

BEVERAGE BOOKER
Beta Testing Summary Document

Table of Contents:

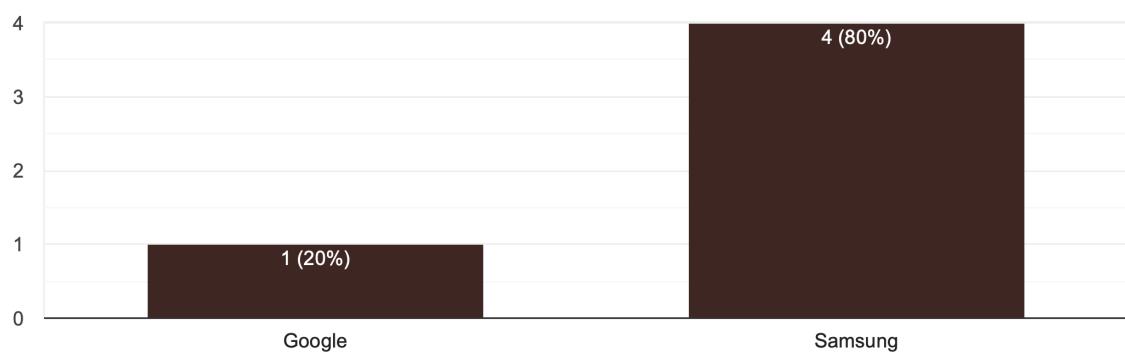
Round 1 Responses Summary

Customer App Survey

Hardware Specifications:

What brand of device are you using?

5 responses



What model of device are you using?

5 responses

Pixel 2

S10e

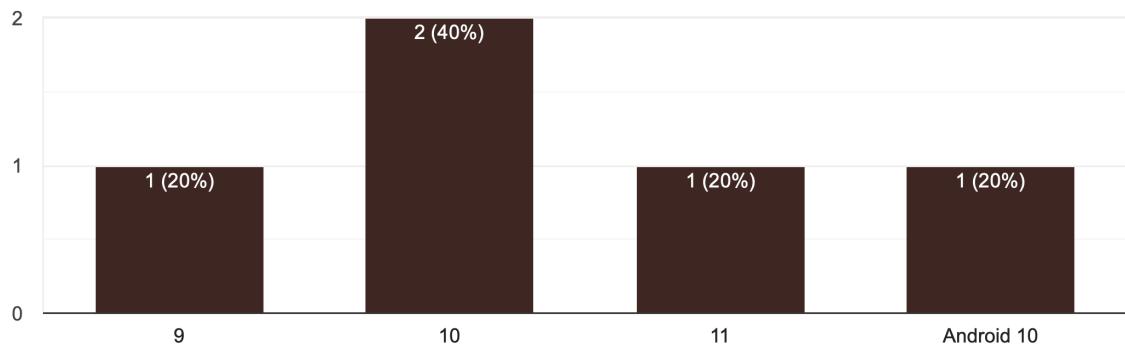
S9

S8

Note 10 +

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

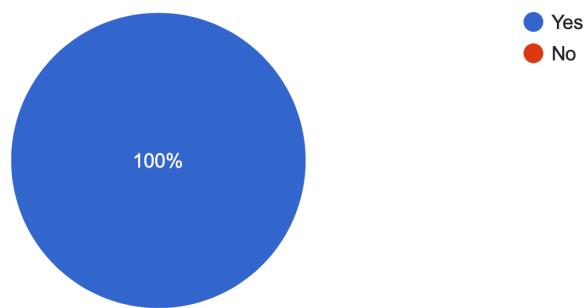
5 responses



Create User:

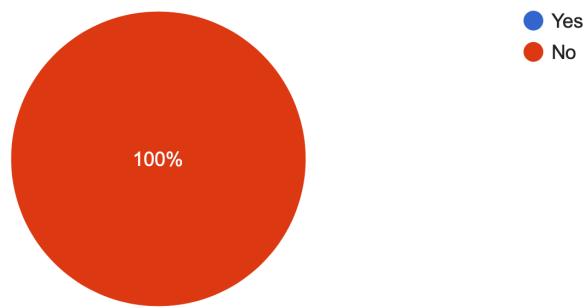
After you clicked the Sign Up button, did the app move to the 'Login' screen?

5 responses



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

1 response



If you answered Yes above, what was the message?

