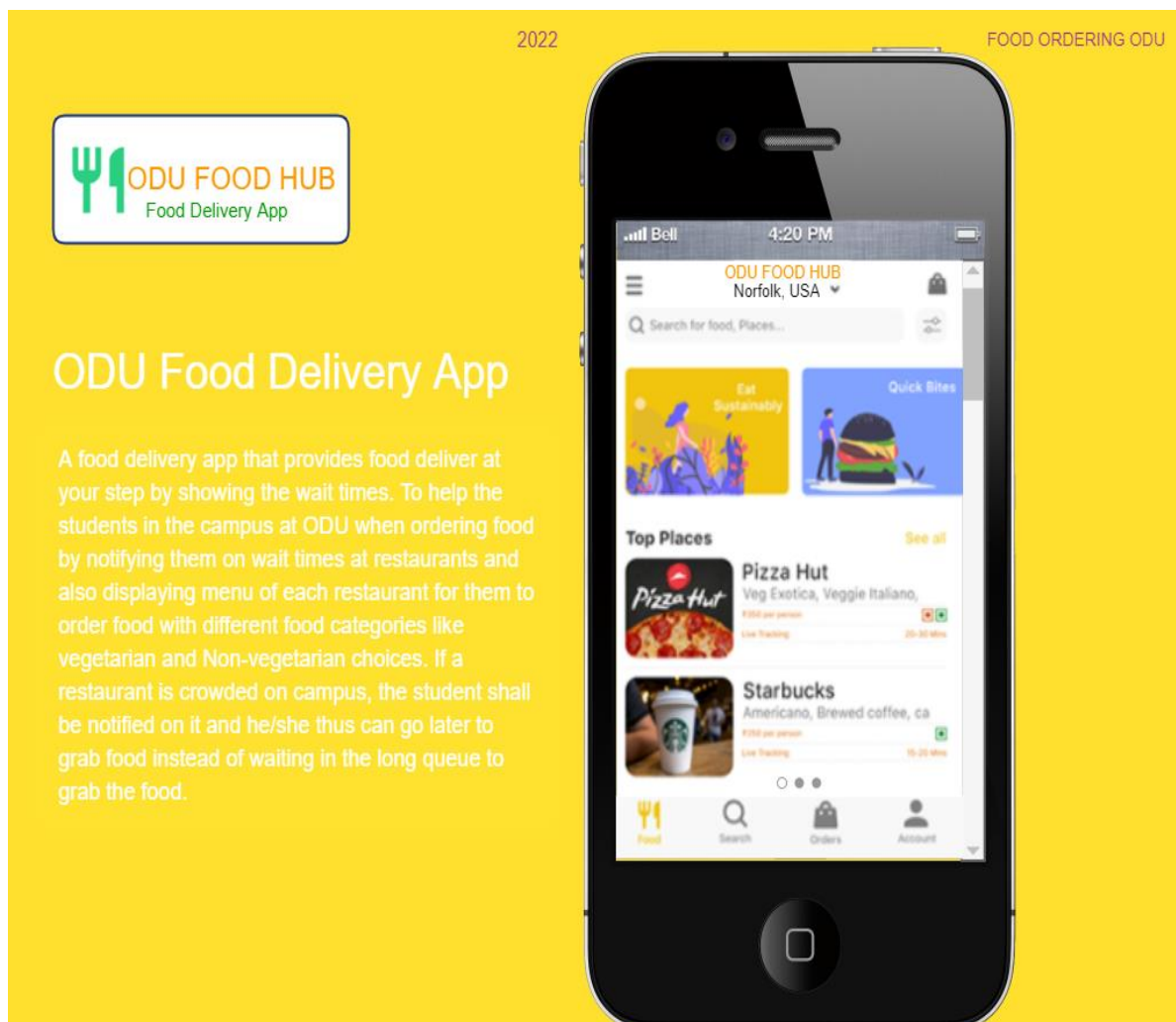


CS 795/895 –Human-Computer Interaction, HW3

Scenario:

