

## User Interviews (Think-aloud study)

**Balázs Csutár (222855)**

Balázs Csutár (222855):

Yeah, are the buttons working?

Me:

Yes, they are. Take a picture.

Balázs Csutár (222855):

Nice.

Me:

Oh, nice, yeah, here you would have, like, just the general monthly or weekly statistics about the amount of product and the sum.

Balázs Csutár (222855):

Okay, very intuitive, very self explanatory. I don't have to look for anything. It's pretty much in front of me. You can find everything easily. Getting a lot of information. The statistics is a very nice touch. It kind of covers everything that I would expect from an app

Me:

Yeah, here you have, like, a little alert system for them. This is basically the Manager page. And then here they would log in...

Balázs Csutár (222855):

Oh, a dashboard?

Me:

Yeah, pretty much the dashboard where they would have,

Balázs Csutár (222855):

Oh, I love the history function also

Me:

So they can read or...

Balázs Csutár (222855):

Okay, then I think I mentioned all the good stuff, but you need some bell right where you have to improve. Okay, the design is really good, but sometimes it's lacking. So for example here, this is very minimal. Really good. Colours are pretty great, but here, this colour is kind of off. You see those square thingies is you kind of have a padding everywhere, so like, really gap and you don't have it. Like, it throws me off from the design, but otherwise, it looks good.

Me:

Okay, thank you, Balazs

Balázs Csutár (222855):  
Yea.

**Mohamed Khaled Ahmed Mohamed Elshami (233464)**

Mohamed Khaled Ahmed Mohamed Elshami (233464):  
Oh, so let's see this. So in the home page, I can click on this camera take a photo of this lemon, and then what we have... inventory detected lemons, two kilogrammes, saving item to inventory. So... okay...

Me:  
Not all buttons work

Mohamed Khaled Ahmed Mohamed Elshami (233464):  
I'm lost...ok...  
So we have a multiple of things here. Okay, let's... not all of the photos are working. There is a statistics page.

Me:  
This will be like the monthly statistics and how much of the budget is spent of the restaurant and stuff like that. Just this is for the managers. What do you think of the usability, usefulness, design?

Mohamed Khaled Ahmed Mohamed Elshami (233464):  
Well, the design looks good, but some buttons are not working. I like the statistics page. Yeah, it's overall good. Just, just some buttons in here and yeah,

Me:  
Okay, thank you.

Mohamed Khaled Ahmed Mohamed Elshami (233464):  
No problem.

**Sally Ibrahim (211066)**

Me:  
Okay, Sally, so can you please look over my model and my project model and just kind of explore around and give me some feedback on design, architecture, usage, so and so.

Sally Ibrahim (211066):  
Okay, so now we're in the main page. I see the active orders list and the past deliveries list. I will press on the active orders. The active order right now is lemons, limes, strawberries and white wine. I cannot view the receipt, but that's not really necessary. There's the inventory smart camera, which shows a picture of a box of lemons with a

red line around it, or like a red frame. Um, okay, okay, so after I press the image, it detected that it is two kilos of lemons. So that is the classification system. I'll press on stock management, okay, and statistics. Then we go back to home. Okay, so your design is good. I like, like, the colours are comforting. It does not hurt the eye. The contrast is good. Um, the buttons are kind of weird, because, like, for example, you can see here, like a home page, yeah, so you see the larger box, so you have two buttons here, but, yeah, um, other than that, maybe, like here you can in the camera situation, yeah, like, kind of expand, like, make the camera button larger. But I understand that this is a tablet, and they tend to have, like, very weird, yes, sizing, yeah, yeah. So yeah. But also the red line, you can, like, have a proper frame on it, rather than just around the lemon that, yeah, like, to make it look more realistic, you can have it like around it, and it can like, go through it. Because that's how apps kind of analyse it. Let's see with the stock management, are these items already in stock or not. That's what I'm trying to know.

Me:

Well, the green border around them is that they are, they have been classified in their past orders. And then the red, the one with the red border, for example, it did not manage to classify it. It needs to be manually inputted.

Sally Ibrahim (211066):

Okay. Okay. So basically, you scan it through the app, and it will put it in stock management after it classified it, and if it didn't know, it will say unknown. Okay, okay, no, like, the idea is good. I see it. It's very good. But maybe you can change the buttons a bit, and with the, wait... how can we go back? Stock management? Yeah, like here, maybe you can change, change it up in a way that is easier to understand as a person. That doesn't work there. Yeah, that makes sense. Yeah, um, let's see. What else, yeah, also the statistics, statistics, no, okay, let's see. Okay, that's it, yeah.

Me:

Thank you very much.

### ***Coding the data:***

Transcription 1 (Balázs Csutár):

- User knew what to do: "Are the buttons working?", "Nice."
- User provided positive feedback: "Okay, very intuitive, very self-explanatory."
- User provided constructive criticism: "The design is really good, but sometimes it's lacking."

Transcription 2 (Mohamed Khaled Ahmed Mohamed Elshami):

- User was confused: "I'm lost..."
- User identified issues with button functionality: "Not all buttons are working."
- User provided positive feedback: "I like the statistics page. It's overall good."

Transcription 3 (Sally Ibrahim):

- User explored different features: "Okay, so now we're in the main page...I'll press on the active orders..."
- User provided positive feedback: "Your design is good...The contrast is good."
- User provided constructive criticism: "But maybe you can change the buttons a bit...maybe you can change it up in a way that is easier to understand as a person."

***Conclusions:***

Firstly, users noted issues with button functionality, emphasizing the importance of ensuring all interactive elements work as expected for a positive user experience. While the overall design received praise for its comforting colors and good contrast, users suggested enhancing design consistency, particularly in button sizing and layout across different screens. Clearer navigation paths were also highlighted as crucial, with users suggesting improvements to make it easier to understand how to navigate between different sections of the app. Additionally, users recommended providing clearer feedback on the classification system, such as indicating when an item has been successfully classified or needs manual input, to enhance user understanding and confidence.

Enhancing the visual feedback of the classification system, such as refining the red border around items, was also suggested to make the app feel more realistic and intuitive to use. Lastly, considering the unique sizing challenges posed by tablet devices, optimizing button sizes and layouts for different screen sizes would improve usability.