

Scenario 1: Single person ordering

User: A user travelling alone to a restaurant

Goal: Users are able to browse restaurants through a mobile app and then go to a recommended restaurant to order their own food

Script:

- 1.The user opens the app.
- 2.On the first page of the app, the user enters "Spicy" according to his/her preference, and the app suggests restaurants and menus that meet his/her needs.
- 3.The user goes to the restaurant, uses the order number or QR code scanning function in the app to notify the restaurant of their arrival, browses the menu, selects the food and drinks they want to order, and clicks "check out" to complete the order.
- 4.The user enjoys their meal and finishes their dining experience.

Scenario 2: Group Ordering Event

Users: Users who need to order food for a team, family gathering or special event.

Goal: Users are able to browse menus from multiple restaurants through a mobile app, share orders with team members, and let everyone order their own food, which is produced by the merchant

Script:

- 1.On the homepage of the app, the user selects "Create Group Order".
 - 2.The user enters the name, date, time and address of the event.
 - 3.The user chooses to add participants, either by manually entering their contact information or by inviting them through an address book link.
 - 4.The user can view a list of available restaurants and select one or more for the participant to choose from.
 - 5.Users travel to the restaurant, scan the code to inform the merchant of their arrival, browse the electronic menu and self-serve their orders
 - 6.Both the user and team members can view the status of the order.
- Team members wait and then enjoy the meal together.

Scenario 3: Special Needs

Users: Users who have finished working out and need to replenish energy urgently

Goal: Users are able to quickly find a restaurant offering healthy light meals and place

an order through a mobile app to meet the need for quick energy replenishment.

Script:

1. After a long workout, the user feels very hungry, but does not want to eat high-calorie food. The user selects "Find Healthy Light Meals".
2. The system displays a list of nearby restaurants that meet the criteria, including salad bars and other restaurant options.
3. The user finds the restaurant and enjoys a healthy salad.
4. The user is satisfied that their energy is restored.