

BEVERAGE BOOKER

Customer App - Beta Testing Responses

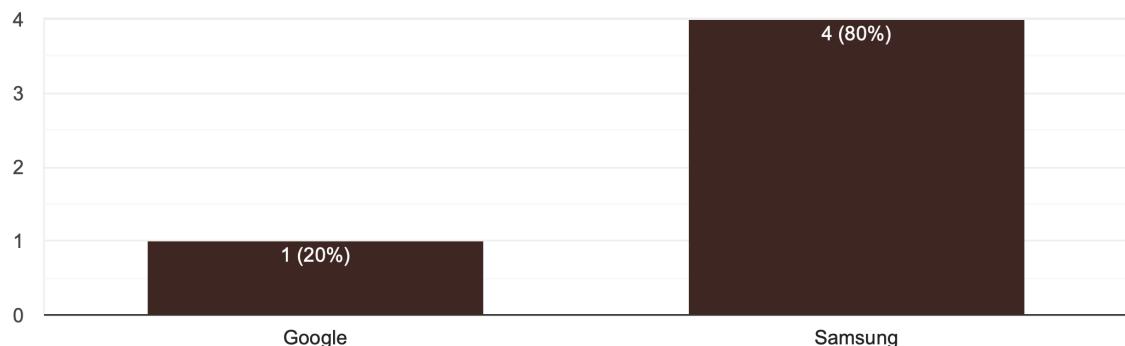
Table of Contents:

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

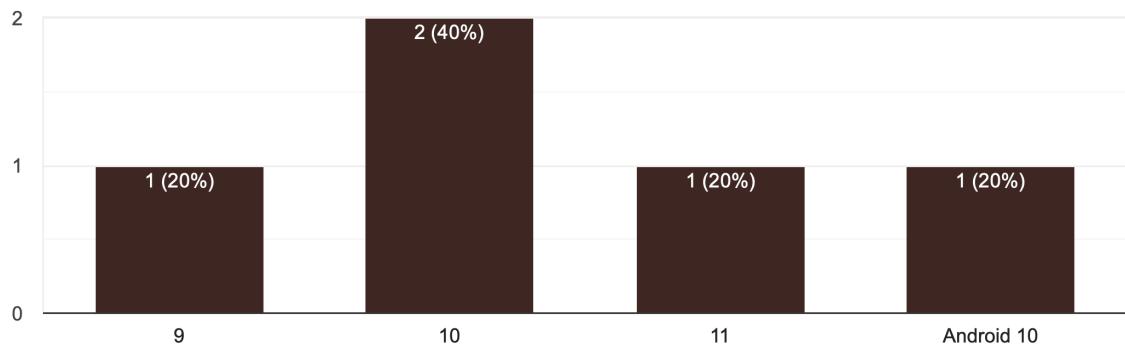
S9

S8

Note 10 +

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

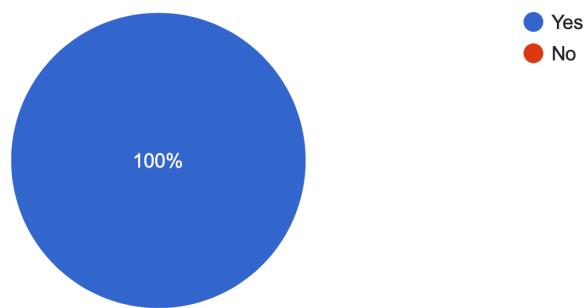
5 responses



Create User:

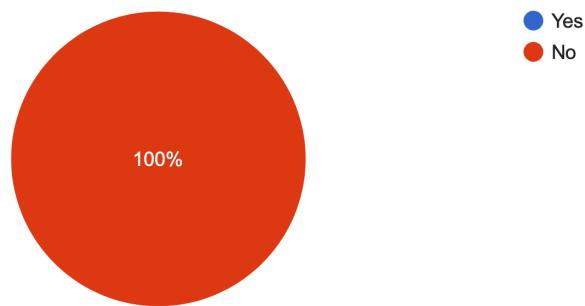
After you clicked the Sign Up button, did the app move to the 'Login' screen?

5 responses



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

1 response



If you answered Yes above, what was the message?

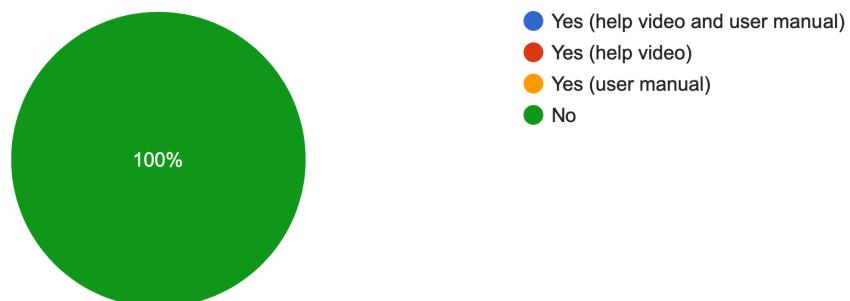
2 responses

Welcome josh then welcome back next time

{error: false message} {User successfully created}

Was assistance required to complete the task?

5 responses



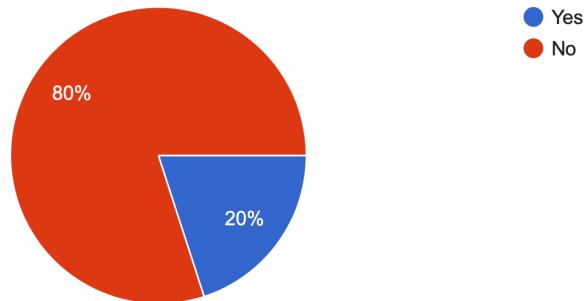
If assistance was used to complete the task, how useful was the assistance?

1 response

I did it

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

5 responses



If there was an issue, please describe it below.

1 response

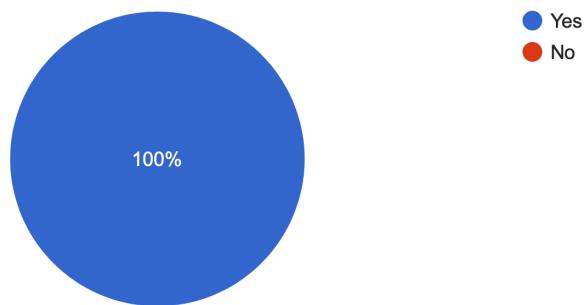
A message popped up after signup - couldn't see what it was but 'failed' was in the log. Credentials seemed to work fine on login tho.

