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Task Analysis

According to the suggestion of Simon, we've decided to exclude writing reviews in our key task since it's not the target audience priority concerns and it's not necessary;

I've made some modification to the Task analysis, including combining the task of skimming through menu with the task, order and pay, change "Check the estimated waiting time" to "Waiting to pick up";

Besides, I added a key task that a food truck vendor should do to help refining our prototype design.

Customer:

Task1:

0: In order to check the food truck information.

1.Open the app;

2.Search for the food truck you want to order from;

   2.1 Key in the name of the food truck in the search bar;

3.Tap on the selected food truck

   3.1 Locate the name, payment system, location and opening time of the food truck

Task2:

0: Order and pay for the food

1.Open the app;

2.Search and selected the food truck you want to order from;

3. Skim through menu, price, nutritional information and pictures of food.

   3.1Check nutrition information and estimated waiting time for each food

4.Select and add the desired food into shopping cart

   4.1 Add special notes or add-on if needed

5.Check out to pay

   5.1View the item in the shopping cart

   5.2Check ordering detail of the food

   5.3 Select payment method
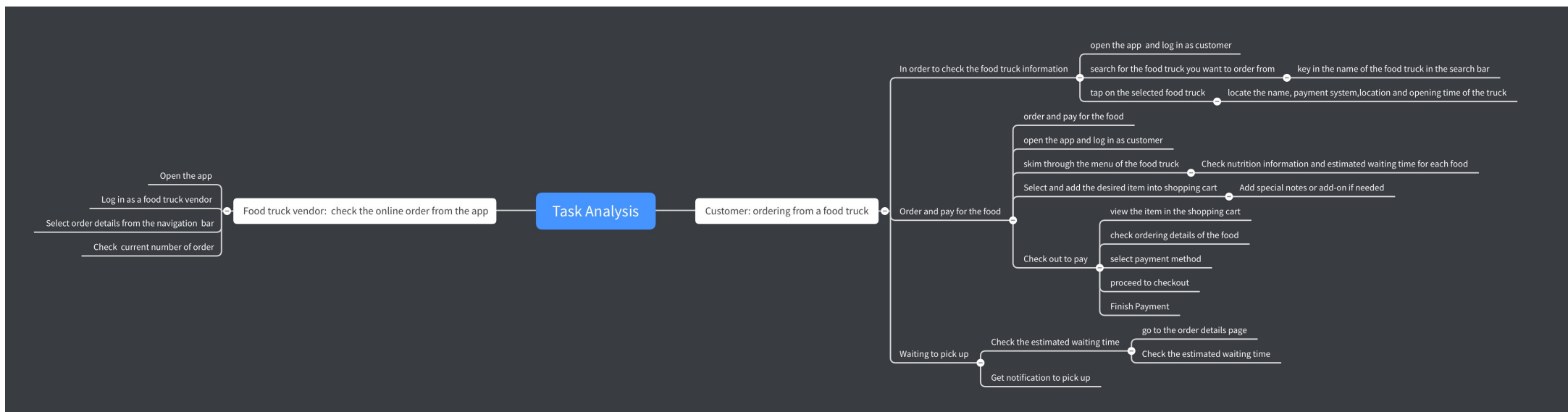
   5.4 Proceed to check out

Task3:

0: Waiting to pick up the order

1.Check the estimated waiting time

        1.1 Go to the order detail page

        1.2 Check the estimated waiting time

2. Get notification to pick up

Food truck vendors:

0: In order to check the online order from the app

1.Open the app

2.Log in as a food truck vendor

3.select order details from the navigation bar

4.Check the number of current orders

Task Analysis

Food truck vendor: check the online order from the app
- Open the app
- Log in as a food truck vendor
- Select order details from the navigation bar
- Check current number of order

Customer: ordering from a food truck

In order to check the food truck information
- open the app and log in as customer
- search for the food truck you want to order from
  - key in the name of the food truck in the search bar
- tap on the selected food truck
  - locate the name, payment system, location and opening time of the truck

