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# **BEVERAGE BOOKER**

Customer App - Beta Testing Responses

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## Version Information

Version	Date	Remarks	Author
1.0	29/10/20	Beta Testing Responses – Customer App created	Benn Curby
1.1	29/10/20	Collated testing feedback and survey questions for the Customer App using screenshots.	Benn Curby
1.2	30/10/20	<p><u>Added:</u></p> <p>Analysis summary and analysis comments for each issue raised in the first round of testing. Added links to fixes on GitHub.</p> <p>Analysis summary for the 2<sup>nd</sup> round of testing with links to GitHub.</p> <p>Table of contents and linked document.</p>	Benn Curby

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## Round 1 Analysis:

Section	Issue	Analysis
Create User	<p>“A message popped up after signup - couldn’t see what it was but ‘failed’ was in the log. Credentials seemed to work fine on login though.”</p> <p><a href="#">Link to feedback</a></p>	<p><b>Identified as an issue to test in 2nd round:</b></p> <p>As mentioned by the user, their login credentials did work. We updated the toast message that is displayed for the user when an account is created successfully, so it is clearer and less ambiguous. To be on the safe side we decided to test Create User again in the 2nd round.</p> <p><a href="#">GitHub commit</a></p>
Login	No issues reported.	No issues reported.
Fill Cart	<p>“After adding items to cart pressing back closes app”</p> <p><a href="#">Link to feedback</a></p>	<p>This was intentionally programmed into the app to override a back-press taking the user back to the ‘Add to Cart’ screen. However, this is a usability issue and we have taken the testers feedback onboard and provided a fix. Pressing back now takes the user to the Home Menu screen. Due to the nature of the issue and only one tester raising it, we did not identify this as “significant or critical” so did not specifically test this in the 2<sup>nd</sup> round.</p> <p><a href="#">GitHub Commit</a></p>
	<p>“Alphabetical order of items would make finding items easier”</p> <p><a href="#">Link to feedback</a></p>	<p>This was a good point raised by one of the testers. We have provided a fix by updating the ‘getItems’ method on the server to sort the items by name before returning the array. As this was only raised by one tester and is a fairly minor usability issue we did not class this as “significant or critical” and did not test for this in the 2<sup>nd</sup> round.</p> <p><a href="#">GitHub Commit</a></p>

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	<p>“When going into the item options menu the section for any special requests is easy to miss, it doesn’t sit where most information is normally filled out (in the white spaces) and is put where the menu bar would have been making it easy to ignore.”</p> <p><a href="#">Link to feedback</a></p>	<p>This was a reasonable point raised by one of the testers. We have provided a fix and have moved the special requests comment section from the top of the page to below the options and above the quantity button. Here it is more visible and addresses the testers feedback.</p> <p>Due to this being a fairly minor layout issue raised by only one tester we did not identify this as a “significant or critical” issue and did not specifically test it in the 2<sup>nd</sup> round.</p> <p><a href="#">GitHub Commit</a></p>
Book Delivery	<p>“When you press the Place Order button, does the app advance to the ‘Order Confirmation’ screen?”</p> <p>Yes - 60%</p> <p>No - 40%</p> <p><a href="#">Link to feedback</a></p>	<p>One of the testers that answered ‘No’ misinterpreted the question and didn’t realise they were actually on the order confirmation screen. Further down when asked for the message displayed, they respond: “Just came up with thank you for your order”, which does appear on the Order Confirmation screen. Also confirmed the order was placed in the database. The other ‘No’ response was legitimate, and we confirmed this user had a payment error. This was confirmed by checking the payment records in the Stripe dashboard.</p>

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Book Delivery	<p>"Were there any other issues completing the task that haven't been covered?"</p> <p>Yes - 80% No - 20%</p> <p>"If there was an issue, please describe it below."</p> <p><u>Response:</u> I had to be in the app to receive notification</p> <p><a href="#">Link to feedback</a></p>	<p>The issue that the tester brought up is noted but cannot be addressed due to a combination of time constraints and programmer difficulties with notifications.</p> <p>If you recall we had great difficulty with push notifications and getting them to work took weeks. The way we achieved this in the end was a workaround, where there is a timer that queries the database every 10 seconds to check whether the order is complete. Once the order is complete, this triggers the notification when the timer checks on its next iteration. Unfortunately, with this workaround the user cannot completely exit the app and still be notified like a regular push notification, as exiting the app kills the timer loop.</p> <p>Given our current situation with our project running behind schedule we simply did not have enough time to try and implement push notifications again.</p>
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Book Delivery	<p>"If there was a message displayed, did it resemble one of the following?"</p> <p>- Stripe payment error:</p> <p><u>Response:</u> "Confirmation failed (too quick to read.)"</p> <p>- Misinterpreted question:</p> <p><u>Response:</u> "Just came up with thank you for your order"</p> <p><u><a href="#">Link to feedback</a></u></p>	<p><b>Identified as an issue to test in 2nd round:</b></p> <p>The legitimate failure while placing the order can be seen here where they responded, "Confirmation failed (too quick to read.)". This was the payment error with Stripe.</p> <p>This can be confirmed in their individual response <a href="#">here</a>.</p> <p>The payment error message being too quick to read and interpret was identified as a significant issue and a fix was provided.</p> <p><a href="#">GitHub Commit 1</a> <a href="#">GitHub Commit 2</a> <a href="#">GitHub Commit 3</a></p> <p>The user who misinterpreted the previous question and didn't realise they were on the Order Confirmation screen commented "Just came up with thank you for your order".</p> <p>This can also be confirmed in their individual response <a href="#">here</a>.</p>
	<p>"Did you receive the "Your order is ready" notification when your order was ready?"</p> <p>Yes - 80% No - 20%</p>	<p>The one tester who did not receive their notification is the tester who failed to place an order due to the Stripe payment error.</p> <p>This was not a failure in the notification system, and was simply due to the tester not having an order to be notified about as their order failed due to the payment issue previously covered.</p> <p>This can be confirmed by reading over their individual response <a href="#">here</a>.</p>

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Book Delivery	<p>"If anything, what was difficult to use and understand about the Delivery Address Input interface?"</p> <p><b>Response:</b> It only uses 1/4th of the screen. Make use of that empty space! (Feels cluttered)</p> <p><a href="#">Link to feedback</a></p>	<p>The issue with the Address Input UI was noted. We did try and create the address input page so that the soft keyboard when opened would not obscure some of the input fields. However, we did still have some room to spare so we decided to take the feedback onboard and implement the change.</p> <p><a href="#">GitHub Commit</a></p> <p>As this is only a minor UI issue raised by one tester, we did not deem it "significant or critical" and did not test this change in the 2<sup>nd</sup> round.</p>
Additional Feedback	<p>"Do you have any other feedback concerning the Beverage Booker customer app?"</p> <p><b>Response 2:</b> It may be slightly nitpicky, but perhaps an option for the user to edit the quantity of an item in the Cart page. I.e., they have ordered 4 of something, but wish to buy 2. Rather than emptying the cart and going back to the menu to order again, it may be more efficient and user-friendly to edit the quantity amount in the cart page.</p> <p><a href="#">Link to feedback</a></p>	<p><u>Response 2 (update quantity in cart):</u></p> <p><b>Significant issue that will be tested 2<sup>nd</sup> round</b></p> <p>This is very reasonable feedback and something that we had hoped to implement in the app initially, but in the end didn't before IOCM as we were too pressed for time. This has been implemented and will be tested in the 2<sup>nd</sup> round as we see it as a significant shortcoming of the functionality of the app.</p> <p><a href="#">GitHub Commit 1</a> <a href="#">GitHub Commit 2</a> <a href="#">GitHub Commit 3</a> <a href="#">GitHub Commit 4</a> <a href="#">GitHub Commit 5</a></p>

	<p>“Do you have any other feedback concerning the Beverage Booker customer app?”</p> <p><u><b>Response 3:</b></u> Clean Aesthetics. Allergy section would be nice? As a standalone to “Please comment any other requests here”. Just so the customer doesn’t feel like they have to input the same information over and over again.</p> <p><a href="#">Link to feedback</a></p>	<p><u><b>Response 3 (allergy input field):</b></u> Reasonable feedback from the tester, however we felt that a better fix would be to provide more information to the customer so they could make more informed choices. To address the issue, we have now added additional information in the café menu for applicable items, where some are marked with the following labels: gluten-free, dairy-free, vegan and contains nuts. We feel that this will be enough to address common allergies or requirements. If someone has serious dietary requirements beyond this, then they unfortunately may be better off visiting the café in person so they can confirm their needs can be met.</p> <p><a href="#">GitHub Commit</a></p> <p>We did not see this as a “significant or critical” issue due to it being a suggestion placed by one tester, and going beyond what we have done to address this would be outside of scope. Because of this, we did not specifically test this change in the 2<sup>nd</sup> round.</p>
	<p>“Do you have any other feedback concerning the Beverage Booker customer app?”</p> <p><u><b>Response 5:</b></u> Yes, signing out and then pressing back button forces you back into app as a null user.</p> <p><a href="#">Link to feedback</a></p>	<p><u><b>Response 5 (Sign out issue):</b></u> <b>Critical issue that will be tested 2<sup>nd</sup> round</b> This is a very critical issue that we are fortunate our beta tester found. We have implemented a fix and have tested it thoroughly. Because sign in and sign out are critical to the security of the app and the confidence of its users, we will be testing this issue in the 2<sup>nd</sup> round.</p> <p><a href="#">GitHub Commit</a></p>

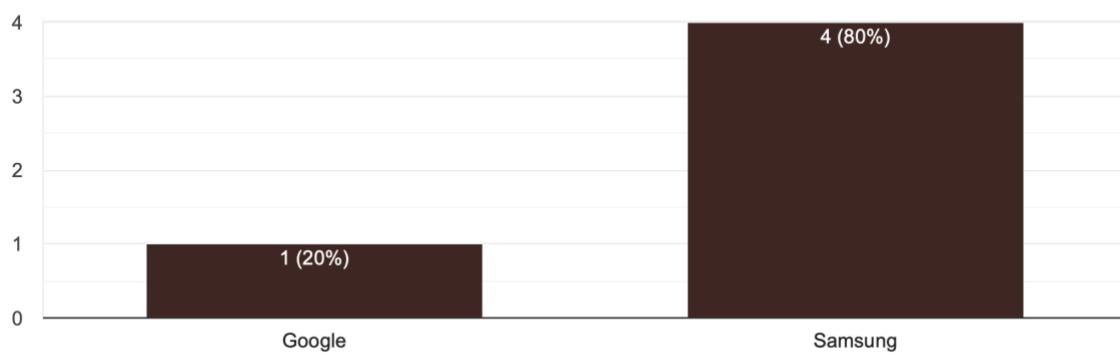
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## Round 1 Responses Summary:

### Hardware Specifications

What brand of device are you using?

5 responses



What model of device are you using?

5 responses

Pixel 2

S10e

S9

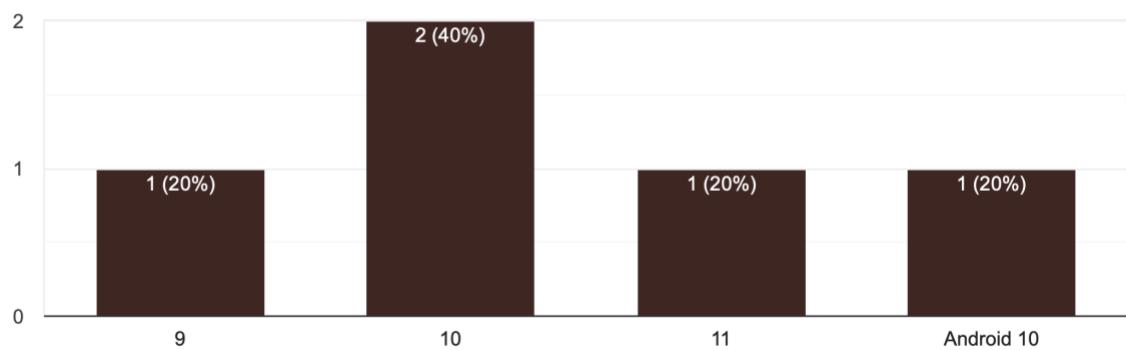
S8

Note 10 +

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What version of Android does your device use? (Leave blank if unknown)

5 responses

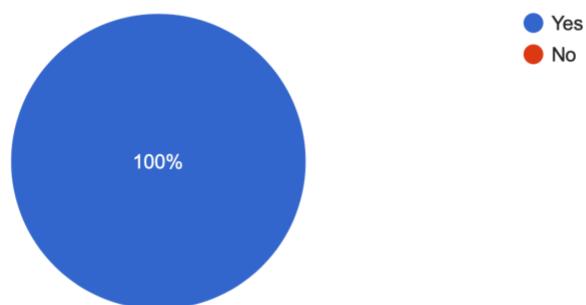


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Create user

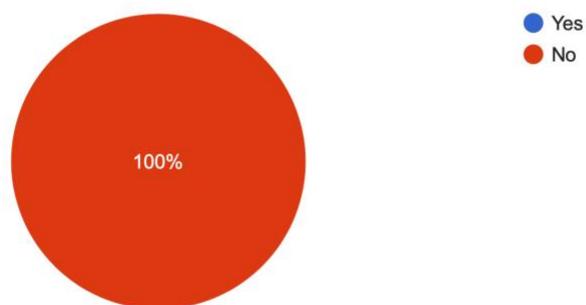
After you clicked the Sign Up button, did the app move to the 'Login' screen?

