CSC 642-842 HCI Summer 2020

Initial (Low Fidelity) UI/UX Design

Project Name: Gator Grub

Gator Grub is an application that allows users to order food online from their favourite restaurants.

Team 03

Team Members:

Megha Babariya (mbabariya@mail.sfsu.edu),

Mantasha Khan,

Zhiming Wu,

Kevin Chan,

Alex Gao

Version History:

| Version No.	Date	Comments(if any)
01	06/24/2020	Initial document
02	06/29/2020	Comments(by Prof.) implemented

Product Name

Team 03 is introducing Gator Grub, a web application that allows users to order food online from their favourite restaurants and also the vendors to register their restaurant to get customers online.

Mockups and StoryBoards

New User :

Tyler is a full-time student at SFSU and works part-time to cover his expenses. He does not have enough time to prepare food and therefore mostly orders the food from restaurants. He learns about a new application named Gator Grub and thinks to try out the application to order his meal. He quickly downloads the application and finds out that registration is not required and he can quickly look into options of different restaurants by just a single click that requires him to enter his pincode to show the nearby places. He gets happy and goes further and gets some more filters to find out restaurants that are safe during this CoronaVirus pandemic. He is quickly able to add orders to his cart and lastly register to the application. This speeds up the process and Tyler is more happy to see the discount offered to SFSU students and quickly finishes ordering the food.
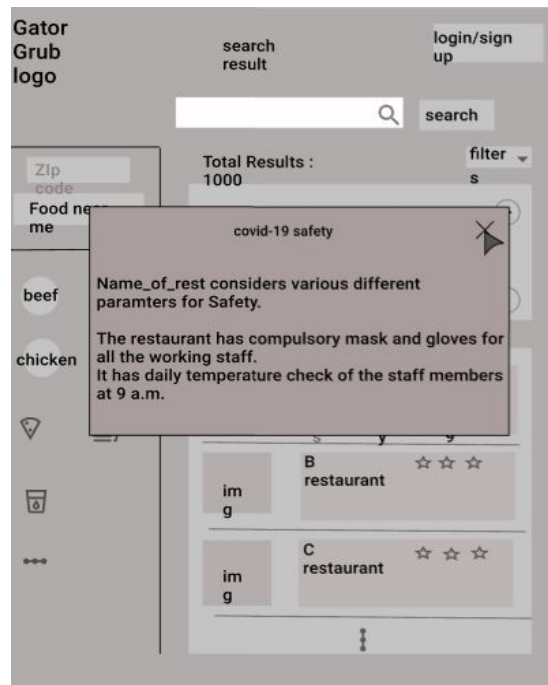
**1.** Tyler opens the Gator Grub homepage, enters a zip code and clicks on"Food near me".
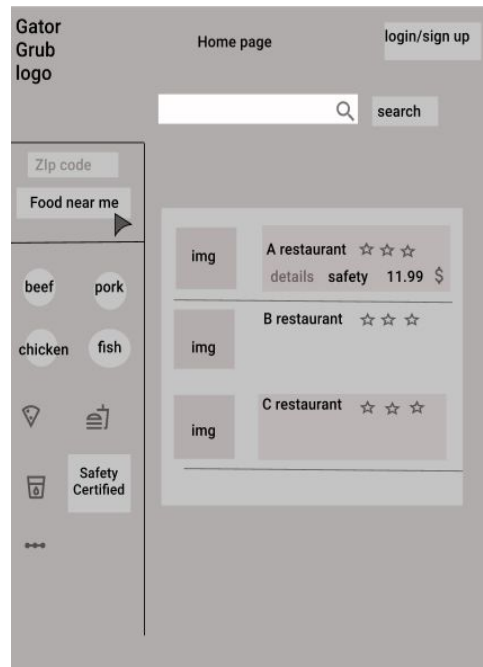
2. He zooms in /out the google maps with "+" or "-". and he gets some more filters to find more restaurants. And then he clicks on the safety certified filter for "A restaurant".
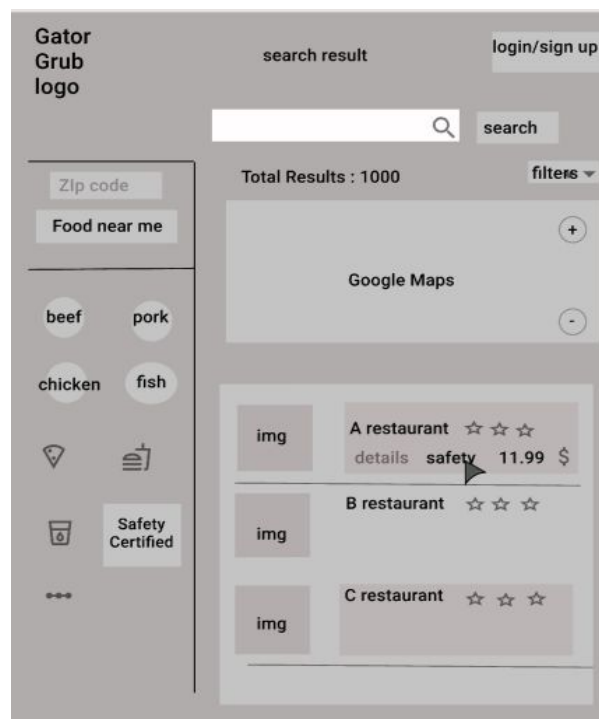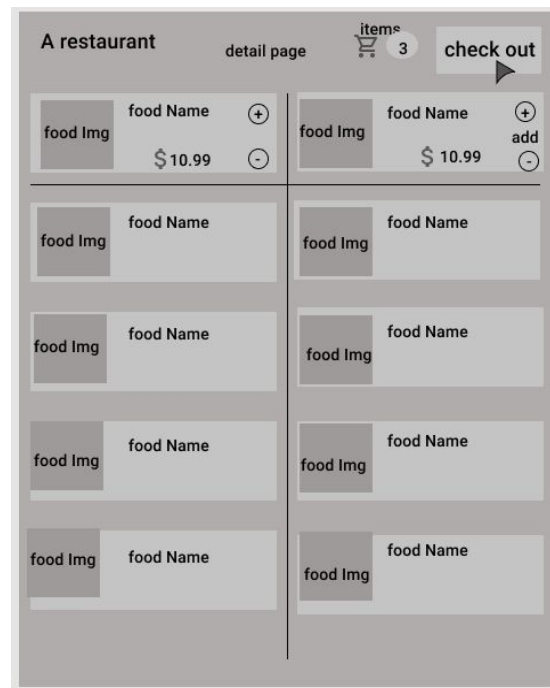
3. Tyler views the safety precautions and is satisfied with what "A restaurant" is doing. And closes
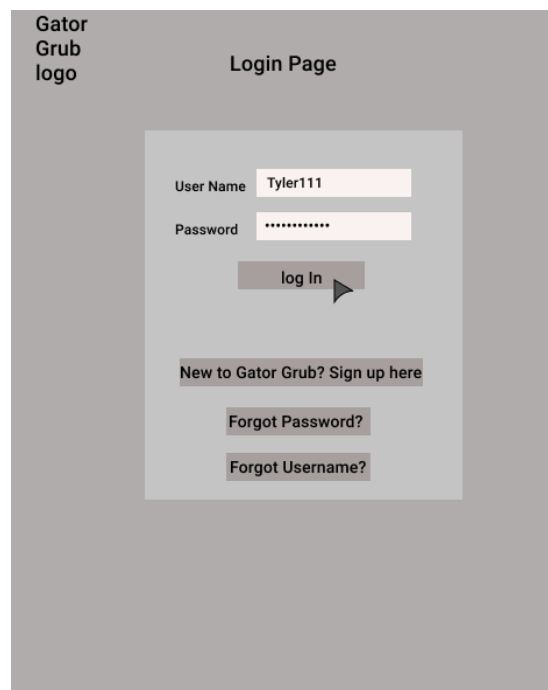
the safety window