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

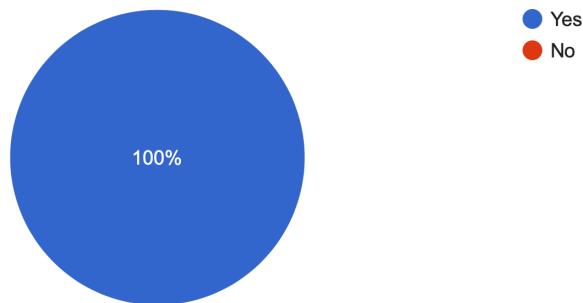
Nothing was difficult to use nor understand.

Seems good.

Login:

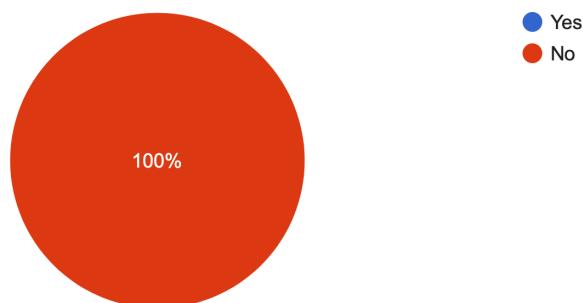
After you clicked the Log In button, did the app move to the 'Welcome Back' screen*?

5 responses



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

1 response



If you answered Yes above, what was the message?

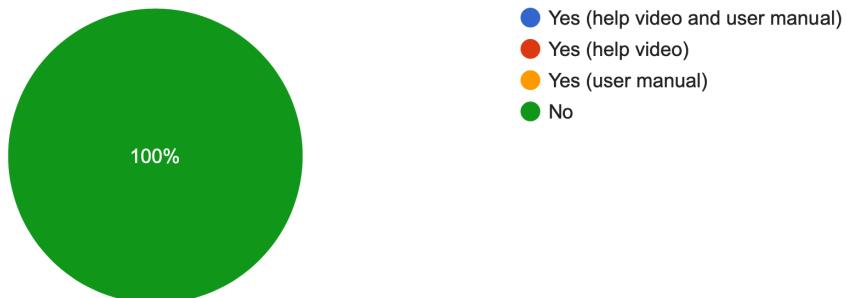
2 responses

Welcome josh

'Welcome back Elias!'

Was assistance required to complete the task?

5 responses



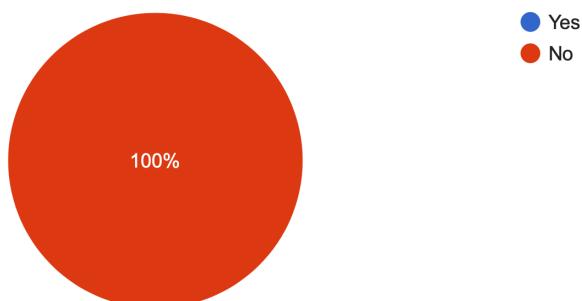
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



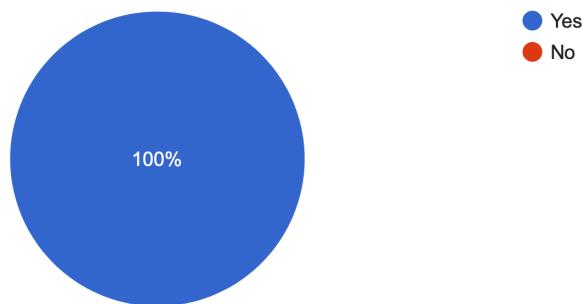
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

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

5 responses



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

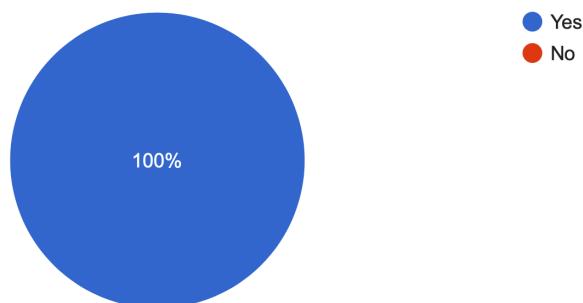
0 responses

No responses yet for this question.

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.

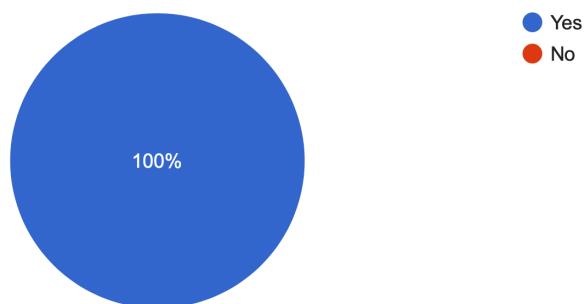
If you answered Yes above, what was the message?

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



If you answered Yes above, what was the message?

1 response

'Item added to cart'

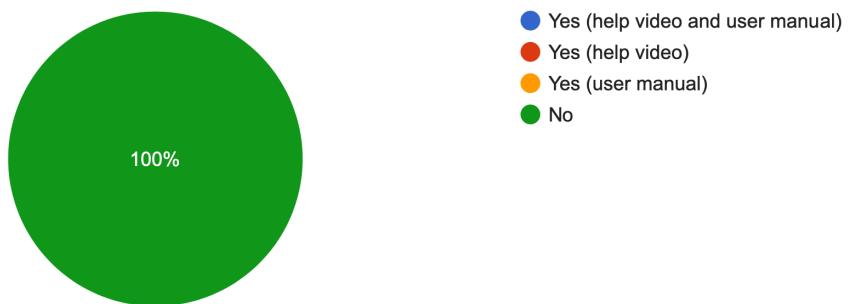
If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



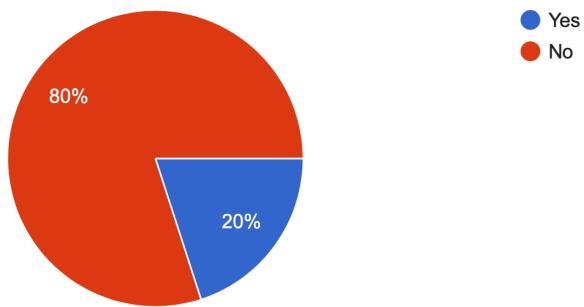
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



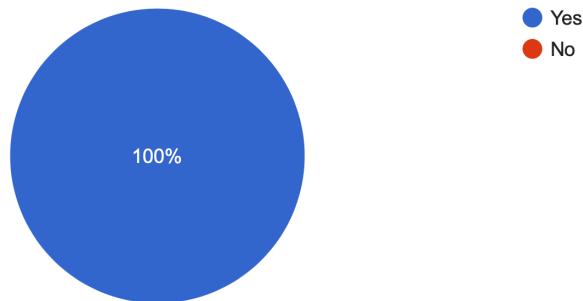
If there was an issue, please describe it below.

1 response

After adding items to cart pressing back closes app

Was the *Cafe Menu easy to use and understand?

