

1. It was observed that 4 out of 5 participants had trouble selecting time. This means that the time selection is not working properly for most users.
2. It was observed that 4 out of 5 participants were not able to add multiple similar items or remove items from the cart. This means that add and remove items feature is required for almost all users.
3. It was observed that 4 out of 5 participants were confused about whether the table they are selecting is available or not. This means that most of the users want to know the table availability.
4. It was observed that 3 out of 5 participants were looking for the option to add dishes to the favorites. This means that the majority of users want a way to save their favorite dishes.
5. It was observed that 5 out of 5 participants navigated the service selection to select a new task again and again. This means that it was taking a long to most of the users to complete the task.
6. It was observed that 3 out of 5 participants looking for an option to add no. of guests in table selection. This means that users want a way to add the no. of guests while reserving a table.



Insight Identification

Google UX Design Certificate

1. Based on the theme that: **The time setting is not working correctly**, an insight is: that **users need to use that function, so the function needs to be fixed.**
2. Based on the theme that: **Add or Remove items feature not found**, an insight is: **Add no. of items or Remove items feature is required.**
3. Based on the theme that: **Table availability status is not found**, an insight is: **Users need to know whether the table is available or not.**
4. Based on the theme that: **No way to add to favorites**; an insight is: **Users need to save their favorite dishes.**
5. Based on the theme that: **It was taking a long to select a new task**, an insight is: **Users need a much quicker and simpler way to navigate.**
6. Based on the theme that: **An option to add No. of guests is not available**, an insight is: **Users need a way to set the no. of guests.**