4. Tyler then clicks on the restaurant name.
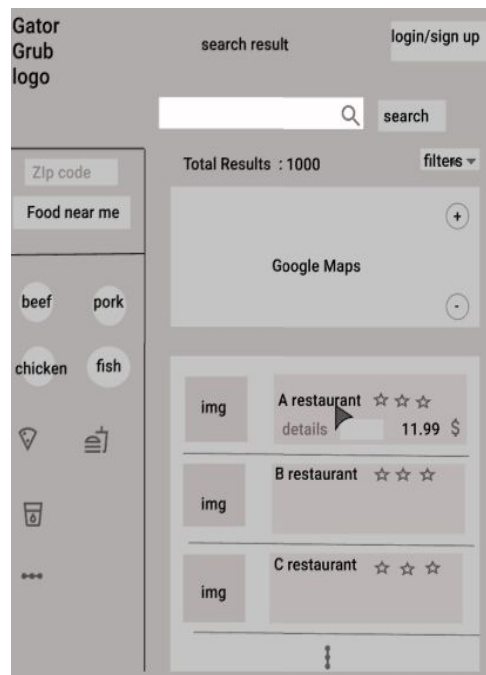
5. Tyler is quickly able to add items to his cart by clicking on "+" or "-" inside each item.

**6.** Since Tyler was not logged in, he is taken to the login page, where he logs in.

7. Tyler confirms his order, and decides to have the food delivered to SFSU, where he is studying.

8. He confirms that the food will be delivered to the library on campus, and has it delivered ASAP.

He opts out of contactless delivery.

9. Tyler chooses his payment order, reviews the summary one last time, and then checks out.

Gator Grub logo

Payment

Hi~Tyler

Select Payment Methods:

(•) Cash   ( ) check

Summary:

Picture	Food name	Amount	Price
img	Food name	1	10.99
img	Food name	2	21.98
		Total:	21.98

Delivery Address: SFSU Library

Phone: (415) 338-1111

Schedule(optional):   None

contactless delivery:

Payment Method:

Total: $21.98   **check out** ▶

10. After checking out Tyler is taken to the Tracking page, where he can view his order's summary, ETA, and order status.

Gator Grub logo

Tracking

Hi~Tyler

Your order:

Picture	Food name	Amount	Price
img	Food name	1	10.99
img	Food name	2	21.98
		Total:	21.98

Delivery Address: SFSU Library

Phone: (415) 338-1111

Schedule(optional):   None

contactless delivery:

Payment Method:

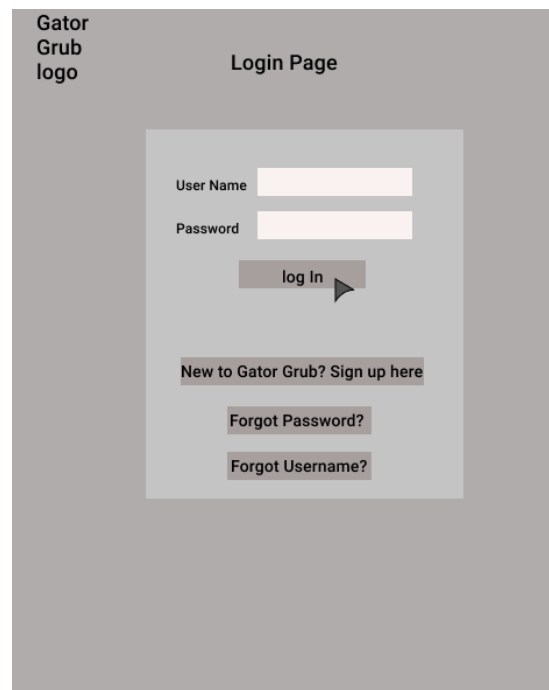ETA: 10 min   Status: Order Received

Done ▶

Vendor :

Miguel owns a bakery in Daly city and is interested in selling his baked food online. He is new to online marketing and does not have good skills in using technologies. He finds out that nearby restaurants are gaining profit by marketing using the Gator Grub application. He decides to use that application and downloads it. He is required to mark a checklist for COVID-19 safety precautions taken by his restaurant. And easily, he adds up his restaurant to the application without any hassle.

1. Miguel is new to Gator Grub so he goes to the login/signup page
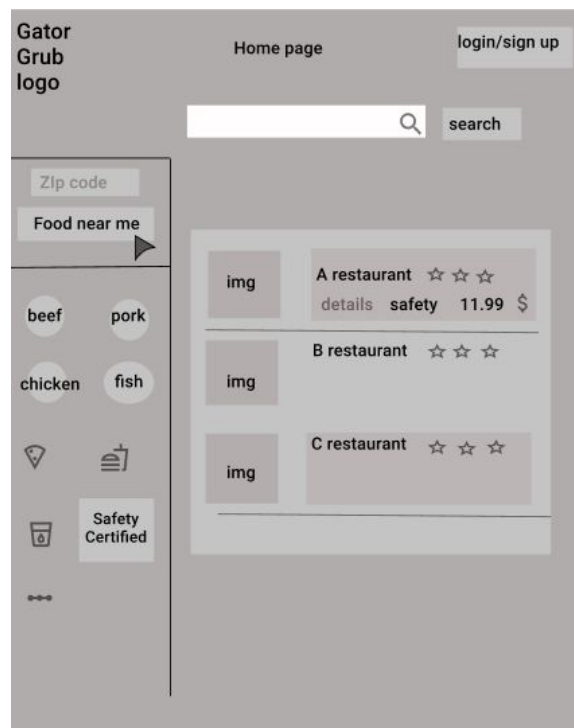
2. He does not have an account so he presses the signup button

3. Miguel creates his account by inputting a username, password, and email address

4. Upon account creation, Miguel is taken to his account page. He goes to add a new restaurant.

5. He enters his restaurant information and goes to add his menu.

6. Miguel creates a muffin category and adds a tomato muffin to it.

7. After saving his menu, Miguel is taken back to the restaurant page where he saves his restaurant information and adds the Covid-19 safety measures taken by the restaurant.