5 responses



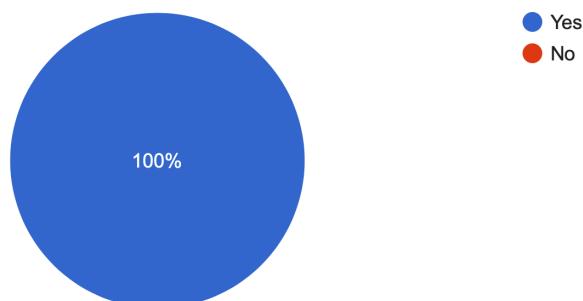
If anything, what was difficult to use and understand about the Cafe Menu interface?

1 response

Alphabetical order of items would make finding items easier

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

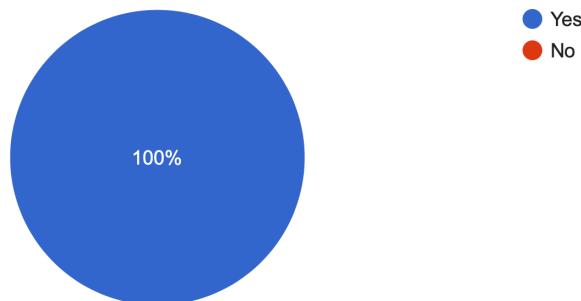
This survey was painful I blame benny

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.

Book Delivery:

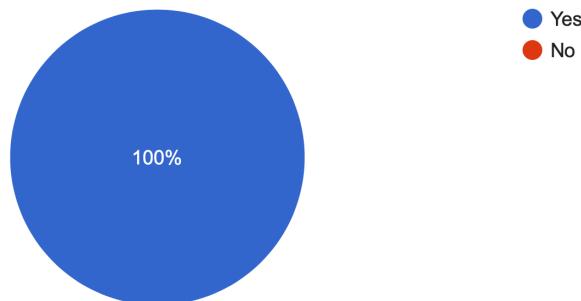
Is the Cart Total clearly visible on the Cart screen?

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?

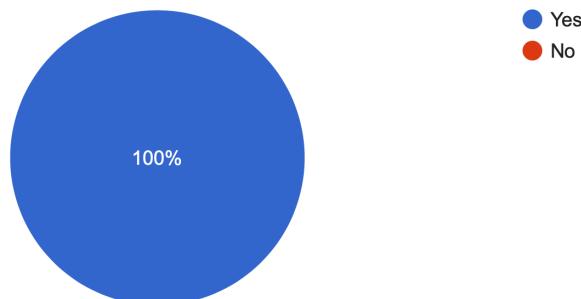
2 responses

Payment I think.

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

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?

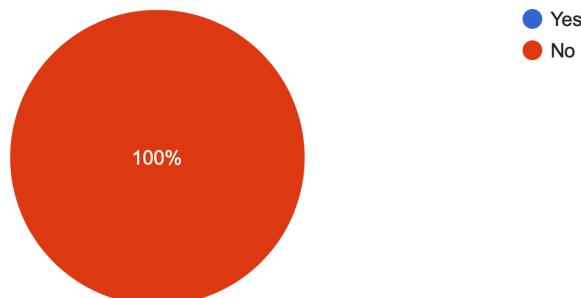
2 responses

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



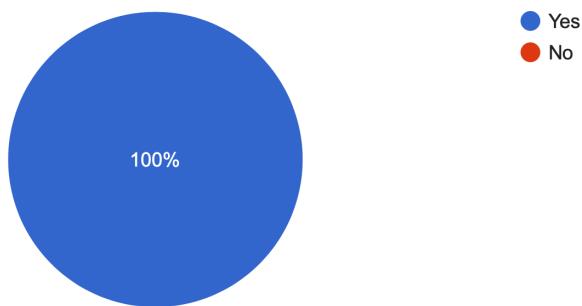
If you did have an issue inputting address, what was the specific issue?

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?

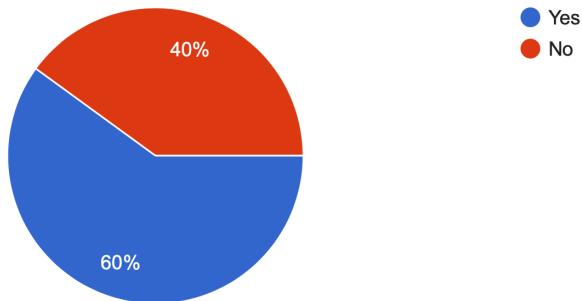
2 responses

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.

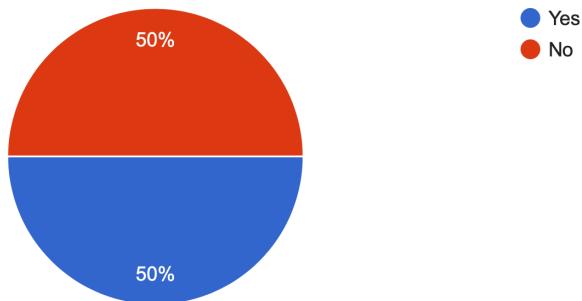
When you press the Place Order button, does the app advance to the 'Order Confirmation' screen*?

5 responses



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

2 responses



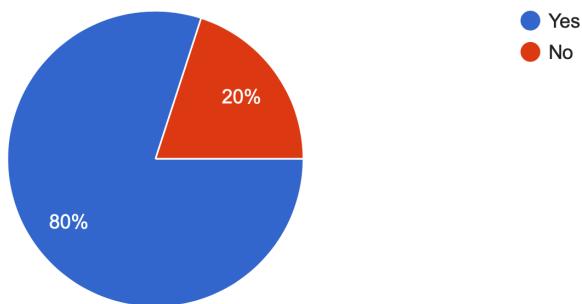
If there was a message displayed, did it resemble one of the following?

3 responses



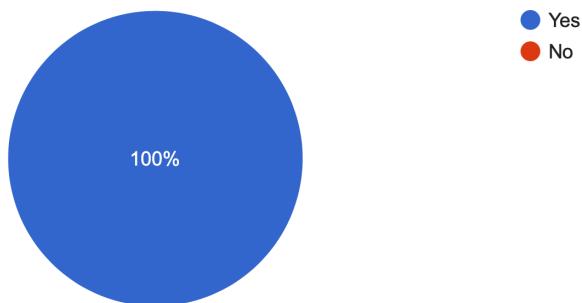
Did you receive the "Your order is ready" notification when your order was ready?

