

# FITRIA KURNIASARI

# UX DESIGN PORTFOLIO

SELECTED SAMPLES

# ABOUT ME

<https://linktr.ee/fitriakurniasari>

## UX DESIGN ENTHUSIAST

I am a former Oil & Gas Engineer who fall in love with UX design. I used my experience in data analysis to help me grow in UX design and research. Every time I used website or mobile apps which ease my life I always wonder about the team behind it and want to be a part of it. A meaningful user experience can define the customer journey on website or mobile apps that make a business to success. Let me know how we can collaborate together to grow.

## SKILL

- Adobe XD, Illustrator
- Figma
- Heuristic Evaluation
- Data Visualization
- Usability Test
- UX Research (Interview, Survey)
- UX Research
- Micro Interaction
- Wireframe
- Prototype
- A/B Testing
- Competitive Analysis

# CASES STUDIES

I have several cases. This is a selection of my most recent & relevant user experience design projects.

## 01 LUNCHEON APP, MEET YOUR PERSONAL COACH (Still on progress)

Sometimes we only want to talk to just one person but in-depth on specific topics rather than with multiple people but still casual. It will accommodate user needs by focusing on a conversation with one person due to someone can easily be ignored in a group discussion.

## 02 REIMAGINE AN AI-POWERED RECIPE INGREDIENT SUBSTITUTION UX

Early data shows lower-than-expected user engagement with the current ingredient substitution experience. Increasing user engagement is important because it can be measured and leveraged to help Plant Jammer sell its solution.

## 03 REDESIGN GOFOOD MOBILE APP

I do user interview to empathize & define the problems before start ideate and prototype. I generate 4-5 pages that can be insert as additional flow in the apps.

# Luncheon App

## Meet your personal Coach

# Design Problems

The problem with the most application are they not offer something personal or depth conversation within two people but mostly in group discussion. Sometimes we only want to talk to just one person but in-depth on specific topics rather than with multiple people but still casual. The question is why we need one on one conversation? Because it will accommodate user needs by focusing on a conversation with one person. Someone can easily be ignored in a group discussion.

## Target Users

The target audience is professionals who want to meet someone online based on their niche. So they can share knowledge but still casual like when we have a conversation in the coffee shop. Someone who wants to have a work balance, willing to develop community, and open-minded but they hard to find new real people to hang out with.

# Research and Design Methods

For this project, a survey is used as a research method to know if there is a large market for this application. The survey conducts online with the target audience are professionals age 21 to 55 years old.

- a. How old are you? \_\_\_\_\_
- b. What gender are you? Female/Male
- c. What is your profession? \_\_\_\_\_
- d. Are you work from home? Yes/No

Answer following question below with:

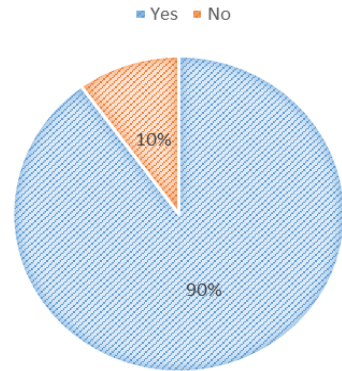
1. Strongly agree 2. Slightly agree 3. Netral 4. Slightly disagree 5. Strongly disagree

- a. Community app is important
- b. I want to develop my community
- c. It hard to find someone real in social media
- d. I want to have lunch or coffee break conversation with someone online discuss about my hobby, business or profession
- e. I like to talk one on one rather than multiple group
- f. Talk one on one with expert can have more insight rather than group
- g. Talk one on one with expert can more helpful to solve problem rather than group
- h. I like to be a personal mentor/coach
- i. I like to have a personal mentor/coach

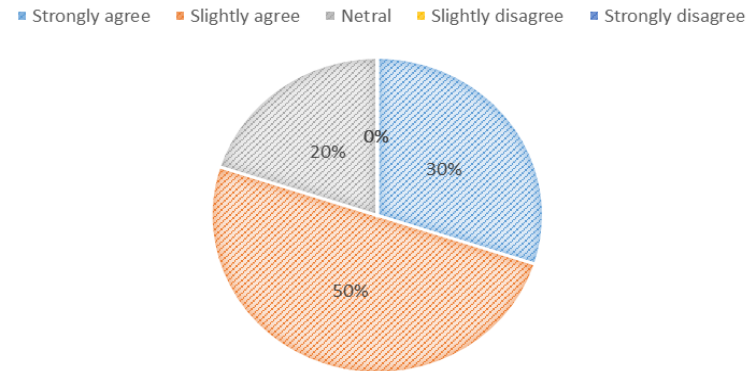
# User Needs Analysis

The survey data were gathered, now it's time for user need analysis. Some of the participants were the web developer, chef, musician, student, and author. The age range from 19 – 50 years old.

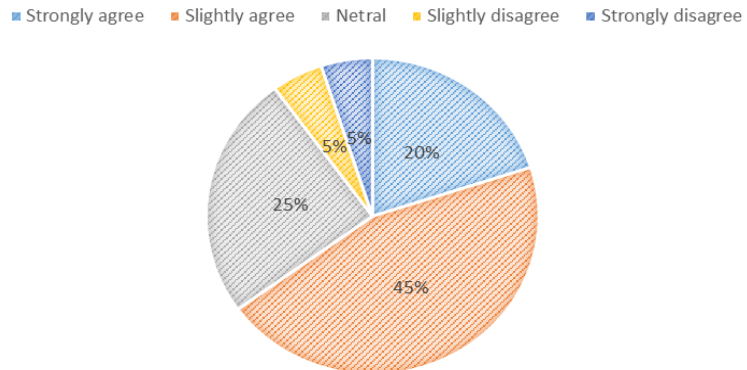
ARE YOU WORK FROM HOME?



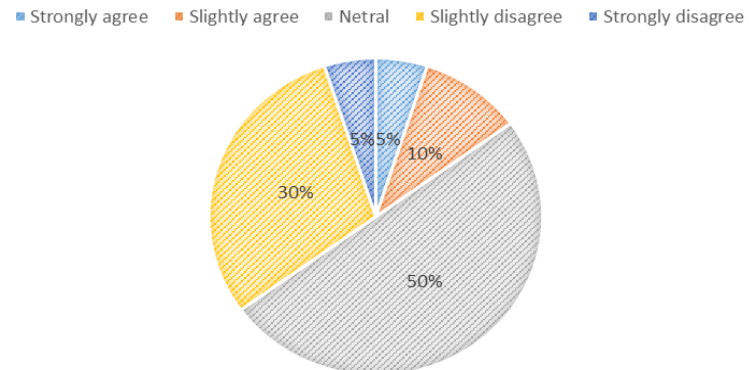
COMMUNITY APP IS IMPORTANT



I LIKE TO HAVE A PERSONAL MENTOR/COACH



I LIKE TO BE A PERSONAL MENTOR/COACH

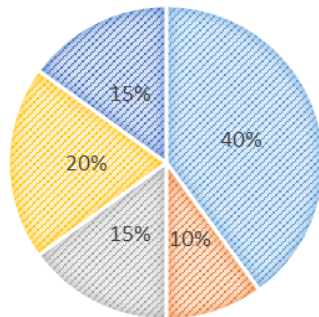


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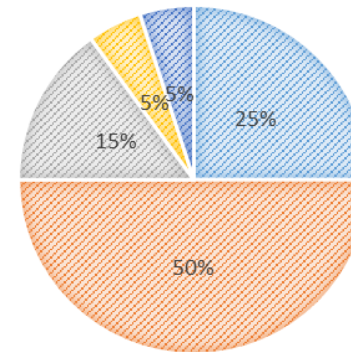
**I WANT TO HAVE LUNCH OR COFFEE BREAK  
CONVERSATION WITH SOMEONE ONLINE DISCUSS  
ABOUT MY HOBBY, BUSINESS OR PROFESSION**

■ Strongly agree ■ Slightly agree ■ Netral ■ Slightly disagree ■ Strongly disagree



**TALK ONE ON ONE WITH EXPERT CAN MORE  
HELPFUL TO SOLVE PROBLEM RATHER THAN GROUP**

■ Strongly agree ■ Slightly agree ■ Netral ■ Slightly disagree ■ Strongly disagree





# Persona & Scenario

**Daniel**



## Demographics

Age : 35  
Occupation : Product Manager  
Location : Adelaide, Australia  
Life Stage : Married, 1 Childern

## Personas: Concretizing User Needs

### Motivators

- Senior level career
- Want to have work balance
- Willing to develop community
- Willing to gain and share knowledge
- Open minded

### Constraints

- Doesn't like dating application cause he want to meet profesional only
- Digital settler, work from home
- Hard to find new real people to hangout
- High technical literacy

**Safitri**



## Demographics

Age : 27  
Occupation : Natgeo Writer  
Location : Unknown  
Life Stage : Single

### Motivators

- Entry level career
- highly motivated to meet new people
- Want to improve skill
- Want to collaborate
- Open minded

### Constraints

- High mobility, travel alot
- Digital nomad, work while travelling
- Medium technical literacy

Safitri works at Natgeo as a content writer. She's a digital nomad, working while traveling around the world. Time has shown almost the lunch hour. She wants to have meaningful small talk with someone about content writing while eating her lunch. She opens the luncheon app, she searches available person to virtual talk then she finds Daniel, the product manager in Adelaide who interest in content writing. Safitri sent an invitation to him. Daniel who was just finished his job at 5 pm at his time is excited about the invitation. Now the two often have a good conversation for 30 minutes.