5 responses



If you answered No above, was there an message displayed?

1 response



If you answered Yes above, what was the message?

2 responses

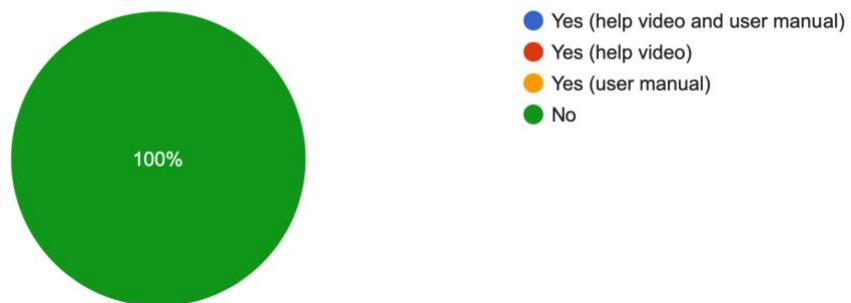
Welcome josh then welcome back next time

{error: false message} {User successfully created}

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Was assistance required to complete the task?

5 responses



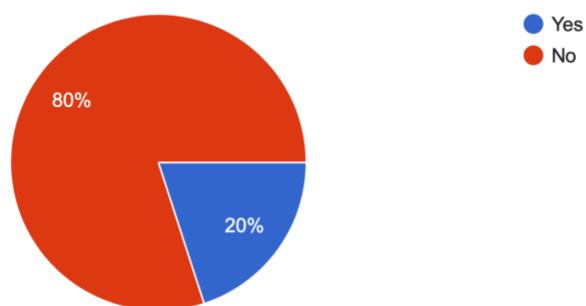
If assistance was used to complete the task, how useful was the assistance?

1 response

I did it

Were there any other issues completing the task that haven't been covered?

5 responses



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If there was an issue, please describe it below.

1 response

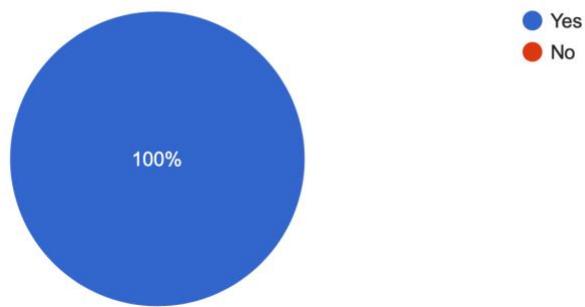
A message popped up after signup - couldn't see what it was but 'failed' was in the log. Credentials seemed to work fine on login tho.

### **Identified as an issue to test in 2nd round (above)**

As mentioned by the user, their login credentials did work. We updated the toast message that is displayed for the user when an account is created successfully, so it is clearer and less ambiguous. To be on the safe side we decided to test Create User again in the 2nd round.

Was the Create User interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Create User interface?

3 responses

Survey didn't work but then ben fixed it. Guy rules

Nothing was difficult to use nor understand.

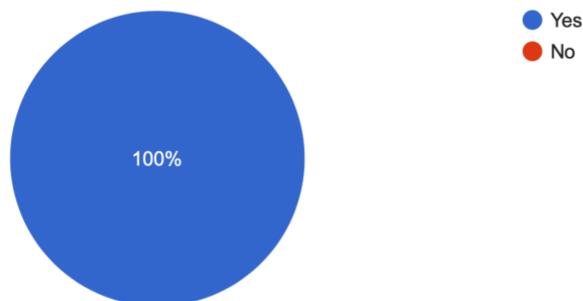
Seems good.

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Log In

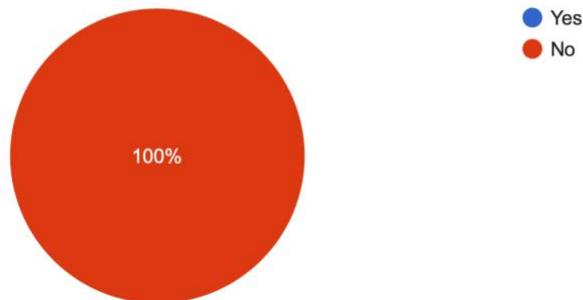
After you clicked the Log In button, did the app move to the 'Welcome Back' screen\*?

5 responses



If you answered No above, was there a message displayed?

1 response



If you answered Yes above, what was the message?

2 responses

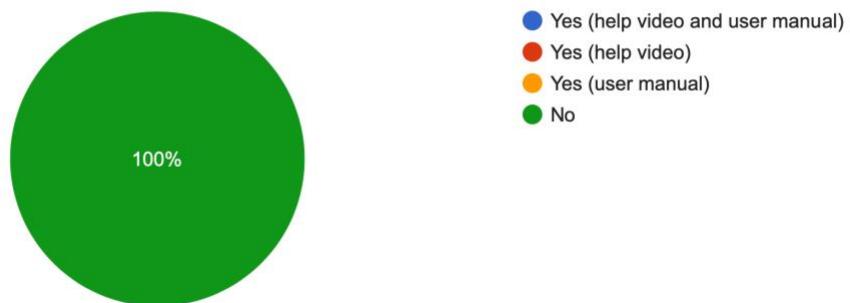
Welcome josh

'Welcome back Elias!'

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Was assistance required to complete the task?

5 responses



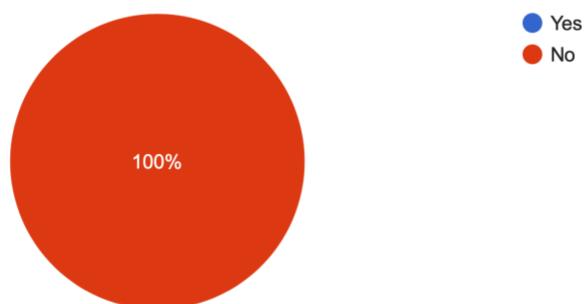
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

Were there any other issues completing the task that haven't been covered?

5 responses



If there was an issue, please describe it below.

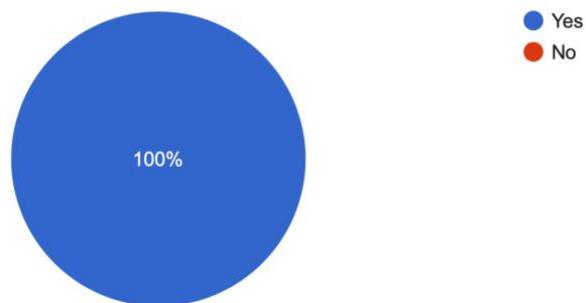
0 responses

No responses yet for this question.

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Was the 'Login' interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the 'Login' interface?

0 responses

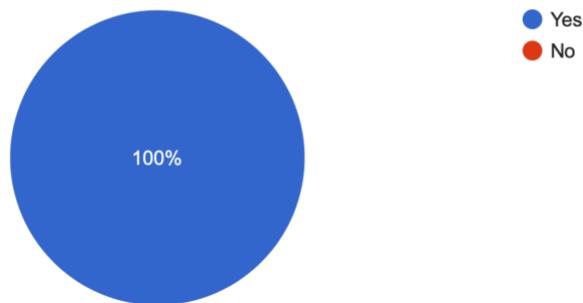
No responses yet for this question.

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Fill cart

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

5 responses



If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

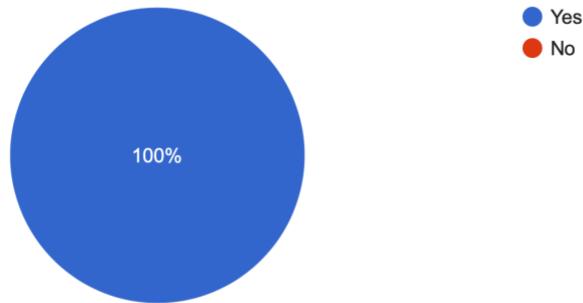
If you answered Yes above, what was the message?

1 response

'Please comment any other requests here', 'Would you like your item to be heated' (with box underneath to tick for Heated), 'Need Help?', option to select quantity, number of items in stick and then the 'Add to cart' button.

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

5 responses



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If you answered Yes above, what was the message?

1 response

'Item added to cart'

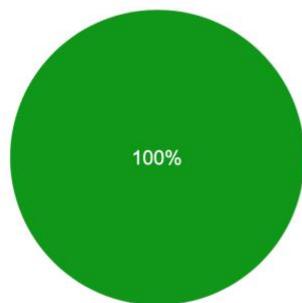
If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

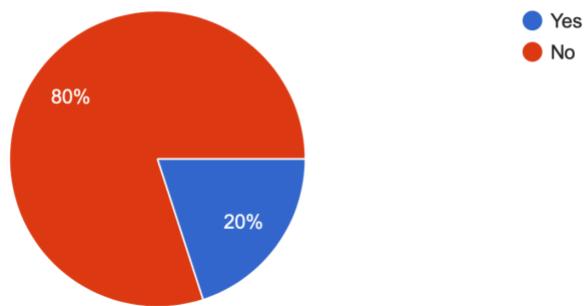
0 responses

No responses yet for this question.

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Were there any other issues completing the task that haven't been covered?

5 responses



If there was an issue, please describe it below.

1 response

After adding items to cart pressing back closes app

### **Analysis (above issue):**

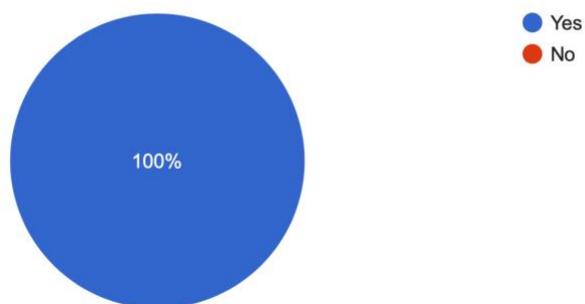
This was intentionally programmed into the app to override a back-press taking the user back to the 'Add to Cart' screen.

However, this is a usability issue and we have taken the testers feedback onboard and provided a fix. Pressing back now takes the user to the Home Menu screen.

Due to the nature of the issue and only one tester raising it, we did not identify this as "significant or critical" so did not specifically test this in the 2<sup>nd</sup> round.

Was the \*Cafe Menu easy to use and understand?

5 responses



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If anything, what was difficult to use and understand about the Cafe Menu interface?

1 response

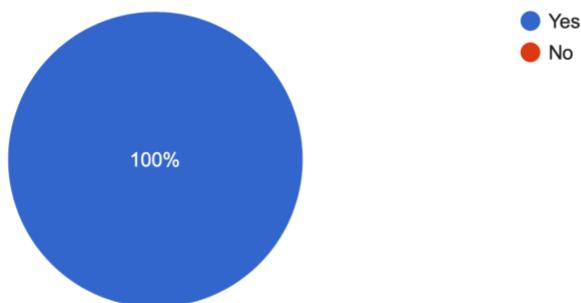
Alphabetical order of items would make finding items easier

### **Analysis (above issue):**

This was a good point raised by one of the testers. We have provided a fix by updating the 'getItems' method on the server to sort the items by name before returning the array. As this was only raised by one tester and is a fairly minor usability issue we did not class this as "significant or critical" and did not test for this in the 2<sup>nd</sup> round.

Was the \*Item Options interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Item Options interface?

2 responses

This survey was painful I blame benny

When going into the item options menu the section for any special requests is easy to miss, it doesn't sit where most information is normally filled out (in the white spaces) and is put where the menu bar would have been making it easy to ignore.

### **Analysis (above issue):**

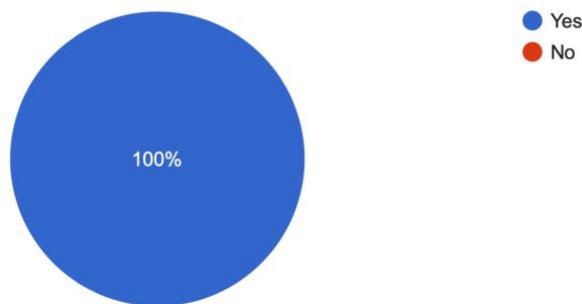
This was a reasonable point raised by one of the testers. We have provided a fix and have moved the special requests comment section from the top of the page to below the options and above the quantity button. Here it is more visible and addresses the testers feedback. Due to this being a fairly minor layout issue raised by only one tester we did not identify this as a "significant or critical" issue and did not specifically test it in the 2<sup>nd</sup> round.

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Book a delivery

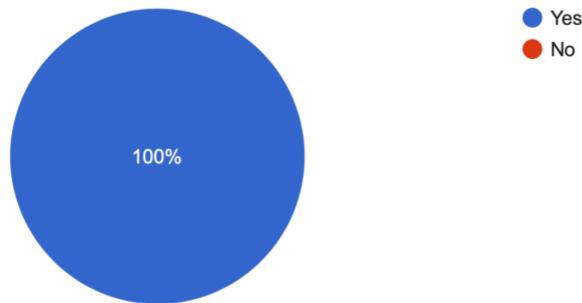
Is the Cart Total clearly visible on the Cart screen?

5 responses



When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*?

5 responses



If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

If you answered Yes above, what was the message?

2 responses

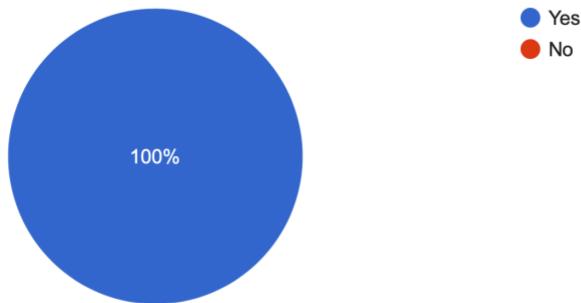
Payment I think.