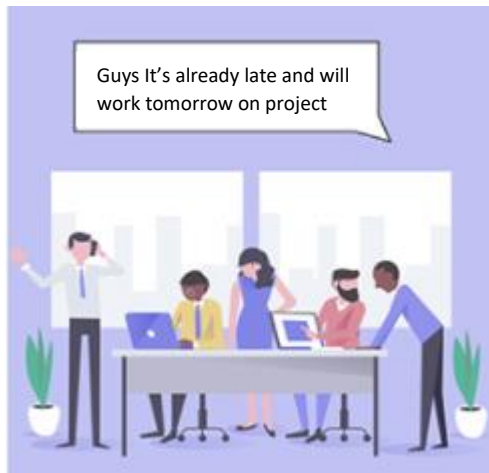
Food plays a major role in everyone's daily life. Without food, no one can survive on this planet. The scenario that I have chosen is "**Food Ordering**". Every day a greater number of students are ordering the food by standing in queues and waiting for a long time in particular branded restaurants in the Web Centre of Old Dominion University campus. Developing an application to help students on campus at ODU when ordering food by notifying them on wait times at restaurants and also displaying menu of each restaurant for them to order food with different food categories like vegetarian and Non-vegetarian choices. The application that suggests the wait times to pick up the meal from their favourite restaurant in our campus. Thus, when a restaurant is crowded on campus, the student shall be notified on it and he/she thus can go later to grab food instead of waiting in the long queue to grab the food. As, we also display the menu they can decide on what to order at the restaurant. We have planned to implement this for most of restaurants on campus by creating one application and the users will be able to select the restaurant from the display.

ODU FOOD HUB DELIVERY APP DESIGN:



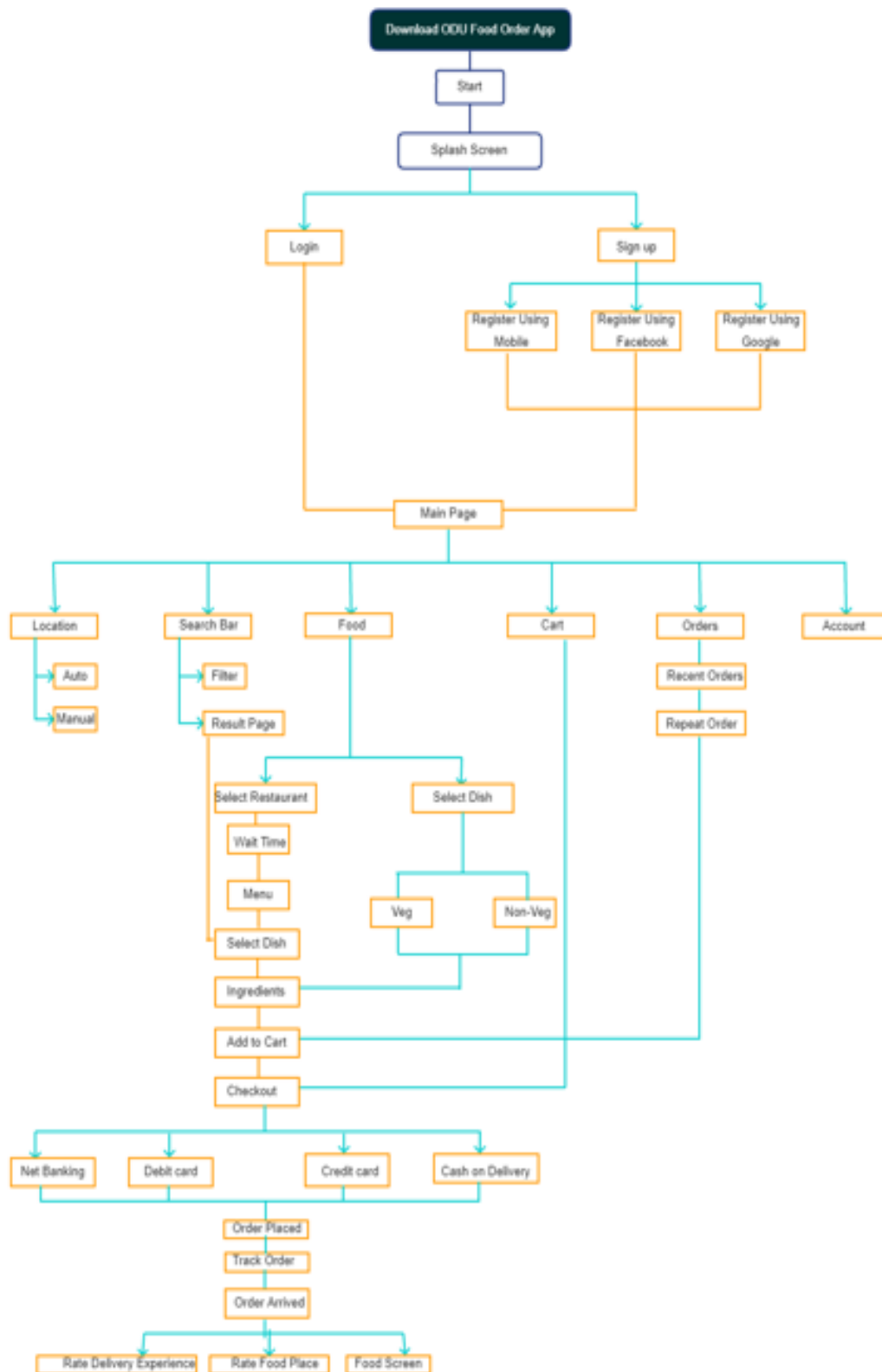
Student's Story Board:

Below is the story board of the students who are searching for the food on the campus without waiting in queues and avoid crowd.



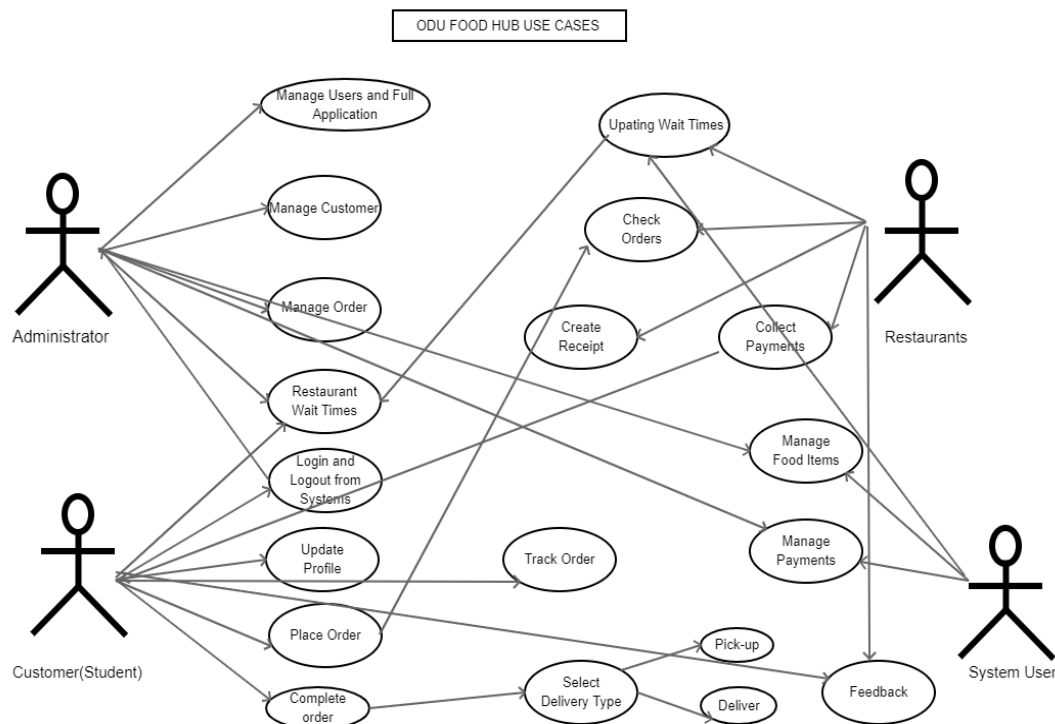
Task Scenarios:

Below are task scenarios in the ODU Food order application to order the food by the students with respective wait times of the particular restaurant on the ODU campus.



Use Cases:

Below are use cases which are used in the ODU Food order application to order the food to identify and organize the user system requirements.



Application Features: Below are the features of the Food ordering application.

HOME SCREEN

User should not spend more than 30 seconds on the home screen after their initial login. User should be able to see the wait times. Wait times should be automatically updated by restaurants for every 30 seconds by checking the orders.

PLACE ORDER

User able to add the food items to their cart but donot complete the purchase process because there are too many steps and the cart is hard to edit and user should also check the wait times to proceed with the dish.

RESTAURANT PROFILE

Providing the restaurant's profile and their wait times, reviews & rating will make it more easy to the customers to find or order the quality food.

PUSH NOTIFICATIONS

Customer can get notifications related to their food order history ,new offers, feedbacks etc., This feature will increase the usabaility of the app.

ORDER HISTORY

User and restaurants should able to check the order history

ALERTS

Users should get the alert notification on restaurant wait times, order status and the offers if any.

DISCOUNT COUPONS/OFFERS

Discount Coupons/Rewards and Cashback are the best and easiet way to attract more number of users.

REORDER/ORDER CUSTOMIZATION

Allow the customers to reorder the food items again easily according to their previous history. User can customize their order according to their needs like vegetarian or non-vegetarain

SEARCH & FILTER

Design a search experience that allow users to quickly and find relevant food options and wait times of particular restaurant.

ORDER OPTION

User should able to select the oders by selecting the options like pick-up or Delivery according to their wish by checking the wait times of the retaurant.

LIVE UPDATES

Using this feature user can track their food status, restaurant wait time, special dishes etc.,

PAYMENT MODES

All type of payment modes including PayPal, Apple Pay, Google Pay, Net Banking, Credit Card, Debit Card and E-Wallet.

User Persona: Below are the personas to be used in Food ordering application.

Jane Doe


age: 21

residence: Virginia Beach

education: Undergraduate

occupation: Student

marital status: Single



Looking for an application that lists restaurant wait times and menu

Jane Doe is an undergraduate student and lives with his family. Spend most of the time at university and library. He cannot go back home for lunch and its time taking factor. Getting Healthy food is his primary criteria when was busy with his work.

Comfort With Technology

INTERNET



SOFTWARE



MOBILE APPS



SOCIAL NETWORK



Criteria For Success:

Want to get fresh food anytime and anywhere on the campus without any wait time.

Needs

- Fresh, Quality and Healthy Food
- No waiting time
- No crowds for food
- Easily usable application

Wants

- Fast Delivery
- Special Offers and cashbacks

Values

- Get the food at any time on the campus
- Value for money and easy tracking

Fears

- Not clear on vegetarian and non-vegetarian dishes
- Wrong food delivery



Employee Persona:

James Brown


age: 45

residence: Norfolk

education: Graduate In Hotel Management

occupation: Manager

marital status: Married



To provide top facilities and services to the customers

Work towards customer satisfaction and provide best services to them in quality wise.

Comfort With Technology**INTERNET****SOFTWARE****MOBILE APPS****SOCIAL NETWORK****Criteria For Success:**

Get the reviews and feedback from the customer on the food and meets their satisfaction.

