DeliverNow Usability Testing Reports

Project: DeliverNow - Food Delivery App Redesign - Delivery Person Side
Phase: High-Fidelity Prototype Testing
Testing Date: 03/25/2025
Participants: 5 Delivery Drivers

1. Objective

The goal of this usability test was to evaluate the final design and interaction quality of the delivery person interface of the DeliverNow app. This test aimed to validate whether improvements made after mid-fidelity testing enhanced usability, efficiency, and safety, focusing on order pickup, navigation, delivery confirmation, and communication with customers and restaurants.

2. Testing Methodology

- Participants: 5 active delivery drivers with varying experience levels
- Testing Type: Remote and in-person usability testing, including simulated delivery scenarios
- Prototype: High-fidelity interactive prototype
  a. Tasks:Accept and review delivery assignments
  b. Navigate to restaurant pickup locations
  c. Confirm order pickup and details
  d. Navigate to customer delivery locations
  e. Use the direct chat feature to communicate with customers and restaurants
  f. Complete delivery confirmation process
  g. Manage multiple orders (stacked deliveries)
  h. Provide overall feedback on the experience

3. Key Findings & User Feedback

1. Order Acceptance and Review

Observation: 5 out of 5 drivers appreciated the improved order preview information before accepting deliveries.

Feedback:

- "I can now see exactly how far I'll need to drive before accepting an order."
- "The estimated total time including restaurant wait is crucial for making good decisions."
- "The clear display of payout including expected tips helps me choose orders efficiently."

Validated Enhancements:

- Comprehensive order preview with distance, time, and compensation details
- Estimated restaurant wait time based on historical data
- Clear indication of order size and potential handling difficulty

2. Navigation System

Observation: 4 out of 5 drivers found the in-app navigation significantly improved.

Feedback:

- "The ability to see apartment complex layouts is a game-changer."
- "Real-time traffic updates have made my delivery estimates much more accurate."
- "I'd still like an option to use my preferred navigation app for actual driving directions."

Validated Enhancements:

- Integration of building/complex layouts for multi-unit destinations
- Real-time traffic data incorporation
- Parking guidance at difficult locations

Suggested Improvement:

- Add deeper integration with preferred third-party navigation apps

3. Delivery Handoff Process

Observation: 5 out of 5 drivers found the streamlined delivery confirmation process efficient and secure.

Feedback:

- "The one-tap delivery confirmation saves so much time."
- "Photo confirmation gives me peace of mind for contactless deliveries."
- "The QR code option for order verification prevents mistakes with similar orders."

Validated Enhancements:

- Simplified delivery confirmation flow
- Photo capture system for contactless deliveries
- QR code verification option for high-value orders

4. Communication Features

Observation: 5 out of 5 drivers found the new communication system valuable for addressing delivery issues.

Feedback:

- "The voice-to-text feature is perfect when I'm driving."
- "Having canned messages for common situations saves time and is safer than typing while driving."
- "The three-way chat with restaurant and customer has resolved many potential issues before they happen."

Validated Enhancements:

- Voice-to-text messaging for hands-free communication
- Preset message templates for common scenarios
- Three-way chat capability between driver, restaurant, and customer

5. Multi-Order Management

Observation: 3 out of 5 drivers successfully managed stacked deliveries but suggested interface improvements.

Feedback:

- "The route optimization for multiple deliveries saves a lot of time."
- "I sometimes get confused about which order is which when picking up from the same restaurant."
- "The order prioritization based on food type and delivery distance is really thoughtful."

Validated Enhancements:

- Intelligent route optimization for multiple deliveries
- Order prioritization based on food type, temperature, and distance
- Clear order separation in the interface

Suggested Improvement:

- Clearer visual distinction between multiple orders from the same restaurant

4. Summary of Key Takeaways

Issue	Users Affected	Final Solution
Order information before acceptance	5/5	Comprehensive preview with distance, time, and payment details
Navigation difficulties	4/5	Building layouts, traffic updates, parking guidance, suggested third-party app integration
Delivery confirmation efficiency	5/5	One-tap confirmation, photo capture, QR verification
On-the-go communication	5/5	Voice-to-text, preset messages, three-way chat capability
Multi-order management	3/5	Route optimization, order prioritization, suggested clearer visual distinction

5. Next Steps

- Implement final refinements based on high-fidelity testing (e.g., improving multi-order interfaces, third-party navigation integration)
- Prepare for launch by finalizing GPS and mapping system integration
- Develop driver safety features including automatic driving mode detection
- Create short training videos for new delivery personnel

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