



Autonomous Delivery

TS001 - Notes

PM: Christopher O'Hara

Background Questions

- ☐ How old are you? **25**
- ☐ What is the highest level of education you've completed? **MSc**
- ☐ What is your total household income? **Null**
- ☐ What is your profession? **Software Developer**
- ☐ When was the last time you purchased food for delivery? **A week ago**
- ☐ Have you ever used DoorDash before? **No**
- ☐ How often do you order food via delivery? **Once a week**
- ☐ Do you use any other food delivery services? **Lieferando**
- ☐ Which device(s) do you usually use for ordering food?
- ☐ How often do you eat at a restaurant (physically)? **Twice a week**

Follow-Up Questions

- ☐ I noticed you had trouble with reporting a missing item. **Can you tell me why? "Support" is too ambiguous, the button should be renamed.**
- ☐ Did you notice whether there was any other way to message the robot? **Yes**
- ☐ Can you tell me what you think of the buttons? **I don't like the buttons on the Home page**
- ☐ Can you tell me what you think of the font size? **It is readable, good**
- ☐ How did you find the experience of using the application to complete these tasks? **It seems easy to use, you can check everything, and you can message the robot.**
- ☐ What did you think of the layout of the content? **The layout looks good.**

Wrap Up

- ☐ Would you use it? **Yes**
- ☐ Does this remind you of any other applications? **Yes, a taxi app**
- ☐ How would you make it better? **Improve the buttons on the Home page and change the name of "Support"**
- ☐ Any other comments/suggestions? **No, it looks good except for the previous notes.**