**UX Document**

***<<*** ***La Famiglia Pizzeria >>***

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1. **Pre-Interview**

Before the test, users were given the following information:

* Brief introduction to the application: La Famiglia Pizzeria is a restaurant that allows customers to order online.
* Objective: You'll receive instructions to follow during the test. Afterward, there's a short questionnaire where you're encouraged to provide honest answers.
* Duration: The entire interview is expected to last no more than 15 minutes.

1. **Interview**

**Instructions:**

1. Create an Account:

- Choose a username and password, and enter your full name.

2. Place Your First Order:

- Add at least 2 pizzas to your cart.

3. Complete Your Order:

- Proceed to the checkout page to finalize your order.

4. View Your Orders:

- Navigate to the orders section.

**Questionnaire:**

1. What are your thoughts on the app's ease of navigation?
2. How do you feel about the app's overall design and appearance?
3. Are there any specific pages you think need improvement? What aspects were challenging or confusing?
4. What is your opinion on how information is arranged in the app?
5. On a scale of 1 to 5, how would you rate the design of our app's interface?
6. **Post-Interview**

**Customer Observations:**

Customer 1: Alexander

* He performed well throughout the application process.
* He executed all the tasks with little help provided.

Customer 2: Caitlyn

* She performed well throughout the application process.
* She executed all the tasks without difficulties.

1. **Customer FeedBack**

**Customer 1: Alexander**

1. Alexander finds the application easy to navigate. No difficulties in placing orders or completing checkout. Suggests adding a home page button on the "My Orders" page.
2. The overall design is good, and Alexander liked it.
3. Alexander appreciates that information is clear, short, and easy to understand.
4. Alexander rates the interface design 4.5 out of 5.

**Customer 2: Caitlyn**

1. Caitlyn finds the application easy and clean to navigate.
2. The overall UI is liked by Caitlyn.
3. Caitlyn mentions difficulties in understanding the order status. Suggests changing "Shipped" to "Delivered" after the order has been delivered.
4. Caitlyn suggests adding the ability for customers to customize their own pizza.
5. Caitlyn rates the app 3 out of 5.