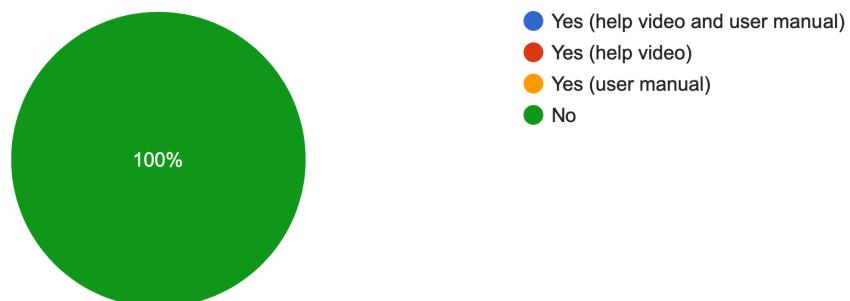
2 responses

Welcome josh then welcome back next time

{error: false message} {User successfully created}

Was assistance required to complete the task?

5 responses



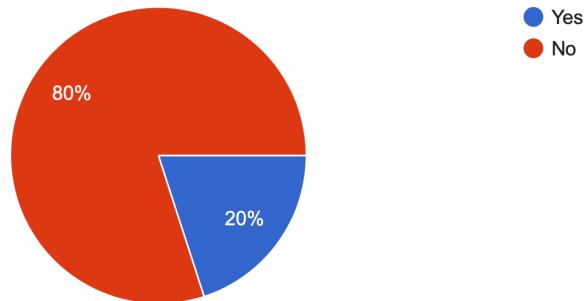
If assistance was used to complete the task, how useful was the assistance?

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

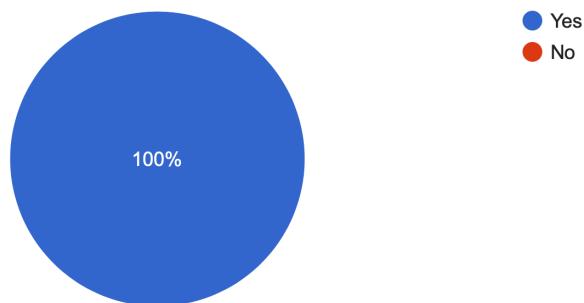
A message popped up after signup - couldn't see what it was but 'failed' was in the log. Credentials seemed to work fine on login tho.

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

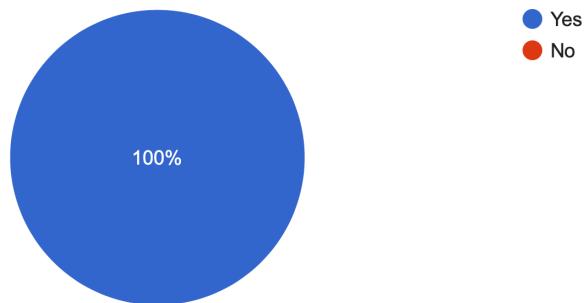
Nothing was difficult to use nor understand.

Seems good.

Login:

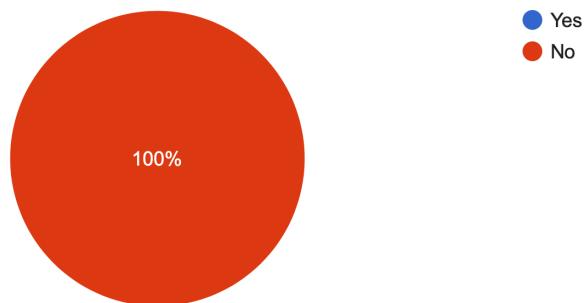
After you clicked the Log In button, did the app move to the 'Welcome Back' screen*?

5 responses



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

1 response



If you answered Yes above, what was the message?

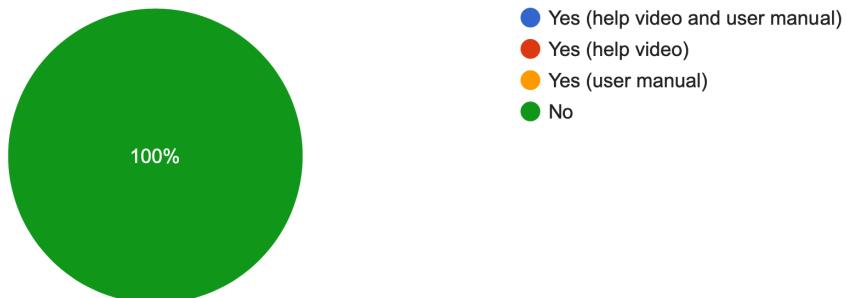
2 responses

Welcome josh

'Welcome back Elias!'

