Customer Feedback – Activity 3

Positive feedback:

- John like 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 implementing 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:

1. 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.

2. 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.