5 responses



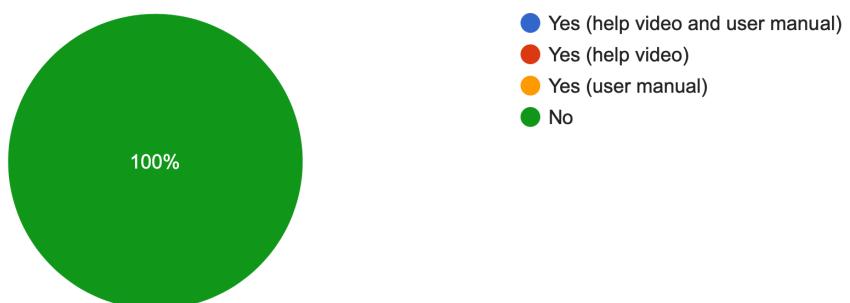
If you answered No above, had you closed the app after placing you order?

1 response



Was assistance required to complete the task?

5 responses



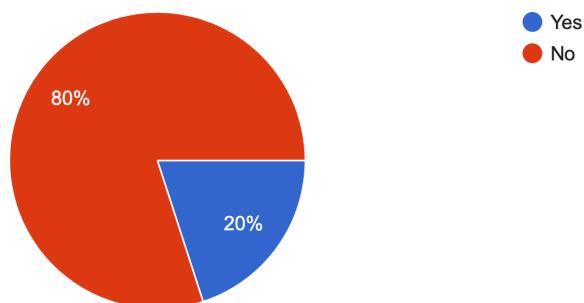
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



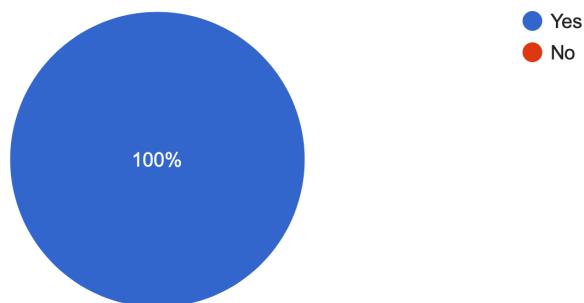
If there was an issue, please describe it below.

1 response

I had to be in app to receive notification

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?

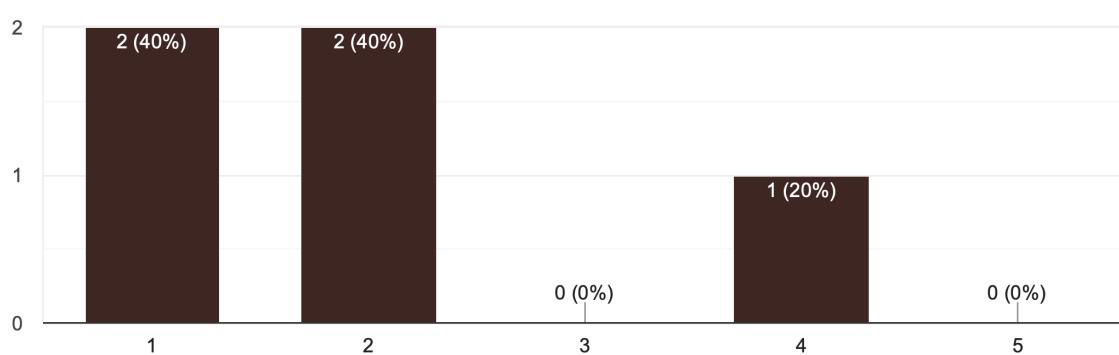
1 response

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

General Questions:

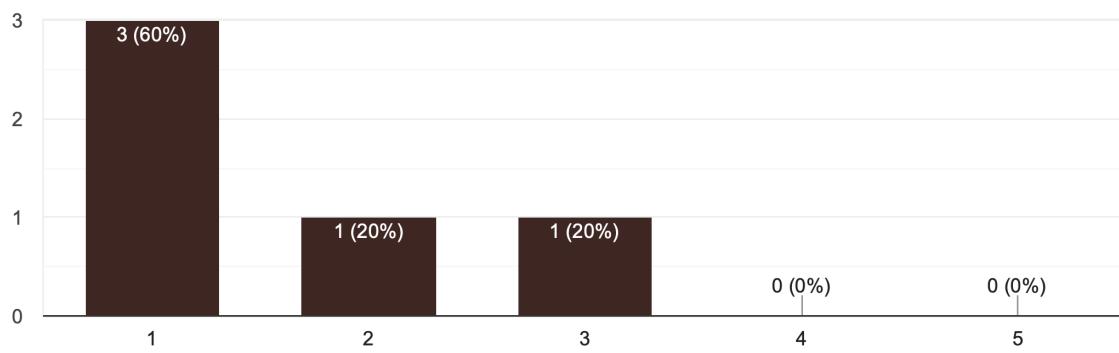
How easy was the app to use?

5 responses



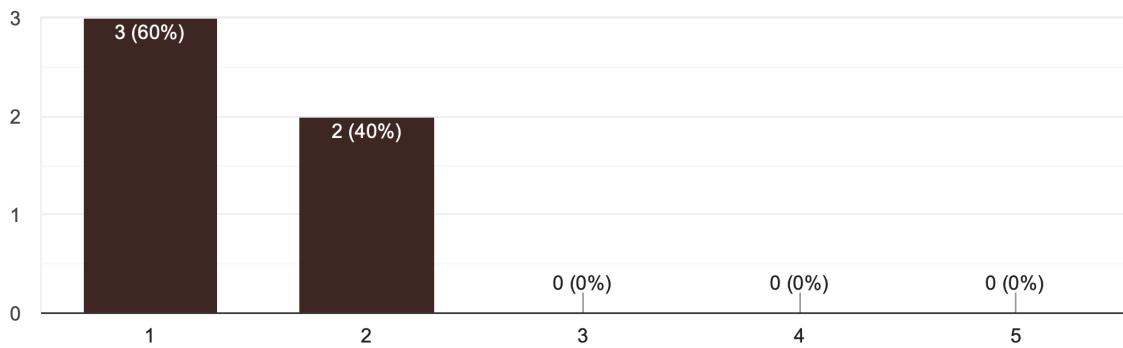
How easy was the app to navigate?

5 responses



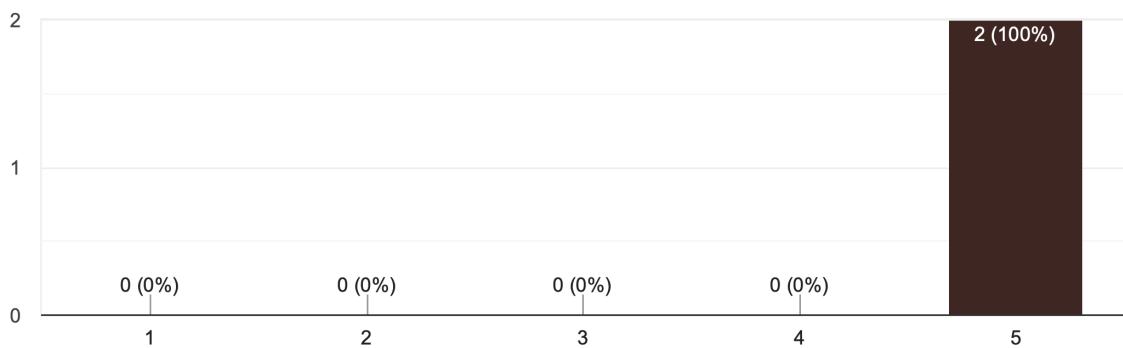
How difficult were the tasks to complete?