'Pick up' and 'Delivery' options are presented.

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When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen\*?

5 responses



If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

If you answered Yes above, what was the message?

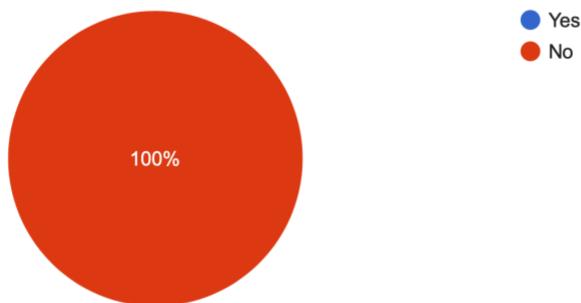
2 responses

Address payment screen

The screen displays a text box, allowing the user to enter their unit and street address. Below that, a postcode of 2795 and the city of Bathurst is displayed with a message beside it saying 'The cafe only delivers to the city of Bathurst 2795'. Below that there is a button to 'Proceed to payment' and that a 'Need help?' option below that.

Were there any difficulties inputting your delivery address?

5 responses



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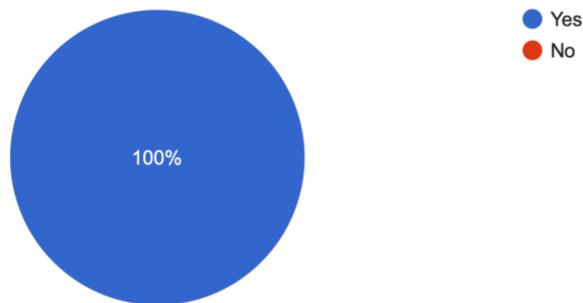
If you did have an issue inputting address, what was the specific issue?

0 responses

No responses yet for this question.

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen\*?

5 responses



If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

If you answered Yes above, what was the message?

2 responses

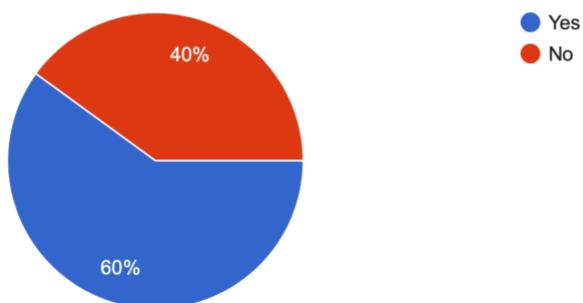
Payment details

A screen that allows you to enter credit card details (number, date, CVV, postcode, etc.) Below that is a button to 'Place Order'. Beside it presents the order total. And below those is the 'Need help?' option.

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When you press the Place Order button, does the app advance to the 'Order Confirmation' screen\*?

5 responses

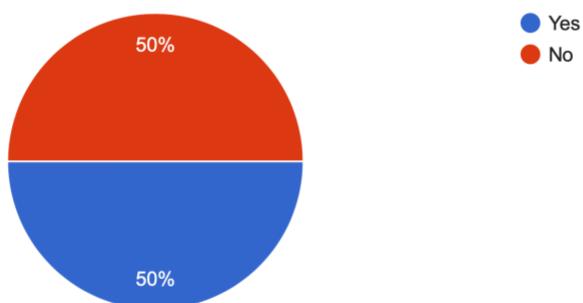
**Analysis (above):**

One of the above that answered 'No' misinterpreted the question and didn't realise they were actually on the order confirmation screen. Further down when asked for the message displayed, they respond: "Just came up with thank you for your order". Also confirmed the order was placed in the database.

The other 'No' response was legitimate, and we confirmed this user had a payment error. This was confirmed by checking the payment records in the Stripe dashboard.

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

2 responses



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If there was a message displayed, did it resemble one of the following?

3 responses



### **Identified as an issue to test in 2nd round (above):**

The legitimate failure while placing the order can be seen here where they responded "Confirmation failed (too quick to read.)". This was the payment error with Stripe.

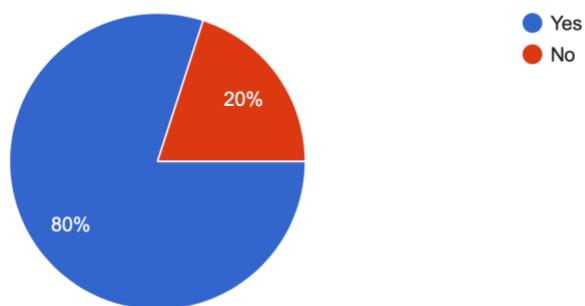
This can be confirmed in their individual response [here](#).

The user who misinterpreted the previous question and didn't realise they were on the Order Confirmation screen commented "Just came up with thank you for your order".

This can also be confirmed in their individual response [here](#).

Did you receive the "Your order is ready" notification when your order was ready?

5 responses



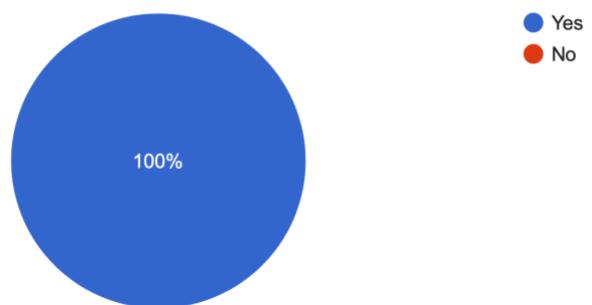
### **Analysis (above):**

The one tester who did not receive their notification is the tester who failed to place an order due to the Stripe payment error.

[Home](#)

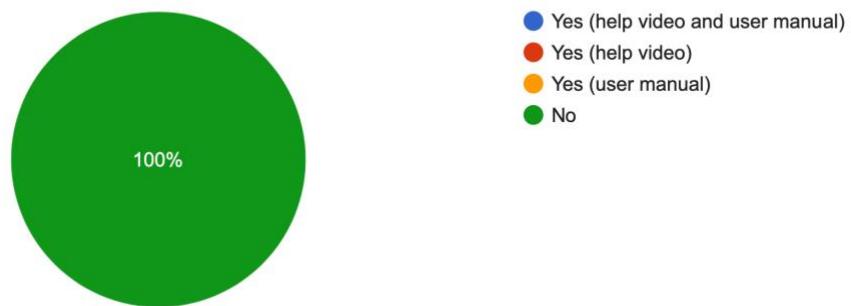
If you answered No above, had you closed the app after placing your order?

1 response



Was assistance required to complete the task?

5 responses



If assistance was used to complete the task, how useful was the assistance?

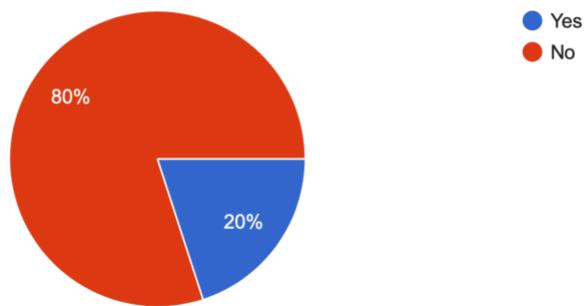
0 responses

No responses yet for this question.

[Home](#)

Were there any other issues completing the task that haven't been covered?

5 responses



If there was an issue, please describe it below.

1 response

I had to be in app to receive notification

**Analysis (above):**

The issue that the tester brought up is noted, but cannot be addressed due to a combination of time constraints and programmer difficulties with notifications.

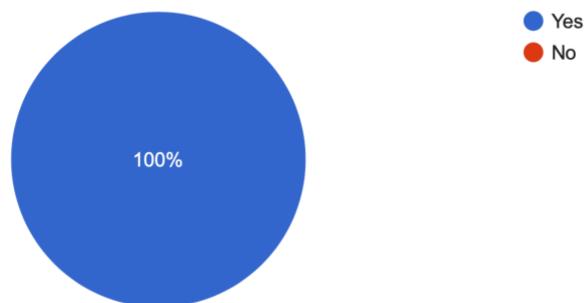
If you recall we had great difficulty with push notifications and getting them to work took weeks. The way we achieved this in the end was a workaround, where there is a timer that queries the database every 10 seconds to check whether the order is complete. Once the order is complete, this triggers the notification when the timer checks on its next iteration. Unfortunately, with this workaround the user cannot completely exit the app and still be notified like a regular push notification, as exiting the app kills the timer loop.

Given our current situation with our project running behind schedule we simply do not have enough time to try and implement push notifications again.

[Home](#)

Was the Delivery Address Input interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Delivery Address Input interface?

1 response

It only uses 1/4th of the screen. Make use of that empty space! (feels cluttered)

**Analysis (above):**

The above issue with the UI was noted. We did try and create the address input page so that the soft keyboard when opened would not obscure some of the input fields. However, we did still have some room to spare so we decided to take the feedback onboard and implement the change.

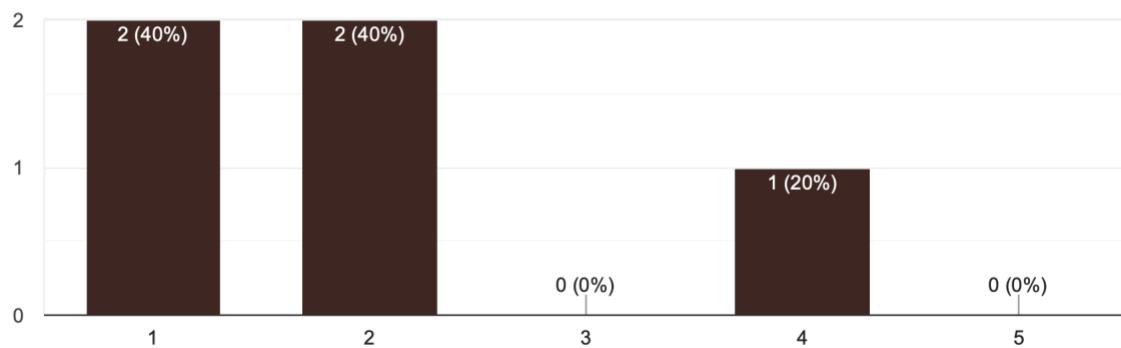
As this is only a minor UI issue raised by one tester, we did not deem it “significant or critical” and did not test this change in the 2<sup>nd</sup> round.

[Home](#)

## General questions

How easy was the app to use?

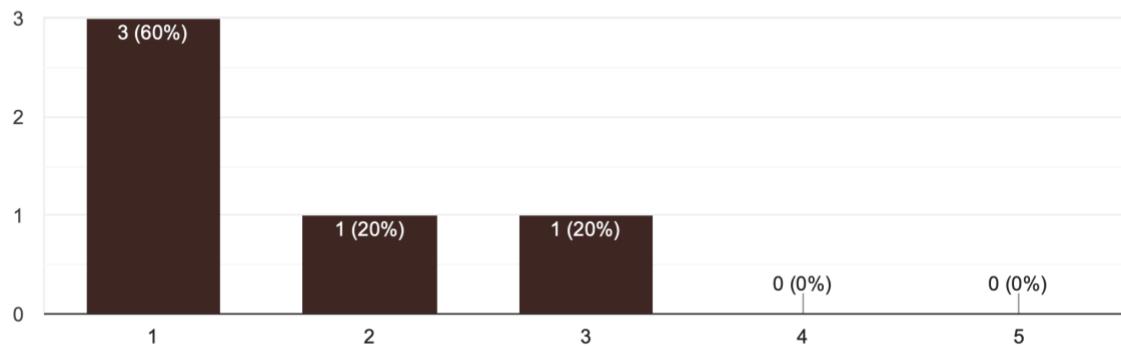
5 responses



**Scale:** 1 (Easy) – 5 (Hard)

How easy was the app to navigate?

5 responses

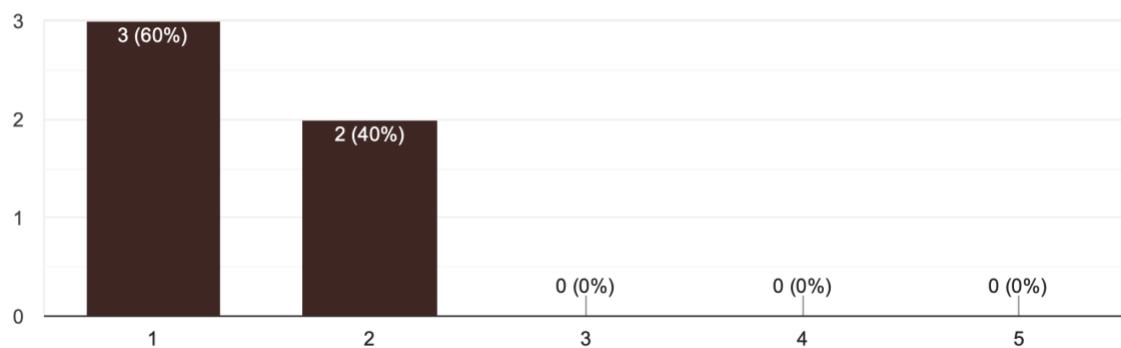


**Scale:** 1 (Easy) – 5 (Hard)

[Home](#)

How difficult were the tasks to complete?

