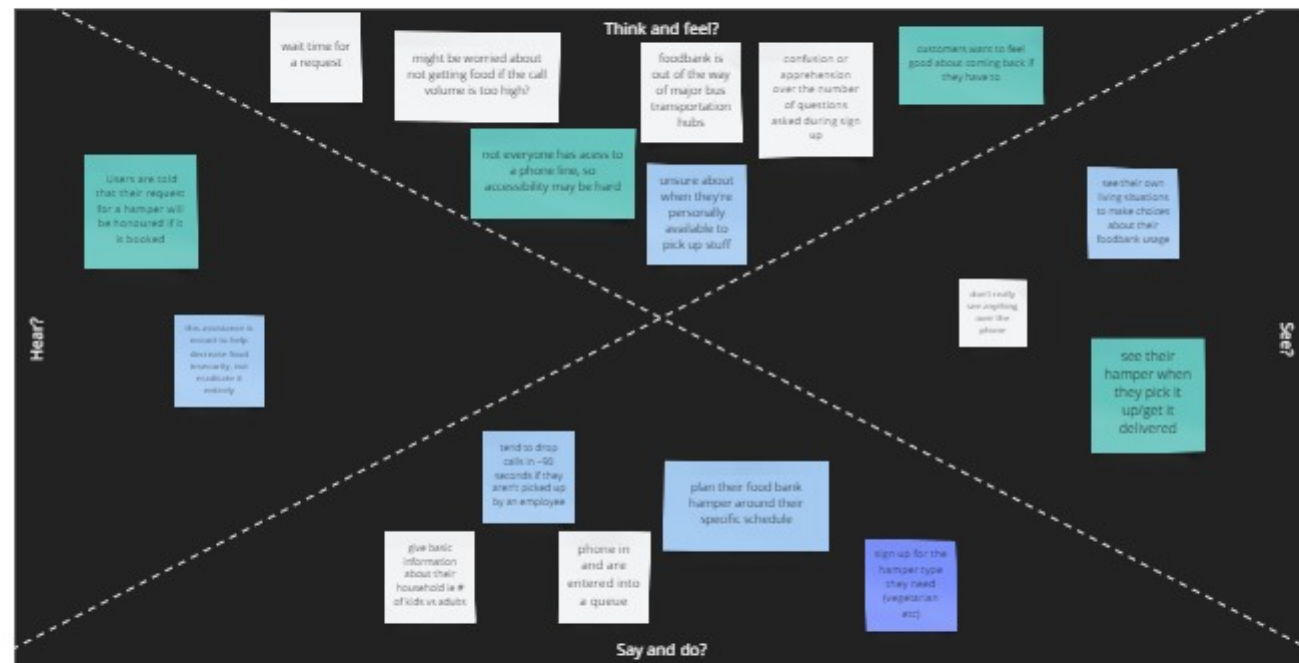


Food Bank Customers as Users



Pain

hampers can only be booked during a set time period

Long wait times on phone to set up foodbank hamper

users rely on using their possibly limited mobile minutes to call the food bank

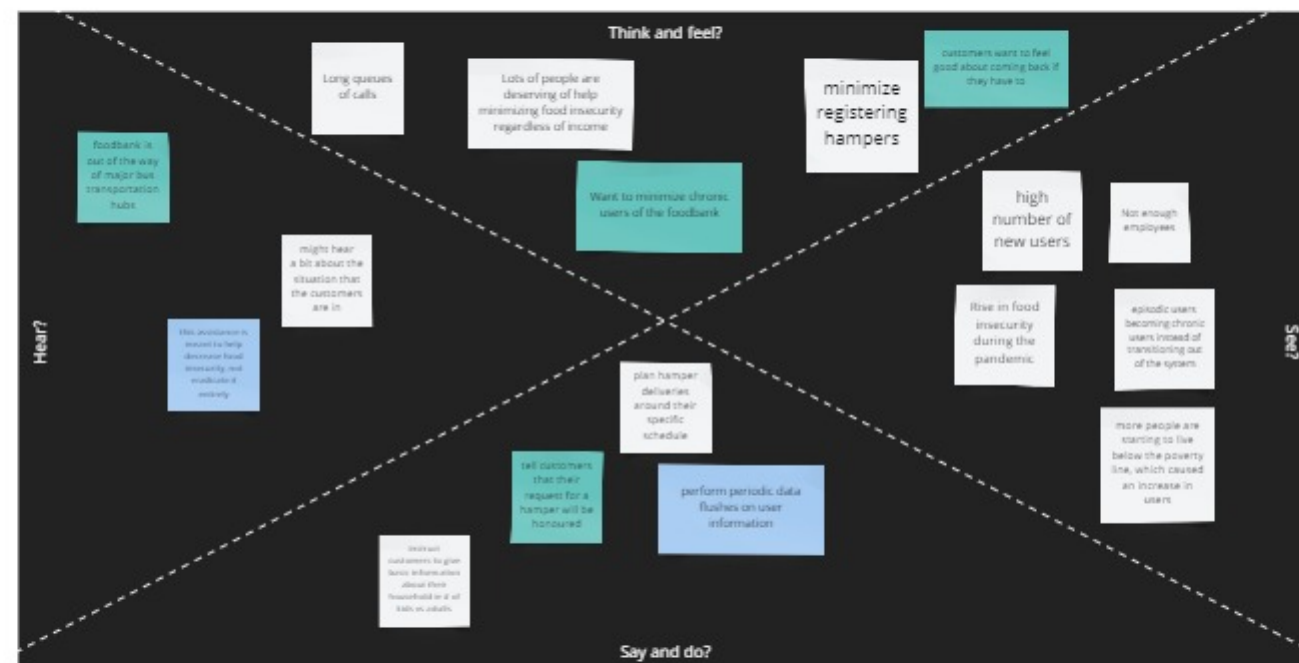
Gain

it's more convenient for the user to be able to book hampers at any time

shifting away from text reliance on phone calls allows users to save minutes and use public wifi

making a mobile and desktop friendly booking system increases user convenience

Food Bank As Users



Pain

large orders from support agencies take time to enter

phone operators spend a long time going through calls to the queue

Gain

it's more convenient for the user to be able to book hampers at any time

can process orders quicker since user information is in the system