Was assistance required to complete the task?

5 responses



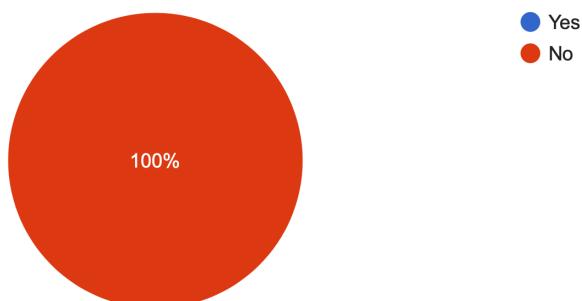
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



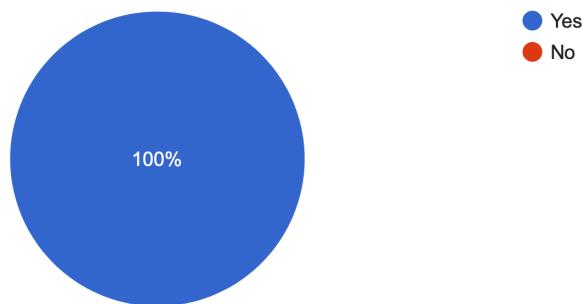
If there was an issue, please describe it below.

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?

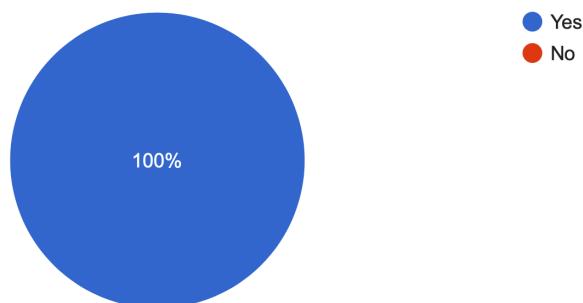
0 responses

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.

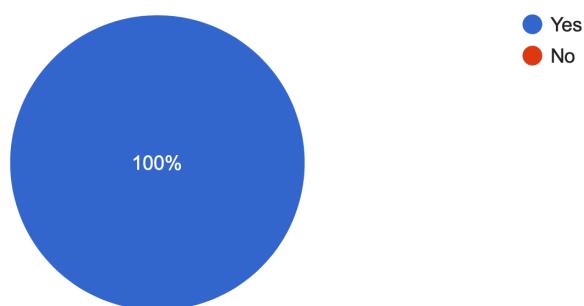
If you answered Yes above, what was the message?

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'

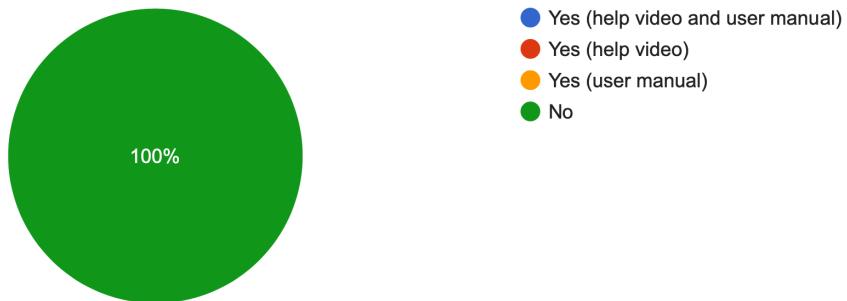
If you answered No above, was there a message displayed?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



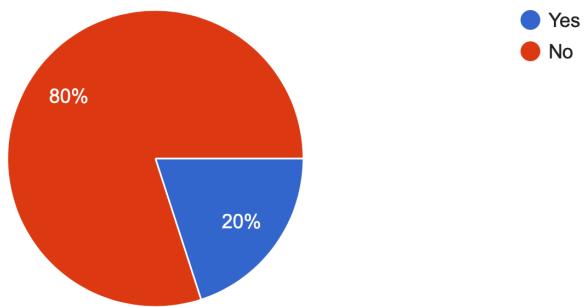
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



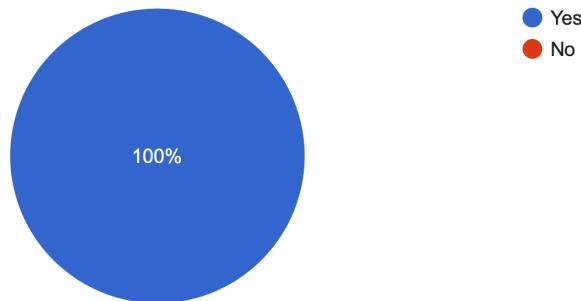
If there was an issue, please describe it below.

