Café Pro

Project Phase 1

By

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**A Report Submitted in Partial Fulfillment of
the Requirements for**

ITCS336 Human Computer Interface

**Faculty of Information and Communication Technology
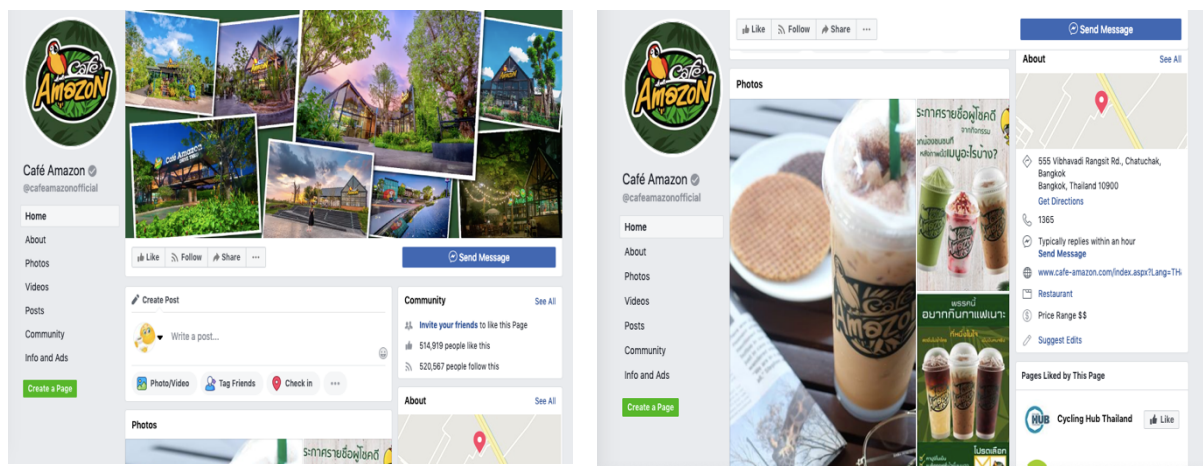Mahidol University
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Overview:

For the problems at the present time which happen on the people who work or study over the night time such as office workers, instructors and even students. Therefore, we decide to build up an application which has many features to assist our target customers. Our application is an application that the users can order their coffee anytime that they want. In addition, our application will know where the users are, and suggests all coffee shop then make up the choices of coffee shops that near the users. The user can order the coffee through our application and set the time that they want to pick up the coffee. The application will send the orders to the coffee shop. Then after the users order the coffer through an application, they need to walk to the coffee shop and pick up the coffer by they own.