Order and pay for the food
- order and pay for the food
- open the app and log in as customer
- skim through the menu of the food truck
  - Check nutrition information and estimated waiting time for each food
- Select and add the desired item into shopping cart
  - Add special notes or add-on if needed
- Check out to pay
  - view the item in the shopping cart
  - check ordering details of the food
  - select payment method
  - proceed to checkout
  - Finish Payment

Waiting to pick up
- Check the estimated waiting time
  - go to the order details page
  - Check the estimated waiting time
- Get notification to pick up

Foodie Truck

LOG IN As

Customer Vendor

Foodie Truck

LOG IN

UofT

👤 brown-truck

🔒 *****

Submit

Brown Truck
(Sidney Smith Hall/SS)
Opening Hours: 9:00am - 10pm
Poutine · Fast Food

Edit Detail ✏️

MENU   Open: ⬜️⬜️

Poutine   ▶ ≣
Hot Dog   ▶ ≣
Burger   ▶ ≣
Most Popular   ≣

Small Poutine $3.5

🏠 Main   📄 Current Order   👤 Account

< Order Detail   ⓘ

ORDER

#Current order= 3   Status

1 Poutine +Coke(Small ✓
  #:More Napkin, non Cold Coke

2 Chicken Burger   ✓
  # No tomato & Pickles

3 Spicy Sausage   ✓

Completed

"Foodie Truck" can create
shortcuts in Siri to help
complete orders. Just
say "Order Complete",
Do you want to Create?

| Yes | No |

LOG IN As

Customer   Vendor

Foodie Truck

Allow "Foodie Truck" to access your location?

Only While Using the App
Always Allow
Don't Allow

Under 10 mins ✓
5   10   15   20

Current Location ⌄   SEE ALL

Fries & Poutine Chinese Food Healthy

Under 10 min ⌄   Sidney Smith ⌄

4 Food Truck near you SEE ALL

Cash Only
♡
Mama's Best (SS/Sidney Smith)
$ · Hot Dog · Fast Food · Cash only
3-5 min   Free Topping Zoom

Under 10 Minutes   SEE ALL

Brown Truck (SS/Sidney Smith)
$ · Poutine · Fast Food
3-10 min Free Toping Zoom

🏠 🔍 🔖 👤

Nearby   ✕

Sidney Smith Hall (SS)

RB - Robarts Library
MP - McLennan Physical Laboratory
BA - Bahen Information Center

‹ ACCOUNT   FAQ

◎ Name   view Account
♡ Your Favorites
▭ Payment Method
⚙ Settings

Foodie Truck

Brown Truck
(Sidney Smith Hall/SS)
Poutine · Fast Food
📍 Under 10 min ⌄
100 St. George St.
Open 9:00 AM - 10:00 PM
💵 ▭ (Minimal $5 card Payment)

Most Popular   ▼

♡ Poutine $3.5 - 5.5
$ 6min · 880 - 1100 cal
Fries, Gravy & Cheese
Small · Medium · Large
$3.5 · $4.5 · $5.5

Hot DoG   ▼

♡ Chicken Dog $3.00
$ · 2-3min · 450 - 600cal
Toasted Bun, Delicious
sausage, Free Topping

♡ Spicy Sausage $4.5o
$ · 2-3min · 340 - 57ocal
Toasted Bun, spicy
Italian Sausage,
Free Topping

‹   Hot Dog   ⬆

Spicy Sausage
⏱ Ready in about 3mins

Served with Toasted bun,
Spicy italian Sausage,
Free Topping ; $4.5

Add a Drink 🥤

○ Coke   · 25ocal $1.0
○ Nestea   · 21ocal $1.0
○ Green Tea   · 2oocal $1.0
○ Apple Juice · 15ocal $1.0
○ Orange Juice · 21ocal $1.0