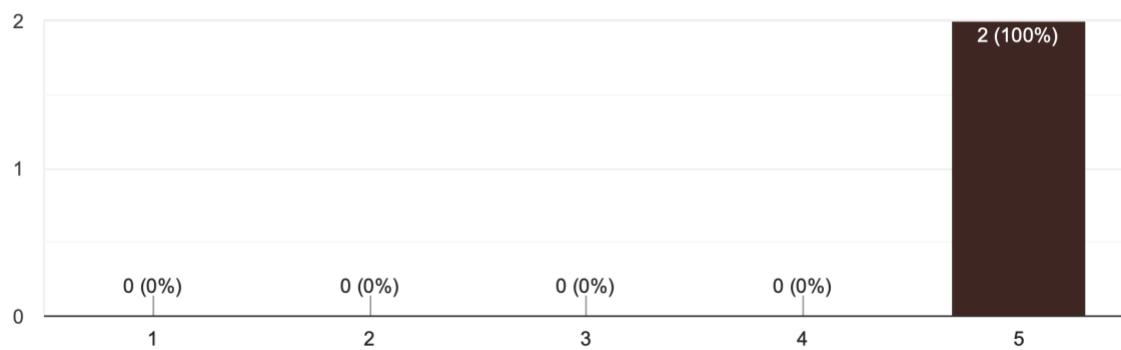
5 responses



**Scale:** 1 (Easy) – 5 (Hard)

If used, how useful was the user manual for completing tasks?

2 responses

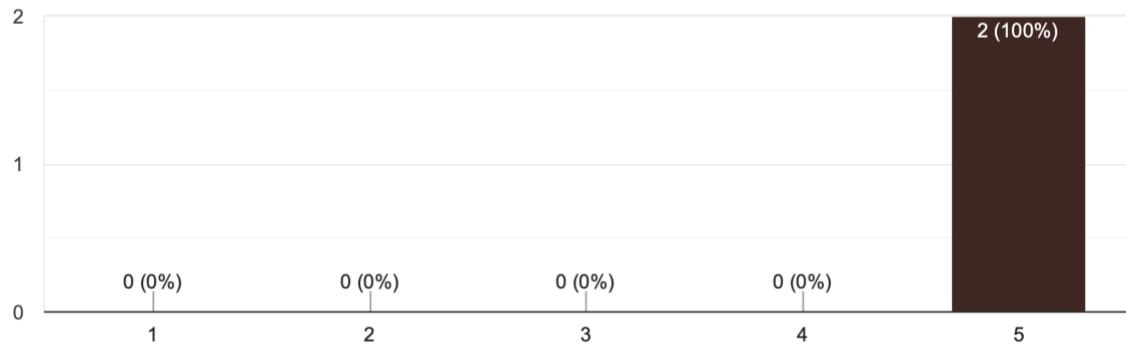


**Scale:** 1 (Useless) – 5 (Useful)

[Home](#)

If used, how useful was the help video for complete the tasks?

2 responses



**Scale:** 1 (Useless) – 5 (Useful)

## Additional Feedback

Do you have any other feedback concerning the Beverage Booker customer app?

5 responses

Nah

It may be slightly nitpicky, but perhaps an option for the user to edit the quantity of an item in the Cart page. I.e., they have ordered 4 of something, but wish to buy 2. Rather than emptying the cart and going back to the menu to order again, it may be more efficient and user-friendly to edit the quantity amount in the cart page.

Clean Aesthetics. Allergy section would be nice? As a standalone to "Please Comment any other requests here". Just so the customer doesn't feel like they have to input the same information over and over again.

no

Yes, signing out and then pressing back button forces you back into app as a null user.

**Analysis (above):****Response 2 (update quantity in cart):****Significant issue that will be tested 2<sup>nd</sup> round**

This is very reasonable feedback and something that we had hoped to implement in the app initially, but in the end didn't before IOCM as we were too pressed for time.

This has been implemented and will be tested in the 2<sup>nd</sup> round as we see it as a significant shortcoming of the functionality of the app.

**Response 3 (allergy input field):**

Reasonable feedback from the tester, however we felt that a better fix would be to provide more information to the customer so they could make more informed choices. To address the issue, we have now added additional information in the café menu for applicable items, where some are marked with the labels: gluten-free, dairy-free, vegan and contains nuts. We feel that this will be enough to address common allergies or requirements. If someone has serious dietary requirements beyond this, then they unfortunately may be better off visiting the café in person so they can confirm their needs can be met.

We did not see this as a "significant or critical" issue due to it being a suggestion placed by one tester, and going beyond what we have done to address this would be outside of scope. Because of this, we did not specifically test this change in the 2<sup>nd</sup> round.

**Response 5 (Sign out issue):****Critical issue that will be tested 2<sup>nd</sup> round**

This is a very critical issue that we are fortunate our beta tester found. We have implemented a fix and have tested it thoroughly. Because sign in and sign out are critical to the security of the app and the confidence of its users, we will be testing this issue in the 2<sup>nd</sup> round.

[Home](#)

## Response 1:

### Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

**What brand of device are you using? \***

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Google

**What model of device are you using? \***

For example: S8, OnePlus 5, Nova, X2, etc.

Pixel 2

**What version of Android does your device use? (Leave blank if unknown)**

For example: Oreo 8 - 8.1, Pie 9, Android 10

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## [Home](#)

### Create user

Create a user account in the app.

After you clicked the Sign Up button, did the app move to the 'Login' screen? \*

- Yes
- No

If you answered No above, was there an message displayed?

- Yes
- No

If you answered Yes above, what was the message?

Welcome josh then welcome back next time

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

I did it

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

If there was an issue, please describe it below.

---

Was the Create User interface easy to use and understand? \*

This is the interface seen when you have pressed the "Register here" text on the log in screen.

- Yes  
 No

If anything, what was difficult to use and understand about the Create User interface?

Survey didn't work but then ben fixed it. Guy rules

---

## [Home](#)

### Log In

Log in to your created account.

After you clicked the Log In button, did the app move to the 'Welcome Back' screen\*? \*

The landing page after Login where you are greeted with a welcome message

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

Welcome josh

Was assistance required to complete the task? \*

For example: user manual or help video.

Yes (help video and user manual)

Yes (help video)

Yes (user manual)

No

If assistance was used to complete the task, how useful was the assistance?

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

---

Was the 'Login' interface easy to use and understand? \*

The interface seen when you initially launch the app or the return screen from creating a user.

Yes

No

If anything, what was difficult to use and understand about the 'Login' interface?

---

## [Home](#)

### Fill cart

Selecting menu items and adding them to cart.

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

\*The screen where you can select options and quantity before adding to cart

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

\*The screen where you can browse the available items

Yes

No

If you answered Yes above, what was the message?

.....

[Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

**Was assistance required to complete the task? \***

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

---

Was the \*Cafe Menu easy to use and understand? \*

This is the interface where you can browse items offered by the cafe for sale.

Yes

No

If anything, what was difficult to use and understand about the Cafe Menu interface?

---

Was the \*Item Options interface easy to use and understand? \*

\*This is the interface where you can select options such as quantity of an item before adding it to cart.

Yes

No

If anything, what was difficult to use and understand about the Item Options interface?

This survey was painful I blame benny

---

## [Home](#)

### Book a delivery

Proceed to checkout and book a delivery order.

Note: As this is a test version of the app, please do not enter real credit card details. No charges will be applied as the payment system is set for a testing environment. However, special test credit card details are supplied for payment:

Test Credit Card:

Number: 4242 4242 4242 4242

Expiry: 12/22

CVC: 123

Postcode: 2000

Is the Cart Total clearly visible on the Cart screen?

Yes

No

When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*? \*

\*The screen where you choose if the order will be picked up or delivered

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

Payment I think.

## [Home](#)

When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen? \*

\*The screen where you enter your address details for delivery

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

Address payment screen

Were there any difficulties inputting your delivery address? \*

Yes

No

If you did have an issue inputting address, what was the specific issue?

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen? \*

\*The screen where you enter your payment details

Yes

No

## [Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

If you answered Yes above, what was the message?

Payment details .....

When you press the Place Order button, does the app advance to the 'Order Confirmation' screen\*? \*

\*The screen that is confirmation of your order with an estimated time of preparation

- Yes
- No

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

- Yes
- No

If there was a message displayed, did it resemble one of the following?

- 1. Delivery Failed
- 2. Stripe Payment Failed
- 3. Both 1 & 2
- Other: .....

## [Home](#)

Did you receive the "Your order is ready" notification when your order was ready? \*

- Yes  
 No

If you answered No above, had you closed the app after placing your order?

- Yes  
 No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)  
 Yes (help video)  
 Yes (user manual)  
 No

If assistance was used to complete the task, how useful was the assistance?

---

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

## [Home](#)

If there was an issue, please describe it below.

---

Was the Delivery Address Input interface easy to use and understand? \*

This is the interface seen once you have selected delivery after checking out from the cart.

Yes

No

If anything, what was difficult to use and understand about the Delivery Address Input interface?

---

## [Home](#)

### General questions

Questions about the app in general or as a whole.

How easy was the app to use? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Useful

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Useful

[Home](#)

**Additional Feedback**

This sections we would like any feedback that you did not get to answer specific questions for in the previous sections.

Do you have any other feedback concerning the Beverage Booker customer app? \*

Nah

*Submitted 10/10/2020, 15:48*

[Home](#)

## Response 2:

### Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? \*

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? \*

For example: S8, OnePlus 5, Nova, X2, etc.

S10e

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

10

[Home](#)

Create user

Create a user account in the app.

After you clicked the Sign Up button, did the app move to the 'Login' screen? \*

- Yes  
 No

If you answered No above, was there an message displayed?

- Yes  
 No

If you answered Yes above, what was the message?

{error: false message} {User successfully created}

## [Home](#)

**Was assistance required to complete the task? \***

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues completing the task that haven't been covered? \*

- Yes
- No

If there was an issue, please describe it below.

.....

**Was the Create User interface easy to use and understand? \***

This is the interface seen when you have pressed the "Register here" text on the log in screen.

- Yes
- No

If anything, what was difficult to use and understand about the Create User interface?

Nothing was difficult to use nor understand.

.....

## [Home](#)

### Log In

Log in to your created account.

After you clicked the Log In button, did the app move to the 'Welcome Back' screen? \*

The landing page after Login where you are greeted with a welcome message

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

'Welcome back Elias!'

Was assistance required to complete the task? \*

For example: user manual or help video.

Yes (help video and user manual)

Yes (help video)

Yes (user manual)

No

If assistance was used to complete the task, how useful was the assistance?

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

---

Was the 'Login' interface easy to use and understand? \*

The interface seen when you initially launch the app or the return screen from creating a user.

Yes

No

If anything, what was difficult to use and understand about the 'Login' interface?

---

## [Home](#)

### Fill cart

Selecting menu items and adding them to cart.

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

\*The screen where you can select options and quantity before adding to cart

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

'Please comment any other requests here', 'Would you like your item to be heated' (with box underneath to tick for Heated), 'Need Help?', option to select quantity, number of items in stick and then the 'Add to cart' button.

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

\*The screen where you can browse the available items

Yes

No

If you answered Yes above, what was the message?

'Item added to cart'

## [Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

If there was an issue, please describe it below.

---

Was the \*Cafe Menu easy to use and understand? \*

This is the interface where you can browse items offered by the cafe for sale.

- Yes  
 No

If anything, what was difficult to use and understand about the Cafe Menu interface?

---

Was the \*Item Options interface easy to use and understand? \*

\*This is the interface where you can select options such as quantity of an item before adding it to cart.

- Yes  
 No

If anything, what was difficult to use and understand about the Item Options interface?

---

## [Home](#)

### Book a delivery

Proceed to checkout and book a delivery order.

Note: As this is a test version of the app, please do not enter real credit card details. No charges will be applied as the payment system is set for a testing environment. However, special test credit card details are supplied for payment:

Test Credit Card:

Number: 4242 4242 4242 4242

Expiry: 12/22

CVC: 123

Postcode: 2000

Is the Cart Total clearly visible on the Cart screen?

Yes

No

When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*? \*

\*The screen where you choose if the order will be picked up or delivered

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

'Pick up' and 'Delivery' options are presented.

## [Home](#)

When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen? \*

\*The screen where you enter your address details for delivery

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

The screen displays a text box, allowing the user to enter their unit and street address. Below that, a postcode of 2795 and the city of Bathurst is displayed with a message beside it saying 'The cafe only delivers to the city of Bathurst 2795'. Below that there is a button to 'Proceed to payment' and that a 'Need help?' option below that.

## [Home](#)

Were there any difficulties inputting your delivery address? \*

- Yes  
 No

If you did have an issue inputting address, what was the specific issue?

.....

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen\*? \*

\*The screen where you enter your payment details

- Yes  
 No

If you answered No above, was there a message displayed?

- Yes  
 No

If you answered Yes above, what was the message?

A screen that allows you to enter credit card details (number, date, CVV, postcode, etc.) Below that is a button to 'Place Order'. Beside it presents the order total. And below those is the 'Need help?' option.

.....

## [Home](#)

When you press the Place Order button, does the app advance to the 'Order Confirmation' screen? \*

\*The screen that is confirmation of your order with an estimated time of preparation

- Yes  
 No

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

- Yes  
 No

If there was a message displayed, did it resemble one of the following?

1. Delivery Failed  
 2. Stripe Payment Failed  
 3. Both 1 & 2  
 Other: 'Thank you for your order, Elias. Your order will be ready in approximately 3 minutes'.

Did you receive the "Your order is ready" notification when your order was ready? \*

- Yes  
 No

If you answered No above, had you closed the app after placing your order?

- Yes  
 No

## [Home](#)

**Was assistance required to complete the task? \***

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues completing the task that haven't been covered? \*

- Yes
- No

If there was an issue, please describe it below.