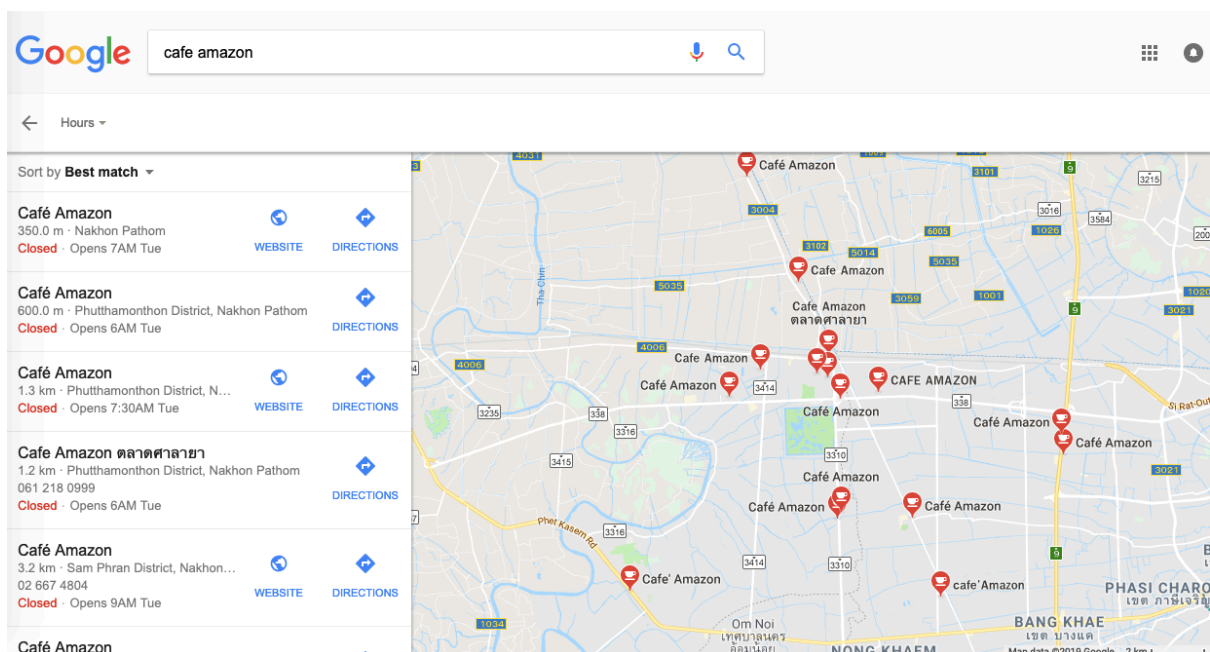**Analysis of existing system**

- **Cafe Amazon**
    1. **Facebook Page:** café Amazon has their own Facebook page to show all of the activities of all café. Moreover, on their page also show what are the most popular interesting coffee and show all the coffee list that they have. On the other hand, it shows the special promotion specific coffee and it show the map. Their just provide the information, but we cannot order any type of coffee in this Facebook page.
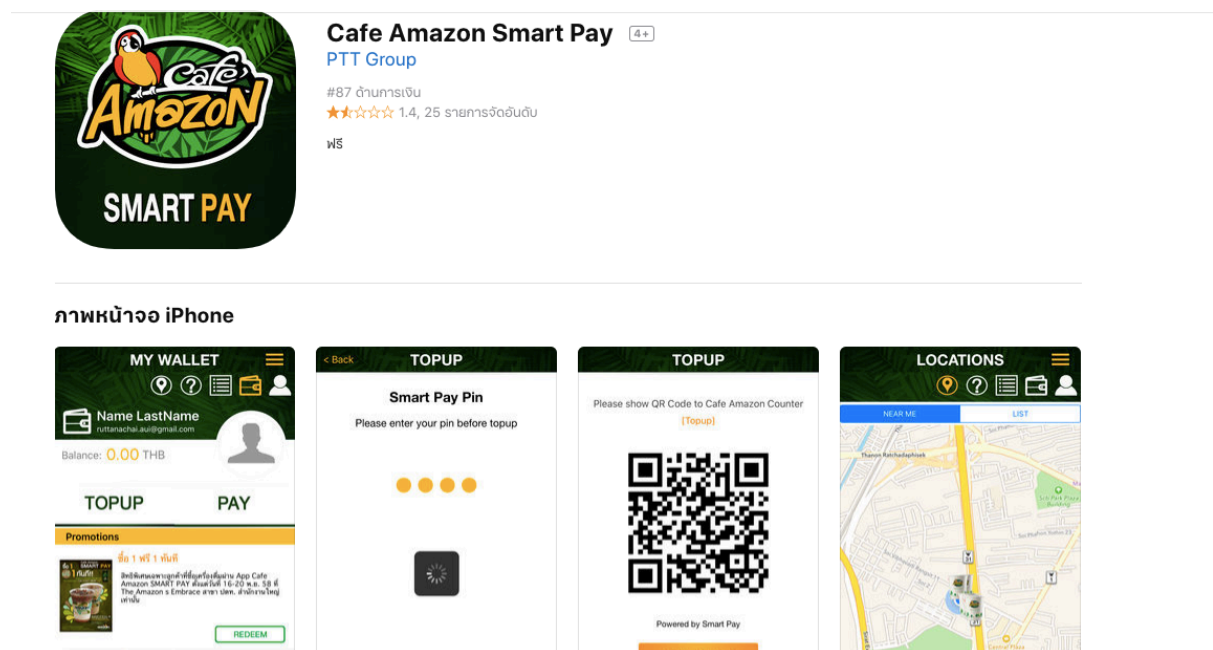
2. **Website:** cafe Amazon also has their own website and we access by www.cafe-amazon.com. On this website has home, product, promotion, news&update, Amazon branches, etc. It provided both languages which are Thai and English. Therefore, even Thai people or foreigners they see this website easily. Their just provide the information, but we cannot order any type of coffee on this website.

3. **Google Maps:** We search café Amazon on google then it will show all branches of café Amazon. On google map will show the close and open time for each branch. Unfortunately, it just shows the location, otherwise nothing such as promotion or ordering online.

4. **Application:** Café Amazon has their own and it available both Play Store and App Store. On this application, we can search all café Amazon branches that nears us and it also has payment on this application. Unfortunately, we all are not like Café Amazon the same. Some people are the hatter for this brand. This application just shows all café Amazon branches but other brand their don't provided the location store. Moreover, we cannot order any type of coffee on this application.

Brief description of how above information was gathered:

We observed the problem of an MU student on daily life include ourselves too. Such that the target customers are the office workers, students and instructor. All of these target

customers are working or study over the night in every day. So, our application will help the target customers for managing their time and make them feel comfortable. It's called Café Pro. For an MU student that I asked, he big problems is that he don't where the coffee shops that near him and he want to order a cup of coffee online that can reduce for ordering coffee.

Overview problems

   To handle these problems, we are happy to introduce a web-based application called "Café Pro" which will handle important functions including:

Task:

1. The users open an application and select the coffee shops where they want to order.
2. The users order the types of coffee that they want. Moreover, they can add some more specific tastes and special topping such as bitter with whipping cream.
3. The users set the time that they want to pick up their coffee.
4. The users pay the money on the payment systems in our application. They can choose the online payments or cash.
5. Being on time that the users set, they can pick their coffee. But if the users chose the payment with cash, they need to pay through the cashier by they own.

Special Task:

1. An application will recommend the coffee shops that have not the residual orders for prevent that the users will not get the coffee on the time.
2. An application will show up the nearest all coffee shops if the users are on the rushing time such as in the morning.

Target Users:

1. The work officers who work over the night.
2. The students who study at the night time.
3. The teachers and instructor who do some preparation over the night.

User personas:

Jobs: Office worker

Single, age of 28-32, work as the office workers in the office, need time to do her works, do the work over the night every day

"Time is the most important thing for me"

Goal
- **Finding the way to have the time to spend on the night working.**
- **Finishing the work on the night time.**

Jobs: Students

Single, age of 16-22, study as the students in their room, need to make good grade on the midterm and final exam

"Good grade, good life"

Goal
- **Finding the way to have the time to spend on the night working.**
- **Finish the lecture reviewing on the night.**

Jobs: Instructors / Teachers

Single, age of 26-40, teaching in the university or school, need to prepare the contents day by day.

"For the students"

Goal
- **Finding the way to have the time to spend on the night working.**
- **Finish the preparation on the night.**

User Journey

	Before Using App	During Using App	After Using App	Got Coffee
User Goal	Feel bored and want to drink coffee	Open app, search place, order then pay	Walk to take coffee	Drink a cup of coffee and feel good
Touch Points				
Process				
Problem				
Experience				
Ideas				