

## Meeting 1 - Feb 9, 2022:

- John thinks that there is going to be a bounce rate in the application
- If people get stuck during the booking process, they should still be allowed to phone in [could have this as a built-in option for the customer]
  - Said that the volume of calls should shift enough that these calls should get through quickly
- John is trying to track down the form they fill from Link2Feed (will provide these screenshots of the initial windows. Said the current process is basically just click through windows right now)
- A majority of the duplications are from different folks from the same household both trying to book a hamper. A small number of folks try to book twice to test the system. This duplication is not particularly harmful, but this does need to be eventually caught.
- There is back look in regards to duplication. It's mostly caught at the point of registry when booking. This works since its currently single-channel booking through the phone
- This system we're designing will be a second information 'pipe'
- Confirmation of delivery would be good
- Food Hamper types are done by request at the time of booking
- Doesn't want specialty items like baby food to become a first come first serve situation
  - Not sure we'd prioritize things like specialty items since they distribute them to other agencies
- Their goal is to improve consistency and gain trust with users