

Customer Feedback – Activity 1

Positive Feedback:

- John agrees with the proposal of a phone number as a unique identifier to combat duplications
- Likes the idea of a site which incorporates a calendar showcasing time slots for booking appointments.
- John is willing to provide real-time data to help with organising the booking implementation (e.g., number of points a service in an hour).

Constructive Feedback:

- The goal is not to make a new system but rather to integrate the upcoming application with the L2F software already in place.
- Need other ways to avoid duplicates.
- Not looking to eliminate the call centre, but rather reduce call volume. Call ins can be used for those who do not have access or proper information to use the application.

Notes for Future Presentations:

- Make explanations as simple as possible (less data integrated).
- Questions should be concise and straight to the point.

Customer Feedback – Activity 2

Constructive Feedback:

- John says we should be thinking of booking by chunks.
- In terms of the authentication, John would like a simpler system where a userID/email is the main pass way.
- John wants us to think about the integration of L2F in terms of a google form which can be exported into L2F software. And maybe as a future MVP, to help with the integration, we could implement an API interface which stands as a communication bridge with our application and the L2F software.
- Making sure users can only order hampers once every 2 weeks.

Positive Feedback:

- John mentions that L2F is currently out of date, and he will try to get it fixed and expose us to the way the system retrieves/imports information.
- John also likes the foundation on which our application will be built on.
- Types of Hampers:
 - Halal
 - Vegetarian
 - Regular

Customer Feedback – Activity 3

Positive Feedback:

- John likes the idea of combining first name, last name, and maybe a number to create a unique (but easy to remember) userID for each account.
- John really likes the idea of scheduling in time chunks from 8am-noon, noon-4pm, 4pm-8pm and allowing individuals to pick a time and day that works best.
- John said the idea of using a “restaurant style” booking system is good as long as it is modified.
- John liked that we are not trying to replace their volunteer or delivery streams just trying to solve the problem of hamper ordering.

Constructive Feedback:

- John would like a “push or pull” trigger to be implemented to prompt / encourage users to complete profile information especially following their first hamper order.
- John said it would be important to make sure its defined time chunks, this was due to our prototype being hourly since that was the image we found.

Notes for Future Presentations:

- Show more, say less John likes being able to see the prototype and how it interacts and then big ideas of integration with L2F to be explained.
- For the final meeting we wanted to be well prepared, dress professional, and have a final product to show and explain how we plan to integrate it with their current website.

Customer Feedback – Activity 4

Constructive Feedback:

- John would like to see how the prompting or encouraging users to complete their profile information is going to be done.
- John would like to see a more evident way the family size of RFB members can be integrated into our website.

Positive Feedback:

- Overall, John was fairly happy with our website.