1 response

After adding items to cart pressing back closes app

Was the *Cafe Menu easy to use and understand?

5 responses



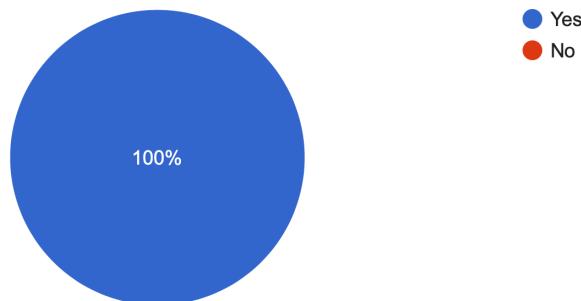
If anything, what was difficult to use and understand about the Cafe Menu interface?

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

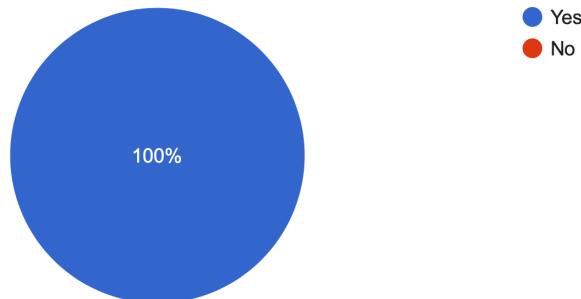
This survey was painful I blame benny

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:

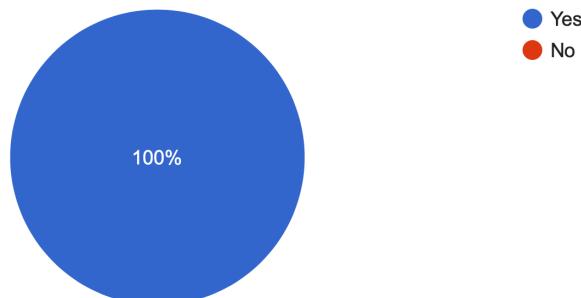
Is the Cart Total clearly visible on the Cart screen?

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?

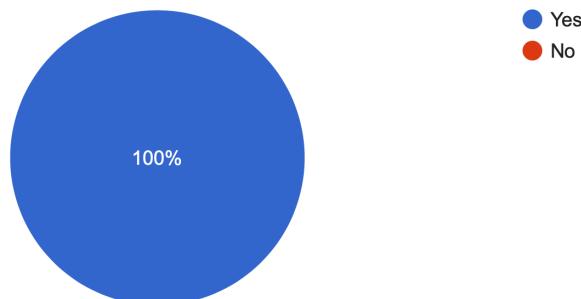
2 responses

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?

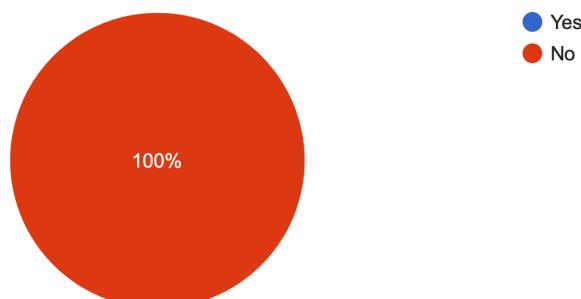
2 responses

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



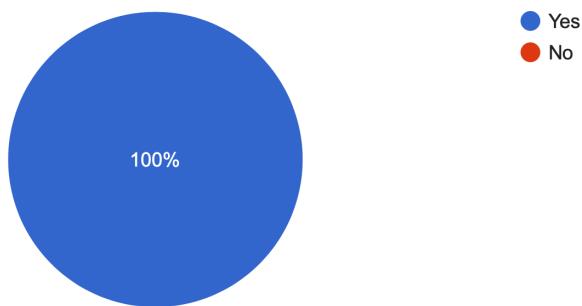
If you did have an issue inputting address, what was the specific issue?

