Hey Food

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1 Our goal

Our initial idea is to build a voice service that enables the user to order takeaway food from any restaurant around him. So, the system should act as a waiter and give information about available restaurants and menus, making suggestions about special dishes. The service will save orders and let the user check their status.

2 Similar services analysis

We analyzed several similar services. So, we looked into some food-ordering voice chatbots available online. These are a few of those.

2.1 RunnerPizza's Skill

It's a service that lets customers order pizza via a chatbot (Alexa). It's possible to make a new order, select a specific pizza from the list of pizzas available and finally choose delivery time and the address. Alexa provides feedback to the customer after each completed step in the process. The interaction is very intuitive and simple due to the developed schematic process, and in this way, every type of user is able to make a new order. The whole process takes very few minutes. On the other hand, it's only possible to check/modify or delete the order on RunnerPizza's website and this is the big limitation of this service. The power of this type of service is given by the use of the voice, which in the meantime allows the customer to do other things. So, each task related to this kind of service should also be completed with the voice. Even if our service takes into account different types of food and implements other operations related to the order (e.g. checking the status of the order via Alexa), this service is a very good starting point for what we want to achieve.

2.2 Domino's Skill

This skill is provided by Domino's Pizza; it allows the user to place pizza orders in their restaurants. Differently from RunnerPizza, this skill also lets you check the status of an order. Also in this case, the limitation is given by the fact that the system only works for one franchise of restaurants.

2.3 Starbucks Reorder's Skill

Pretty simple, it basically only allows you to place (usual) orders that were originally done through the app. Free to use, limited to a few functions, and also allows you to check the balance of the associated card. The app provides you with a history of your orders so that you can place an old order again. After that, it gives you a list of physical coffee shops where you can collect your order.

3 Need finding

We have made an analysis of the possible scenarios in which this kind of system could be useful. Thus, we have thought about a few needs that users could have:

- Obtaining information and suggestions about restaurants in the area.

- Placing an order to a given restaurant.

- Rate an order.

4 Interviews

Interviews here..

5 Questionnaires

Questionnaires here..

6   Storyboards

Storyboards here..

7 Prototypes

Prototypes here...

8 Voice skill

Voice skill here..

9   Interviews list

A boy (20-25 year old)

1. Do you order takeaway food?

   lipsum

2. What are the reasons why you do / don't do so?

   lipsum

3. How do you usually place food orders?

   lipsum

4. What are the pros and cons about this approach in your opinion?

   lipsum

5. Would you use a voice chatbot to order takeaway? Why?

   lipsum

10 Reviews

Reviews here..