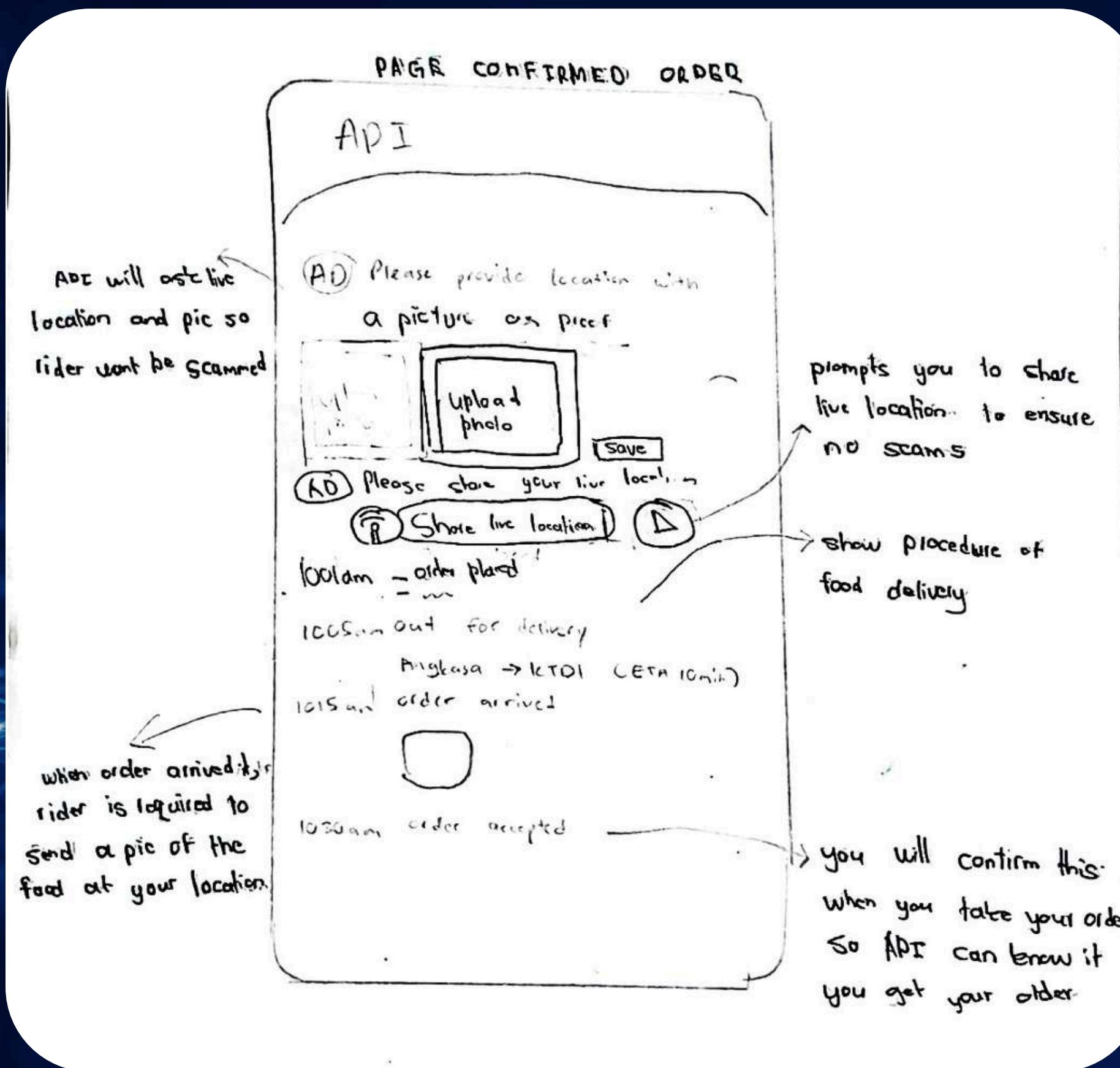
- ONLINE ORDERING PLATFORM
- FOOD TRACKER
- NUTRITIONAL INFORMATION
- AI ASSISTANT
- CAFE OPTION

# ORDERING ONLINE



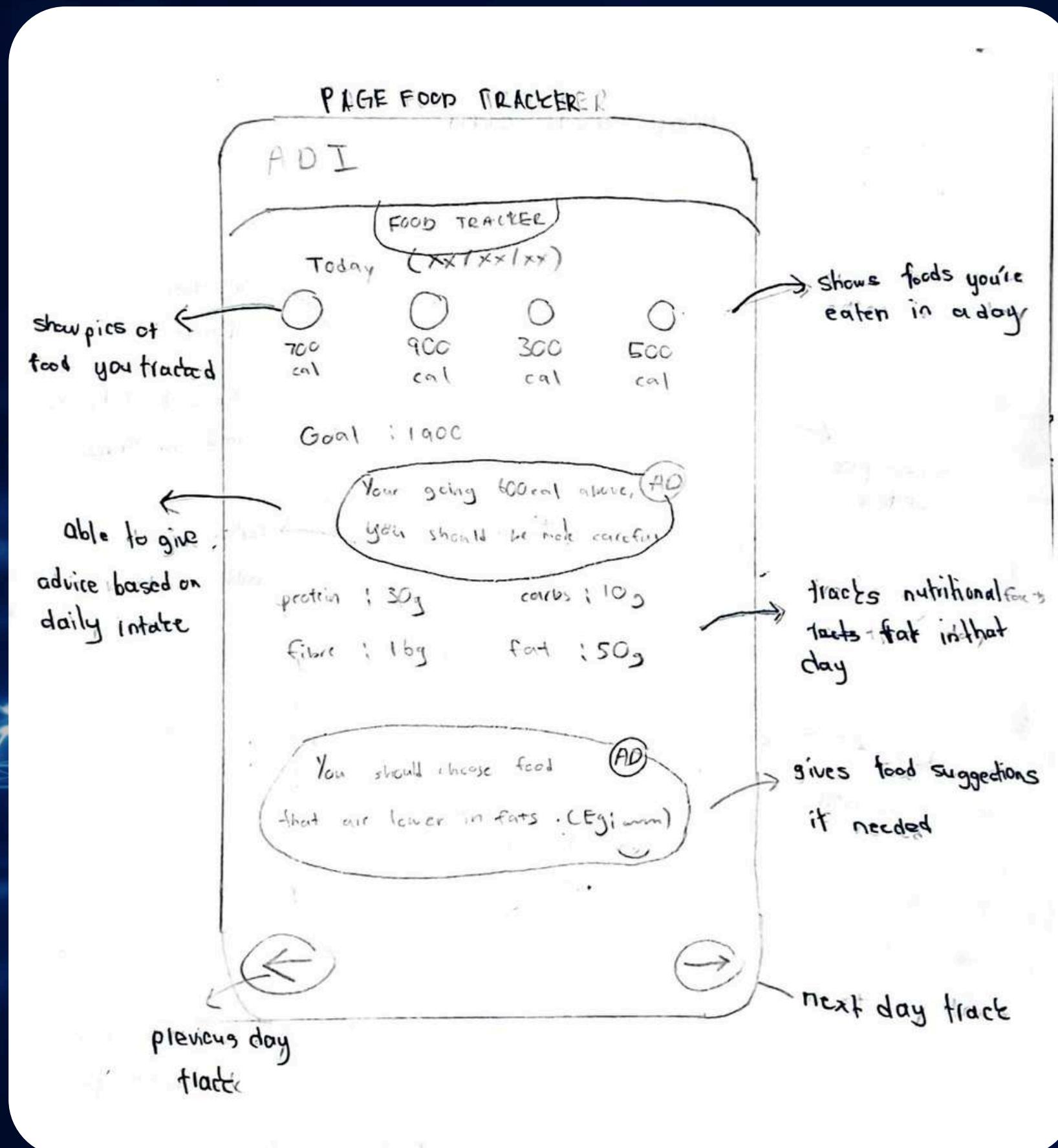
- CUSTOMER CAN ORDER FOOD BASED ON DELIVERY SERVICE AVAILABILITY

# ORDER CONFIRMATION



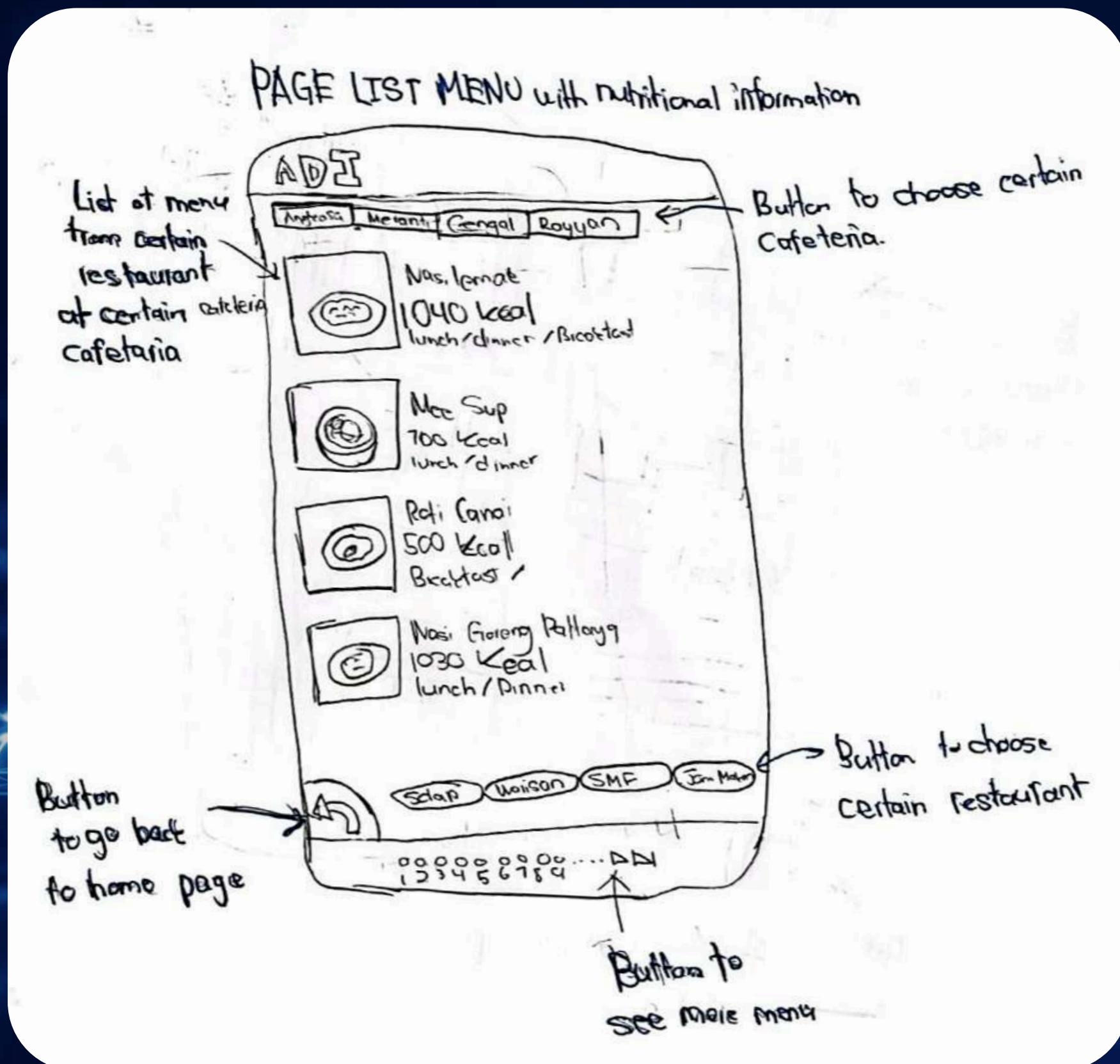
- ADI WILL HELP IN MAKING SURE YOU'RE ORDER IS DELIVERED BY GOING THROUGH A PROCEDURE
- DOUBLE VERIFICATION

# FOOD TRACKER



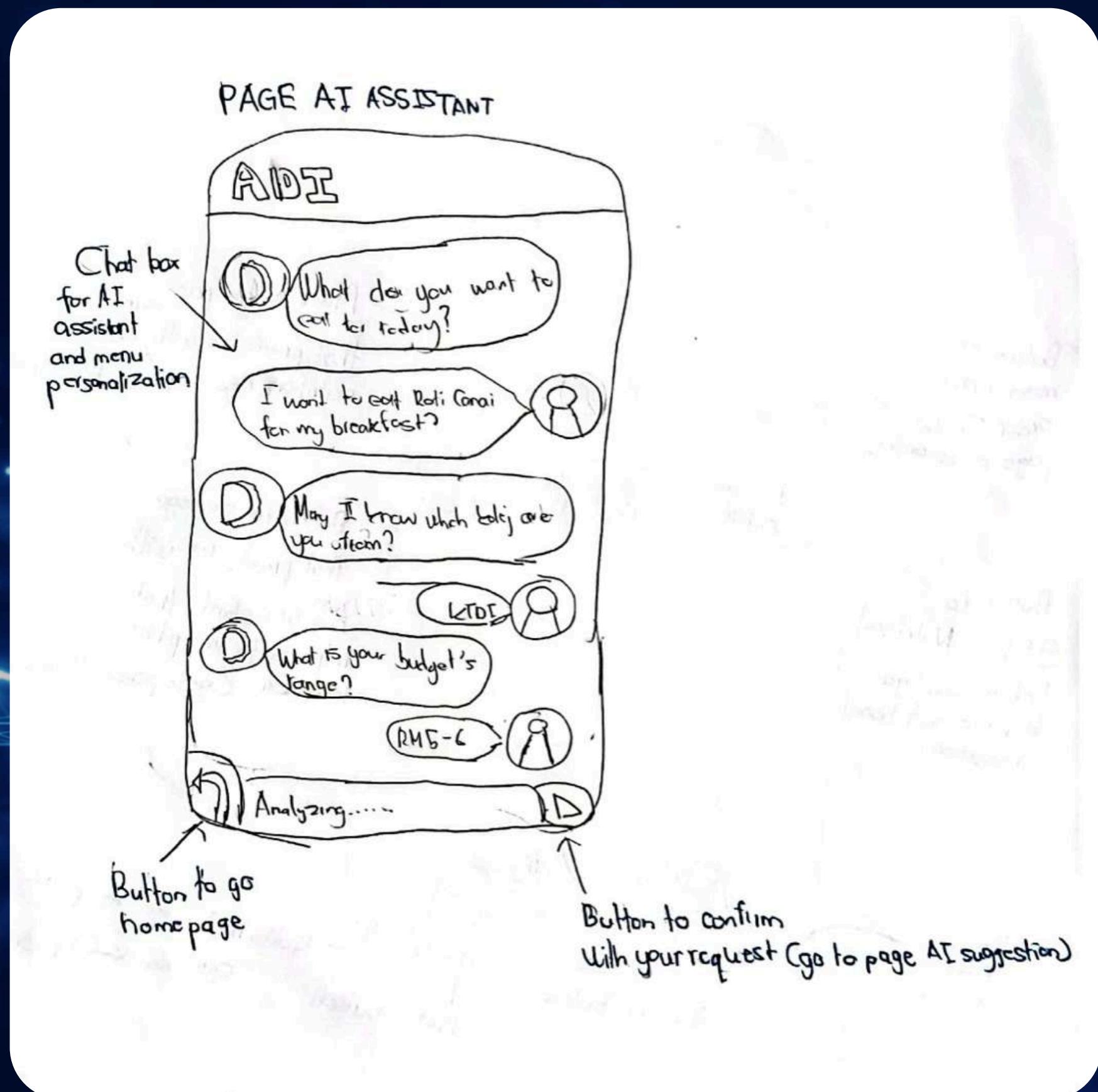
- SHOW ALL YOUR MEALS HISTORY
- GIVE AN ADVICE BASED ON YOUR DAILY FOOD INTAKE

# NUTRITIONAL INFO