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?

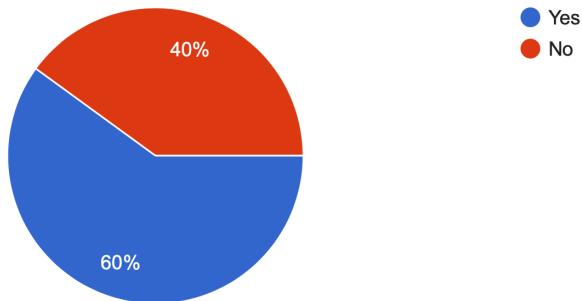
2 responses

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.

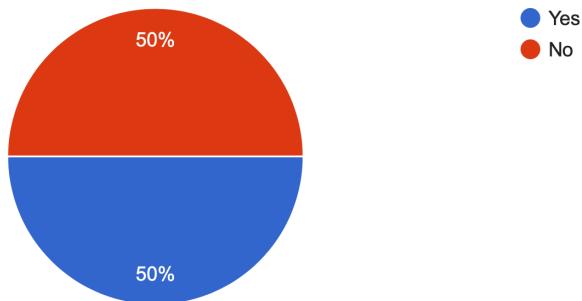
When you press the Place Order button, does the app advance to the 'Order Confirmation' screen*?

5 responses



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

2 responses



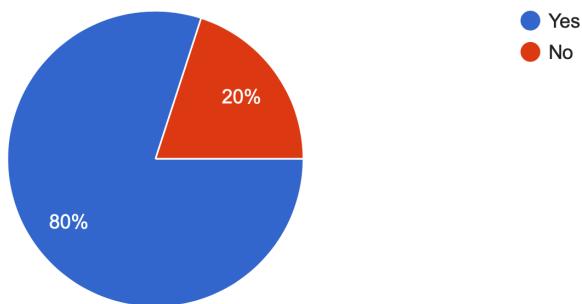
If there was a message displayed, did it resemble one of the following?

3 responses



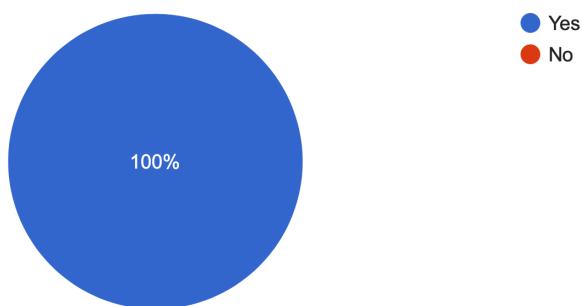
Did you receive the "Your order is ready" notification when your order was ready?

5 responses



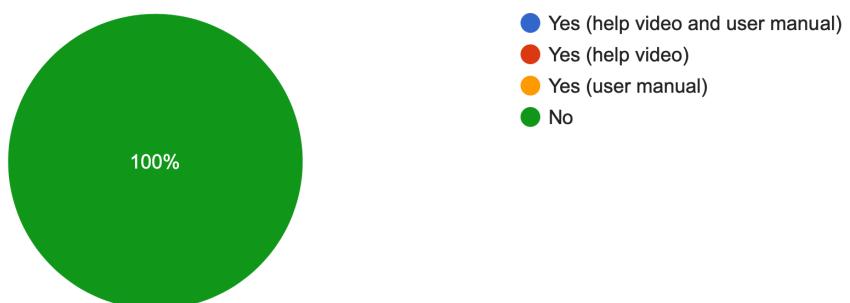
If you answered No above, had you closed the app after placing you order?

1 response



Was assistance required to complete the task?

5 responses



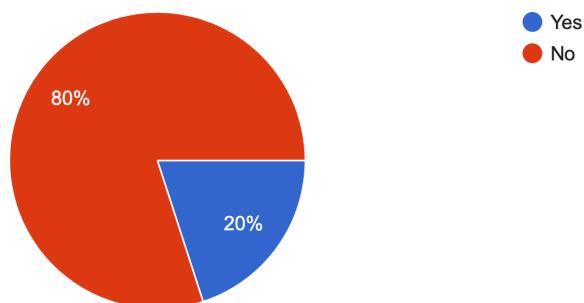
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



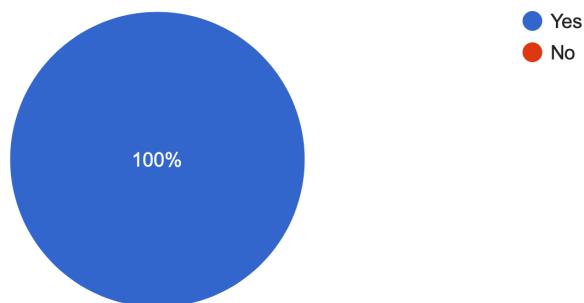
If there was an issue, please describe it below.

