Project Milestone 3

Team Members - Group 3			
Eric Phann, *product manager*	**Yaxin** Zhao, *data/prompt engineer*	**Lakshmi** Jayanth Kumar, *app developer*	**Gaurav** Samdani, *LLM operations*

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User Testing

To streamline the testing process, we conducted user testing in a controlled environment, gathering all participants in the same location and using the same laptop. Our intention was to allow users to independently explore the app without direct guidance, fostering a more authentic and unbiased experience. Prior to testing, we provided a brief introduction to the app, highlighting its core functionality of helping customers book restaurants.

Observation

In hindsight, we recognize a critical oversight in our introduction—its use of **agents** to streamline the process of going out to eat end-to-end. While the app is *primarily* designed to book restaurants, it also includes additional features, such as booking taxis or pulling up reviews. Unfortunately, we did not adequately convey this during the briefing. As a result, users focused exclusively on the restaurant booking functionality, limiting the scope of feedback.

Outcome

Despite this limitation, the testing session yielded valuable insights [1]. Participants provided comprehensive feedback on the app's restaurant booking feature, which will guide future improvements. While the lack of broader exploration prevented feedback on other functionalities, the focused testing still provided a solid foundation for refining the app's primary use case.

Lessons Learned

1. **Improved Communication**: Future sessions will include a detailed introduction to ensure users are aware of the full range of the app's capabilities.
2. **Diverse Use Case Testing**: We will encourage participants to explore all functionalities to gain more comprehensive feedback.

Evaluation Analytics

The evaluation and feedback from three users have been analyzed to identify key strengths and areas for improvement for the application. The findings are detailed below:

Strengths

1. **Ease of Use**:
   Users appreciated the system's ability to guide them through the booking process by asking for missing details. This feature ensures a smooth and effective booking experience.
   - *User 2*: "If you don't give enough info, it'll keep asking for what it needs, which is pretty cool."
2. **Error Tolerance**:
   The application demonstrated a robust understanding of user intent, even when faced with typos, earning praise for its flexibility and accuracy.
   - *User 1*: "Even if you make a typo, it still gets what you need. Amazing!"

Areas for Improvement

1. **Interface Design**:
   Multiple users highlighted the need for a more visually appealing and user-friendly interface. This could significantly enhance user satisfaction and engagement.
   - *User 1*: "If your team can make the interface easier to read, that'd be awesome."
   - *User 3*: "You should try to make it look more like a polished website with a fancier interface."
2. **Feature Enhancements**:
   Users suggested adding more detailed options and preferences for a personalized experience, such as table location or specific seating arrangements.
   - *User 2*: "It'd be great if you could add more details, like picking a specific table or seeing exactly where the table and restaurant are."
   - *User 2*: "Maybe you could add a preferences option—some people might want a table by the window."
3. **Additional Visual Elements**:
   Enhancing the interface with more visuals, such as images of restaurants or seating arrangements, could further improve usability and appeal.
   - *User 1*: "If the interface can add more pictures, it will be great."

Summary of Suggestions

1. **Refine the Interface**:
   Improve readability, incorporate a more polished design, and include visually appealing elements like images.
2. **Enhance User Preferences**:
   Allow users to specify preferences, such as seating location (e.g., near a window) or table selection.
3. **Focus on User Experience**:
   Transition towards a fully functional website design with an emphasis on intuitive navigation and a seamless user experience.

Conclusion

Our application demonstrates solid functionality but can benefit from improvements in interface design, user experience, and additional personalization options. Addressing these areas will enhance the overall user satisfaction and ensure the application's success.

Final Project Planning

We will work on wrapping up our final objectives asynchronously with ad-hoc pullups and Slack messages as needed, with each team member's primary effort being their aligned objective. Teammates are encouraged to raise any potential issues or risks as they come up during the final stretch of the project.

We also have an in-person meeting tentative **November 30th** and/or **December 7th** to prepare for our final presentation. These meetings will give us time to revise and improve our final product and presentation well before the final presentation date of December 12th. These meetings will also serve as mini-checkpoints for us to work towards as we finish off the semester, helping to prevent any last-minute cramming.

From the conclusions drawn from initial user testing, we have the following remaining objectives.

Develop a Streamlit App

To improve usability and accessibility, we plan to transition our application to a Streamlit-based platform. Streamlit's interface will allow us to present a polished, web-based app that enhances the user experience, which is mentioned a lot in our user evaluation records. We also want the ability for users to implement filters or preferences while they are using the app to help make their results more relevant and refined, improving their overall experience with the chatbot.

Successfully Integrate Agents

We will implement at the minimum 1 or 2 working agents in addition to our primary use case, which is booking a restaurant. This could be anything from sending an email to the restaurant, pulling up the restaurant's reviews, or booking a cab to the restaurant.

Extensive Evaluation and Target Audience Identification

In the next phase, we aim to conduct more comprehensive evaluations to gain deeper insights into user needs and preferences. This involves expanding user testing to include diverse demographic groups. By analyzing the feedback, we can better identify and refine our target audience, tailoring the app to meet their specific requirements and improving its market relevance.

Updated Codebase and Documentation

Once all desired features have been developed and implemented, we will work to clean up our codebase and repository to ensure a smooth user experience and reproducibility for anybody who wishes to run our code themselves or even build on top of it. Further, we will update any documentation, such as READMEs, to include finalized features and product overview. This will tie the whole product together for both users and developers with any general questions.

Appendix

[1] Evaluation table

ID	Gender	Age	Job	Evaluation	Comment	Suggestion
1	Female	18-30	student	4	It's super helpful for booking a table, especially since it even considers the time and the number of people—so cool! If your team can make the interface easier to read, that'd be awesome. One thing I think is really cool is that even if you make a typo, it still gets what you need. Amazing!	1. Refine the interface 2. If the interface can add more pictures it will be great.
2	Male	18-30	student	4	If you don't give enough info, it'll keep asking for what it needs, which is pretty cool. After booking, it'd be great if you could add more details, like picking a specific table or seeing exactly where the table and restaurant are. Oh, and maybe you could add a preferences option—some people might want a table by the window, kind of like choosing a seat on a flight.	1. Provide more details when responding to the user. 2. Add more preferences options
3	Female	30-45	student	3	You should try to make it look more	1. Pay attention to user

					like a polished website with a fancier interface. Make sure to focus on user experience too—it's such an important part that can really make your work stand out and succeed!	experience. 2. Make a website