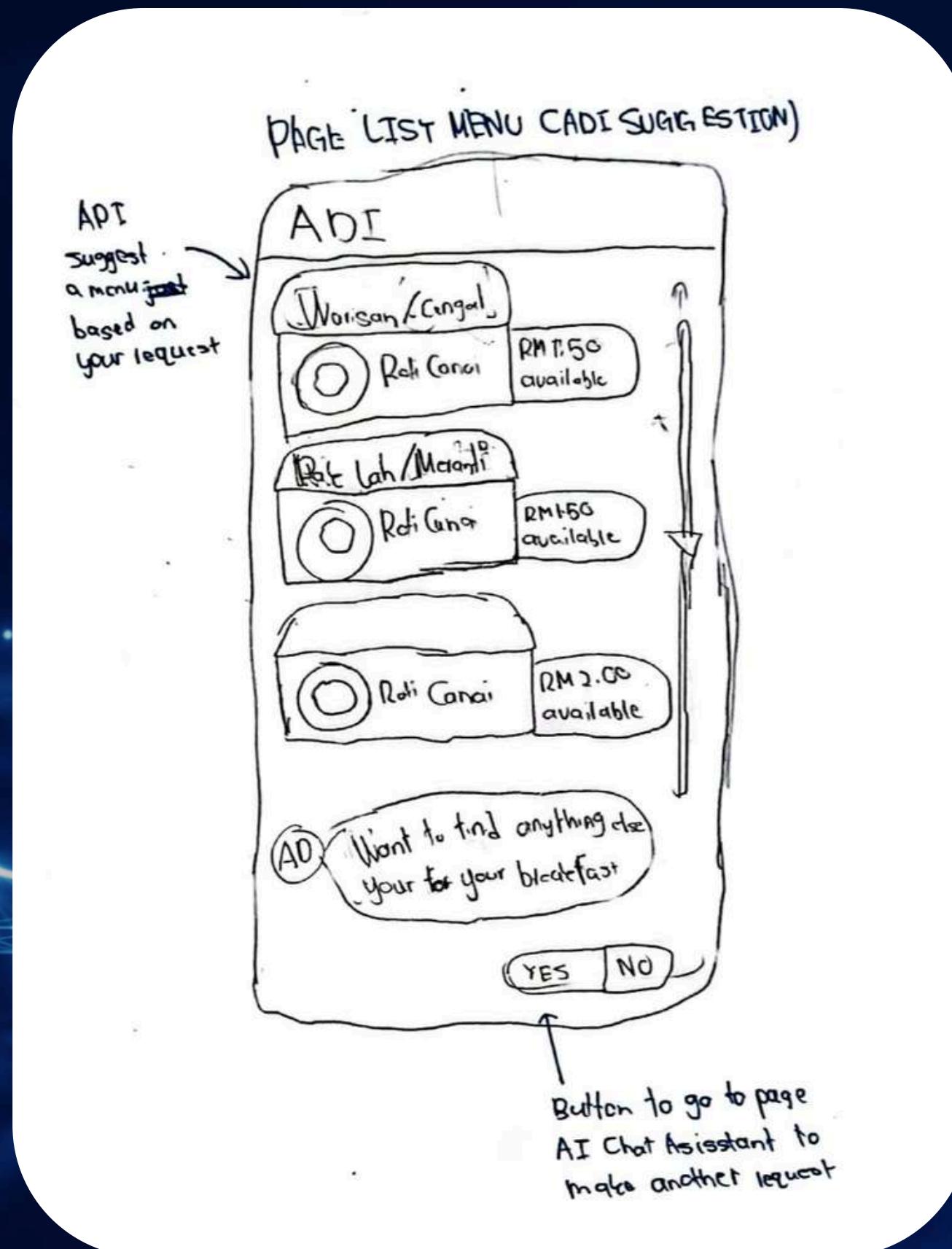
- LIST OF MENU WITH THEIR NUTRITIONAL INFORMATION
- EVERY RESTAURANT WILL PROVIDED THE NUTRITIONAL INFORMATION FOR THEIR MENU

