

20CYS202- USER INTERFACE DESIGN

MINI PROJECT-USER ANALYSIS

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What is a self-service kiosk?

- A self-service kiosk is essentially a device that allows a consumer to interact directly with a company, receiving a service at their own convenience.
- Self-service kiosks are also widely distributed to quick-pay restaurants where the intended goal is to expedite the process of ordering and waiting for your food.
- These kiosks don't just extend to commercial aspects, they also are quite useful for checking in and out of hotels, offices also employ them for checking their vendors in and airports utilize their functions for allowing you to check-in to your flight as a means to save time for both you and the business itself.



Uses of self-service kiosks:

- The primary function of a self-service kiosk is to allow customers to complete various common tasks on their own without the assistance of a dedicated employee.
- Whatever the kiosk's function, the ultimate goal is to give users more freedom and better efficiency.
- Taking into account the precision and automation of this equipment, there is a tendency for human errors not to occur, which would naturally occur if there were a manual process.

- With the reduction of waiting time in queues (long and boring), there is a greater satisfaction of the client who, in turn, wants to return to the place where he had a good experience (fast, autonomous and effective). In addition, more customers end up being attended to.

Different types of self-service kiosks:

1. Self-service kiosks in healthcare

Self-service kiosks at hospitals allow patients to check-in for their scheduled appointments in a matter of seconds.

Wherever the patients must make a payment, self-service machines can make it for them greatly relieving the workloads of hospital administrators

2. Self-ordering kiosks at restaurants

Quick service restaurants and other fast-food chains allow customers to order quickly without human assistance so that wait time is reduced for all

The automated restaurant ordering system enhances efficiency by allowing staff to concentrate on other areas of customer service

3. Self-service kiosks in banking

Self-service kiosks at banks, wealth management companies, insurance companies, and other financial institutions help customers to perform transactions without the need for face-to-face interaction with the staff.

The service includes online banking, balance checking, opening new accounts, reviewing investment portfolios, fixing appointments with the personal banker, PIN activation, loan application, money order, check cashing and even dispensing cash cards.

4. Self-service kiosks at theatres

Self-service ticketing kiosks at movie theatres allow people to purchase tickets and print them or pick up the tickets purchased online without waiting in long lines

Besides purchasing seats and selecting seat locations, self-service kiosks at movie theatres also make the check-in process smoother.

WEBPAGES REQUIRED FOR THE PROJECTS:

- 1) HOMEPAGE
- 2) MENU
- 3) PAYMENT
- 4) CART
- 5) OFFERS AND DEALS
- 6) WAITING TIME

HOMEPAGE:

THE CHALLENGE:

User research indicates that new users spend less than 30 seconds on the home screen after their initial login.

SOLUTION:

Make use of high-quality images to give the user high-end affection towards the app and an urge to get rid of the hunger.

MENU:

CONTAINS ALL THE TYPE OF FOODS, DRINKS AND SAUCES AVAILABLE.

PAYMENT:

- THIS WEBPAGE CONTAINS ALL THE PAYMENT DETAILS. THIS IS WHERE USER PAY FOR THEIR ORDER AND CHECK OUT.
- ALL DISCOUNTS AND COUPONS ARE APPLIED AND REDEEMED HERE
- USERS CAN PAY THROUGH CREDIT OR DEBIT CARDS, OR BY SCANNING QR CODE, NFC.

ORDER AND CART:

CHALLENGE:

- Research shows some users add items to their carts but do not complete the purchase process because there are too many steps and the cart is hard to edit.
- Also, it is hard for a user to make a choice of meal if they haven't had it before so I added a description on every meal

The Solution:

- Before the order is placed, a section is added where the user can choose certain allergies so meals with those allergies are indication in the results.
- To make it easy to edit meal options, I included checkboxes so the user can select different additional options on a meal.
- Once the order has been placed, quick navigation to cart is added and edit cart option is available.

OFFERS AND DEALS:

The Challenge:

Most food ordering UI (systems) do not offer promotions or discounts on orders. The few that do not prioritize it (you might not even notice). Everyone loves free things so why not make it a priority.

The Solution:

1. A separate section for promotions at the header of the home screen
2. Discounts are automatically applied (the user can decide to turn them off)

SKETCHING(BLUEPRINT):

UI Design.

Sketching:- (Blueprint)

HOMESCREEN:-



MENU:-



CART:

ADD TO CART

☐

(+) (-)

☐

(+) (-)

☐

(+) (-)

Total :-

(With offer).

PAYMENT:

CHOOSE A METHOD OF PAYMENT:

CREDIT/DEBIT

GOOGLE PAY.

NET BANKING

CANCEL ORDER