# Competitive Analysis

There are so many well-known community applications from group discussion like “meetup”, “Eventbrite”, and the last hype right now is “clubhouse” to one on one conversation like “coffeeBreak”. The community group discussion has a huge user. Almost every day people join the event online or offline across niches. But community group discussion does not offer one on one conversation or meet a personal coach or trainer.

In the other hand, there is an application like “coffeeBreak”, which unfortunately did not available in my home country, Indonesia, only offer one on one conversation. Based on my research this application did not offer group discussion yet and did not yet offer to meet a personal coach. They mention meeting professionals only, not mention any coaching opportunities. While in community applications like WhatsApp, users are allowed to chat, video call within a group or person but they cannot search the topic interest. Luncheon is the combination of both, where people can have group discussion or talk one on one but also offering coaching opportunities in person. Someone who has coaching ability in a specific area can offer his help and get paid. The discussion can be in a chat message or video call.

# Design Goal

The luncheon application was built to connect people based on their interests or hobby. With this app, users can be easily found & meet the personal coach.

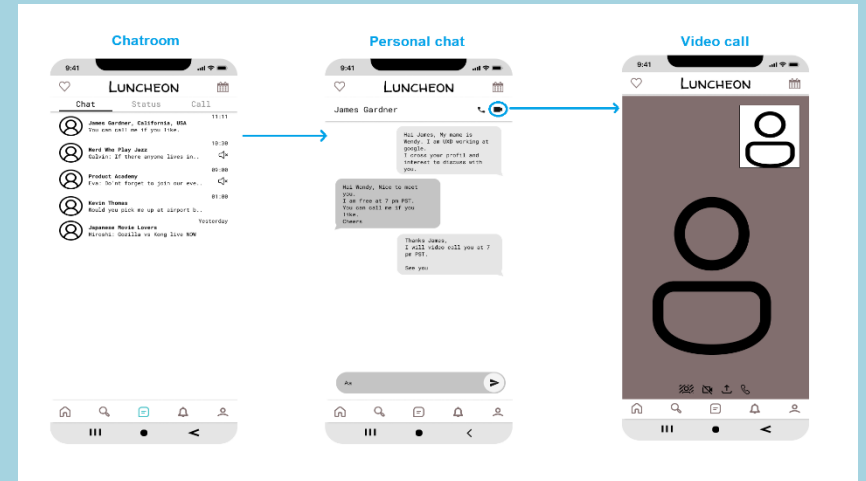
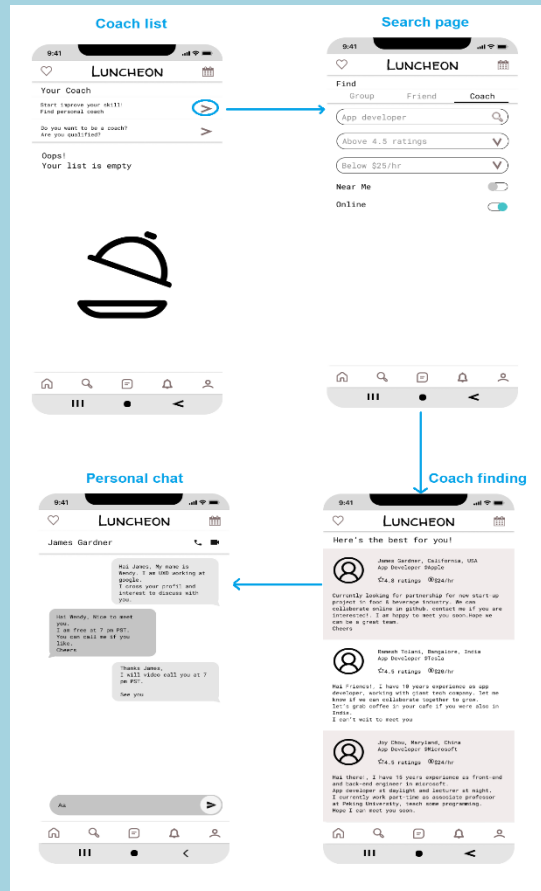
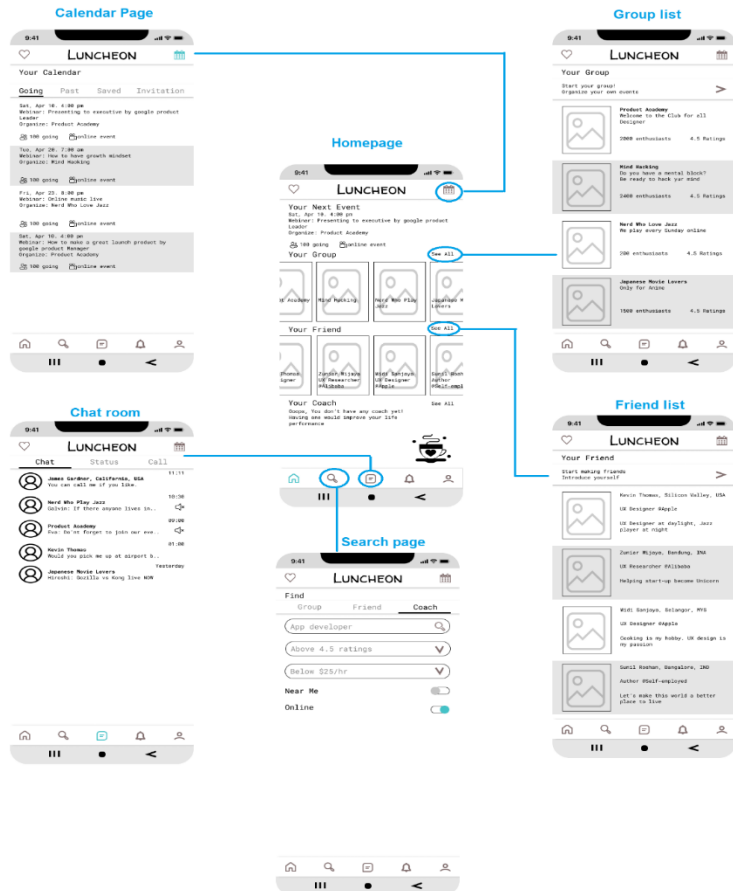
Users can search activity, hobby, topic based on their need. User can join discussion group, can talk one on one with someone, and find or to be a personal coach. Once they find activities which they want to join, they can send an invitation to start a conversation. The owner group, professional, or personal coach can receive, approved, or rejected an invitation, when the invitation was approved, they can start chat messaging or video call at a specific time that was agreed. The text message was unlimited but video calls are limited to 30 minutes. Users can upgrade to premium to unlock unlimited video call duration and premium text emoji.

For the personal coach, they can start charge for services in the third meeting and it's based on mutual agreement between coach and mentee. The first meeting should be getting to know each other, the second meeting would be a free course or free coaching. In the third meeting, if the mentee wants to continue coaching, they both can sit together and discuss the fee and make their terms condition.

