



Autonomous Delivery

TS002 - Notes

PM: Christopher O'Hara

Background Questions

- ☐ How old are you? **31.**
- ☐ What is the highest level of education you've completed? **Currently MSc.**
- ☐ What is your total household income? **\$75,000.**
- ☐ What is your profession? **Tax auditor.**
- ☐ When was the last time you purchased food for delivery? **1 week ago.**
- ☐ Have you ever used DoorDash before? **Yes.**
- ☐ How often do you order food via DoorDash? **Not that often.**
- ☐ How often do you order food via delivery? **Twice a week.**
- ☐ Which device(s) do you usually use for ordering food? **iPhone Pro Max.**
- ☐ How often do you eat at a restaurant (physically)? **More than four times a week.**

Follow-Up Questions

- ☐ I noticed you had challenges reporting an item was missing. Can you tell me why? **I would just message the robot but it is not possible. The Support button is not clear.**
- ☐ 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 like them except the Home buttons do not have a good layout.**
- ☐ Can you tell me what you think of the font size? **It looks good.**
- ☐ How did you find the experience of using the application to complete these tasks? **I feel it is convenient and saves time.**
- ☐ What did you think of the layout of the content? **It is good.**

Wrap Up

- ☐ Would you use it? **Yes, I would.**
- ☐ Does this remind you of any other applications? **Uber.**
- ☐ How would you make it better? **Improve the Home page and method to message the robot.**
- ☐ Any other comments/suggestions? **Not at this time, it is interesting.**