.....

**Was the Delivery Address Input interface easy to use and understand? \***

This is the interface seen once you have selected delivery after checking out from the cart.

- Yes
- No

If anything, what was difficult to use and understand about the Delivery Address Input interface?

.....

## [Home](#)

### General questions

Questions about the app in general or as a whole.

How easy was the app to use? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Useful

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Useful

## Additional Feedback

This sections we would like any feedback that you did not get to answer specific questions for in the previous sections.

**Do you have any other feedback concerning the Beverage Booker customer app? \***

It may be slightly nitpicky, but perhaps an option for the user to edit the quantity of an item in the Cart page. I.e., they have ordered 4 of something, but wish to buy 2. Rather than emptying the cart and going back to the menu to order again, it may be more efficient and user-friendly to edit the quantity amount in the cart page.

*Submitted 10/10/2020, 15:54*

[Home](#)

## Response 3:

### Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? \*

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? \*

For example: S8, OnePlus 5, Nova, X2, etc.

S9

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

Android 10

## [Home](#)

### Create user

Create a user account in the app.

After you clicked the Sign Up button, did the app move to the 'Login' screen? \*

- Yes
- No

If you answered No above, was there an message displayed?

- Yes
- No

If you answered Yes above, what was the message?

.....

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

A message popped up after signup - couldn't see what it was but 'failed' was in the log. Credentials seemed to work fine on login tho.

Was the Create User interface easy to use and understand? \*

This is the interface seen when you have pressed the "Register here" text on the log in screen.

Yes

No

If anything, what was difficult to use and understand about the Create User interface?

Seems good.

## [Home](#)

### Log In

Log in to your created account.

After you clicked the Log In button, did the app move to the 'Welcome Back' screen? \*

The landing page after Login where you are greeted with a welcome message

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

Was assistance required to complete the task? \*

For example: user manual or help video.

Yes (help video and user manual)

Yes (help video)

Yes (user manual)

No

## [Home](#)

If assistance was used to complete the task, how useful was the assistance?

---

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

If there was an issue, please describe it below.

---

Was the 'Login' interface easy to use and understand? \*

The interface seen when you initially launch the app or the return screen from creating a user.

- Yes  
 No

If anything, what was difficult to use and understand about the 'Login' interface?

---

## [Home](#)

### Fill cart

Selecting menu items and adding them to cart.

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

\*The screen where you can select options and quantity before adding to cart

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

\*The screen where you can browse the available items

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues completing the task that haven't been covered? \*

- Yes
- No

If there was an issue, please describe it below.

.....

## [Home](#)

Was the \*Cafe Menu easy to use and understand? \*

This is the interface where you can browse items offered by the cafe for sale.

Yes

No

If anything, what was difficult to use and understand about the Cafe Menu interface?

---

Was the \*Item Options interface easy to use and understand? \*

\*This is the interface where you can select options such as quantity of an item before adding it to cart.

Yes

No

If anything, what was difficult to use and understand about the Item Options interface?

When going into the item options menu the section for any special requests is easy to miss, it doesn't sit where most information is normally filled out (in the white spaces) and is put where the menu bar would have been making it easy to ignore.

---

## [Home](#)

### Book a delivery

Proceed to checkout and book a delivery order.

Note: As this is a test version of the app, please do not enter real credit card details. No charges will be applied as the payment system is set for a testing environment. However, special test credit card details are supplied for payment:

Test Credit Card:

Number: 4242 4242 4242 4242

Expiry: 12/22

CVC: 123

Postcode: 2000

Is the Cart Total clearly visible on the Cart screen?

Yes

No

When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*? \*

\*The screen where you choose if the order will be picked up or delivered

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen? \*

\*The screen where you enter your address details for delivery

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

Were there any difficulties inputting your delivery address? \*

Yes

No

If you did have an issue inputting address, what was the specific issue?

.....

## [Home](#)

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen? \*

\*The screen where you enter your payment details

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Place Order button, does the app advance to the 'Order Confirmation' screen? \*

\*The screen that is confirmation of your order with an estimated time of preparation

Yes

No

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

Yes

No

## [Home](#)

If there was a message displayed, did it resemble one of the following?

- 1. Delivery Failed
- 2. Stripe Payment Failed
- 3. Both 1 & 2
- Other: Confirmation failed (too quick to read.)

Did you receive the "Your order is ready" notification when your order was ready? \*

- Yes
- No

If you answered No above, had you closed the app after placing your order?

- Yes
- No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

## [Home](#)

If assistance was used to complete the task, how useful was the assistance?

---

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

If there was an issue, please describe it below.

---

Was the Delivery Address Input interface easy to use and understand? \*

This is the interface seen once you have selected delivery after checking out from the cart.

- Yes  
 No

If anything, what was difficult to use and understand about the Delivery Address Input interface?

It only uses 1/4th of the screen. Make use of that empty space! (feels cluttered)

---

## [Home](#)

### General questions

Questions about the app in general or as a whole.

How easy was the app to use? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

## Additional Feedback

This sections we would like any feedback that you did not get to answer specific questions for in the previous sections.

Do you have any other feedback concerning the Beverage Booker customer app? \*

Clean Aesthetics. Allergy section would be nice? As a standalone to "Please Comment any other requests here". Just so the customer doesn't feel like they have to input the same information over and over again.

*Submitted 10/10/2020, 17:27*

[Home](#)

## Response 4:

### Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? \*

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? \*

For example: S8, OnePlus 5, Nova, X2, etc.

S8

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

9

[Home](#)

Create user

Create a user account in the app.

After you clicked the Sign Up button, did the app move to the 'Login' screen? \*

- Yes  
 No

If you answered No above, was there an message displayed?

- Yes  
 No

If you answered Yes above, what was the message?

.....

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)  
 Yes (help video)  
 Yes (user manual)  
 No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

---

Was the Create User interface easy to use and understand? \*

This is the interface seen when you have pressed the "Register here" text on the log in screen.

Yes

No

If anything, what was difficult to use and understand about the Create User interface?

---

## [Home](#)

### Log In

Log in to your created account.

After you clicked the Log In button, did the app move to the 'Welcome Back' screen? \*

The landing page after Login where you are greeted with a welcome message

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

Was assistance required to complete the task? \*

For example: user manual or help video.

Yes (help video and user manual)

Yes (help video)

Yes (user manual)

No

## [Home](#)

If assistance was used to complete the task, how useful was the assistance?

---

Were there any other issues completing the task that haven't been covered? \*

- Yes  
 No

If there was an issue, please describe it below.

---

Was the 'Login' interface easy to use and understand? \*

The interface seen when you initially launch the app or the return screen from creating a user.

- Yes  
 No

If anything, what was difficult to use and understand about the 'Login' interface?

---

## [Home](#)

### Fill cart

Selecting menu items and adding them to cart.

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

\*The screen where you can select options and quantity before adding to cart

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

\*The screen where you can browse the available items

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

**Was assistance required to complete the task? \***

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues completing the task that haven't been covered? \*

- Yes
- No

If there was an issue, please describe it below.

.....

## [Home](#)

Was the \*Cafe Menu easy to use and understand? \*

This is the interface where you can browse items offered by the cafe for sale.

Yes

No

If anything, what was difficult to use and understand about the Cafe Menu interface?

.....

Was the \*Item Options interface easy to use and understand? \*

\*This is the interface where you can select options such as quantity of an item before adding it to cart.

Yes

No

If anything, what was difficult to use and understand about the Item Options interface?

.....

## [Home](#)

### Book a delivery

Proceed to checkout and book a delivery order.

Note: As this is a test version of the app, please do not enter real credit card details. No charges will be applied as the payment system is set for a testing environment. However, special test credit card details are supplied for payment:

Test Credit Card:

Number: 4242 4242 4242 4242

Expiry: 12/22

CVC: 123

Postcode: 2000

Is the Cart Total clearly visible on the Cart screen?

Yes

No

When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*? \*

\*The screen where you choose if the order will be picked up or delivered

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen? \*

\*The screen where you enter your address details for delivery

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

Were there any difficulties inputting your delivery address? \*

Yes

No

If you did have an issue inputting address, what was the specific issue?

.....

## [Home](#)

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen? \*

\*The screen where you enter your payment details

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Place Order button, does the app advance to the 'Order Confirmation' screen? \*

\*The screen that is confirmation of your order with an estimated time of preparation

Yes

No

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

Yes

No

## [Home](#)

If there was a message displayed, did it resemble one of the following?

- 1. Delivery Failed
- 2. Stripe Payment Failed
- 3. Both 1 & 2
- Other: .....

Did you receive the "Your order is ready" notification when your order was ready? \*

- Yes
- No

If you answered No above, had you closed the app after placing your order?

- Yes
- No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

.....

Was the Delivery Address Input interface easy to use and understand? \*

This is the interface seen once you have selected delivery after checking out from the cart.

Yes

No

If anything, what was difficult to use and understand about the Delivery Address Input interface?

.....

## [Home](#)

### General questions

Questions about the app in general or as a whole.

How easy was the app to use? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? \*

1	2	3	4	5		
Easy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

[Home](#)

**Additional Feedback**

This sections we would like any feedback that you did not get to answer specific questions for in the previous sections.

Do you have any other feedback concerning the Beverage Booker customer app? \*

no

*Submitted 11/10/2020, 13:14*

[Home](#)

## Response 5:

### Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? \*

For example: Samsung, OnePlus, Huawei, Oppo, etc.

Samsung

What model of device are you using? \*

For example: S8, OnePlus 5, Nova, X2, etc.

Note 10 +

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

10

## [Home](#)

### Create user

Create a user account in the app.

After you clicked the Sign Up button, did the app move to the 'Login' screen? \*

- Yes
- No

If you answered No above, was there an message displayed?

- Yes
- No

If you answered Yes above, what was the message?

.....

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

.....

Was the Create User interface easy to use and understand? \*

This is the interface seen when you have pressed the "Register here" text on the log in screen.

Yes

No

If anything, what was difficult to use and understand about the Create User interface?

.....

## [Home](#)

### Log In

Log in to your created account.

After you clicked the Log In button, did the app move to the 'Welcome Back' screen? \*

The landing page after Login where you are greeted with a welcome message

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

Was assistance required to complete the task? \*

For example: user manual or help video.

Yes (help video and user manual)

Yes (help video)

Yes (user manual)

No

If assistance was used to complete the task, how useful was the assistance?

.....

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

.....

Was the 'Login' interface easy to use and understand? \*

The interface seen when you initially launch the app or the return screen from creating a user.

Yes

No

If anything, what was difficult to use and understand about the 'Login' interface?

.....

## [Home](#)

### Fill cart

Selecting menu items and adding them to cart.

When you press the Add To Cart button on a menu item, does the app advance to the 'Item Options' screen\*?

\*The screen where you can select options and quantity before adding to cart

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Add To Cart button on the 'Item Options' screen, does the app return to the cafe menu\*?

\*The screen where you can browse the available items

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

If you answered No above, was there a message displayed?

- Yes
- No

**Was assistance required to complete the task? \***

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

.....

Were there any other issues completing the task that haven't been covered? \*

- Yes
- No

If there was an issue, please describe it below.

After adding items to cart pressing back closes app

.....

## [Home](#)

**Was the \*Cafe Menu easy to use and understand? \***

This is the interface where you can browse items offered by the cafe for sale.

Yes

No

If anything, what was difficult to use and understand about the Cafe Menu interface?

Alphabetical order of items would make finding items easier.....

**Was the \*Item Options interface easy to use and understand? \***

\*This is the interface where you can select options such as quantity of an item before adding it to cart.

Yes

No

If anything, what was difficult to use and understand about the Item Options interface?

.....

## [Home](#)

### Book a delivery

Proceed to checkout and book a delivery order.

Note: As this is a test version of the app, please do not enter real credit card details. No charges will be applied as the payment system is set for a testing environment. However, special test credit card details are supplied for payment:

Test Credit Card:

Number: 4242 4242 4242 4242

Expiry: 12/22

CVC: 123

Postcode: 2000

Is the Cart Total clearly visible on the Cart screen?

Yes

No

When you press the Checkout button from the Cart screen, does the app advance to the 'Select Order Type' screen\*? \*

\*The screen where you choose if the order will be picked up or delivered

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

## [Home](#)

When you press the Delivery button, does the app advance to the 'Delivery Address Input' screen? \*

\*The screen where you enter your address details for delivery

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

Were there any difficulties inputting your delivery address? \*

Yes

No

If you did have an issue inputting address, what was the specific issue?

.....

## [Home](#)

When you press the Proceed To Payment button, does the app advance to the 'Payment' screen\*? \*

\*The screen where you enter your payment details

Yes

No

If you answered No above, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you press the Place Order button, does the app advance to the 'Order Confirmation' screen\*? \*

\*The screen that is confirmation of your order with an estimated time of preparation

Yes

No

If the app didn't move to the 'Order Confirmation' screen, was a message displayed?

Yes

No

## [Home](#)

If there was a message displayed, did it resemble one of the following?

- 1. Delivery Failed
- 2. Stripe Payment Failed
- 3. Both 1 & 2
- Other: Just came up with thank you for your order

Did you receive the "Your order is ready" notification when your order was ready? \*

- Yes
- No

If you answered No above, had you closed the app after placing your order?

- Yes
- No

Was assistance required to complete the task? \*

For example: user manual or help video.

- Yes (help video and user manual)
- Yes (help video)
- Yes (user manual)
- No

If assistance was used to complete the task, how useful was the assistance?