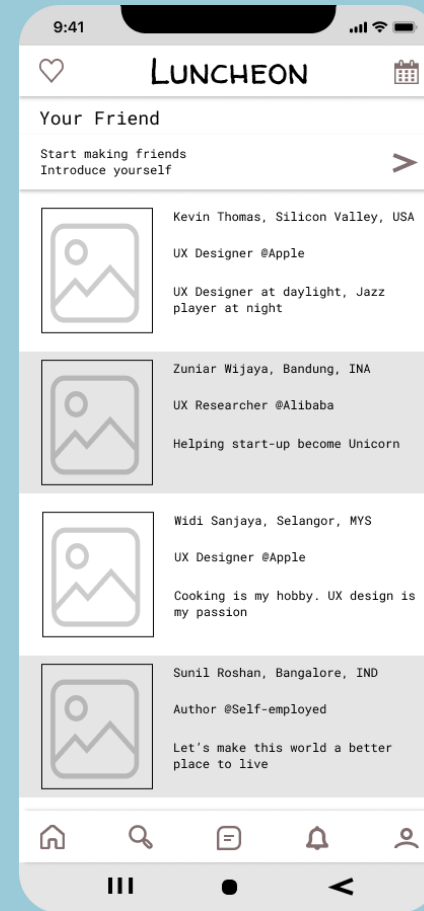
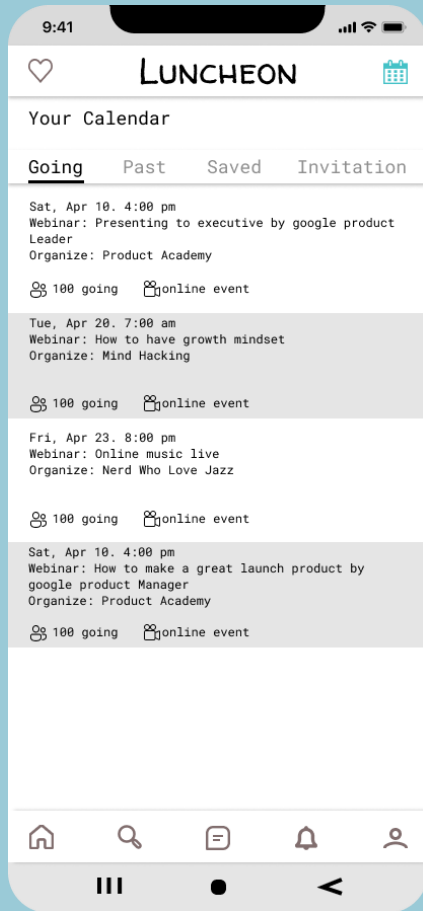
# Prototype

On 7 April 2021, I still gather some design ideas in paper sketches before starting the wireframe. I would do a usability test before creating Hi-Fi. Why? Simply because people will give good useful feedback in the wireframe stage when there is no beautiful icon that distracts them.

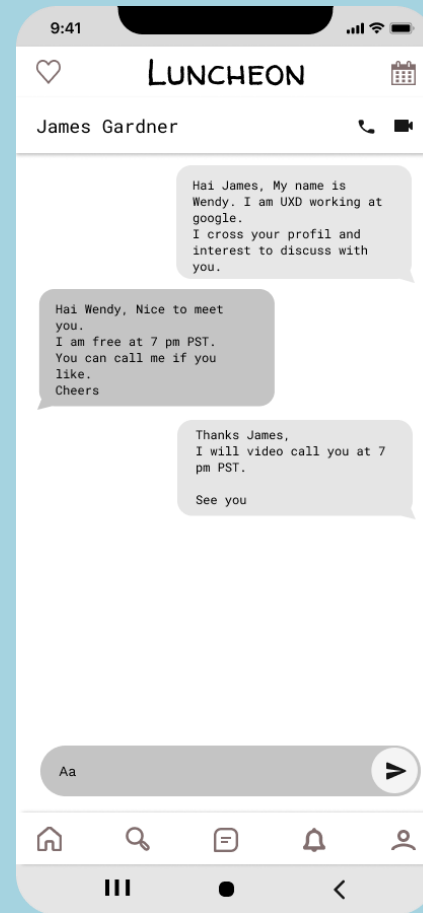
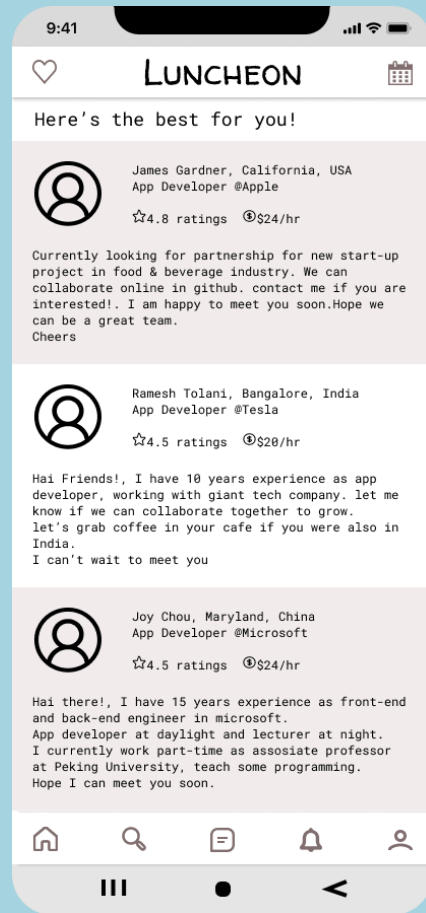
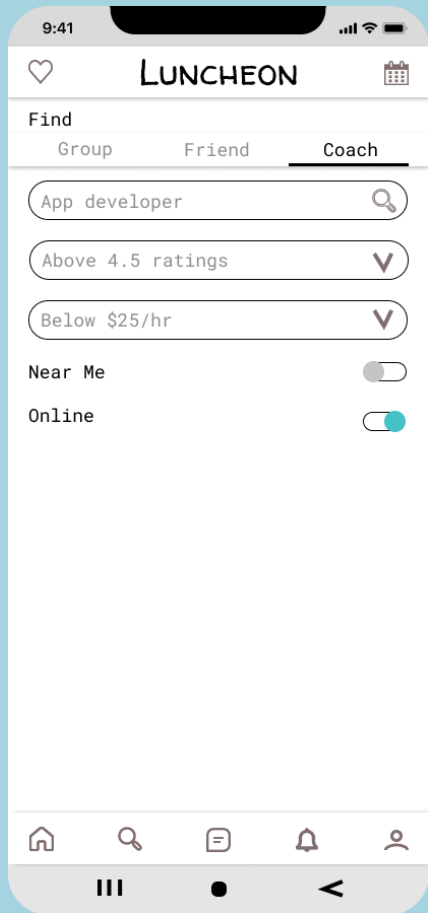
# Workflow



# Wireframe



# Wireframe



# Usability Test

## Goal

The goal of usability test is to identify any usability problems, collect qualitative and quantitative data and determine the participant's satisfaction with the product. To run an effective usability test, a solid test plan needed to develop, recruit participants, and then analyze and report your findings. In this test, users are expected to be able to see their current coach list, search for new coach, and have conversation with them via message or video call smoothly.



# Usability Test

## Participants

In this test, 2 participants were recruited

No	Participants	Relations	Position	Age
1	P.1	Friend	Yoga teacher	33
2	P.2	Friend	Supply chain manager	36

## Process

All the test were conduct in person. The session were recorded on screen computer and several tasks were given to participants to complete.

1. Find the personal coach list that you have.
2. Find the coach with app developer background with 4.5 ratings, below \$25/hr, near me location, and offline meeting.
3. Assumption you interest with James Gardner, chat him then video call him.

# Usability Test

## Questionnaires

Answer the following questions with:

Strongly disagree b. Slightly disagree c. Neutral d. Slightly agree e. Strongly agree

1. I think I will use the app frequently
2. I found the app unnecessary complex
3. I found the system easy to used
4. I thought there was inconsistency in this app
5. I thought the app is cumbersome to used

