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# Objectives

The key questions that to get answered by these user interviews are as follows:

* What does the customer feel about food delivery by robots?
* How do they see a feature that gives importance to small food delivery?
* What would be some good controls /power that a human operator in the support or operations side can have over robots?
* Any improvement / suggestions on the prototype developed

# Methodology

Interviews would be conducted in person with the user provided with their own laptop. This would help me to understand their opinion at the first look of the prototype and can judge if this helps them. I could also register their general feeling towards the product and its usability.

# Participants

Two users from three different fields who uses the food delivery services in their local markets. This would provide an overall idea on different market scenario what the user expects. The first user is a UI/UX, product designer and the second user is a Logistics business personnel

# Introduction

* Introduction of Myself – Name, Job role and why I am here
* Introduction of the Company – Overview, development over the years, positive and our value
* Introduction of the Product: What it does and what the goal is
* User introduction of themselves
* NDA

# Background Questions

* Could you please give me a little bit about yourself?
* Have you used any food delivery services online? What are they? What is your opinion on them?
* Do you ever envision robot-delivery
* What was the last time that you have ordered food online?
* How do you see the food delivery service compared to you going to the restaurant and buying them?
* What kind of food items do you normally order online?
* How frequently do you order them?
* How does your colleague or your friends or your family members see food delivery service? Have you heard any remarks from them?
* As a customer of a food delivery service, how do you see the step towards automatizing food delivery? How do you see Robot as a potential delivery agent for your food?
* What do you think about small orders? If you like to order only a dessert and wish to be delivered at home, what kind of issues do you foresee?
* As a customer, do you see any kind of issue in the food offered not by a human? What in your opinion can bridge the gap if there is an issue with food delivered by a robot?
* How do you see a support from operations team in the backend when there is an issue with robots delivery? What kind of services do you expect from the backend support if you see any potential issue with robot delivery? Do you like to give those operators some special controls or powers over the robot?
* Have with respect to food delivery service, robot food delivery, small food ordering and delivery?

***[Not all questions here below are asked for every user. This is just a collection]***

# Task

Take a look at the prototype, scroll across and try the various buttons and integrations, some are placeholders, Work through the prototype and confirm you have a hang of it

## Task 1

Let’s say as an operator you get a call from a customer asking you to confirm if his order has been picked up by Robo-Dasher? How would you do that?

## Task 2

Let’s say as an operator you get a call from a customer asking you to confirm the distance of the Robo-Dasher to his location and the exact map positioning. How would you do that?

# Wrap Up

Thanks so much for taking the time.

Is there anything you think could be improved?

What’s your overall review of the prototype.