![NOVA SCHOOL OF SCIENCE & TECHNOLOGY]

Interacção Pessoa-Máquina

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TAKE A SEAT

Stage 6: Corrections Report

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Briefing

Nowadays people lead a busier lifestyle and they want simplicity and customizability in their life. Many restaurants don't have the option to book a certain table or to pre-order food to be ready when you sit down. This app aims to gather all of these functionalities in order to meet these needs.

Scenarios

(Scenario 1).

Lucas doesn't really like cooking his food so he tends to order take away. He knows of a new restaurant close to him that just opened but he doesn't know if it allows for take away. He then searches for it in *Take a Seat* and finds the take away menu where he can order his food.

The tasks involved are:

1. **Browse restaurants.**
2. **Order takeaway.**

(Scenario 2):

João works full-time in one of the international corporations. He has to arrange meetings with the purpose of acquiring new business partners. In order to succeed, he has to make a good impression, everything has to be perfect. Unfortunately, this day nothing goes as planned. He has had a very stressful day at work since the first minute he came into the office and it's not over yet - he has an appointment with representatives of one of the most profitable companies available on the market right now. The meeting was arranged a month in advance but just an hour before the scheduled time he gets a phone call from the restaurant he was supposed to hold the meeting in, that they have a sudden malfunction - a power cut.

João has to find the solution very fast, his future career depends on it. So he uses one of his most trusted apps - *Take a Seat*. Not having much time left, he finds quiet, uncrowded, available restaurants with great reviews. He looks through the

menu to see if it is appropriate. After making sure everything meets his expectations, he picks the table next to the window, away from other tables so as not to be disturbed during a discussion. It took only a few minutes, João regained control of the situation and could cool down before the meeting.

The tasks involved are:

3. **Browse restaurants:** João will look at several restaurants and look at their menus and reviews to decide if they are appropriate to hold the meeting.
4. **Book a table:** when booking a table, João will search for a table by the window where he will not be disturbed.

(Scenario 3):

Maria is an architecture student during the day and a hostel worker in the evening. She doesn't enjoy wasting time in the kitchen and that's why she likes eating out a lot but most of the time she has a very tight schedule - during the classes the only break she has lasts about 20 minutes. To address this problem she uses the *Take a Seat* app, which allows her to preorder the food from her favorite restaurant instead of any low-quality fast food and have it to go
The tasks involved are:

5. **Browse restaurants.**
6. **Browse the map.**
7. **Book a table**

Addressing Issues

Problem 1 - Regarding the booking page, we had to cut a lot of corners and simplify our interface in order to meet the deadline. In our initial vision, you would be able to tap on the table you'd like to book.
The addition of a dropdown with the available tables would be an improvement while the original idea is being developed.

Problem 2 - Regarding the History problem, we did not implement enough back end to accommodate such features. Due to the time constraints, we limited ourselves to addressing the main features of the App. This feature would be our number 1 priority on the new features list for future developments.

Problem 3 - Regarding the rating problem, at the time, we did not realise that the rating was hard to see. A solution would be to replace the numbers (from 1-5) with icons of stars, ranging from 1 star all the way up to five stars. This way we can not only address the problems of it being too small but also, there will be no more random number on the screen.

Problem 4 - Regarding the problem where the H3 logo is on every page, we did it because we used the H3 logo as an image placeholder. In view of the fact that

the presented app was a prototype, we decided to use the H3 logo and other logos as image placeholders so as to respect intellectual property of other creators and limit the use of the external content.

Problem 5 - Regarding the visibility issue, we only tested the App on emulators on our computers, so we did not know the visibility would be that bad.
We can quickly fix it and bump up the size of the text on the affected areas.

Problem 6 - Regarding the lack of back Button, we developed the App with android as our main target, thus using the back Button of the Os to complement the App navigation.

Problem 7 - Regarding the issue where the button does not have a label, we found out that it is a bug. We added the character '-' to the button, but for some odd reason, the button does not show the label. This is a bug that we were aware of and could not solve in time.

Problem 8 - Lastly, regarding the lack of a cancel button on the checkout page, we did not think of that. We could add a cancel button next to the order button to fix this issue.

Thoughts and conclusion

On a final note, we feel like the state of our App is somewhat less than desirable.
We have features that were not implemented due to their complexity and the time constraints, and we also know that there are a few bugs that need to be ironed out.
Problems pointed during heuristic evaluation have led to the improvement of the App mostly in visual aspects, such as adding/modifying particular buttons, changing the font's size or diversifying the logos of the restaurants used in the prototype.
The lack of a proper backend also hinders our ability to provide a solid experience, that would be similar to a production-ready version of the App.
In the end, we feel like this product would need a bit of love and attention before hitting the shelfs of your favourite App Store.