Special Request

− 1 +

ADD TO ORDER

Hot Dog

Spicy Sausage
Ready in about 2mins

Served with Toasted bun,
Spicy italian Sausage,
Free Topping, $4.5

Add a Drink

- O Coke ・250cal $1.0
- O Nestea ・210cal $1.0
- O Green Tea ・200cal $1.0
- O Apple Juice ・150cal $1.0
- O Orange Juice ・210cal $1.0

(Special Request)

(— | +)

(ADD TO ORDER)

The Minimal card Payment
amount is $5.00, Do you want
to order something else/Add something
to your order?

| Yes	NO

VIEW CART
Spicy Sausage   item

Brown Truck
(Sidney Smith Hall /SS)
100 St-George St.
Ready in 2-3 min

St. George St. | Current Loca
Sidney Smith Hall

Item

Spicy Sausage $5.5
Free Topping,

Total

Subtotal $5.5
Fees & Tax $0.0
Payment   Apple Pay >

(Check Out $5.5)

Foodie Truck
(STATUS) (ORDER Details)
3:30   Estimated Pick Up

Preparing your order
Cancel

Your order is Placed!

(OK)

✓

Your order is Ready!
Please pick up at the
front of the truck ~!

(Check Location)

Hot Dog

Spicy Sausage
🕐 Ready in about 3mins

Served with Toasted bur,
Spicy Italian Sausage,
Free Topping, $4.5

Add a Drink 🥤

○ Coke   · 250cal $1.0
○ Nestea   · 210cal $1.0
○ Green Tea · 200cal $1.0
○ Apple Juice · 150cal $1.0
○ Orange Juice · 210cal $1.0

(Special Request)

(− | +)

(ADD TO ORDER)

The Minimal card Payment
amount is $5.00, Do you want
to order something else/Add something
to your order?

Yes	NO

VIEW CART
🛒 Spicy Sausage   item

< ─────────────────── ①

Brown Truck
(Sidney Smith Hall /SS)
📍 100 St-George St.
🕐 Ready in 2-3 min

Item

🔟 Spicy Sausage $5.5
Free Topping,

Total

Subtotal $5.5
Fees & Tax $0.0
Payment   Apple Pay >

(Check Out $5.5)

Foodie Truck
(STATUS)(ORDER DETAILS)
3:30   Estimated Pick Up
▬▬▬ ▬▬▬ ▭ ▭ ▭

Preparing your order
Cancel

Your order is Placed!

(O.K)

✓

Your order is Ready!

Please pick up at the
front of the truck ~!

(Check Location 📍)

Testing Script

Scenario:" You are first year student who is nutrition conscious and have no experience eating at food trucks yet. You are in a rush for class; You only have 10 minutes between class, and you want to grab something fast to eat. You forgot to bring cash today and you only have card right now. Using this system, can you show me how to complete the following tasks?

1. Log in to the page and check account details;
2. Check available trucks and their basic information including their locations, opening hours, allowed payment method;
3. Review the nutrition information of food;
4. Add the spicy sausage (the food with least calories) to shopping cart
5. Proceed to check out and pay for the food;

Notes:

1. User need to login as a customer(but no need to provide specific info to sign up); User may need to manually set up their location or consent to the app to gain access to their location while using the app;
2. Find available food/food truck through filter or search bars; User will need to locate all basic info of food trucks.
3. User will need to locate the nutrition information and the price for the food.
4. User will need to select payment method or fill up Card info;

Scenario:" You are a food truck vendor who runs a food truck near Sidney Smith Hall. You are willing to use new technology to attract more customers. But you are worried your hand may get greasy when you are cooking so that it's hard for you to operate on the machine. Using this system, can you show me how to complete the following tasks?

1. Log in to the page and check basic truck details;
2. Check current order;
3. Set up voice control to help complete the order

Notes:

1. User need to login as a Vendor, need to set up for the account;
2. User will need to locate the order details.
3. User will need to decide whether give consent to the system to help you set up voice control;