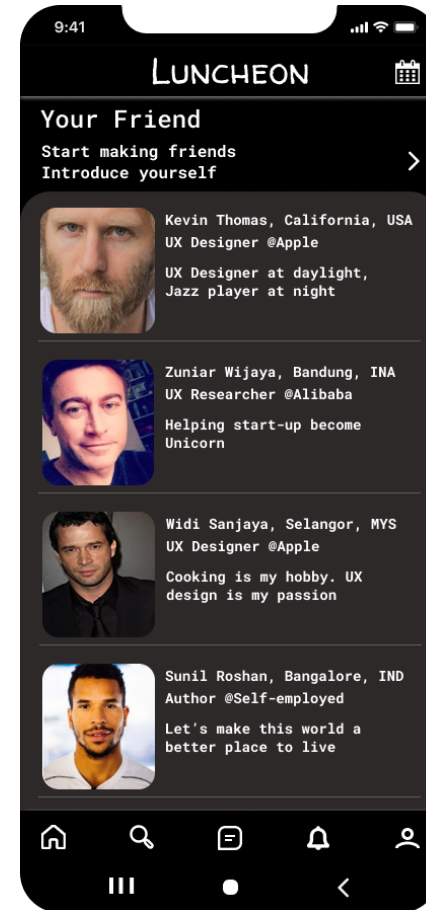
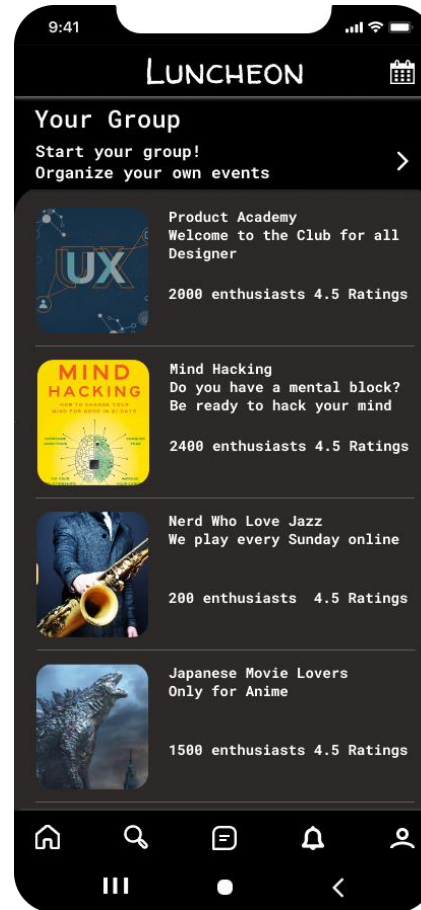
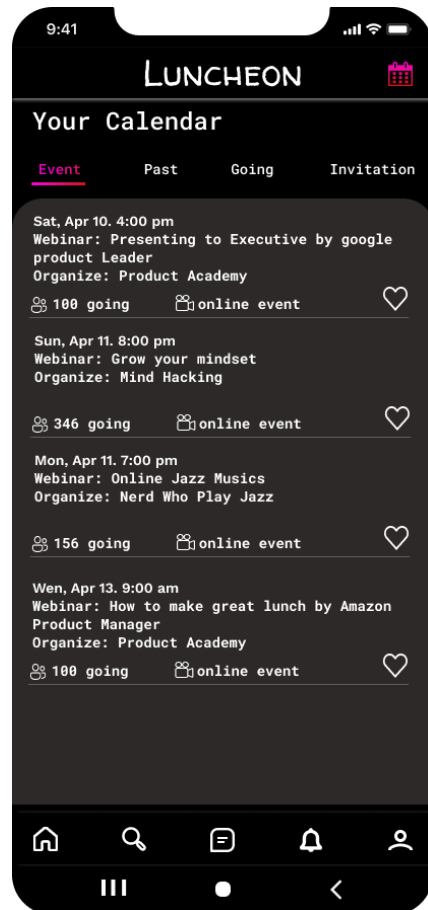
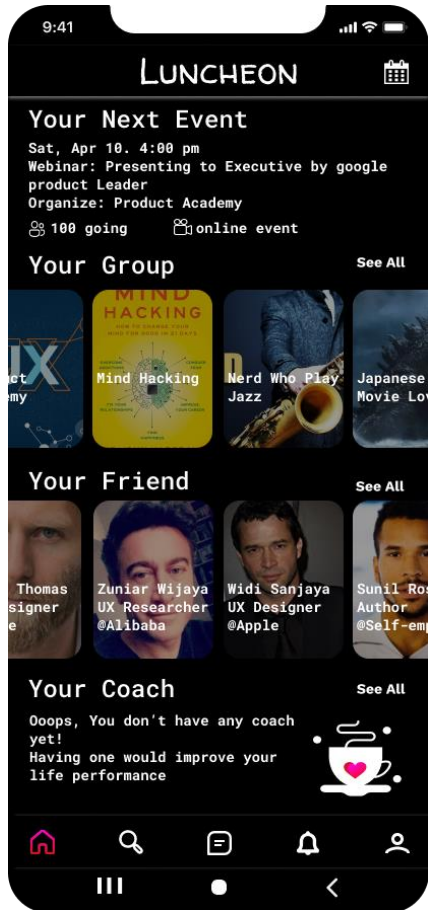
## Interview topics

1. How often do you use community app?
2. Have you used a similar app before?
3. What make it useful or frustrated?
4. What did you think of the layout of the content?

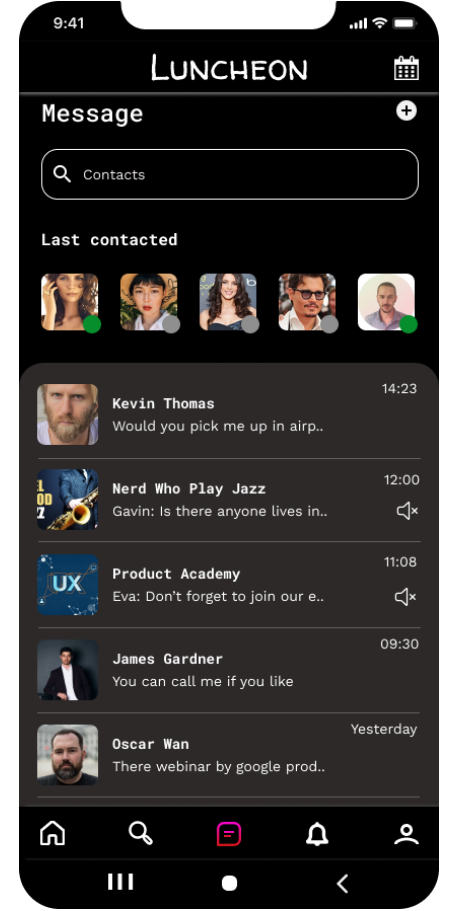
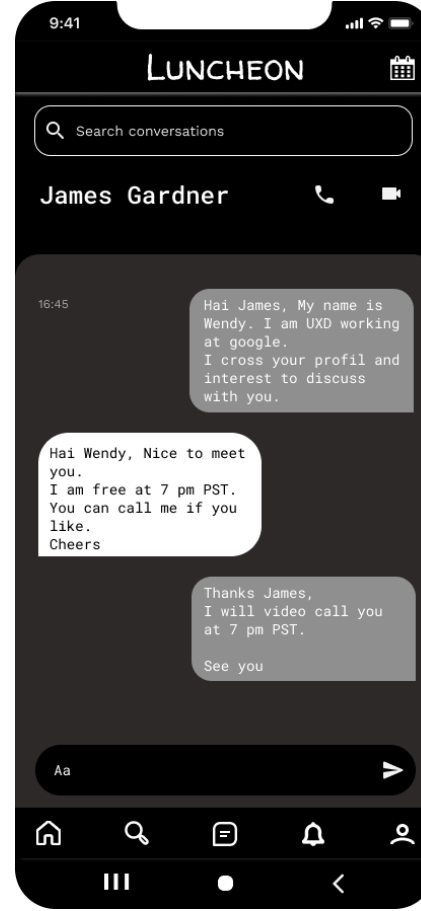
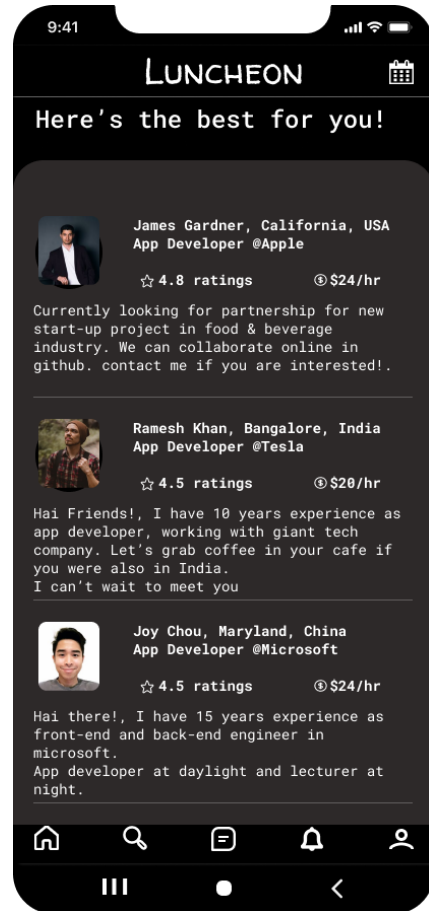
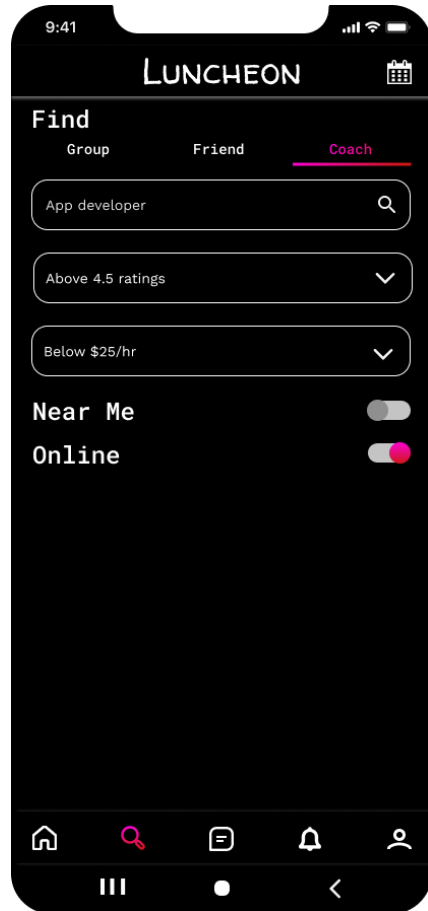
# Usability Test Finding

1. There is ambiguity in calendar page between going event, saved event and the heart symbol in top navigation. Recommendation: change the going event as available event, remove the heart symbol as like event to the right of event list.
2. The SEO writing in your coach page were not eye-catching. Recommendation: change the words might change the user's experience.