5 responses



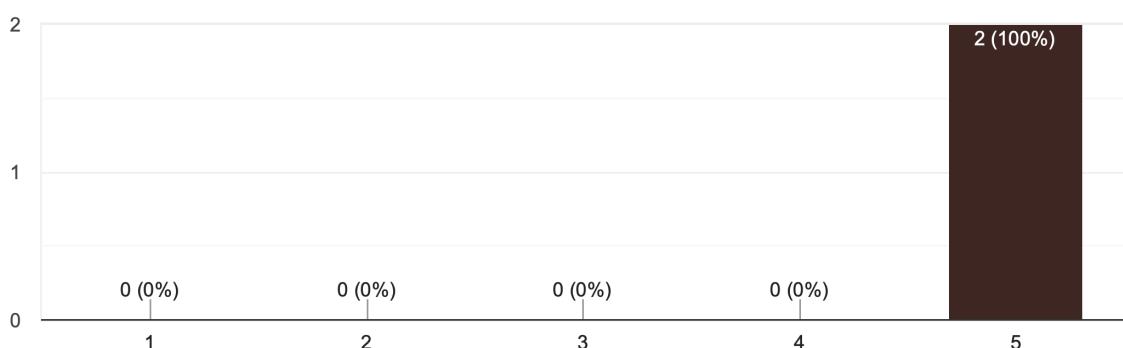
If used, how useful was the user manual for completing tasks?

2 responses



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

2 responses



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.

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

11

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

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

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?

.....

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?

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?

.....

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.

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

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.

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

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:

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

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?

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



Hard

How easy was the app to navigate? *

1

2

3

4

5

Easy



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

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

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

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}

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.

.....

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?

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?

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'

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.

.....

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?

.....

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.

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.

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.

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

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?

.....

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

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

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?

.....

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.....

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?

.....

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?

.....

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?

.....

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.

.....

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.

.....

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?

.....

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?

.....

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

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 you 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

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)

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

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

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?

.....

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?

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?

.....

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?

.....

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?

.....

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.

.....

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?

.....

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?

.....

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?

.....

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

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 you 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

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?

.....

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				

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

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

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?

.....

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?

.....

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?

.....

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?

.....

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?

.....

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

.....

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?

.....

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?

.....

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?

.....

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

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 you 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 you 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

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?

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				

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.

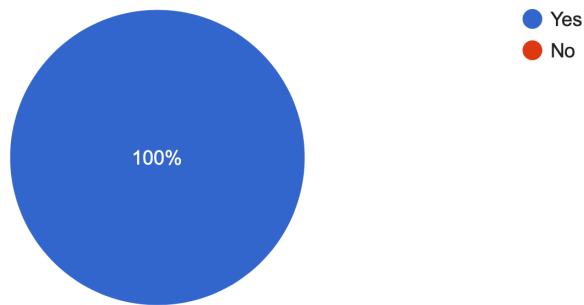
Submitted 11/10/2020, 16:23

Round 2

Customer App Summary:

Have you updated to the latest version?

5 responses



Update the App:

Could you update the app?

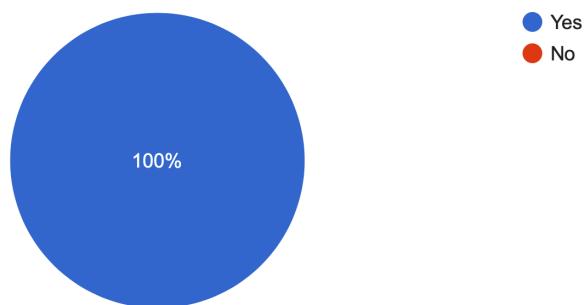
0 responses

No responses yet for this question.

Register for an Account:

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

5 responses



Unable to Register for an 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?

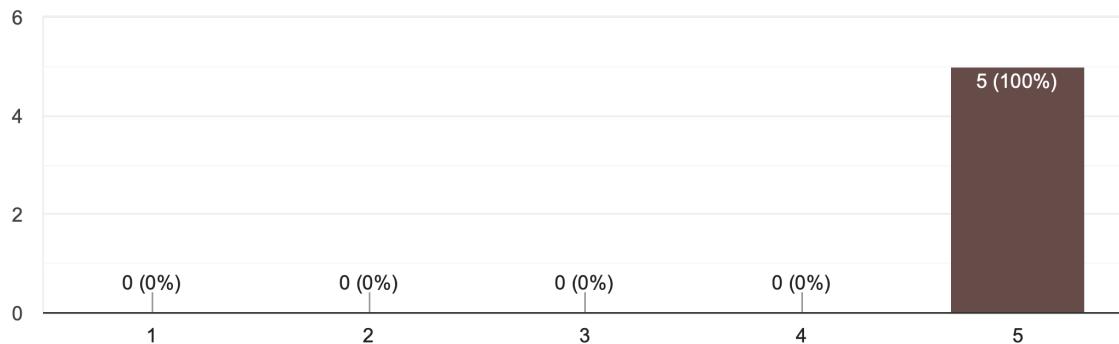
0 responses

No responses yet for this question.

Register for Account Successful:

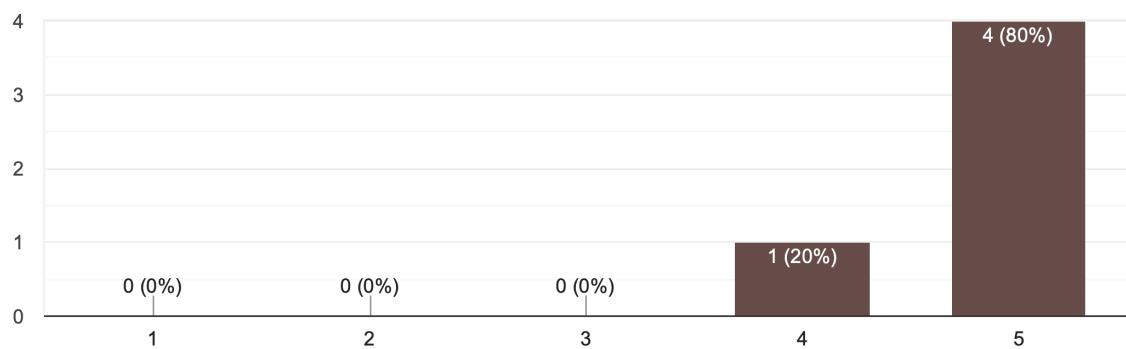
Was the message feedback easy to see/read?

