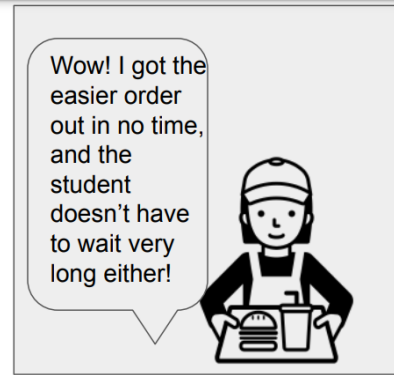




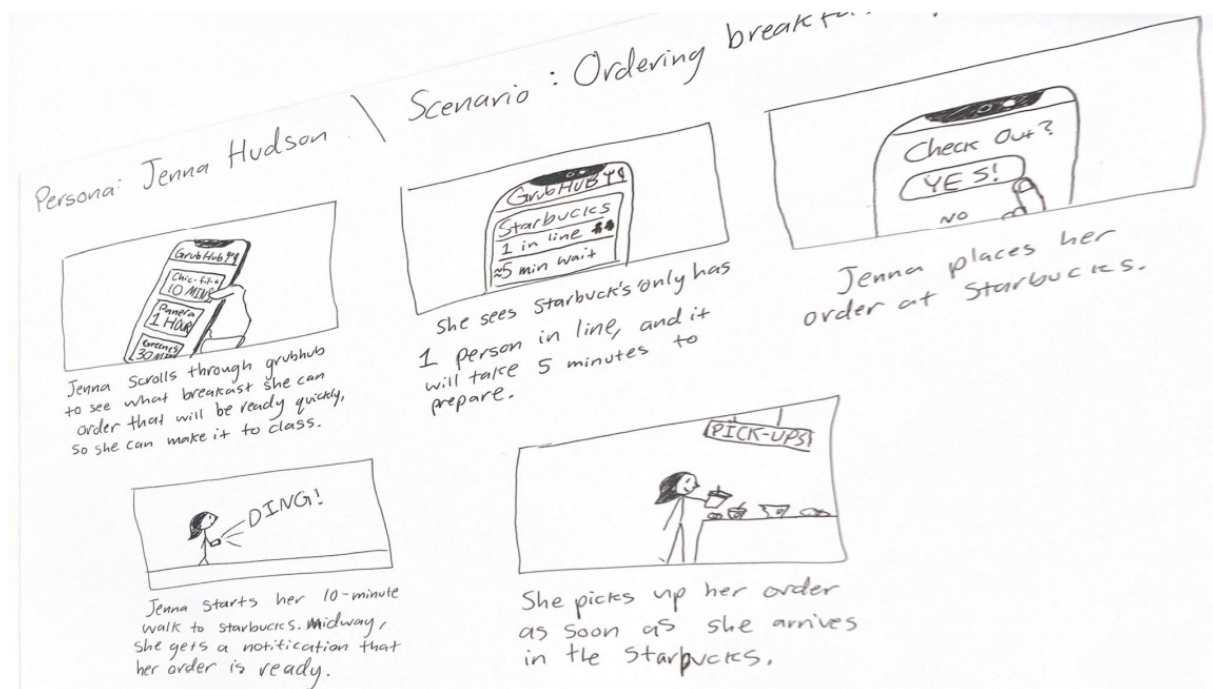
Laura is ready for another day of work but does not want to stress. Big crowds of students makes her stress



Through the grubhub app, Laura receives two new orders. One order is easier to make than the first one

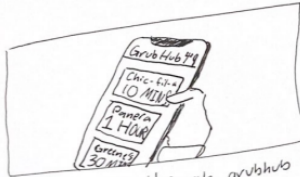


Because the app prioritizes easier meals, Laura is able to get the food out quickly. There is no crowd of students either.

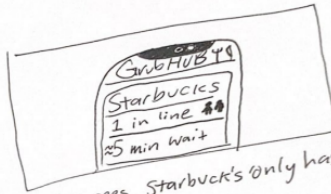


Persona: Jenna Hudson

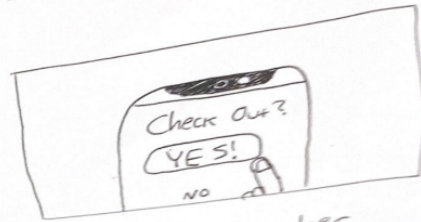
Scenario: Ordering breakfast pick-up



Jenna scrolls through grubhub to see what breakfast she can order that will be ready quickly, so she can make it to class.



She sees Starbucks only has 1 person in line, and it will take 5 minutes to prepare.



Jenna places her order at Starbucks.



Jenna starts her 10-minute walk to Starbucks. Midway, she gets a notification that her order is ready.



She picks up her order as soon as she arrives in the Starbucks.

Persona: Jenna Hudson

Scenario: Ordering breakfast pick-up



Jenna scrolls through grubhub to see what breakfast she can order that will be ready quickly, so she can make it to class.



She sees Starbucks only has 1 person in line, and it will take 5 minutes to prepare.



Jenna places her order at Starbucks.



Jenna starts her 10-minute walk to Starbucks. Midway, she gets a notification that her order is ready.



She picks up her order as soon as she arrives in the Starbucks.

PERSONA: Justin Schlag

USER STORY/SCENARIO: Justin is a student at USC with a full meal plan. He often is late to class due to inaccurate wait times.



After a long morning full of classes, Justin is ready for lunch.



He chooses to order from his favorite restaurant, Chick-fil-a via Grubhub.



Before he presses the order button, he checks the wait times. Only 20 minutes! Great!



Eager for a quick lunch in between classes, Justin arrives at Russel house.



Oh no! His order is not ready! There is a huge line!



Justin waited for his food for 50 minutes, and was late to his next class.

PAGE #

PROJECT/TEAM:

Grubhub wait times

DATE: 10/23

STORYBOARD NNGROUP.COM

### Storyboard template

Planning the filming of the promotional film

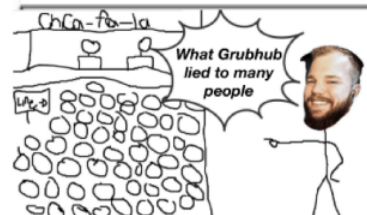
## Dejuan Carson



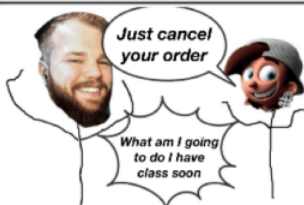
**Ben and Tim are hungry and want to order food from Grubhub**



**Grubhub tells Ben that his order will only take 2 minutes**



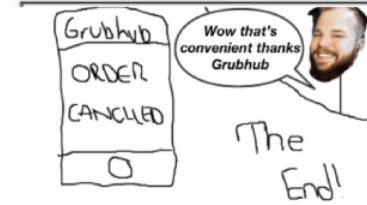
**The Grubhub prediction was wrong and the line is really long**



**Ben is worried because he made the order and can't wait because of class**



**Tim tells him to cancel his order, a new feature Grubhub has**



**All is well as Ben cancels his order**