# Hi Fi Prototype



# Hi Fi Prototype



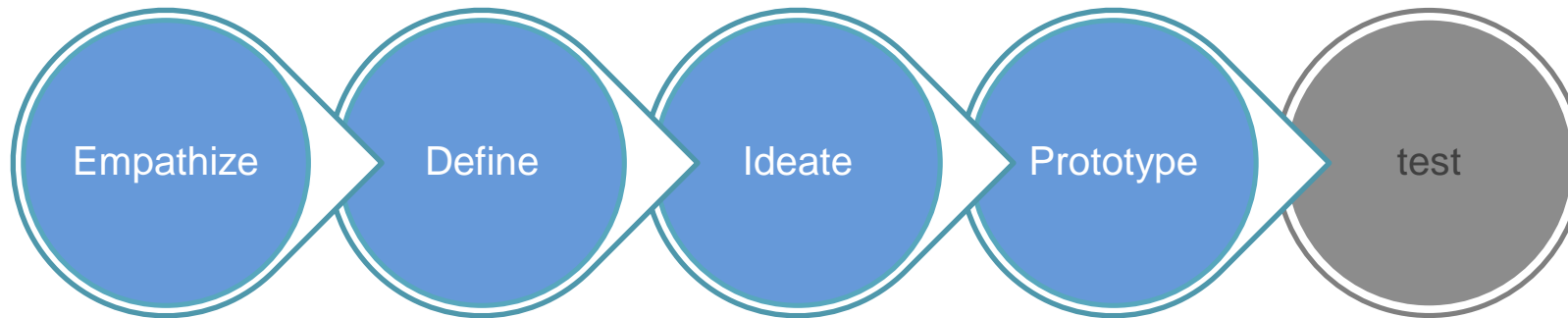
# REIMAGINE AN AI-POWERED RECIPE INGREDIENT SUBSTITUTION UX

# Company Overview

Plant Jammer, a vegetarian recipe creation app that combines AI in both unique and functional to substitute ingredients. The app is also promoted AI to create a recipe from the ingredients that we have on our fridge. It promotes healthy eating, learning in the kitchen, and reducing food waste. This four-year-old Danish start-up got a 4 million euro investment in its AI algorithm and platform.

## Redesign Process

The process is not include test. It would be better if testing were also conduct. I Used comments that give 3 ratings on google play. Why? Because they might be more objective compare someone who give 2 or 1 ratings.



# Affinity Diagram

Problems that cannot solved with UI/UX

Problems with programming & AI alghoritm

bug and application errors

problem with AI alghoritm

Problems with monetizing strategy

subscriptions to expensive

It's stuck on opening page, doesn't show anything bit even any progress or any loading icon Re installed it 3 times but same I feel it's more as scam than a practical app

However, every time I scroll too far the app crashes without fail.

When I did all the logging in it takes me off the app

I love the concept of this app but was never able to get my username to validate. Tried logging in with google also...still wouldn't register.

Good concept but for some reason I can't see the recipe in the app once it's generated? I had to share the link with myself so it would open in a browser where I could see the recipe. This seems like too much work. / It also added another ingredient in the recipe that I had not selected. Finally, and most importantly, the app consistently opened my gallery even after I kept hitting 'deny' when asked for media permissions. Not a fan of the intrusion AT ALL.

I wish it would be easier to form the shopping list without going back and forth one thing at a time. If they can fix this up, I'm sure I'd be over the moon.

the app needs polish, navigating through the app is painfully slow as it takes around 3 seconds after a tap for an action to occur.

Great app, however the bottom of the screen is cut off, I could barely press the button to go to the next screen. Would give more stars if issue gets fixed.

The UI doesn't for my screen. Pixel XL. It's clipped at the bottom.

I selected several different veggies & ingredients and the app instructed I fry all of the veggies in a big pan, then stir in the Coconut Milk & Apple Cider Vinegar and mix. That's not a recipe, that sounds so gross.

All it does is combine ALL the foods you submit and mash them into frankenstein recipes that are likely to make you barf. No creativity or skill here.

the first section asks what food restrictions I want to have. I've been a vegetarian my whole life and to have the only option for vegetarian is that "I'll try vegetarian"... just seemed like the people who make this app are a little self righteous and put me off the app completely. I didn't go any further than that, it rubbed me the wrong way.

The app is overall okay and good, but I wish there were more recipes from all sorts of country and regions.

I think that should let us use more recipes

Even with other ingredients, how do these quantities/ratios make sense? I tried a stir fry & it turned into a veggie stew but with no liquid. The sauce was also odd. I hate grams as well.

Its a good source of ideas for what to cook/ how to make use of that kohlrabi in your fridge, but really only gives you a baseline. Wouldn't hurt to feature an anecdote function, with some additional steps you might want to take, but don't have to.

I don't mind paying, but the amount is huge for someone outside of the US. I could buy at least 12 cook books for the price of the lifetime subscription! I'm sorry but I don't think I'll ever afford to spend this much in an app.

Problems that can be solved with UI/UX

Users need additional features for allergies, convert measurements and non vegan recipes

additional feature for allergies

convert measurements

additional future recipes for non vegan, low carb or high carb

Users unsatisfied with app aesthetic design

bad apps design

no flavour chart or food taste explanation

1) There is no option to set a manual blacklist, e.g. for less common allergies. 2) I also believe that the diet options should be extended to include pescetarians and people who only exclude red meat

My only issue is allergies. It would be helpful to have a list to select foods from to cut out of recipes, as well as having recipes for egg-free versions of baking that don't have to include seeds

There is no way to convert to metric measurements

It gives you useful suggestions for your recipe and also tries to figure out how to prep. Yet, there seems no way to change the suggested amounts of ingredients or the preparation steps. Where I change the suggested bake the spin...

Annoying backwards search tutorial on first use - Italian/American focused dishes first like pasta, wrap, burger - No puff pastry ingredient option - Vegetable focused search - No meat focused search option

App is vegetarian, "emptying your fridge" is only about veggies, which you shouldn't keep there anyway. No restriction to diets, can't choose from high protein/high fat/low carb

I would have given this 3 stars based off of the quality of the dishes I made, but because it's limited to vegetarian only meals, I give it a 2

but no meat recipes, why? If the vegetarian diet setting was just an option and not forced on you

I know it's to promote veganism and all that, but having an option to add animal products would be great.



I really like the idea of this app, however even with vegan diet selected it will still bring up recipes using animal products.

seems OK, but why does it look like a broken website?

Some things took a bit of practice to figure out, for example: trying to set up a meal to include a specific item. Or the flavour chart could use a bit more explanation.