## [Home](#)

Were there any other issues completing the task that haven't been covered? \*

Yes

No

If there was an issue, please describe it below.

I had to be in app to receive notification

Was the Delivery Address Input interface easy to use and understand? \*

This is the interface seen once you have selected delivery after checking out from the cart.

Yes

No

If anything, what was difficult to use and understand about the Delivery Address Input interface?

## [Home](#)

### General questions

Questions about the app in general or as a whole.

How easy was the app to use? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How easy was the app to navigate? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? \*

1	2	3	4	5		
Easy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard

If used, how useful was the user manual for completing tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

If used, how useful was the help video for complete the tasks?

1	2	3	4	5		
Useless	<input type="radio"/>	Useful				

[Home](#)

**Additional Feedback**

This sections we would like any feedback that you did not get to answer specific questions for in the previous sections.

**Do you have any other feedback concerning the Beverage Booker customer app? \***

Yes, signing out and then pressing back button forces you back into app as a null user.

*Submitted 11/10/2020, 16:23*

[Home](#)

# ROUND 2

## Round 2 Analysis:

Section	Issue (from 1 <sup>st</sup> round)	Analysis/Overview
Create User (Register for an Account)	<p>"A message popped up after signup - couldn't see what it was but 'failed' was in the log. Credentials seemed to work fine on login tho."</p> <p><a href="#">Link to feedback</a></p>	<p>To address this issue from the first round we made the toast messages for creating a user clearer, and this round we got the testers to create an account again.</p> <p><u>Result:</u> All 5 testers reported positive feedback, as can be seen <a href="#">here</a>.</p>
Book Delivery (Stripe Payment Error)	<p>"If there was a message displayed, did it resemble one of the following?"</p> <ul style="list-style-type: none"><li>– Stripe payment error:</li></ul> <p><u>Response:</u> "Confirmation failed (too quick to read.) "</p> <p><a href="#">Link to feedback</a></p>	<p>To address the payment error issue, we made the payment error toast a custom dialog. This is a popup screen that isn't on a timer like a toast, so the user has time to read the whole message. The payment error message was also made clearer for the user.</p> <p><u>Result:</u> All 5 testers reported positive feedback, as can be seen <a href="#">here</a>.</p>
Edit Cart	<p>"Do you have any other feedback concerning the Beverage Booker customer app?"</p> <p><u>Response 2:</u> It may be slightly nitpicky, but perhaps an option for the user to edit the quantity of an item in the Cart page. I.e., they have ordered 4 of something, but wish to buy 2. Rather than emptying the cart and going back to the menu to order again, it may be more efficient and user-friendly to edit the quantity amount in the cart page.</p> <p><a href="#">Link to feedback</a></p>	<p>The ability to update the quantity of an item in cart was implemented to address this testers feedback.</p> <p><u>Result:</u> All 5 testers reported positive feedback, as can be seen <a href="#">here</a>.</p>

[Home](#)

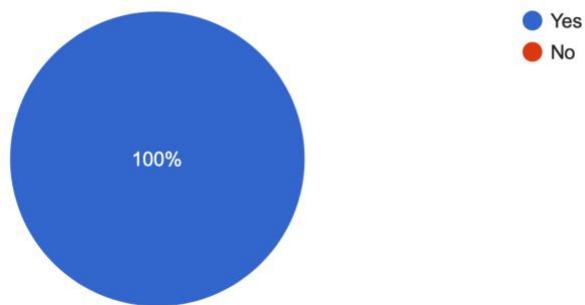
Sign Out Issue	<p>"Do you have any other feedback concerning the Beverage Booker customer app?"</p> <p><b><u>Response 5:</u></b> Yes, signing out and then pressing back button forces you back into app as a null user.</p> <p><a href="#"><u>Link to feedback</u></a></p>	<p>To address the issue with sign out, we implemented a simple fix that cleared the browsing history in the app. We also implemented a method so two back-presses on the Login screen will close the app.</p> <p><b><u>Result:</u></b> All 5 testers reported positive feedback, as can be seen <a href="#"><u>here</u></a>.</p>
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[Home](#)

## Round 2 Responses Summary:

Have you updated to the latest version?

5 responses



Note: The section below is only used if the user answered 'No' in the section above.

### Update the App

Could you update the app?

0 responses

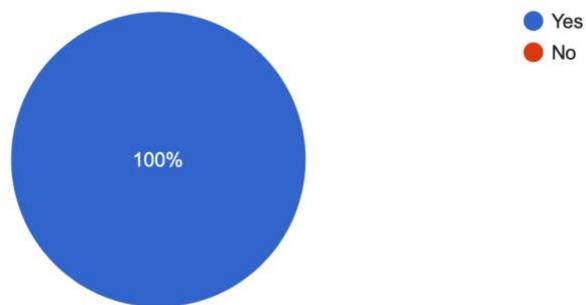
No responses yet for this question.

[Home](#)

Register for an Account

Were you able to register for an account? (You will see the screen below)

5 responses



Note: The section below is only used if the user answered 'No' in the section above.

Unable to register for account

Did an error message appear on the screen?

0 responses

No responses yet for this question.

If a message appeared, was it helpful and easy to understand what went wrong?

0 responses

No responses yet for this question.

Were you able to complete the task after using the help menu and/or troubleshooting guide?

0 responses

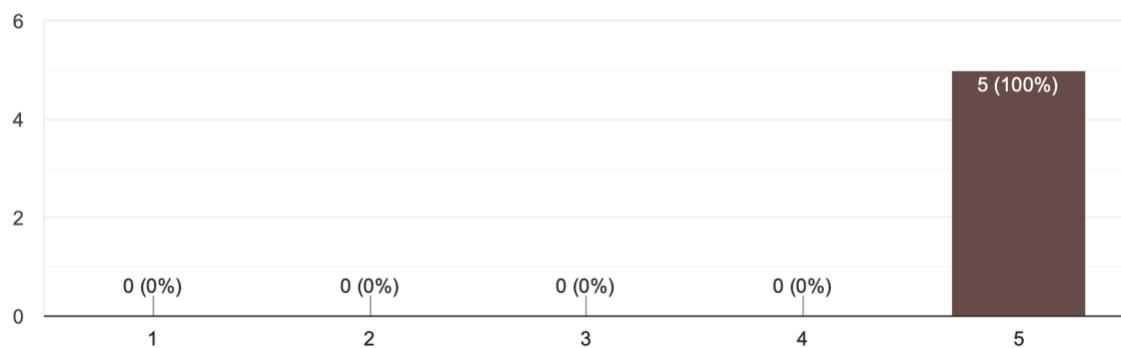
No responses yet for this question.

[Home](#)

Register for Account Successful

Was the message feedback easy to see/read?

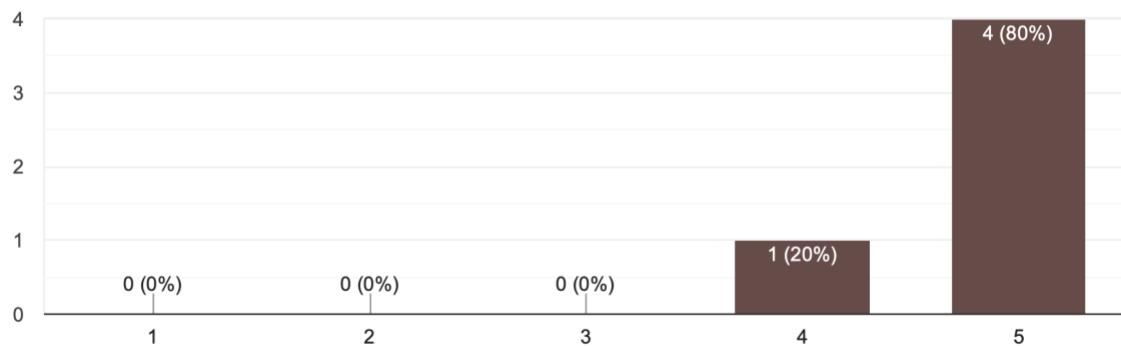
5 responses



**Scale:** 1 (Very Hard) – 5 (Very Easy)

Was the feedback message useful

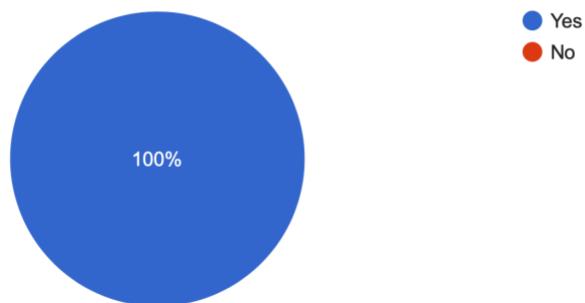
5 responses



**Scale:** 1 (Very Unhelpful) – 5 (Very Helpful)

[Home](#)

Would you consider this feedback message an appropriate fix for the previous version issue?  
5 responses



Are there any comments you wish to make

1 response

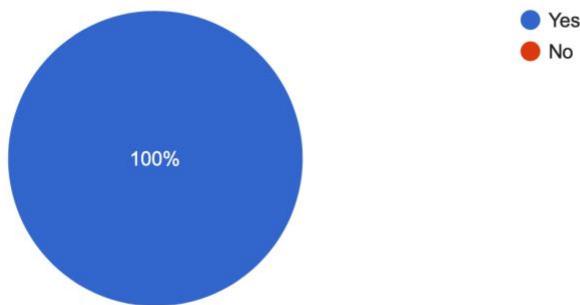
Nice clean layout

[Home](#)

## Edit Cart

Were you able to change the quantity of an item in your cart?

5 responses



Note: The section below is only used if the user answered 'No' in the section above.

## Unable to Edit Cart

Was assistance required to complete the task?

0 responses

No responses yet for this question.

If assistance was used how helpful was the provided assistance?

0 responses

No responses yet for this question.

After waiting a few minutes were you able to edit the cart?

0 responses

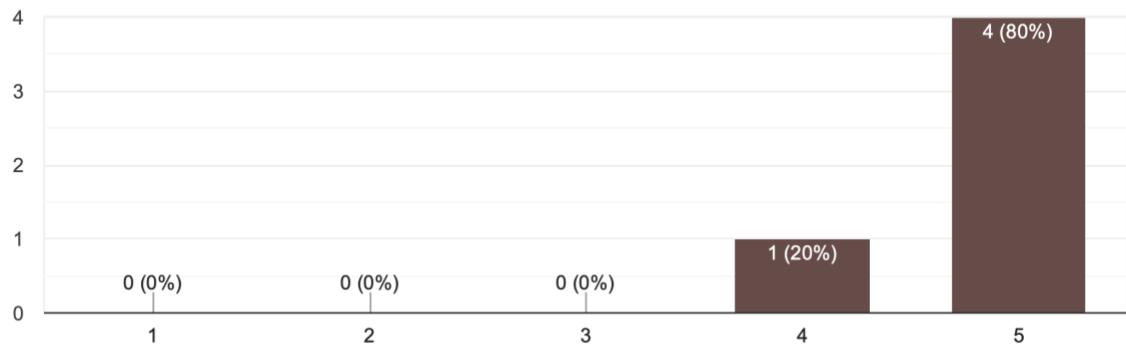
No responses yet for this question.

[Home](#)

### Edit Cart Successful

How easy was it to adjust the quantity of an item?

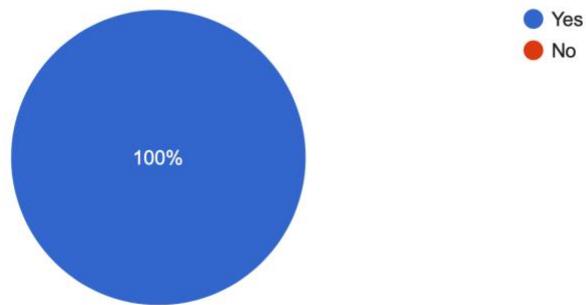
5 responses



**Scale:** 1 (Very Hard) – 5 (Very Easy)

Was the 'quantity updated' message displayed on screen useful?

5 responses



Are there any comments you want to make?

0 responses

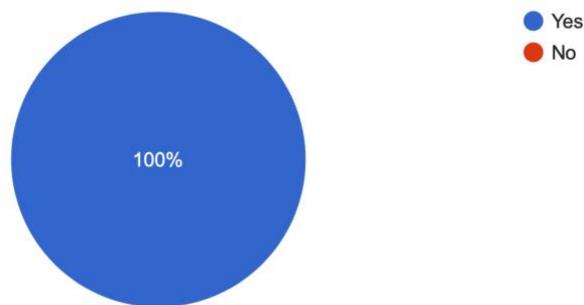
No responses yet for this question.

[Home](#)

Book Delivery

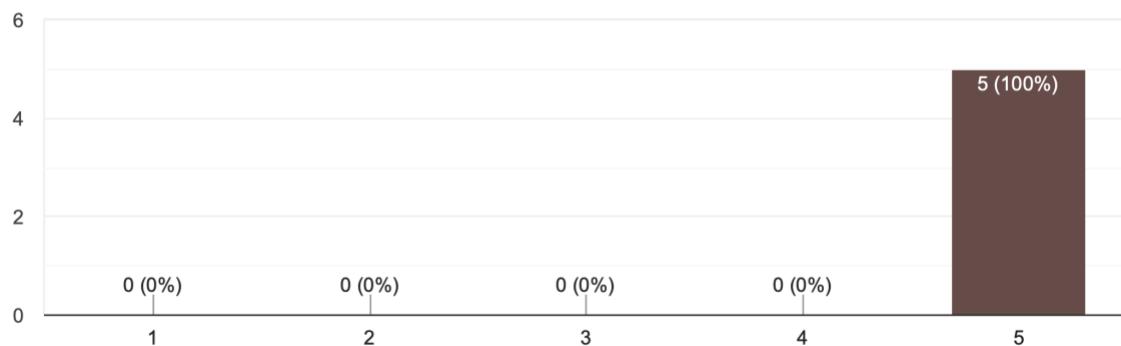
Was there an error message?

