

Drop offs

—GT_1

Drop off

Drop-off because the order was placed but not completed due to insufficient balance.

- 1)Logs in as a costumer
- 2)select Restaurant
- 3)Add to cart
- 4)navigates to Cart
- 5)place order
- 6)Rejected due to insufficient Balance

—GT_2

Drop off

Drop-off because the login process was started but left unfinished.

- 1)Land on site
- 2)clicks on Costumer log in
- 3)clicks on Restaurant log in
- 4)dose nothing

—GT_3

Drop off

Drop-off because fields were filled but the login was never submitted.

- 1)Land on site
- 2)clicks on Costumer log in
- 3)enters all fields
- 4)dose nothing

GT_4

Drop off

Drop-off because the login attempt failed and the user disengaged.

- !!!!not a dop of its a system failer
- 1)Land on site
 - 2)clicks on Costumer log in
 - 3)enters all fields
 - 4) Log in fails do to a bug

—GT_5

Drop off

Drop-off because login failed from missing data and the user abandoned.

- 1)Land on site
- 2)clicks on Costumer log in
- 3)leaves a required filed empty
- 4)log in fails and leaves the website

—GT_6

Drop off

Drop-off because registration was started but left incomplete.

- 1)opens costumer registration
- 2)leaves a required filed empty
- 3)clicks register
- 4)leaves website

—GT_7

Drop off

Drop-off because items were added to the cart but no purchase was completed.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 1 item from 1 restaurant to the cart
- 5)logs out

—GT_8

Drop off

Drop-off because items from multiple restaurants were added but checkout was skipped.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)logs out

—GT_9

Drop off

Drop-off because the user added items and navigated around but never purchased.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)navigates to balance
- 5)logs out

—GT_10

Drop off

Drop-off because the user viewed the cart but exited without buying.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)navigates to cart
- 5)logs out

—GT_11

Drop off

Drop-off because the user reached the orders section but left without completing checkout.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)navigates to orders
- 5)logs out

—GT_12

Drop off

Drop-off because the user ended the session after adding items without confirming a purchase.

- 1)clicks on costumer Login
- 2)logs in Sucessfully

- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)navigates to orders
- 6)navigates to card
- 6)removes all items
- 6)logs out

—GT_13

Drop off

Drop-off because the user ended the session after adding items without confirming a purchase.

- 1)clicks on costumer Login
- 2)logs in Sucessfully
- 3)navigates to RestaurantsCart
- 4)addes 2 items from 2 different restaurants to the cart
- 5)navigates to cart
- 6)Removes one Item
- 6)logs out

—GT_14

Drop-off because fields were filled but the login was never submitted.

- 1)Land on site
- 2)clicks on Restaurant log in
- 3)enters all fields
- 4)navigates back to make page

—GT_15

Drop off

Drop-off because login failed from missing data and the user abandoned.

- 1)Land on site
 - 2)clicks on Restaurant log in
 - 3>leaves a required filed empty
 - 4>log in fails
- 5)navigates to main page

—GT_16

Drop off

Drop-off because profile change was started but user abandoned.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)naviagtes to Profile
- 4)changes Restaurant Name
- 5)dosnt click save and logs out

—GT_17

Drop off

Drop-off because profile chnage was started but user abandoned.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)naviagtes to Profile
- 4)changes **Description**
- 5)dosnt click save and logs out

—GT_18

Drop off

Drop-off because profile change was started but user abandoned.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)naviagtes to Profile
- 4)changes **Street Address**
- 5)logs out
- 6)click on costumer login

—GT_19

Drop off

Drop-off because profile change was started but user abandoned.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)naviagtes to Profile
- 4)changes Postal code
- 5)dosnt click save and logs out

—GT_20

Drop off

Drop-off because the process of adding an Item was started but Not finished.

1)clicks on restaurant Login

2)logs in Sucessfully

3)naviagtes to Menu

4)clicks on Add Item

5)cliks on cancle

—GT_21

Drop off

Drop-off because the process of adding an Item was started but Not finished.

1)clicks on restaurant Login

2)logs in Sucessfully

3)naviagtes to Menu

4)clicks on Add Item

6)write desception

5)cliks on cancle

—GT_22

Drop off

Drop-off because the process of adding an Item was started but Not finished.

1)clicks on restaurant Login

2)logs in Sucessfully

3)naviagtes to Menu

4)clicks on Add Item

6)write desception only for one filed

5)fails due to missing requierd field

6)clikc on cancle

—GT_23

Drop off

Drop-off because the process of adding openning hours was started but Not finished.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)naviagtes to Setting
- 4)write new oppenning hours
- 6)click on add
- 7)dose not click on save the changes
- 8)logs out

—GT_24

Drop off

Drop-off because the process of adding openning hours was started failed but Not finished.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)Naviagtes to Setting
- 4)Writes new opening hours but not in the right format
- 6)click on add and fails
- 7)logs out

—GT_25

Drop off

Drop-off because the process of changing data in the setting failed but Not finished.