# User Persona & Scenario

Personas: Concretizing User Needs	
<b>Daniella</b> 	<b>Motivators</b> <ul style="list-style-type: none"><li>- Mid level career</li><li>- Want to live healthy lifestyle</li><li>- Meat eater, but sometimes want to cook more veggies for families</li></ul>
<b>Demographics</b> Age : 40 Occupation : Digital Nomad Location : Zurich, Switzerland Life Stage : Married, 2 Children	<b>Constraints</b> <ul style="list-style-type: none"><li>- Doesn't like strict vegetarian diet, sometimes eat fish and meat.</li><li>- High mobility, travel alot</li><li>- Having allergies with peanuts</li><li>- Medium technical literacy</li></ul>
<b>Rajith Singh</b> 	<b>Motivators</b> <ul style="list-style-type: none"><li>- Entry level career</li><li>- Willing to keep vegetarian lifestyle</li><li>- Want to improve cooking skill</li><li>- Need something practical and easy to maintain</li></ul>
<b>Demographics</b> Age : 25 Occupation : PhD Student Location : Delft, Netherlands Life Stage : Single	<b>Constraints</b> <ul style="list-style-type: none"><li>- Consider as strict vegan, doesn't eat meat, fish, egg, and diary products.</li><li>- Need something quick and easy</li><li>- High technical literacy</li></ul>

*“As a digital nomad, Daniella work from home with multiple clients overseas. Today is Sunday, time to shopping raw foods to cook at home for next week. She is having digestive problems and the doctor suggested her to eat more veggies. But Daniella is not a vegetarian, she’s a meat-eater. So she opens Plant Jammer Application to find the recipe. She clicks the button “do you want to cook some veggies” then inputs her allergies. She finds the avocado egg toasts recipe looks tempting but she wants to reduce egg consumption in her diet. She’s choosing the option “pescatarian vegan”. The recipe changes and can be substituted with salmon, tofu, or soy yogurt. She very happy with the ingredient’s substitution.”*

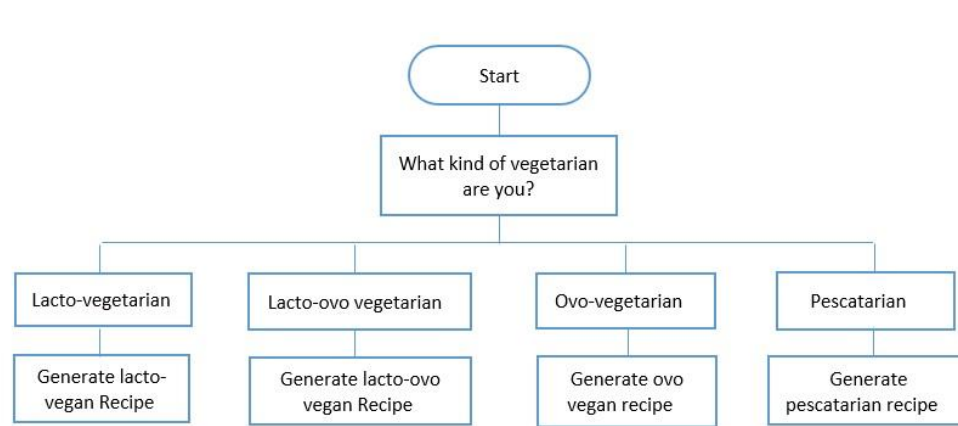
## Define

- Based on the affinity diagram, it was found that the app for some users consider as a strict vegetarian app while there are four types of vegetarian
- Not all users were always eating vegetarian food, some of them want to include meat in their consumption occasionally, so they give the app 3 out of 5 ratings.
- Some of the users also mention that the app looks less aesthetic.
- The measurement also confusing for some users.

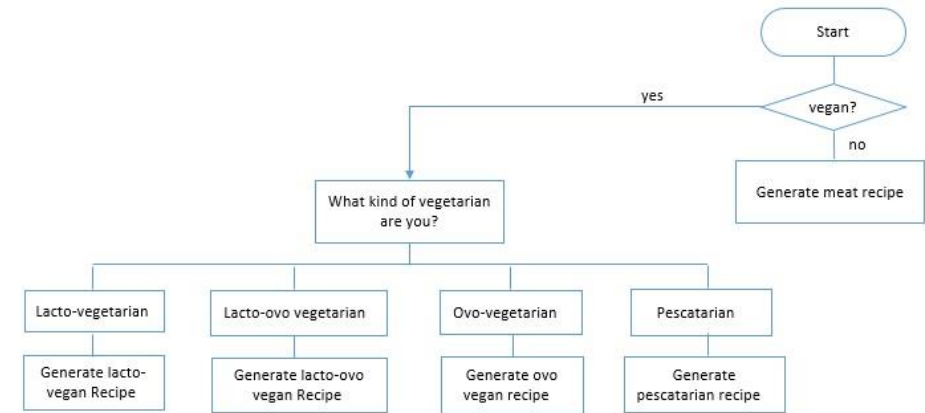
## Ideate

- Due to Plant Jammer is a vegetarian app, additional types of vegetarian are needed (Concept no.1).
- If Plant Jammer wants to take a look at the non-vegetarian niche, the additional meat recipe can be included (Concept no.2).
- Aesthetic design is an important factor.
- A measuring cup, teaspoon, and tablespoon are common kitchen utility which everyone has. For suggestion, better we use measurement in cup, teaspoon, and tablespoon rather than ml or grams unless it cannot be measure using those tools.

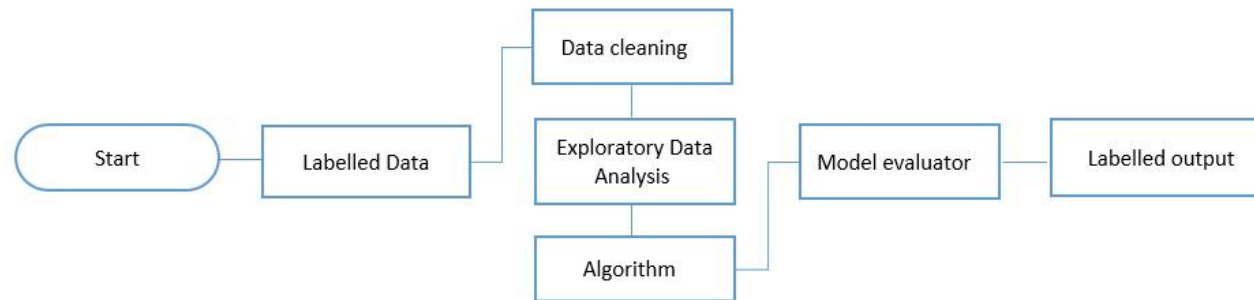
# Workflow



Concept no.1



Concept no.2



AI recipe generated

# Hi-fi Prototype

## Concept 1

### What kind of vegetarian are you?

Lacto Vegan

Ovo Vegan

Pescatarian

Vegan



### What's your allergies?



I eat everything



Eggs



Peanuts



Salt



Gluten



Sugar



Dairy

### POPULAR RECIPES

APPETIZERS ENTREES DESSERT



★★★★★

#### Breadsticks

30 mins 685 107

These breadsticks are so good, and pretty easy to make! They would make a GREAT side dish to your meal!

### POPULAR RECIPES

APPETIZERS ENTREES DESSERT



★★★★★

#### Avocado Egg Toasts

10mins 902 72

This Avocado Egg Toasts is a delicious, hot treat topped with a mash avocado and fresh egg and tomatoes. Ovo-vegan must try!

### POPULAR RECIPES

APPETIZERS ENTREES DESSERT



★★★★★

#### Strawberry Shortcake

5hr 950 2

This Strawberry Shortcake Poke Cake is a delicious, cool treat topped with a cream cheese and whipped cream frosting and all topped with fresh strawberries.



★★★★★

#### Avocado Egg Toasts

Avocado egg toasts is a classic american dish for ovo-vegetarian. Learn how to make the perfect avocado egg toasts to serve your family and friends. Check out What's Cooking America's award-winning Classic recipe and photo tutorial to help you make the perfect avocado egg toasts.



#### Ingredients

Avocado	1 pc
Whole grain bread	1 slice
Egg	1 pc
Tofu	1/4 cup
Soy yogurt	1/4 cup
Cooking spray	2 tbsp
Salt	1/4 tsp
Black pepper	1/4 tsp
Hot sauce (optional)	3 tbsp



#### Preparation

- Mash the avocado in a small bowl and season with salt and pepper.
- Heat a small nonstick skillet over low heat, spray with oil and gently crack the egg into the skillet. Cover and cook to your liking.
- Place mashed avocado over toast, top with egg, salt and pepper and hot sauce if desired!



#### Comments

★★★★★  
**TOM KLEIN** 8.01.2021

This prime toasts was amazing!!!

★★★★★  
**SALLY PARKER** 12.03.2021

I was amazed at how little preparation this took. Just rub on the herbs and butter, let it sit for a while and you have an amazing piece of avocado toasts!



Type your comment here...





Do you want to cook  
vegetarian food?



Nope, Give me some  
meat

Yes, I need more  
veggies

What kind of vegetarian  
are you?

Lacto Vegan

Ovo Vegan

Pescatarian

Vegan



What's your allergies?



I eat everything



Eggs



Peanuts



Salt



Gluten



Sugar



Dairy

POPULAR RECIPES

APPETIZERS ENTREES DESSERT



★★★★★

Breadsticks

30 mins 685 107

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POPULAR RECIPES

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POPULAR RECIPES

APPETIZERS ENTREES DESSERT



★★★★★

Strawberry Shortcake

5hr 950 2

This Strawberry Shortcake Poke Cake is a delicious, cool treat topped with a cream cheese and whipped cream frosting and all topped with fresh strawberries.