# AI ASSISTANT



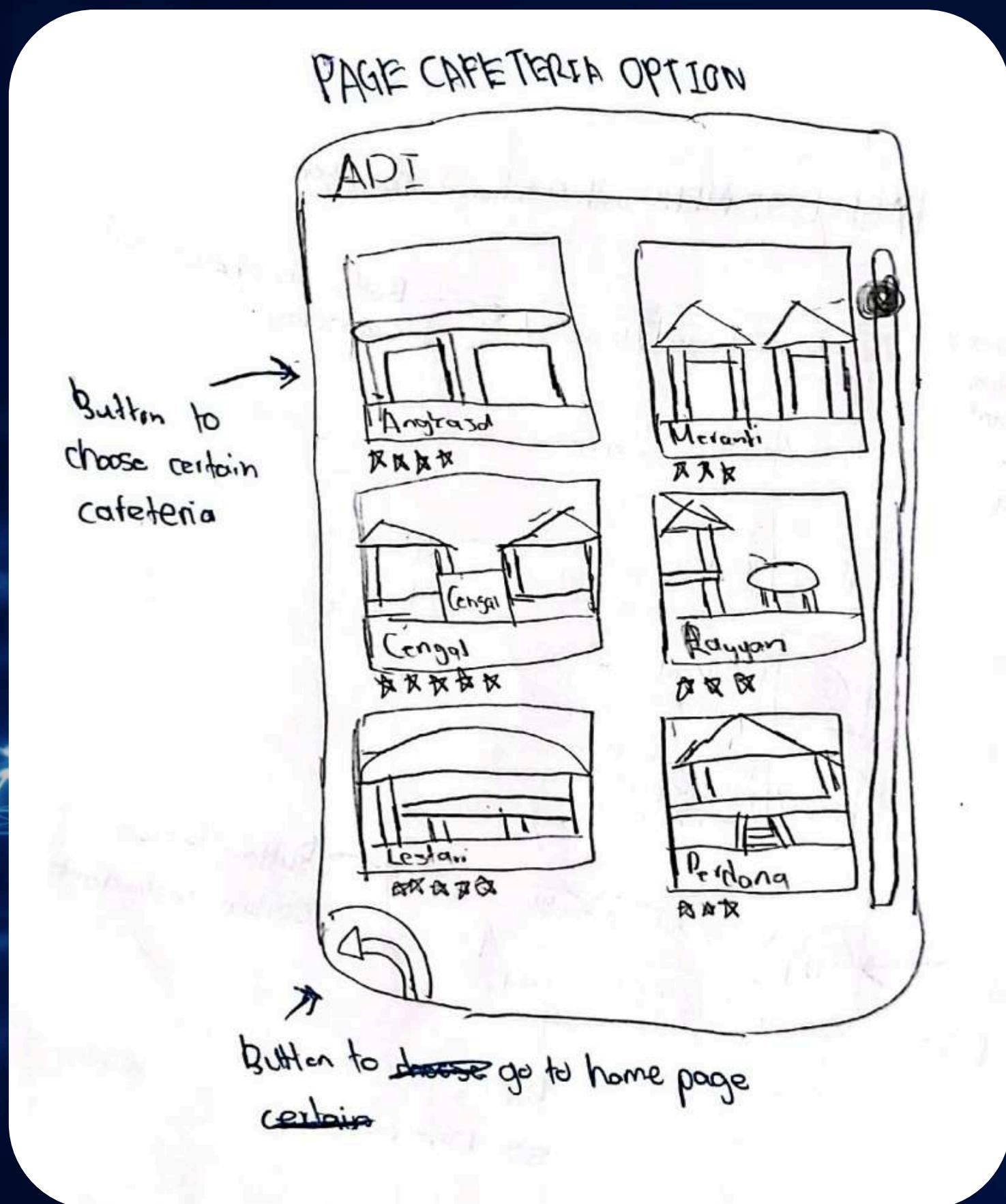
- CUSTOMER CAN ASK ADI (AI ASSISTANT) FOR SUGGESTION TO GET THE BEST MEAL

# AI SUGGESTION



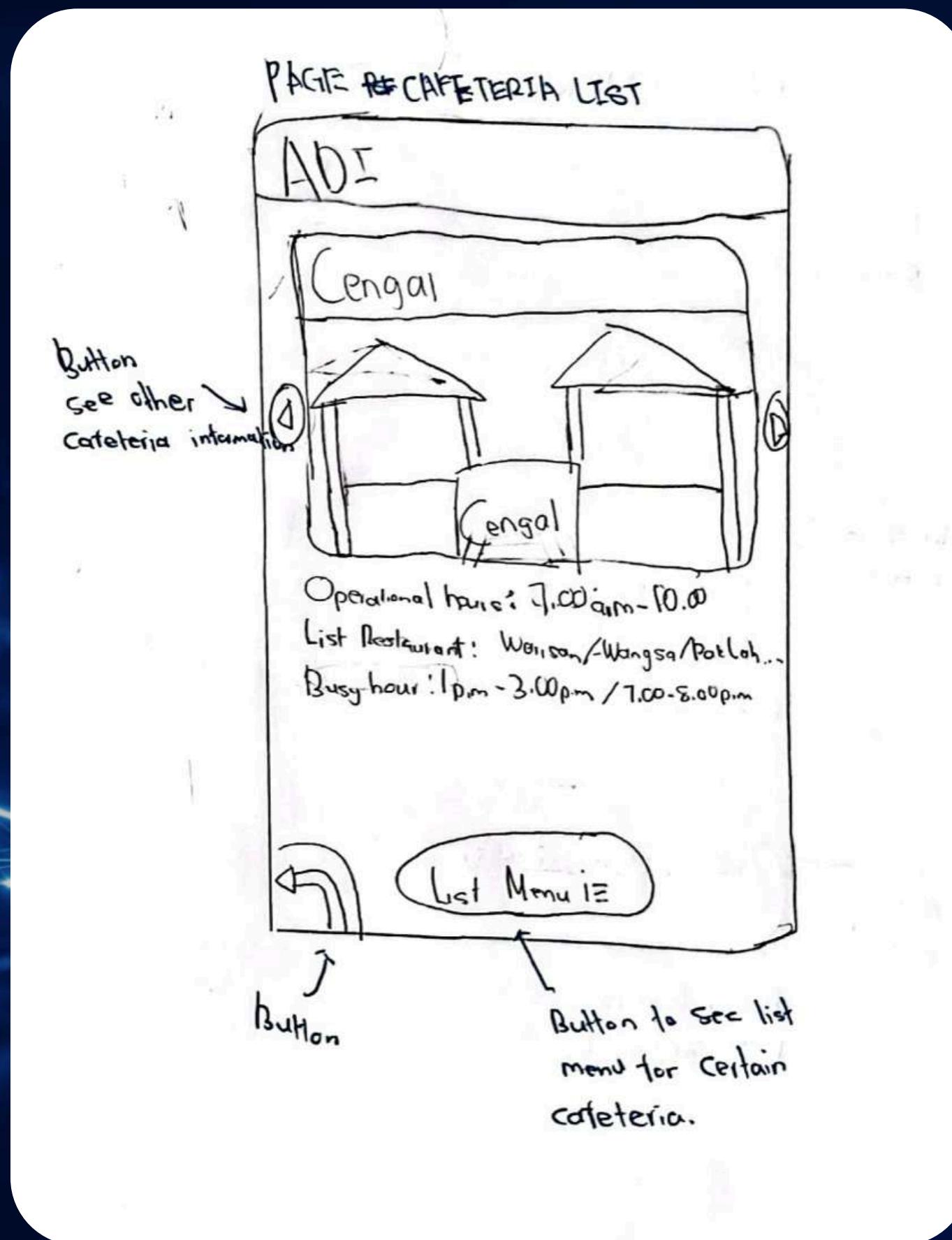
- LIST OF SUGGESTION FROM ADI AFTER DOING AN ANALYSIS WITH USER'S WILL