5 responses



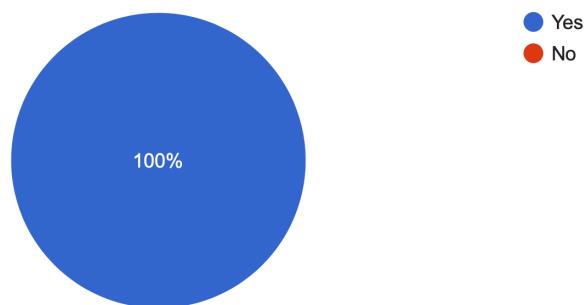
Was the feedback message useful

5 responses



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

5 responses



Are there any comments you wish to make

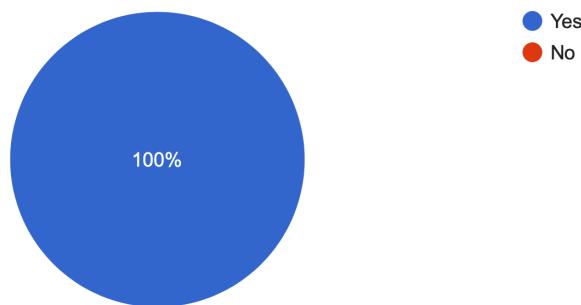
1 response

Nice clean layout

Edit Cart:

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

5 responses



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?

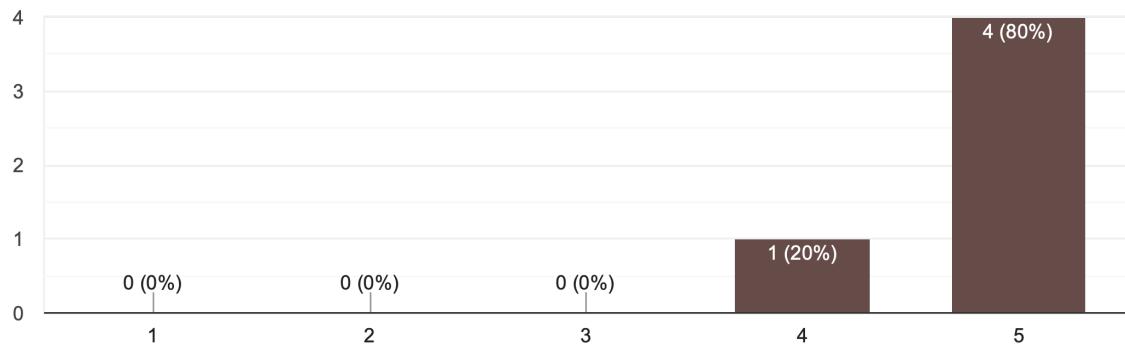
0 responses

No responses yet for this question.

Edit Cart Successful:

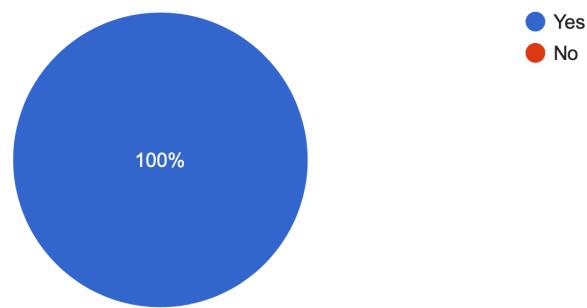
How easy was it to adjust the quantity of an item?

5 responses



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

5 responses



Are there any comments you want to make?

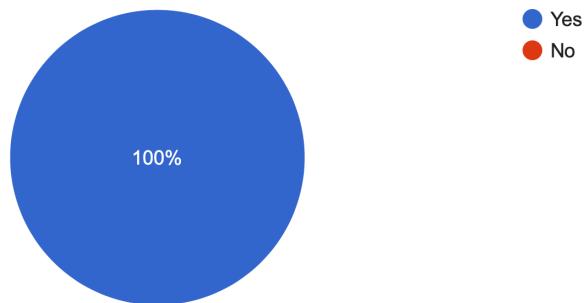
0 responses

No responses yet for this question.

Book Delivery:

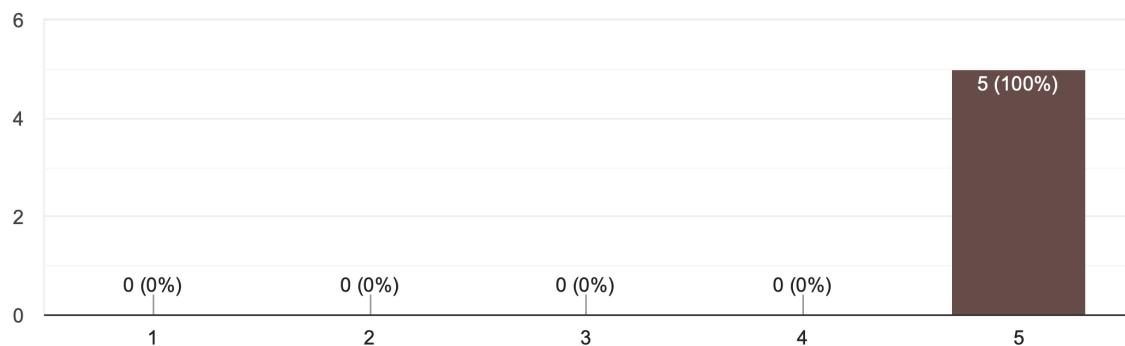
Was there an error message?

5 responses



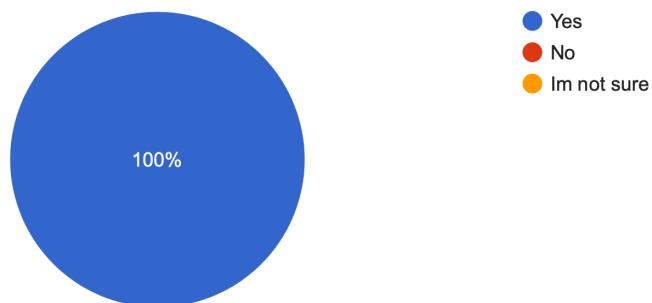
If a message appeared, was it helpful and easy to understand what went wrong?