★★★★★

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Pescatarian - Vegetarian



Ingredients

Avocado	1 pc
Whole grain bread	1 slice
Salmon	1/4 lb
Egg replacer powder	1/4 cup
Tofu	1/4 cup
Soy yogurt	1/4 cup
Cooking spray	2 tbsp
Salt	1/4 tsp
Black pepper	1/4 tsp
Hot sauce (optional)	3 tbsp





Preparation

- ✓ Mash the avocado in a small bowl and season with salt and pepper.
- ✓ Heat a small nonstick skillet over low heat, spray with oil and gently crack the egg into the skillet. Cover and cook to your liking.
- Place mashed avocado over toast, top with egg, salt and pepper and hot sauce if desired!



Comments

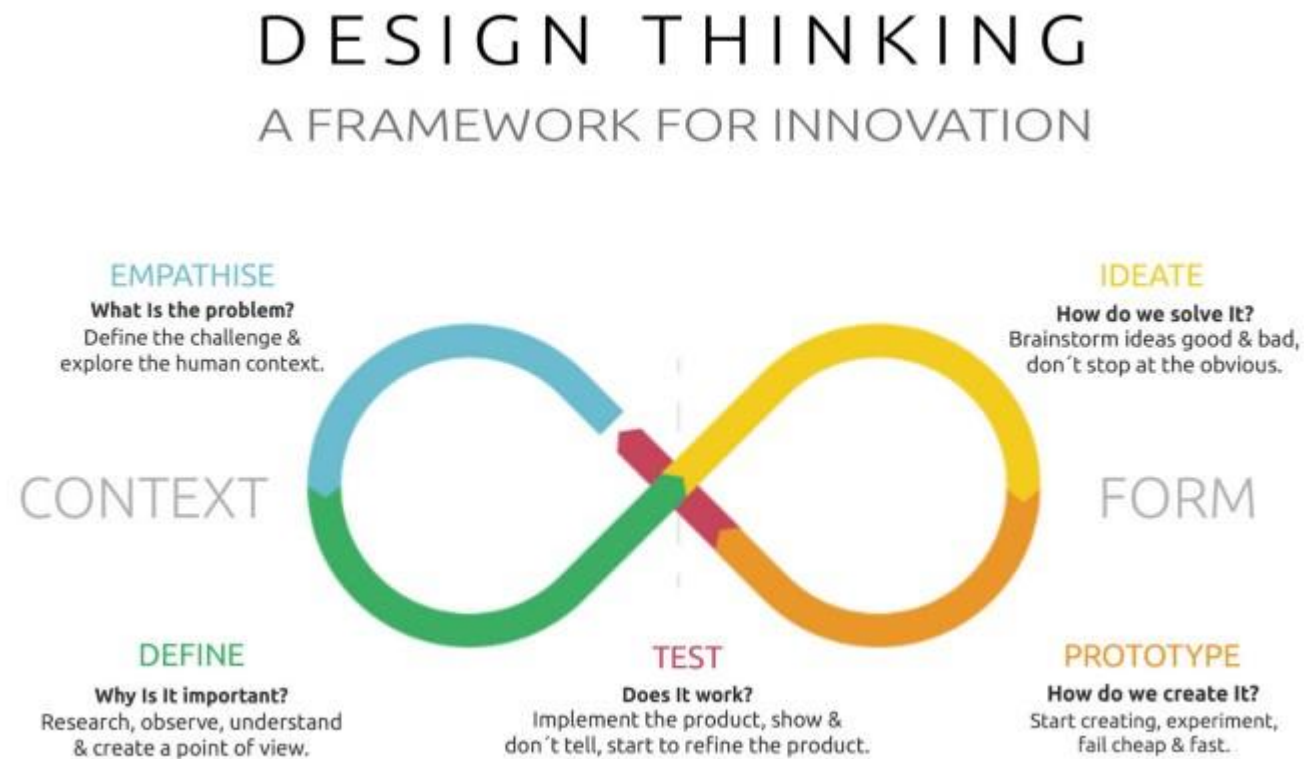
-  **TOM KLEIN** 8.01.2021  
This prime toasts was amazing!!!
-  **SALLY PARKER** 12.03.2021  
I was amazed at how little preparation this took. Just rub on the herbs and butter, let it sit for a while and you have an amazing piece of avocado toasts!

 Type your comment here...

Hi-fi Prototype  
Concept 2

# Usability Test

A test is needed to get feedback received from this phase to redefine some of the problems and continue iterating the designs.



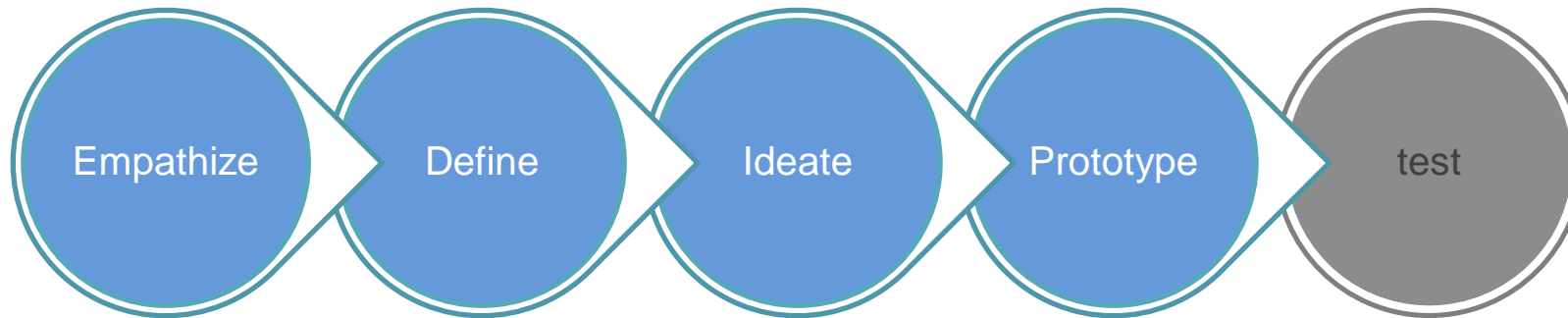
# REDESIGN GO-FOOD MOBILE APPS

## Company Overview

Go-Food is the largest single-market food deliver app in the world part of Go-jek. Go-jek was first Established in Indonesia on 2009 as a call center to connect consumers to currier delivery and two-wheeled ride-hailing services.

## Redesign Process

The process is not include test. It would be better if testing were also conduct.





## EMPATHIZE

**Interview is conduct to get this information with 3 participants :**

- participant 1 : female, 30 years old, career woman
- participant 2 : female, 35 years old, career woman
- participant 3 : male, 37 years old, freelancer

### **Core interview questions:**

- Do you know about Go-Food? How often you used it?
- How satisfied are you with Go-Food?
- What make you satisfied or frustrated about this app?
- Would you recommend this app to a friend?
- If you could change one thing about this app what would it be?
- Which other options were you considering before using this services?
- Did Go-Food help you accomplish your goal?
- How would you feel if they did not offer this services?
- What's the primary reason for canceling your account?
- How can we be more helpful?
- Are this app meeting your expectations?

# Empathize



# Affinity Wall

what make users frustated about the app

good feeadback and what make them satisfied

Time Food process & delivery unknown	It hard to do cancellation in food order	Some menu do not provide picture. Make it hard to imagine the food taste	worried about food hygienic	the app is easy to use	easy to find food via near me / favorite	users use app in everyday life and give feedback	what users hear and see about the app	users happy with promo & discounts
P1 " I hate to wait"	P1 " I cannot cancel my food order"	P2 obs : annoyed with menu with no pictures	P2 obs : worried about food hygienic	P1 " this app is cool"	P1 obs : order food via favorite search	P2 obs : use app almost every week	P1" this is a unicorn app"	P1 obs : happy with promo
P2 " I hate to wait in long period"	P1" I do not know how to cancel order"	P2 obs : worried about the food taste	P2 " I have no idea how they process the food"	P1 "this app is easy to use overall"	P2 obs : order food via near me	P2 obs : always give ratings on menu that already order	P1" Iam happy someone make this app"	P2 obs: happy with discount
P1 obs : unhappy with time delivery	P2 " I cannot cancel my food order even via phone"	P2 obs : happy when the food taste is match with the imagination	P2 Is the food hygienic?	P2 "this app is easy to use"	P2 obs : satisfied to find near me with highest ratings	P2 obs : always give ratings on menu that already order	P1" Iam happy someone make this app"	P1 " I like when there is a discount"
P2 obs : unhappy with time delivery	P2" I do not know how to cancel my order"	P2 " I always imagine the food before order, the taste, the texture"	P1" I do not know how they make the food"	P1 obs : the app almost never crash	P1" I like when I can find my favorite food"	P2 " I always give feedback on menu via app"	P1 " everybody install the app"	P2 " I am happy with all coupon provide"
P1 obs : the time delivery no accurate	P2 obs : stress about cancelation process		P1 obs : worried about food hygienic		P2 obs : satisfied when find her favorite food			
P2 obs : She doesn't know how long should wait	P1 why I cannot cancel my order?	P1 " I hate when they not provide food picture"	P1 is there any food inspection?			P2 " I use the app every once week at least"		
P1 obs : She doesn't know how long should wait	P1 " once you order you cannot cancel"	P1 " I do not know how it taste until I order"				P2 " I give ratings 3 out 5 for this app"		
	P1 " once you order you cannot cancel"					P2 obs: happy to see new features		
						P1 obs : happy with food delivery		