# CAFE OPTION



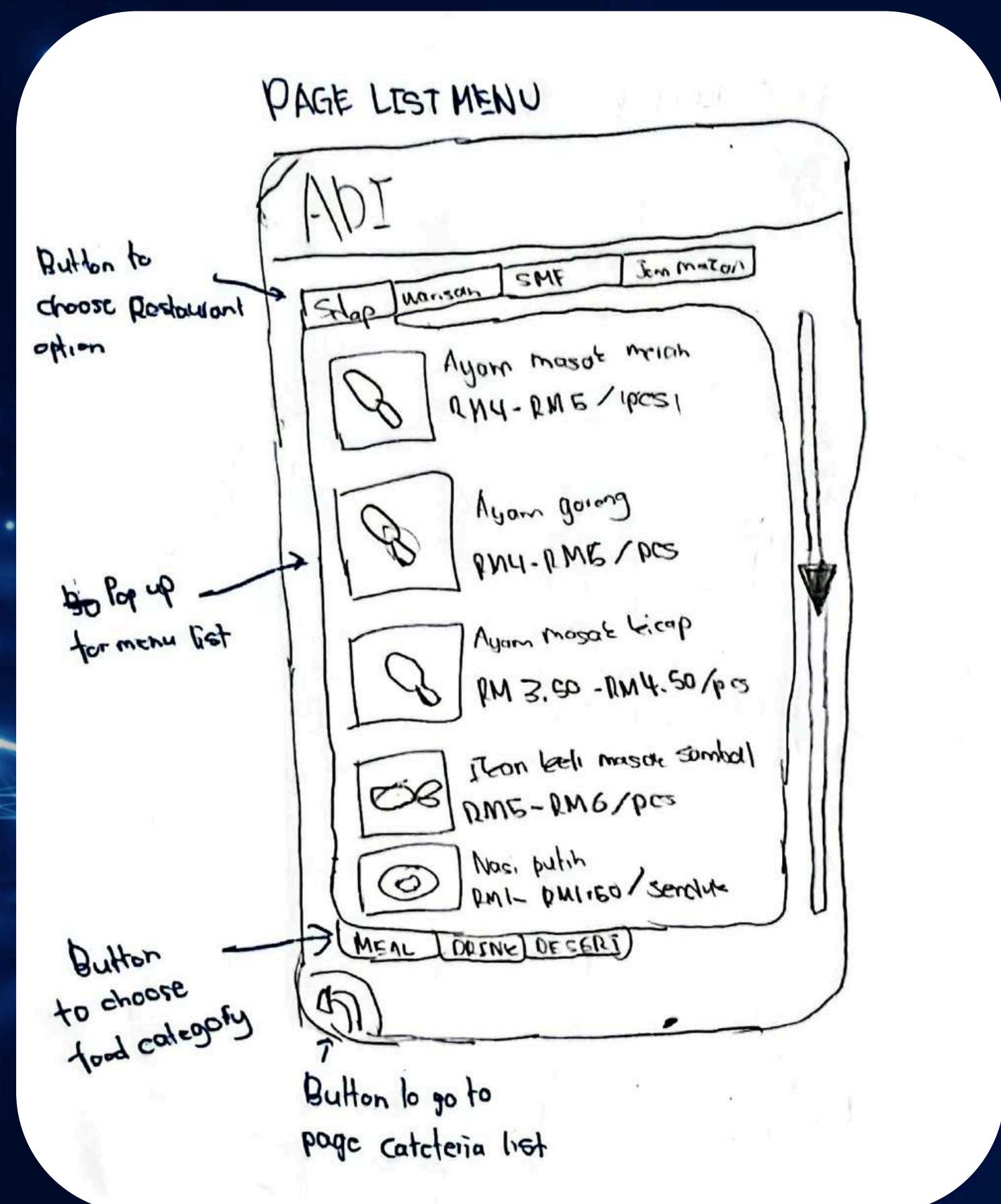
- LIST OF CAFETERIA (ARKED) WITH THE RATING THAT COSTUMER CAN CHOOSE

# CAFE INFO



- INFORMATION ABOUT THE CAFETERIA WITH THE PICTURE OF HOW THE CAFETERIAN LOOKS LIKE