5 responses



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

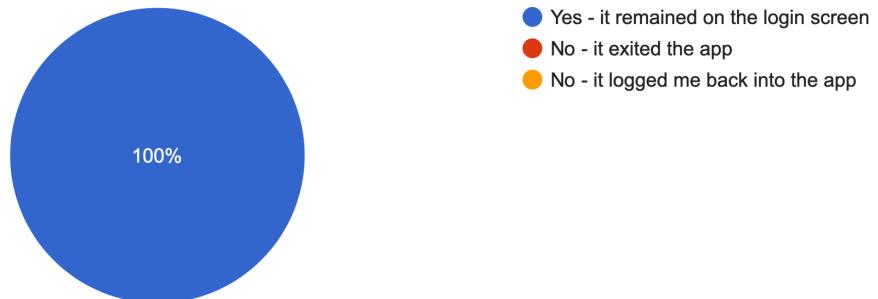
5 responses



Sign Out:

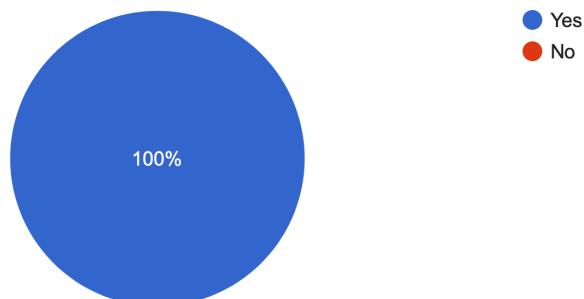
Did the app remain on the Login screen (pictured below) after pressing back ONCE?

5 responses



Would you consider the log out issue fixed?

5 responses



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

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

Could you update the app? *

Yes

No

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

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

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

.....

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

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?

*

1 2 3 4 5

Very Unhelpful



Very Helpful

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

- Yes
- No

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?

.....

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)

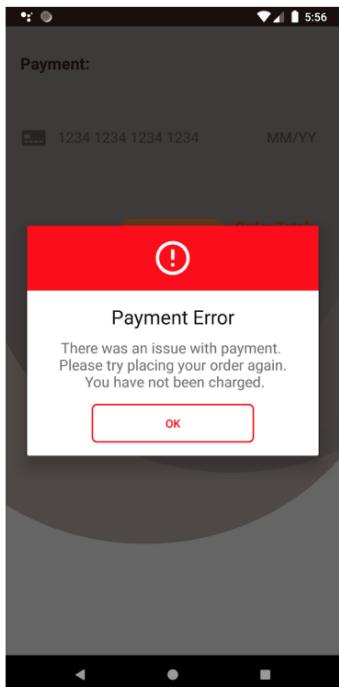
card number: 4000 0000 0000 0119

Expirey: 12/22

CVC:123

Postcode: 1234

Was there an error message? *



Yes

No

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

Sign Out

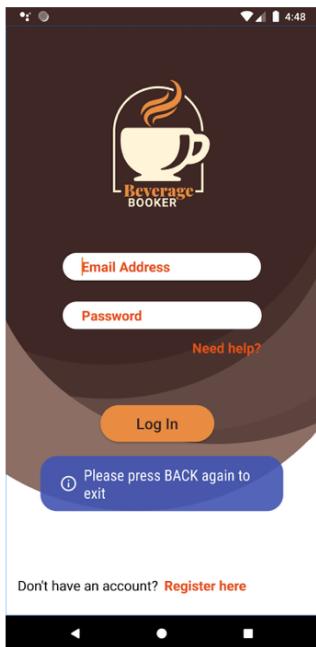
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

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

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

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

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

Could you update the app? *

Yes

No

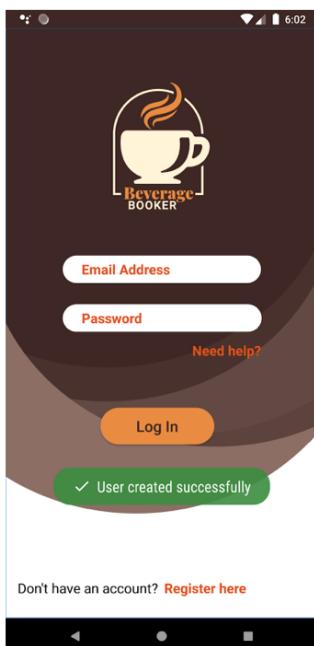
Register for an Account

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

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

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

.....

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

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?

*

1

2

3

4

5

Very Unhelpful

Very Helpful

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

Yes

No

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?

.....

Book Delivery

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

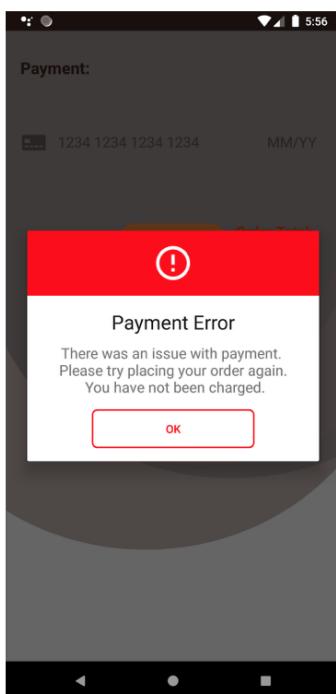
1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

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

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



Yes

No

I'm not sure

Sign Out

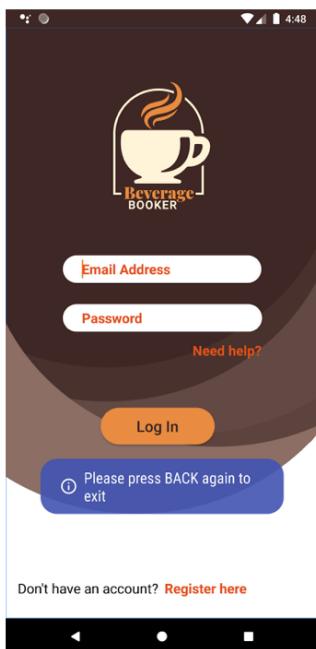
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

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

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

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

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

Could you update the app? *

Yes

No

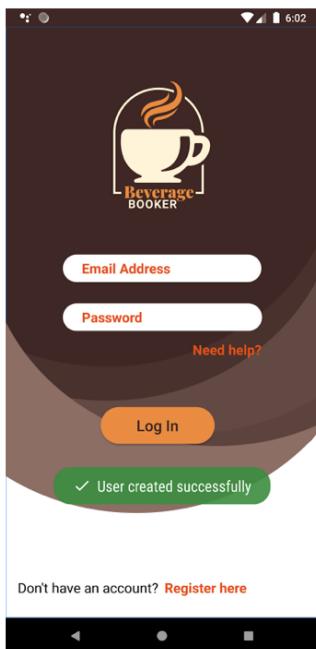
Register for an Account

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

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Very Easy

Was the feedback message useful *

1	2	3	4	5	
Very Unhelpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 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

.....

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

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?

*

1 2 3 4 5

Very Unhelpful Very Helpful

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

- Yes
- No

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?

.....