8. At the restaurant page, Miguel sees the restaurant name at the top and realizes that he mistyped it so he goes to edit restaurant information to correct it.
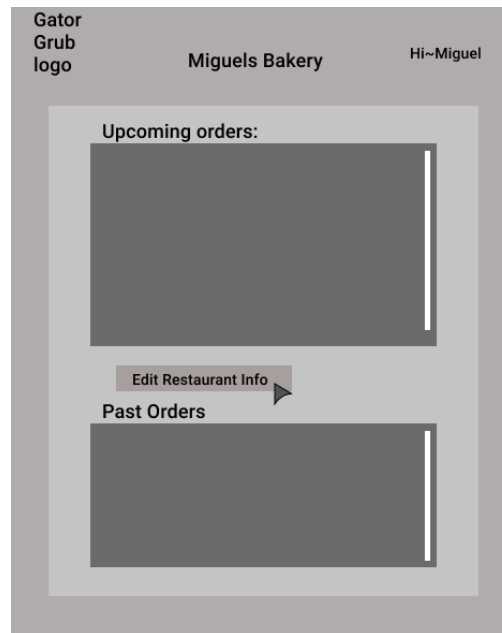
9. Miguel types in the correct name. He realizes that he forgot to check the temperature check box in the safety measures for Covid-19, so he fixes that as well and saves.

Functions

Priority 1 :

1.   **Login/Logout:** We will be having Lazy registration, so that users are not forced to add personal details at the beginning and get to know the restaurants listings and order food easily. At the same time, we want to require a user to have an account with us so that if there is an issue with an order, we have their credentials to follow up on which can include customer support.

2.   **Viewing restaurants/stores within their area:** Once the user opens our application, we want to display a list of all the restaurants with pictures of food/location by determining the local restaurants around their area so users can jump right into browsing for what they want to get delivered.

3.   **Making an order:** When a user makes an order on our application, we will present them with an easy to read layout with live location of where the restaurant is and when the delivery is estimated. We will also let the user know the status of their order, provide a short summary of what has been ordered, a button for "more details" on the order(purchase amount), customer support button, etc. Since our app is focused on a delivery service, this feature will be a significant part of the app. We can also send out text and/or push notifications to the user to notify what's happening with their order.

4.   **Notifications:** We can also send updates and notifications to the user's email address for more updates/discounts. (Sign in with Facebook, Google, etc) We can also send out text and/or push notifications to the user to notify what is happening with their order.

5.   **Searching and filtering food, groceries, pharmacies:** For the food selection, we will provide a scrollable bar which contains different types of food categorized and also list out restaurants individually with pictures of, for example, the most popular items ordered at each restaurant. We will also include search functionality that searches for food type or restaurant name.

6. **Safety Tag**: When it comes to ordering food, we will provide a safety tag for each restaurant that will show the user the measures taken by the restaurant for customer safety like staff temperature checkup frequency, handling food in a safe manner, and other safety measures if taken while preparing the order. This will provide the customers with peace of mind knowing that their food was safely handled during this pandemic.

7. **Creating a restaurant account with our app**: Restaurant owners will be able to expand their businesses by offering customers the ability to have their favorite food delivered right to their doorsteps. Restaurant owners will have the ability to add menu items with a brief summary as well as providing a picture of the dish/item, price, and customize each menu item. Owners will also be able to view a list of incoming orders based on first come first serve basis.

9.   **Scheduled Delivery:** When the user places an order, they will be able to schedule delivery for a future time. The order will appear on the store owner's queue before the scheduled time so they will be able to prepare the order and have it ready at the right time.

Priority 2 :

1.   **Review System:** When the user clicks on a restaurant they want to browse, we can provide a link/button to a review app such as Yelp and/or other sources such that the users have a more convenient way of making sure what they really want to order. This feature will be useful because users will know what to expect when they make an order with a restaurant. This will pertain closely to ordering food.