Needs

- Proper Team Management
- Proper Food Management

Wants

- Maintain long supply chains in food industry

Values

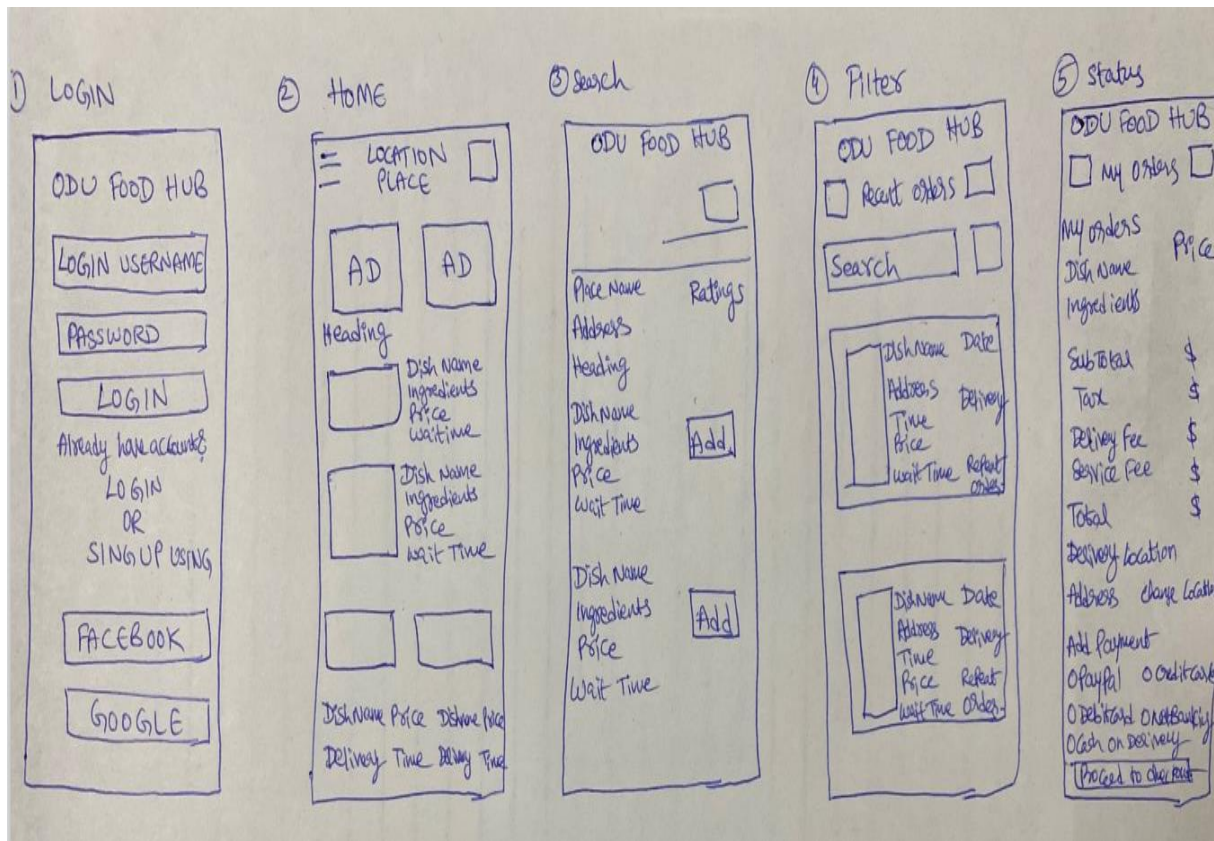
- Value for food price
- Serve the customers with fewer wait times
- Delivering Quality

Fears

- Late delivery
- Losing customers
- Managing the team
- Maintaining the standards



Low-Fidelity Proto Type Wire Frame of Food Ordering App:



Hi-Fidelity Proto Type Wire Frame Food Ordering App:

