Introduction	**Title:** Usability of Modern Restaurant's Order Tracking App **Author:** Elochukwu Joseph, UX researcher, elogod9615@gmail.com **Stakeholders**: Rebecca, Pulchritude Crunches **Date**: 07/09/2022 **Project background**: We're creating a new app to help people place and track orders from the restaurant to their specified address. Before launching, we need to figure out if placing orders and tracking the orders are easy for users to do. We'd like to understand what specific challenges our users might face in the ordering, payment, and tracking process, and how we can help them fix those challenges. **Research goals**: Figure out if users can complete the core tasks within the app.
Research questions	- Are there any parts where users are getting stuck? - What can we learn from the steps that users take to place and track their orders? - How long does it take for a user to place their orders? - How easy is it on the users to place and track their orders?
Key Performance Indicators (KPIs)	- Time on task - User error rates - Conversion rate - Navigation - System usability scale (SUS)
Methodology	- Un-moderated usability study - Location: Nigeria, remote (each participant will complete the study - in their own home) - Date: Sessions will take place during the week of August 23-28, 2021 - Length: Each session will last 5 to 10 minutes, based on a list of prompts, - with a SUS following the study - Compensation: No compensation
Participants	- Participants are people who order food from restaurants. This includes full and part-time workers, students, caretakers, and parents. - Two males, three females between the ages of 18 and 75.
Script	- Intro: - Before we begin, do I have your consent to take both audio and video recordings of this interview? - I want you to know that this isn't a test. There is no "right" answer, and

none of your responses will be considered wrong.
- If you have any questions, please don't hesitate to ask.
- This data is being collected to help improve an order tracking app for restaurants. Your answers will help us make the app easier for people to use.
- Basic questions:
  - What kind of city or town do you live in?
  - Do you have eateries near your house?
  - What kind of food do they sell?
  - How many times a week do you buy food from the eateries?
  - Does the time spent in ordering and waiting or walking to get your food affect your productivity in the day?
  - Can you talk me through a normal day in your life?
- Great! If you're ready, let's move onto the tasks you'll be working on.
  - Prompt 1: Place an order on the order tracking app up till checkout and payment.
    - Prompt 1 follow-up: How easy or difficult was this task to complete? Is there anything you would change about the process of placing an order?
  - Prompt 2: Track your order timeline to know the status of the delivery agent.
  - Prompt 3: Confirm the exact location of the delivery agent on the map relative to your destination
    - Prompt 3 follow-up: How easy or difficult was this task to complete? Is there anything you would change?
  - Prompt 4: Confirm your order and find your way back to the homepage from your current screen.
  - Prompt 5: How did you feel about this restaurant's order tracking app overall? What did you like and dislike about it?

- "TBD."