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)

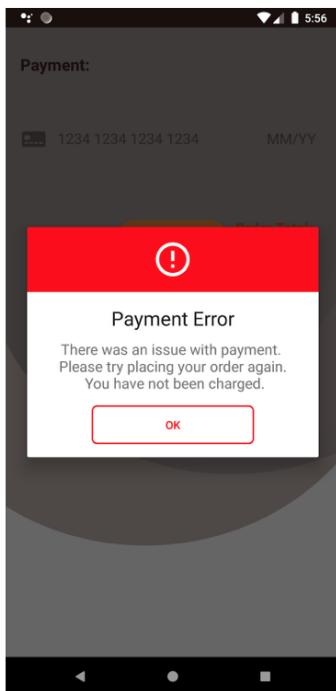
card number: 4000 0000 0000 0119

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

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



Yes

No

I'm not sure

Sign Out

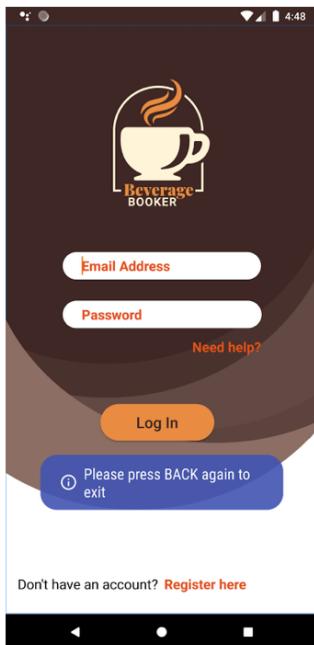
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

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

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

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

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

Could you update the app? *

Yes

No

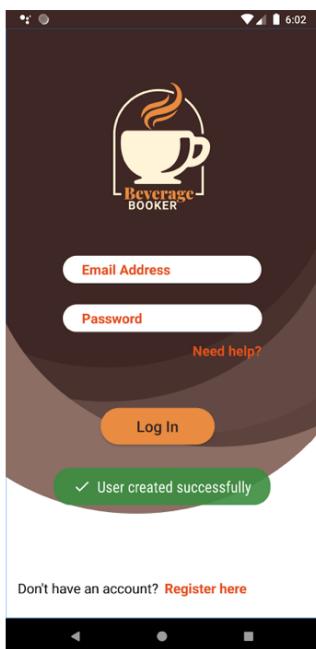
Register for an Account

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

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Very Easy

Was the feedback message useful *

1	2	3	4	5		
Very Unhelpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	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

.....

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

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?

*

1 2 3 4 5

Very Unhelpful

-
-
-
-
-

Very Helpful

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

- Yes
- No

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?

.....

Book Delivery

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

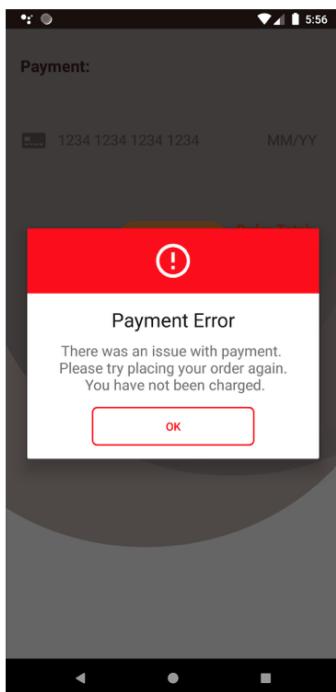
1. Adjustment of the address entry layout, as it was too cramped
2. Feedback message for payment errors not helpful, disappeared too quickly

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

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



- Yes
- No
- I'm not sure

Sign Out

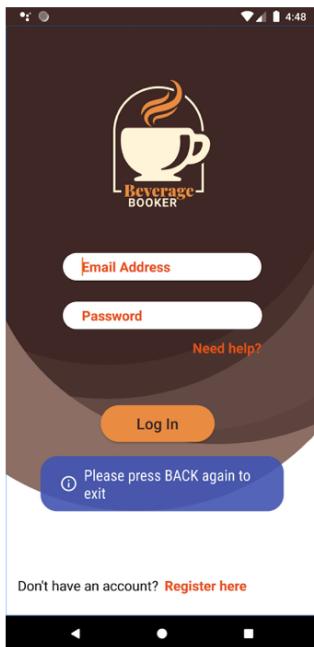
One issue found during testing was after signing out, if the back button was pressed it would take you back into the app as a null user.

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

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

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

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

Could you update the app? *

Yes

No

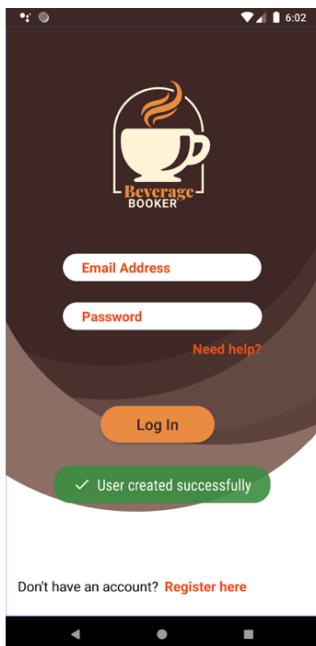
Register for an Account

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

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

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

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

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

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?

Book Delivery

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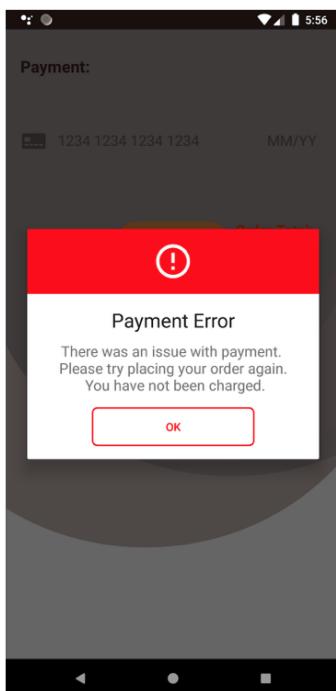
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No

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

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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

Sign Out

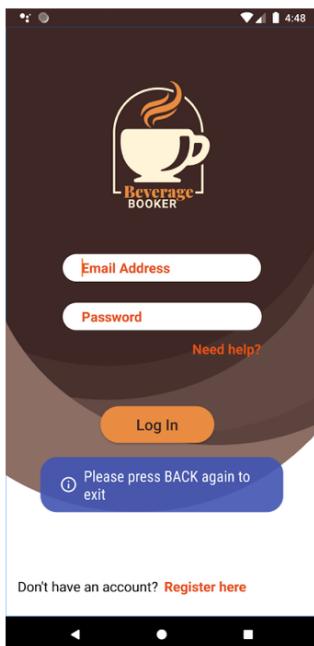
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Submitted 25/10/2020, 20:37