

HCI 440 A4: Models and Requirements	Your team number: Group 2(OL)
Project Name: Food Delivery Integrated Experience	Submission date: 10-31-2022

Personas: 1

Name:	Kevin Morfet
Tagline:	"Spend only for essentials"
Background	
Age:	34
User role(s):	Occasional food Orderer
Education:	Master's Degree
Level of computer expertise:	<ul style="list-style-type: none"> • Worked as a Developer for almost 12 years • Familiar with almost all the devices including mobile phones and laptops
Goals/motivations:	<ul style="list-style-type: none"> • Finds as many food deals as possible • Doesn't want to pay full price for every order • Getting all the toppings without paying • Purchasing a quality food within his budget • Minimize the delay for every order he places • Using the reward points after every Order
Frustrations and pain points:	<ul style="list-style-type: none"> • Order getting delayed for various reasons • Having to compromise on food quality • Have to pay for selected Toppings • Not able to order preferred food during late nights • Extra charges for late Night delivery • Returning a misplaced order

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Name: Kevin Morfet
Narrative:
<p>Kevin Morfet is a 34-year-old Occasional food Orderer from the united states. He works a full-time job and likes to use his reward points to order food when possible. He would like to order food more often, but because it is expensive, he orders food very rarely. Whenever he can he likes to take time and effort into saving money and getting the best deals with his best food experience.</p> <p>Kevin enjoys ordering food when he is with his family or friends, as he believes he would get the best deals. He does a lot of research and has found that Fridays and Saturdays are the best days to order his favorite food. Kevin also likes ordering food for groups because he can use reward points for the next order.</p> <p>Whenever possible Kevin orders his own food so that he can gain membership rewards. Rewards are important to him so that he can comfortably order food and can gain access to new recipes.</p> <p>Kevin also wants to save time and money whenever possible. He usually finds himself in a rush to get to work and uses multiple modes to order food. He would get benefitted in all aspects and can get to experience quality food.</p>

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Personas: 2

Name:	Venkat Bhat
Tagline:	Fresh Beginner
Background	
Age:	22
User role(s):	Student - Ordering food for the first time in a new country.
Education:	Undergrad
Level of computer expertise:	Basic knowledge of mobile phones and laptops
Goals/motivations:	<ul style="list-style-type: none"> • Complete his first food order in a new Country • Understand the best way to order food, that takes the least amount of time • Ability to find the best food in the city • Knowledge of best restaurants with good quality food • Ability to find deals and coupons
Frustrations and pain points:	<ul style="list-style-type: none"> • No Knowledge from which restaurant to order • Confused on how to order food from two restaurants at a time • Confused about mixed reviews of specific restaurant • Order getting delayed on weekends due to traffic • Returning a misplaced order

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Name: Venkat Bhat
Narrative:
<p>Venkat Bhat is a 22-year-old fresh out of high school. He is ordering food for the very first time in a new country. He came to this country to pursue his undergrad in a technical field as he has always been obsessed with technology.</p> <p>He is well-versed in basic technical operations involving mobile applications and games but is still quite inexperienced to handle real-life situations. He tends to panic if things don't go the way intended which is why being able to touch with family is important to him.</p> <p>Whenever he wanted to order food from a restaurant he used to look up google reviews of that restaurant but after seeing those mixed reviews he gets confused about where to order.</p> <p>Money is not a problem for him, but he has been advised to be conservative in spending since currency conversion can make even low prices seem insane.</p> <p>"Food Ordering in a new country BY MYSELF and this application would help me out? Sign me up!! This would get me serious bragging rights and hopefully order good food."</p>

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Concept Analysis :

Concept	Attributes (of concept)	Operations (user can perform)
Personal Account	contact info, payment info, privacy preferences, notification, password, username	create, delete, update, verify, view, make a review
Food	Price, info, restaurant name, place	view, order , pay for it
Order	Food Items, food info, beverages, add to cart, order confirmation	view, select, verify, update, order
Payment	Reward points, credit/debit card, account wallet	view, select , pay, cancel
Restuarant	Restaurant name, Street, Area, receipt of food items,	View details, share details, download
Notification	notification content, time, notification type, delivery type	enable, view, dismiss, snooze
Delivery	Delivery Company, Delivery Company Name, Reward, Discount Structure, Customer Service	book, check for price, provide better options, view delivery cost, view timing details
Delivery Tracking	Delivery person, uniform, distance, vehicle number, Mobile number, name	Guide, view estimated delivery time, location of delivery person
Discounts/ Rewards	Benefits, price drop	view, enroll, accumulate, spend, share
Rating	Negative and Positive reviews	Add own reviews, view reviews of other users

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Conceptual Model Diagram:

Mural Link:

<https://app.mural.co/t/class31017/m/class31017/1666823421972/63cb342e889c55def7756318a36e1951712562ee?sender=u1d9466b6adee018715626617>

Requirements:

As a food orderer, I want to know what restaurant is available so that I can choose the one I need.
As a food orderer, I want to know what details I need to fill in before placing the order.
As a food orderer, I want to know at what day or time, I will get the best food items.
As a food orderer, I want to know at what day or time, I will get the best offers on food.
As a food orderer, I want to know my options to save time during order.
As a food orderer, I want to know which restaurant has veg items and non-veg items.
As a food orderer, I want to know which restaurant will take less time to prepare my order.
As a food orderer, I want to compare prices of food items, to choose within my budget.
As a food orderer, I want to be able to look up a restaurant that gives free toppings.
As a food orderer, I want to know the delivery boy's location during delivery.
As a food orderer, I want to know what type of payment the restaurant can take.
As a food orderer, I want to see fair reviews about the restaurant.

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As a food orderer, I would like to leave a review for the ordered restaurant facility. so that other users can know about the restaurant and also a restaurant to improve on.
As a food orderer, I want restaurant/delivery updates regularly.
As a food orderer, I want to know more information about restaurants and food items.
As a food orderer, I want to know about discounts and reward points.
As a food Orderer, I want to access customer service so that I can get my inquiries answered
As a food Orderer, I want to get familiar with food quality regulations and standards.
As a food Orderer, I'd like to leave feedback on both food and delivery service so that they can be improved upon
As a food Orderer, I want to know the list of restaurants that accepts UPI payments so that I don't have to enter my card details manually everything I order food
As a food Orderer I want a history of the previous orders so that I can repeat the same order once with any searching.
As a food orderer, I want a way to communicate with restaurants for specific instructions.
As a food orderer, I want a way to communicate with the delivery person for guiding and tracking purposes.
As a food orderer, I want to order from two restaurants at a time.
As a food orderer, I want to return my order and expect to get a refund if the quality of the item is not up to the mark.

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Process Retrospective:

- Most of the narratives that we have mentioned mainly focused on non-functional requirements of the application, moving on we need to focus on functional requirements that our personas would be using.
- We have used Concept Analysis to create in-depth requirements. We had to think about the operations in terms of the application usage and not just what user does in their journey.
- For the journey map, it was interesting to find a way to model the touch points and channels.
- Had to improve on Conceptual Analysis and Journey map to make sure it covers application usage as well.

Team Member Contributions:

Team Member Name	Email Address	Specific Contributions
Satya Yoganand Addala	naddala@depaul.edu	Evenly split out concepts and requirements, created persona narrative, journey map
Dasari Srinivas Rao	hdasari@depaul.edu	Created mural account and scribed journey map, evenly split out concepts and requirements, created persona narrative
Neeha Kalluri	nkalluri@depaul.edu	Evenly split out concepts and requirements, created persona narrative, journey map
Vinod Chowdary	vkotapa1@depaul.edu	Evenly split out concepts and requirements