# LIST MENU ( NO ADI )

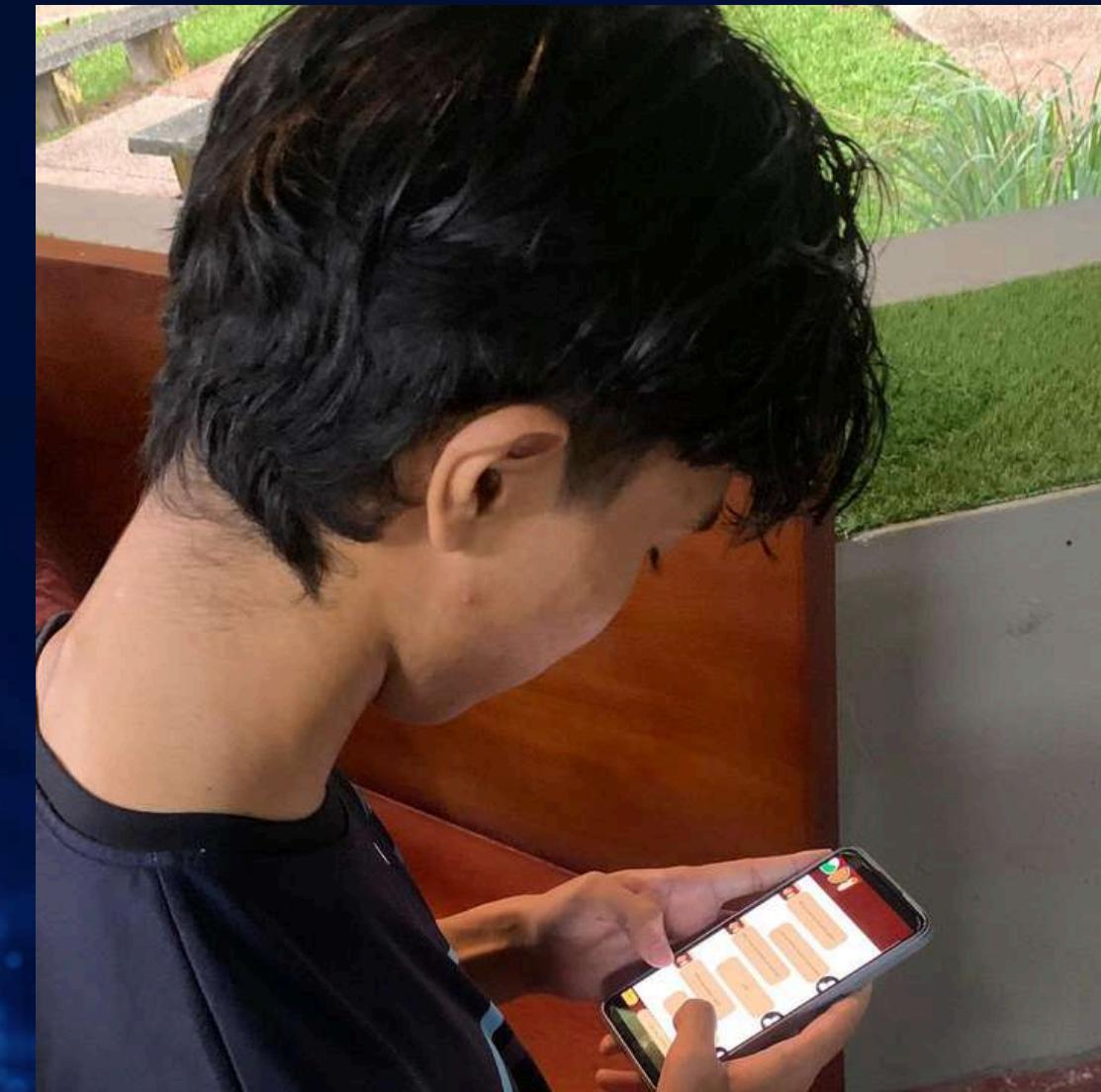


- LIST OF MENU WITHOUT ADI SUGGESTION THAT CONTAIN THAT ALREADY ALLOCATE BASED ON THE FOOD CATEGORY

# 5

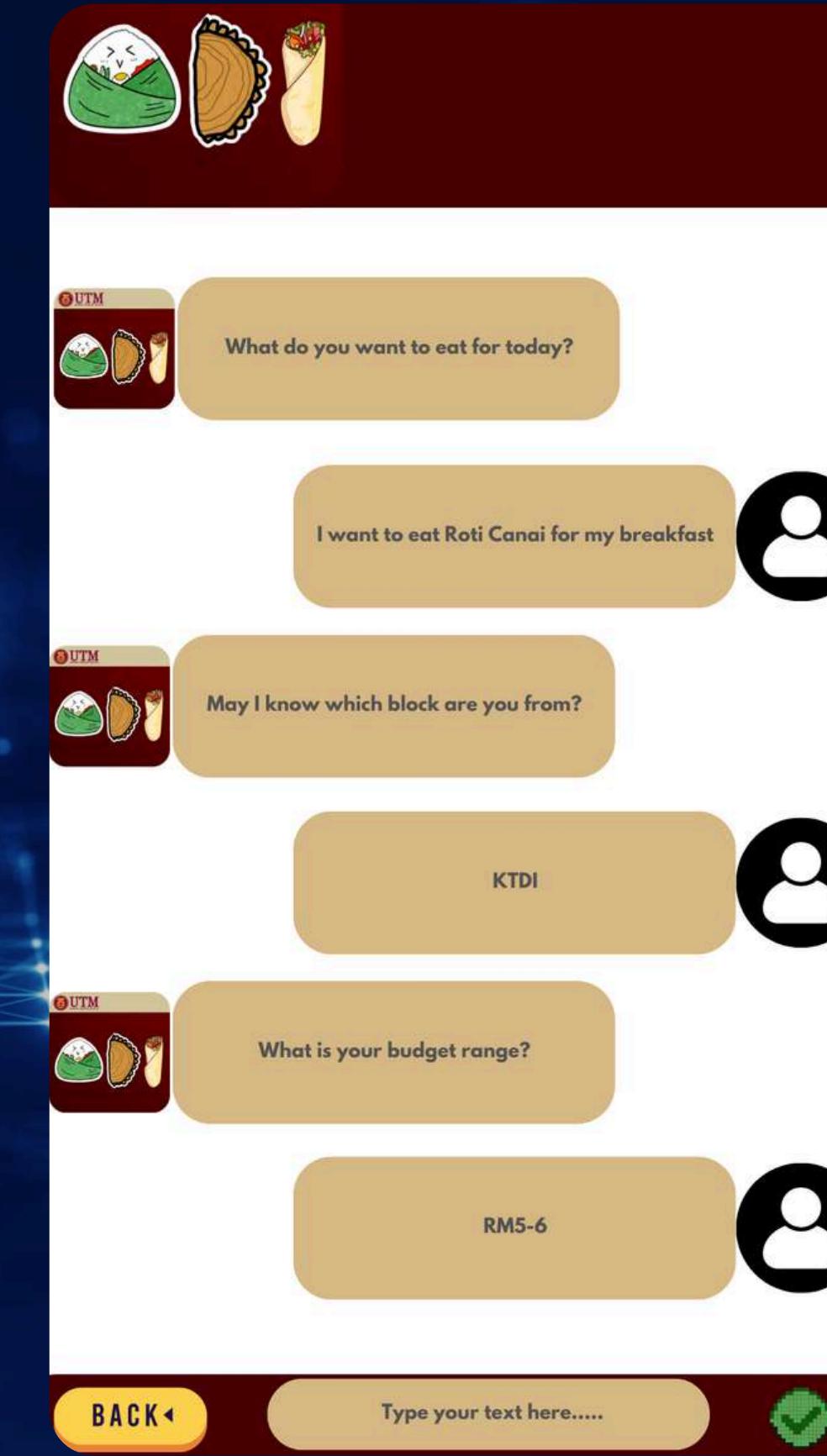


## TESTING



We asked a user to test our prototype, and most of them give us a positive feedback and very impressed with the app

# OUR DESIGN THINKING PRODUCT





# THANK YOU PROJECT DONE BY



AMAN



HAYKAL



AUNI



UMAIRAH