

• User Goal: order food with friends

0: order foods from a delivery app for a group of friends including 4 individuals

• Order food with friends:

1: Open food delivery app

1.1: Unlock smart phone

1.2: Locate app icon

1.3: Tap the icon to launch the app

2: Search Restaurants

2.1: Use the search functionality to find restaurants nearby

2.1.1: Locate "Search" tap

2.1.2: Tap to enable search functionality

2.1.3: Input favored keywords

2.2: Scroll through the list of generated results

2.2.1: Slide on the display to scroll

2.3: Pick an interested restaurants to view its menu

2.3.1: Find a restaurant they interested

2.3.2: Tap to browse the menu of the restaurant

2.3.3: Scroll through the menu

3. Choose food

3.1: Select individual food items from menu

3.1.1: Find the food that he/she would like to order

3.1.2: Locate and Tap "Add to Cart" button

3.2: Specify any customisation

3.2.1: If one needs to change the quantity/size, tap "+" or "-" button in the list

3.2.2: If one is a vegetarian, tick the "vegan" box in the list

3.2.3: If one is a meat-lover, tick the "meat" box in the list

3.2.4: If one likes mix, tick the "mix" box in the list

3.2.5: Make adjustments if needed (e.g., extra cheese, no onions)

4. Add to cart

4.1: Review the selected items in the cart

4.1.1: Scroll through the list to check the quantity and customisation

4.2: Coordinate with friends

4.2.1: Share the selected items with others

4.2.2: Discuss the current selection and make adjustment

4.2.3: Finalize the order, considering everyone's preference

5. Place the Order

5.1: Tap the "cart" icon to proceed to checkout

5.2: Select a payment method (e.g., credit/debit card, cash on delivery)

5.3: Enter payment details and confirm order

6. Await Delivery

6.1: Access the order tracking feature within the app

6.2: Check the estimated time and keep friends informed about the progress

7. Receive and share foods

7.1: Answer the door when delivery arrives

7.2: Check the foods for accuracy and completeness

7.3: Distribute foods based on personal preference

Challenges:

(1) coordinate with friends and ensure everyone's satisfaction

(2) customize each individual's food preference

(3) ensure the foods arrive on time and are not damaged