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?

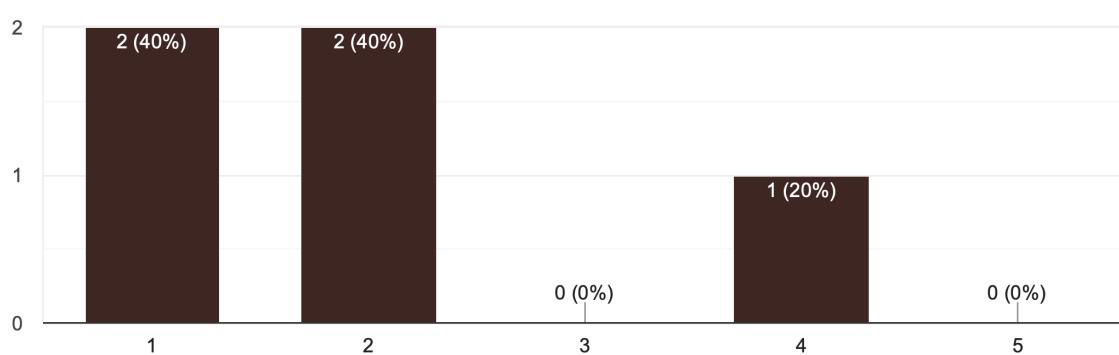
1 response

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

General Questions:

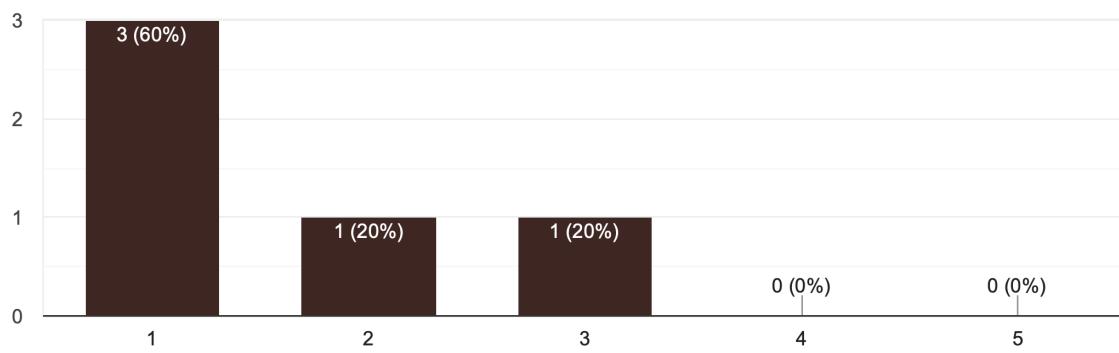
How easy was the app to use?

5 responses



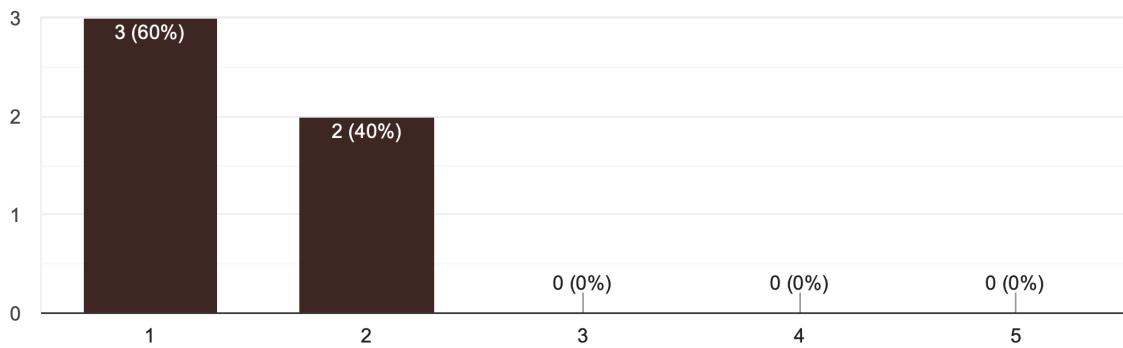
How easy was the app to navigate?