5 responses



If a message appeared, was it helpful and easy to understand what went wrong?

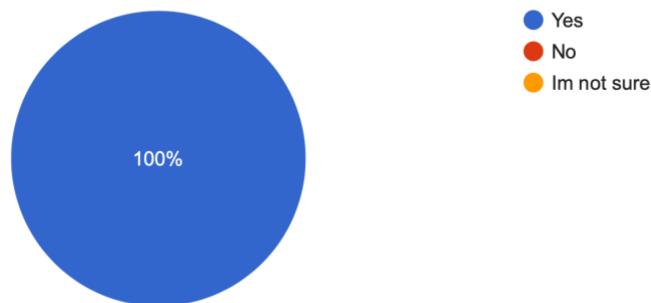
5 responses



**Scale:** 1 (Very Hard) – 5 (Very Easy)

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?

5 responses

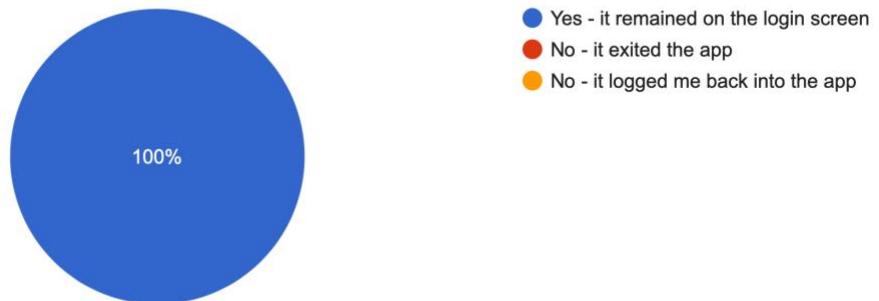


[Home](#)

[Sign Out](#)

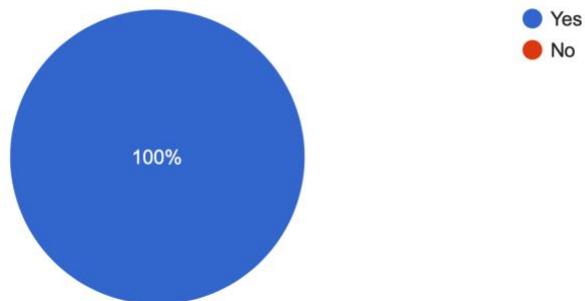
Did the app remain on the Login screen (pictured below) after pressing back ONCE?

5 responses



Would you consider the log out issue fixed?

5 responses



[Home](#)

## Response 1:

Responses cannot be edited

# Beverage Booker Customer Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed

1. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by opting-in again through this link:

<https://play.google.com/apps/internaltest/4699464644558161984>

\*Required

Have you updated to the latest version? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Update the App

Please use the following instruction link to update the app:

[https://support.google.com/googleplay/answer/113412?hl=en&ref\\_topic=1046717](https://support.google.com/googleplay/answer/113412?hl=en&ref_topic=1046717)

Could you update the app? \*

- Yes
- No

## [Home](#)

### Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) \*



Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? \*

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?

1                    2                    3                    4                    5

Very unhelpful                                    Very Helpful

Were you able to complete the task after using the help menu and/or troubleshooting guide? \*

- Yes
- No

[Home](#)

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback

Was the message feedback easy to see/read? \*

1      2      3      4      5

Very Hard

Very Easy

Was the feedback message useful \*

1      2      3      4      5

Very Unhelpful

Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? \*

Yes

No

Are there any comments you wish to make

.....

## [Home](#)

### Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? \*

- Yes
- No

If assistance was used how helpful was the provided assistance?

\*



After waiting a few minutes were you able to edit the cart? \*

- Yes
- No

[Home](#)

## Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? \*

1      2      3      4      5

Very Hard

Very Easy

Was the 'quantity updated' message displayed on screen useful? \*

Yes

No

Are there any comments you want to make?

.....

## [Home](#)

### Book Delivery

During the process of booking in delivery two suggestions were made.

1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery. (NOTE: please do not use a real credit card to pay)

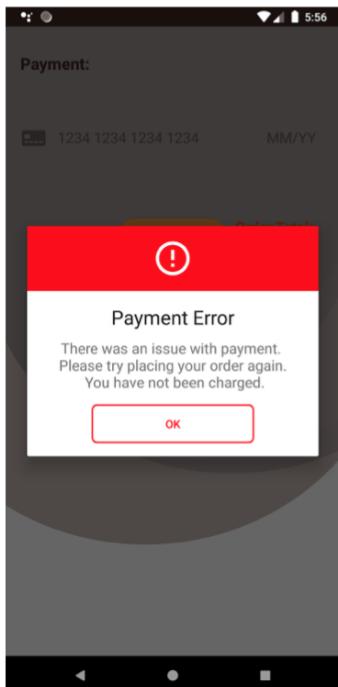
card number: 4000 0000 0000 0119

Expirey: 12/22

CVC:123

Postcode: 1234

Was there an error message? \*



Yes

No

## [Home](#)

If a message appeared, was it helpful and easy to understand what went wrong?

1

2

3

4

5

Very Hard

Very Easy

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?



Yes

No

Im not sure

## [Home](#)

### Sign Out

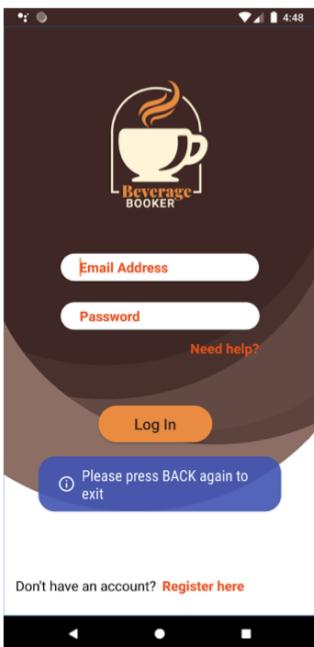
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

We have fixed the issue so please answer the following questions with that in mind.

Task:

Sign out of the app and then press the back button ONCE on the Login screen.

Did the app remain on the Login screen (pictured below) after pressing back ONCE?



Yes - it remained on the login screen

No - it exited the app

No - it logged me back into the app

Would you consider the log out issue fixed? \*

Yes

No

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact the developer

Something has gone very wrong. Please get in contact with the developer who has asked you to take part in this beta testing.

*Submitted 25/10/2020, 17:27*

[Home](#)

## Response 2:

Responses cannot be edited

### Beverage Booker Customer Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed

1. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by opting-in again through this link:

<https://play.google.com/apps/internaltest/4699464644558161984>

\*Required

Have you updated to the latest version? \*

Yes

No

## [Home](#)

Note: The section below is only used if the user answered 'No' in the section above.

### Update the App

Please use the following instruction link to update the app:

[https://support.google.com/googleplay/answer/113412?hl=en&ref\\_topic=1046717](https://support.google.com/googleplay/answer/113412?hl=en&ref_topic=1046717)

Could you update the app? \*

- Yes
- No

## [Home](#)

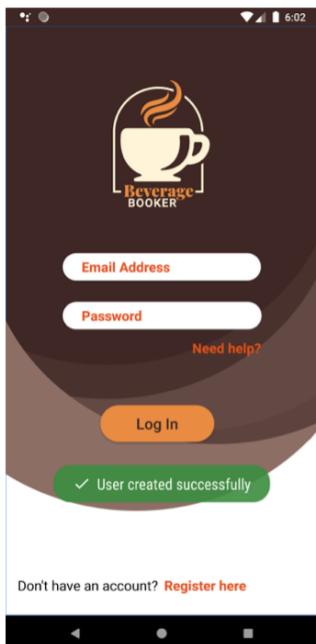
### Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) \*



Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? \*

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?



Were you able to complete the task after using the help menu and/or troubleshooting guide? \*

- Yes
- No

[Home](#)

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback

Was the message feedback easy to see/read? \*

1      2      3      4      5

Very Hard

Very Easy

Was the feedback message useful \*

1      2      3      4      5

Very Unhelpful

Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? \*

Yes

No

Are there any comments you wish to make

.....

## [Home](#)

### Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? \*

- Yes
- No

If assistance was used how helpful was the provided assistance?

\*



After waiting a few minutes were you able to edit the cart? \*

- Yes
- No

[Home](#)

## Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? \*

1      2      3      4      5

Very Hard

Very Easy

Was the 'quantity updated' message displayed on screen useful? \*

Yes

No

Are there any comments you want to make?

.....

## [Home](#)

### Book Delivery

During the process of booking in delivery two suggestions were made.

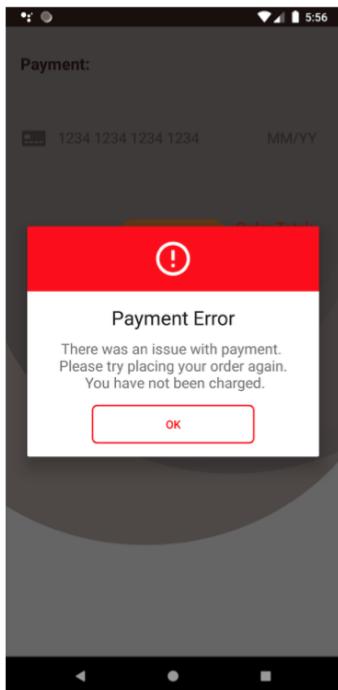
1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery. (NOTE: please do not use a real credit card to pay)

card number: 4000 0000 0000 0119  
Expiry: 12/22  
CVC:123  
Postcode: 1234

Was there an error message? \*



Yes

No

If a message appeared, was it helpful and easy to understand what went wrong?

1      2      3      4      5

Very Hard

                Very Easy

## [Home](#)

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?



- Yes
- No
- I'm not sure

## [Home](#)

### Sign Out

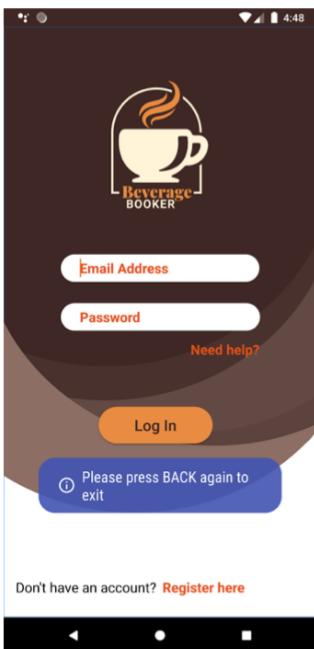
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

We have fixed the issue so please answer the following questions with that in mind.

Task:

Sign out of the app and then press the back button ONCE on the Login screen.

Did the app remain on the Login screen (pictured below) after pressing back ONCE?



Yes - it remained on the login screen

No - it exited the app

No - it logged me back into the app

Would you consider the log out issue fixed? \*

Yes

No

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact the developer

Something has gone very wrong. Please get in contact with the developer who has asked you to take part in this beta testing.

*Submitted 25/10/2020, 17:48*

[Home](#)

## Response 3:

Responses cannot be edited

### Beverage Booker Customer Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed

1. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by opting-in again through this link:

<https://play.google.com/apps/internaltest/4699464644558161984>

\*Required

Have you updated to the latest version? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Update the App

Please use the following instruction link to update the app:

[https://support.google.com/googleplay/answer/113412?hl=en&ref\\_topic=1046717](https://support.google.com/googleplay/answer/113412?hl=en&ref_topic=1046717)

Could you update the app? \*

- Yes
- No

## [Home](#)

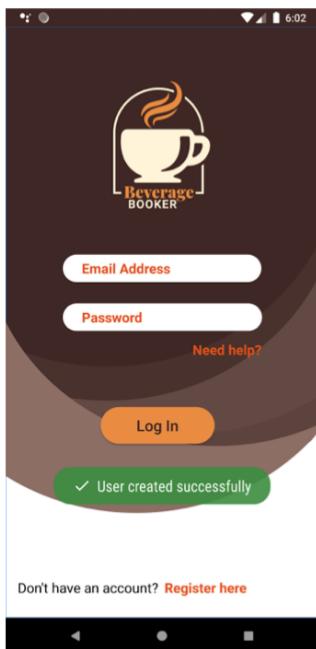
### Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) \*



Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? \*

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?



Were you able to complete the task after using the help menu and/or troubleshooting guide? \*

- Yes
- No

[Home](#)

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback

Was the message feedback easy to see/read? \*

1      2      3      4      5

Very Hard

Very Easy

Was the feedback message useful \*

1      2      3      4      5

Very Unhelpful

Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? \*

Yes

No

Are there any comments you wish to make

.....

## [Home](#)

### Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? \*

- Yes
- No

If assistance was used how helpful was the provided assistance?

\*



After waiting a few minutes were you able to edit the cart? \*

- Yes
- No

[Home](#)

## Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? \*

1      2      3      4      5

Very Hard

Very Easy

Was the 'quantity updated' message displayed on screen useful? \*

Yes

No

Are there any comments you want to make?

.....

## [Home](#)

### Book Delivery

During the process of booking in delivery two suggestions were made.