- 1)clicks on restaurant Login
- 2)logs in Sucessfully
- 3)Naviagtes to Setting
- 4)Writes new opening hours
- 5)write new postal code
- 6)dose click on add
- 7)dosnt click on save the changes
- 8)logs out

—GT_26

Drop off

Drop-off because the process of order mangemnt was started but Not finished.

1)clicks on restaurant Login

2)logs in Sucessfully

3)Naviagtes to Order

4)Visits the order detais

5)Logs out

—GT_27

Drop off

Drop-off because the process of order History mangemnt was started but Not finished.

1)clicks on restaurant Login

2)logs in Sucessfully

3)Naviagtes to Order Hisory

4)Visits the order detaild

5)dosnt click on done

6)logs out

—GT_28

Drop off

Drop-off because the process of order History mangemnt was started but Not finished

1)Already loged in as restaurnt

2)navigates to history

3)naviagtes to Setting

4)write new oppenning hours

6)click on add

7)Saves changes

8)write openning hours

9)click on add

7)dose not click on save the changes

—GT_29

Drop off

Drop-off because Editing an item was not completed

1)Already Loged in

2)navigaes to menu

3. edits a menu item sucesfully

4. saves chnages

5. click on editing the same Item

6. removes name

7. click on save

8. sees error and closes the tab

9. logs out

—GT_30

Drop off

Drop-off because Adding an Item was not completed

1)Already loged in

2)accepts an Order

3)wants to add an Item

4)gets an Error due to emtpy field

Logs out

GT_1

Label: Drop-Off

Reason: Order was placed but not completed due to insufficient balance.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Place Order — Success
4. Payment — Failed (Insufficient Balance)

Contextual Navigation:

Navigated through restaurant and cart pages.

Session Metrics:

Total Core Events: 4

Successful Events: 3

Failed Events: 1

Completion Ratio: $3/4 = 75\%$

GT_2

Label: Drop-Off

Reason: Login process was started but left unfinished.

Core Events:

1. Login — Incomplete

Contextual Navigation:

Visited customer and restaurant login pages.

Session Metrics:

Total Core Events: 1

Successful Events: 0

Failed Events: 0

Incomplete Events: 1

Completion Ratio: $0/1 = 0\%$

GT_3

Label: Drop-Off

Reason: Fields were filled but the login was never submitted.

Core Events:

1. Login — Incomplete (No submission)

Contextual Navigation:

Visited login page, entered credentials.

Session Metrics:

Total Core Events: 1

Successful Events: 0

Incomplete Events: 1

Completion Ratio: 0/1 = 0%

GT_4

Label: Drop-Off (System Failure)

Reason: Login attempt failed due to a bug.

Core Events:

1. Login — Failed (System Error)

Contextual Navigation:

Visited login page and entered all fields.

Session Metrics:

Total Core Events: 1

Successful Events: 0

Failed Events: 1

Completion Ratio: 0/1 = 0%

GT_5

Label: Drop-Off

Reason: Login failed from missing data and the user abandoned.

Core Events:

1. Login — Failed (Missing Required Field)

Contextual Navigation:

Visited login page, left required field empty.

Session Metrics:

Total Core Events: 1

Successful Events: 0

Failed Events: 1

Completion Ratio: 0/1 = 0%

GT_6

Label: Drop-Off

Reason: Registration was started but left incomplete.

Core Events:

1. Registration — Incomplete

Contextual Navigation:

Opened registration page, left fields empty, clicked register.

Session Metrics:

Total Core Events: 1

Successful Events: 0

Incomplete Events: 1

Completion Ratio: 0/1 = 0%

GT_7

Label: Drop-Off

Reason: Items were added to the cart but no purchase was completed.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Checkout — Incomplete (User logged out before payment)

Contextual Navigation:

Viewed restaurant and cart pages.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_8

Label: Drop-Off

Reason: Items added from multiple restaurants but checkout was skipped.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Checkout — Incomplete

Contextual Navigation:

Viewed multiple restaurants, cart.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_9

Label: Drop-Off

Reason: Items added but purchase never completed.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Checkout — Incomplete

Contextual Navigation:

Navigated to balance page, then logged out.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_10

Label: Drop-Off

Reason: User viewed cart but exited without purchase.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Checkout — Incomplete

Contextual Navigation:

Visited restaurants, cart, and logout pages.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_11

Label: Drop-Off

Reason: User reached orders section but left before checkout completion.

Core Events:

1. Login — Success
2. Add Item to Cart — Success

3. Checkout — Incomplete

Contextual Navigation:

Viewed restaurants, orders, and logout.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_12

Label: Drop-Off

Reason: User removed all items before confirming purchase.

Core Events:

1. Login — Success
2. Add Item to Cart — Success
3. Checkout — Incomplete (Items removed)

Contextual Navigation:

Visited orders, cart, and logout.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_13

Label: Drop-Off

Reason: User removed one item and logged out before completing checkout.

