

Team Peaches

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Summarized customer notes

At the check-in meeting that took place with John from the Regina Food Bank, he made some suggestions based on our low-fidelity prototypes and also answered some of the questions we had.

Two prototypes were shown to John and he gave his feedback back on each of them. Regarding the first low-fidelity prototype he examined, John had concerns regarding the focus of the design. He suggested that it would be better to focus on the main problem we are trying to fix, which is for customers to be able to book hamper appointments with ease. He mentioned that we should try as much as possible to avoid redundancy.

After looking through the second low-fidelity prototype, John brought it to our attention that the Food Bank does not accept payments and therefore, that part of the design should be scrapped out. Besides that, he felt good about the design and also mentioned how the delivery aspect was very critical.

John also wanted the prototypes to focus more on the reservation / pre-booking aspect so that customers can book appointments to pick up their foods earlier. He also wanted us to design it in a way that easy cancellations can be made or they can be rescheduled to pick up food at their convenience.

Another main aspect that the client wanted was to have a single entry for a customer so that when they order food for another instance, they wouldn't have to enter in all their contact details all over again. This is why all of our prototypes have a sign up option so that customers can enter in their addresses once then it would be stored and used for later orders.

We were also able to get some new client needs in this meeting. Some of them are that the client wants us to focus more on food hamper reservations and also that the customers income amount doesn't matter.