1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery. (NOTE: please do not use a real credit card to pay)

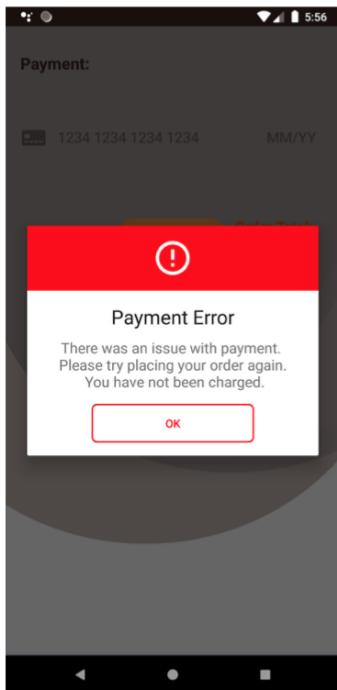
card number: 4000 0000 0000 0119

Expiry: 12/22

CVC:123

Postcode: 1234

Was there an error message? \*



Yes

No

## [Home](#)

If a message appeared, was it helpful and easy to understand what went wrong?

1

2

3

4

5

Very Hard

Very Easy

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?



Yes

No

I'm not sure

## [Home](#)

### Sign Out

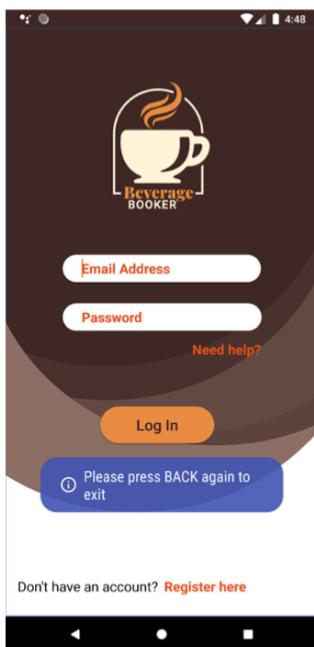
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

We have fixed the issue so please answer the following questions with that in mind.

Task:

Sign out of the app and then press the back button ONCE on the Login screen.

Did the app remain on the Login screen (pictured below) after pressing back ONCE?



Yes - it remained on the login screen

No - it exited the app

No - it logged me back into the app

Would you consider the log out issue fixed? \*

Yes

No

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact the developer

Something has gone very wrong. Please get in contact with the developer who has asked you to take part in this beta testing.

*Submitted 25/10/2020, 17:53*

[Home](#)

## Response 4:

Responses cannot be edited

### Beverage Booker Customer Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed

1. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by opting-in again through this link:

<https://play.google.com/apps/internaltest/4699464644558161984>

\*Required

Have you updated to the latest version? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Update the App

Please use the following instruction link to update the app:

[https://support.google.com/googleplay/answer/113412?hl=en&ref\\_topic=1046717](https://support.google.com/googleplay/answer/113412?hl=en&ref_topic=1046717)

Could you update the app? \*

- Yes
- No

## [Home](#)

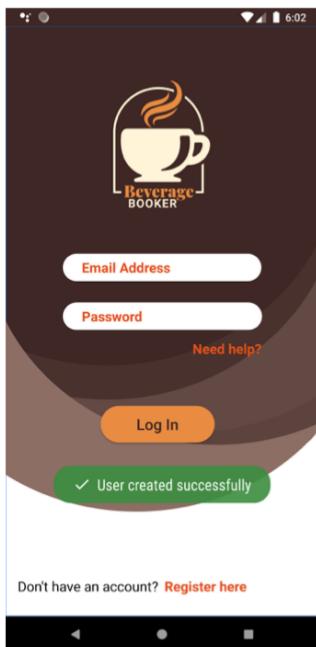
### Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) \*



Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? \*

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?



Were you able to complete the task after using the help menu and/or troubleshooting guide? \*

- Yes
- No

[Home](#)

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback

Was the message feedback easy to see/read? \*

1      2      3      4      5

Very Hard

Very Easy

Was the feedback message useful \*

1      2      3      4      5

Very Unhelpful

Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? \*

Yes

No

Are there any comments you wish to make

.....

## [Home](#)

### Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? \*

- Yes
- No

If assistance was used how helpful was the provided assistance?

\*



After waiting a few minutes were you able to edit the cart? \*

- Yes
- No

[Home](#)

## Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? \*

1      2      3      4      5

Very Hard

Very Easy

Was the 'quantity updated' message displayed on screen useful? \*

Yes

No

Are there any comments you want to make?

.....

## [Home](#)

### Book Delivery

During the process of booking in delivery two suggestions were made.

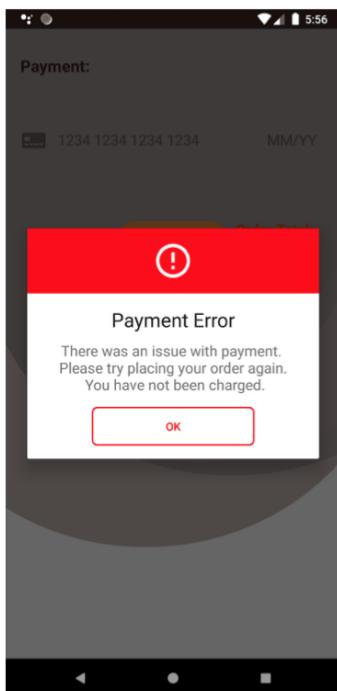
1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery. (NOTE: please do not use a real credit card to pay)

card number: 4000 0000 0000 0119  
Expiry: 12/22  
CVC:123  
Postcode: 1234

Was there an error message? \*



Yes

No

If a message appeared, was it helpful and easy to understand what went wrong?

1      2      3      4      5

Very Hard

Very Easy

## Home

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?



- Yes
- No
- I'm not sure

## [Home](#)

### Sign Out

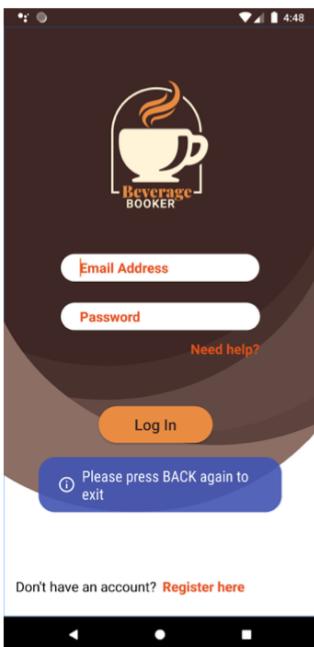
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

We have fixed the issue so please answer the following questions with that in mind.

Task:

Sign out of the app and then press the back button ONCE on the Login screen.

Did the app remain on the Login screen (pictured below) after pressing back ONCE?



Yes - it remained on the login screen

No - it exited the app

No - it logged me back into the app

Would you consider the log out issue fixed? \*

Yes

No

[Home](#)

Note: The user is only directed to this message if they did have an issue e.g. updating the app to the latest version

Contact the developer

Something has gone very wrong. Please get in contact with the developer who has asked you to take part in this beta testing.

*Submitted 25/10/2020, 19:54*

[Home](#)

## Response 5:

Responses cannot be edited

### Beverage Booker Customer Survey- 2nd Round

The intention of this survey is to gather information based on the adjustments made from the feedback we received in the first round of testing.

To get started please go to the play store and update the app.

If at any point you do not understand or cannot complete the task, please refer to the built in help menu or the troubleshooting guide to help understand and complete the task.

For this survey the term 'feedback message' refers to the message that pops up on the screen when you press a button, such as login.

Adjustments to be reviewed

1. Register for account
2. Change the quantity of an item in the cart
3. Book Delivery
4. Sign out

Before commencing the survey please get the latest update for the app from Google Play. If you have uninstalled the app, it can be re-installed by opting-in again through this link:

<https://play.google.com/apps/internaltest/4699464644558161984>

\*Required

Have you updated to the latest version? \*

Yes

No

## [Home](#)

Note: The section below is only used if the user answered 'No' in the section above.

### Update the App

Please use the following instruction link to update the app:

[https://support.google.com/googleplay/answer/113412?hl=en&ref\\_topic=1046717](https://support.google.com/googleplay/answer/113412?hl=en&ref_topic=1046717)

Could you update the app? \*

- Yes
- No

## [Home](#)

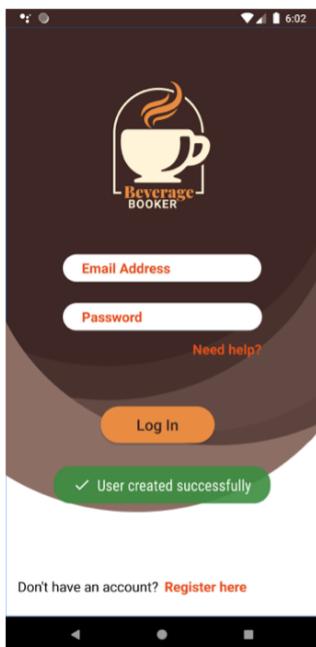
### Register for an Account

Previous accounts used in the first round of testing have been deleted. Could you please register for a new account for this first section.

A better feedback message when registering for an account, has been added to help provided a better understanding of the app progress.

The previous message was identified as confusing but also very quick to disappear making it unuseful.

Were you able to register for an account? (You will see the screen below) \*



Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to register for account

If you are unable to register for an account answer the questions below and then please see the help menu or troubleshooting guide before attempting to register again.

Did an error message appear on the screen? \*

- Yes
- No
- Yes (did not see what it was)

If a message appeared, was it helpful and easy to understand what went wrong?



Were you able to complete the task after using the help menu and/or troubleshooting guide? \*

- Yes
- No

[Home](#)

Register for Account Successful

Answer the following questions in context of the changes made to the message feedback

Was the message feedback easy to see/read? \*

1      2      3      4      5

Very Hard

Very Easy

Was the feedback message useful \*

1      2      3      4      5

Very Unhelpful

Very Helpful

Would you consider this feedback message an appropriate fix for the previous version issue? \*

Yes

No

Are there any comments you wish to make

Nice clean layout

## [Home](#)

### Edit Cart

The ability to adjust the quantity of an item from within the cart was brought up as a possible enhancement to the app. We have added that functionality to the cart.

Please select an item and add it to cart. You can add as many items as you like.

Now please go to your cart and change the quantity for one of the items.

If you have difficulty completing this task, please follow the instructions found in the Customer Troubleshooting Guide.

Were you able to change the quantity of an item in your cart? \*

Yes

No

## [Home](#)

**Note:** The section below is only used if the user answered 'No' in the section above.

### Unable to Edit Cart

If you were unable to edit the cart please view the troubleshooting guide first.

Was assistance required to complete the task? \*

- Yes
- No

If assistance was used how helpful was the provided assistance?

\*



After waiting a few minutes were you able to edit the cart? \*

- Yes
- No

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## Edit Cart Successful

Answer the following questions based on the adjustments made to the carts ability to update quantity

How easy was it to adjust the quantity of an item? \*

1      2      3      4      5

Very Hard

Very Easy

Was the 'quantity updated' message displayed on screen useful? \*

Yes

No

Are there any comments you want to make?

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## [Home](#)

### Book Delivery

During the process of booking in delivery two suggestions were made.

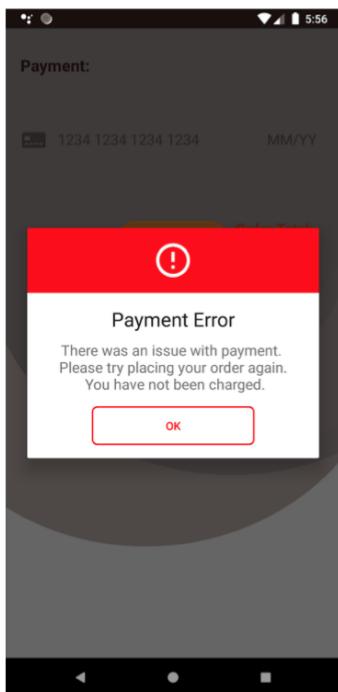
1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

The following details are meant to fail, we are specifically testing for error messages.

Use the following details to checkout and select delivery. (NOTE: please do not use a real credit card to pay)

card number: 4000 0000 0000 0119  
Expiry: 12/22  
CVC:123  
Postcode: 1234

Was there an error message? \*



Yes

No

If a message appeared, was it helpful and easy to understand what went wrong?

1      2      3      4      5

Very Hard

                Very Easy

## [Home](#)

After clicking "OK" on the error message did it take you back to the home screen (pictured below)?



- Yes
- No
- I'm not sure

## [Home](#)

### Sign Out

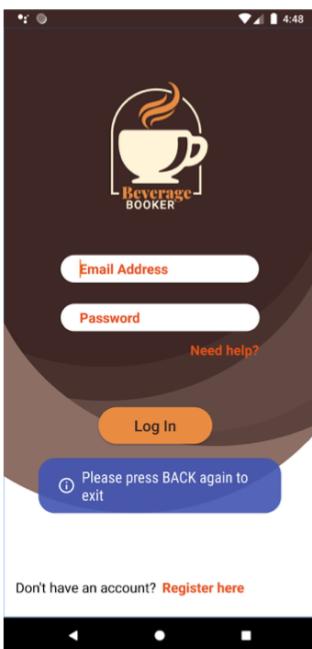
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

We have fixed the issue so please answer the following questions with that in mind.

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No - it exited the app

No - it logged me back into the app

Would you consider the log out issue fixed? \*

Yes

No

[Home](#)

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Contact the developer

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*Submitted 25/10/2020, 20:37*