Core Events:

1. Login — Success

2. Add Item to Cart — Success
3. Checkout — Incomplete (Item removed)

Contextual Navigation:

Visited cart and logout pages.

Session Metrics:

Total Core Events: 3

Successful Events: 2

Incomplete Events: 1

Completion Ratio: $2/3 = 66\%$

GT_14

Label: Drop-Off

Reason: Fields were filled but login never submitted.

Core Events:

1. Login — Incomplete

Contextual Navigation:

Visited restaurant login, then returned to main page.

Session Metrics:

Total Core Events: 1

Incomplete Events: 1

Completion Ratio: $0/1 = 0\%$

GT_15

Label: Drop-Off

Reason: Login failed due to missing data, user abandoned.

Core Events:

1. Login — Failed (Missing Field)

Contextual Navigation:

Navigated to main page after failure.

Session Metrics:

Total Core Events: 1

Failed Events: 1

Completion Ratio: 0/1 = 0%

GT_16

Label: Drop-Off

Reason: Profile change was started but not saved.

Core Events:

1. Login — Success
2. Edit Profile — Incomplete (No save)

Contextual Navigation:

Visited profile and logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_17

Label: Drop-Off

Reason: Description change was started but not saved.

Core Events:

1. Login — Success
2. Edit Profile — Incomplete (Description not saved)

Contextual Navigation:

Visited profile and logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_18

Label: Drop-Off

Reason: Street address change started but not saved.

Core Events:

1. Login — Success
2. Edit Profile — Incomplete (Street not saved)

Contextual Navigation:

Visited profile, logged out, then opened customer login.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_19

Label: Drop-Off

Reason: Postal code change started but not saved.

Core Events:

1. Login — Success
2. Edit Profile — Incomplete (Postal code not saved)

Contextual Navigation:

Visited profile, logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: $1/2 = 50\%$

GT_20

Label: Drop-Off

Reason: Item creation process canceled.

Core Events:

1. Login — Success
2. Add Item — Canceled

Contextual Navigation:

Visited menu and clicked cancel.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: $1/2 = 50\%$

GT_21

Label: Drop-Off

Reason: Item creation started, description written, then canceled.

Core Events:

1. Login — Success
2. Add Item — Incomplete (Canceled)

Contextual Navigation:

Visited menu, added partial description.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_22

Label: Drop-Off

Reason: Item creation failed due to missing field, then canceled.

Core Events:

1. Login — Success
2. Add Item — Failed (Missing Required Field)

Contextual Navigation:

Visited menu, canceled after failure.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Failed Events: 1

Completion Ratio: 1/2 = 50%

GT_23

Label: Drop-Off

Reason: Adding opening hours started but not saved.

Core Events:

1. Login — Success
2. Update Settings — Incomplete (Not saved)

Contextual Navigation:

Visited settings, wrote new hours, clicked add, logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_24

Label: Drop-Off

Reason: Opening hours added in wrong format, operation failed.

Core Events:

1. Login — Success
2. Update Settings — Failed (Invalid Format)

Contextual Navigation:

Visited settings, wrote incorrect data, logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Failed Events: 1

Completion Ratio: 1/2 = 50%

GT_25

Label: Drop-Off

Reason: Changes in settings not saved.

Core Events:

1. Login — Success
2. Update Settings — Incomplete (Not saved)

Contextual Navigation:

Visited settings, edited hours and postal code, logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_26

Label: Drop-Off

Reason: Order management process started but not finished.

Core Events:

1. Login — Success
2. Manage Order — Incomplete

Contextual Navigation:

Viewed order details, then logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_27

Label: Drop-Off

Reason: Order history management started but not completed.

Core Events:

1. Login — Success
2. Manage Order History — Incomplete

Contextual Navigation:

Visited order details, didn't click done, logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_28

Label: Drop-Off

Reason: Opening hours editing partially saved.

Core Events:

1. Login — Success
2. Update Settings — Incomplete (Last edit not saved)

Contextual Navigation:

Navigated through history and settings, partially saved.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Incomplete Events: 1

Completion Ratio: 1/2 = 50%

GT_29

Label: Drop-Off

Reason: Item editing ended with an error and session closed.

Core Events:

1. Login — Success
2. Edit Item — Failed (Error after removing name)

Contextual Navigation:

Visited menu, edited and saved items, then logged out.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Failed Events: 1

Completion Ratio: 1/2 = 50%

GT_30

Label: Drop-Off

Reason: Item addition failed due to empty field.

Core Events:

1. Login — Success
2. Add Item — Failed (Empty Field Error)

Contextual Navigation:

Accepted an order before attempting to add an item.

Session Metrics:

Total Core Events: 2

Successful Events: 1

Failed Events: 1

Completion Ratio: $1/2 = 50\%$