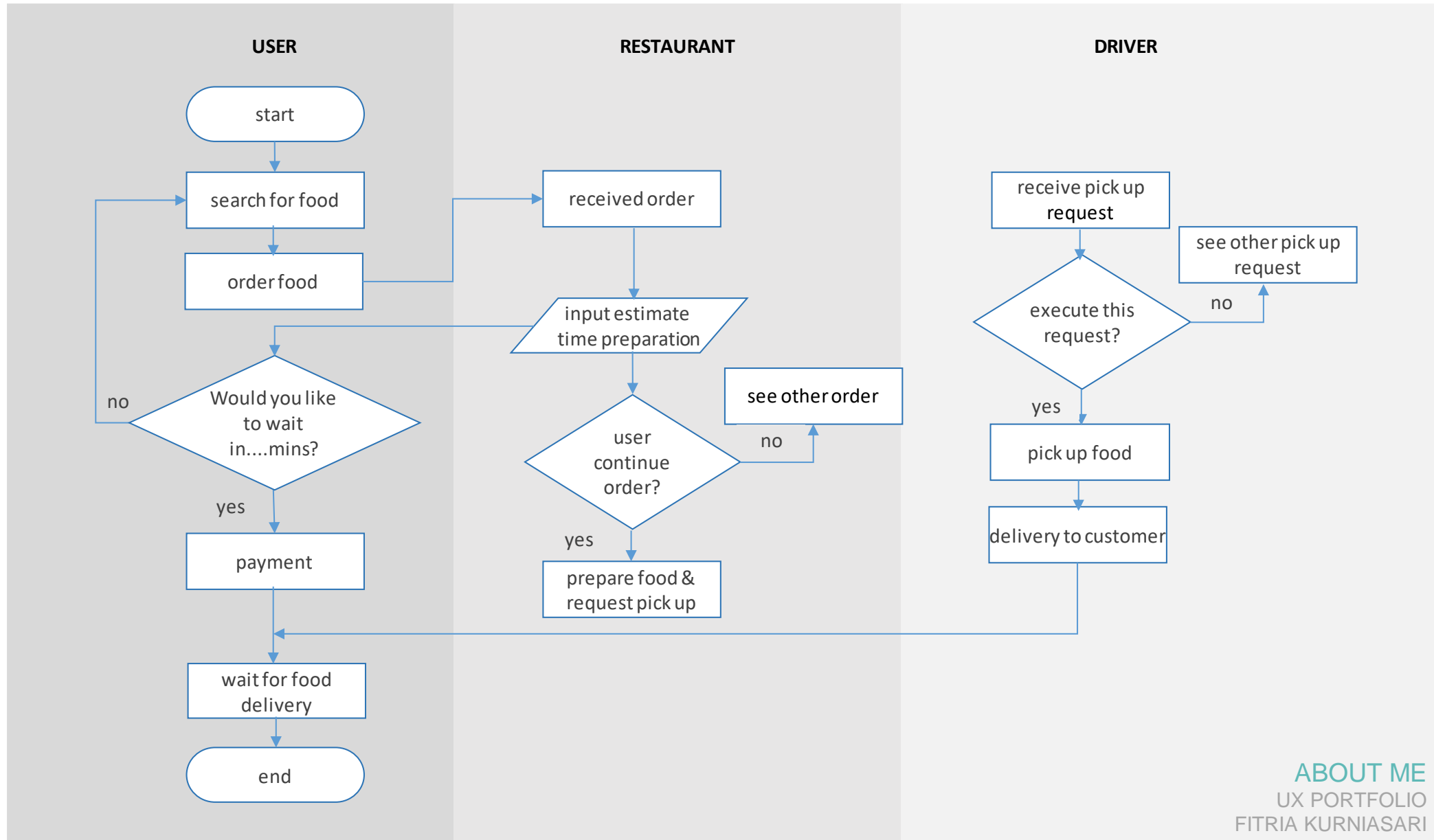
## Define

- Once user click order it can't cancel. So if the food need extra time to prepare due to long queue, they cannot cancel and just wait.
- User have no idea how long food is prepare until order
- Cancelation via phone driver no longer available

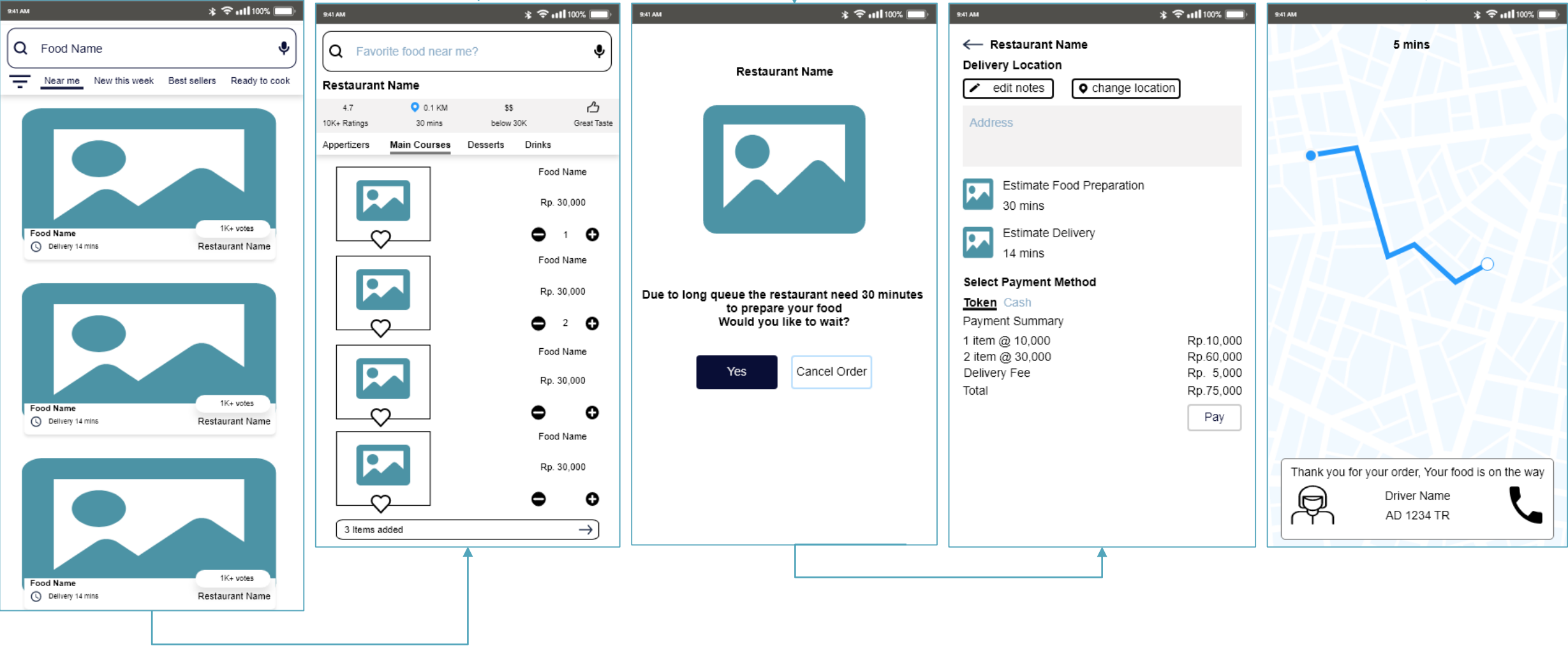
## Ideate

- Users should know how long food will prepare by restaurants.
- Add options for users.
  - ✓ Users can continue order and willing to wait the food.
  - ✓ Users can cancel order if they think is not worth it to wait.

# Workflow



# Wireframe



# Prototype