5 responses



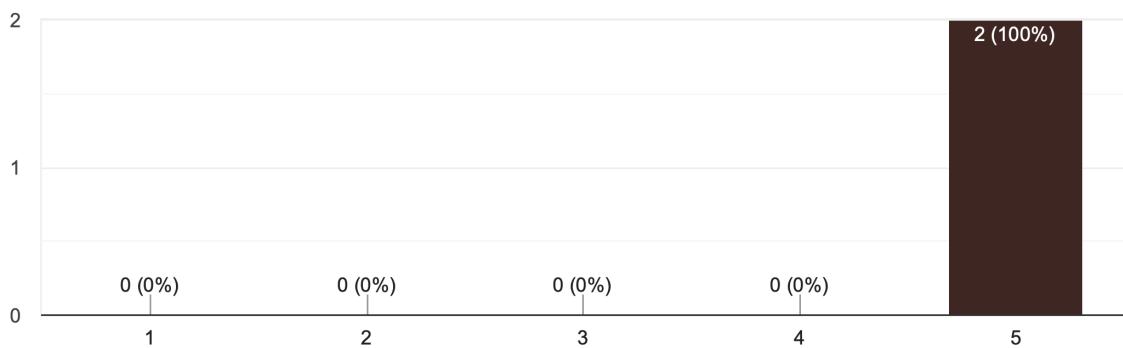
How difficult were the tasks to complete?

5 responses



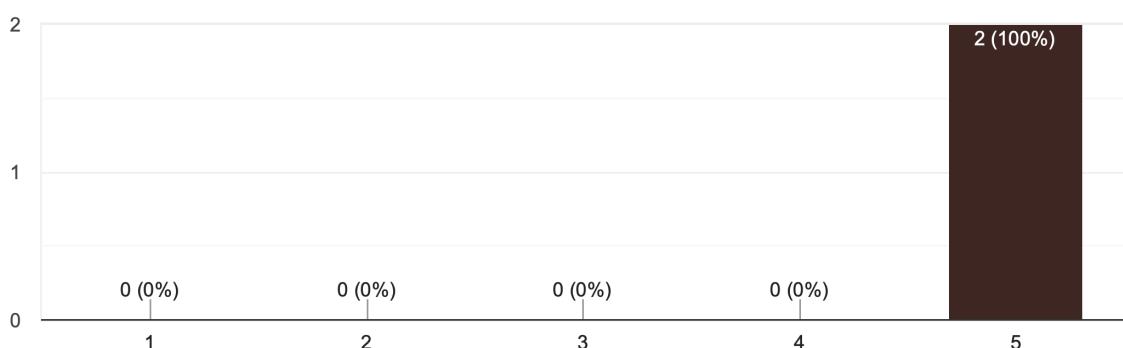
If used, how useful was the user manual for completing tasks?

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 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 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

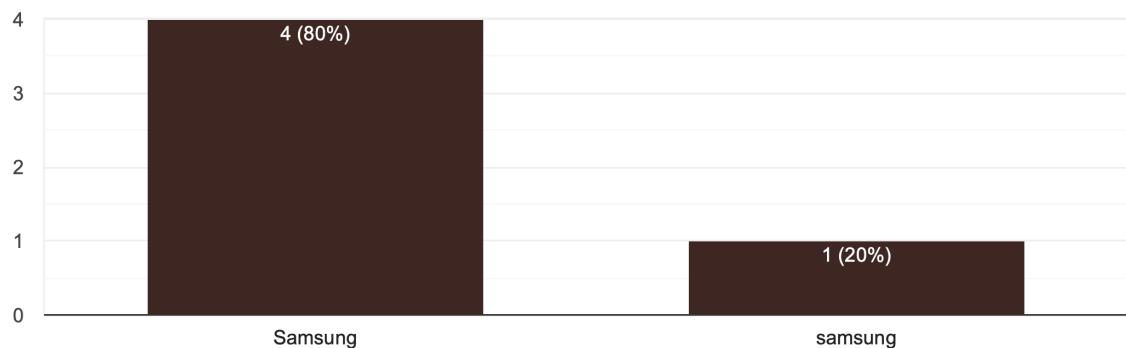
Staff App Round 1:

Feedback Summary:

Hardware Specifications:

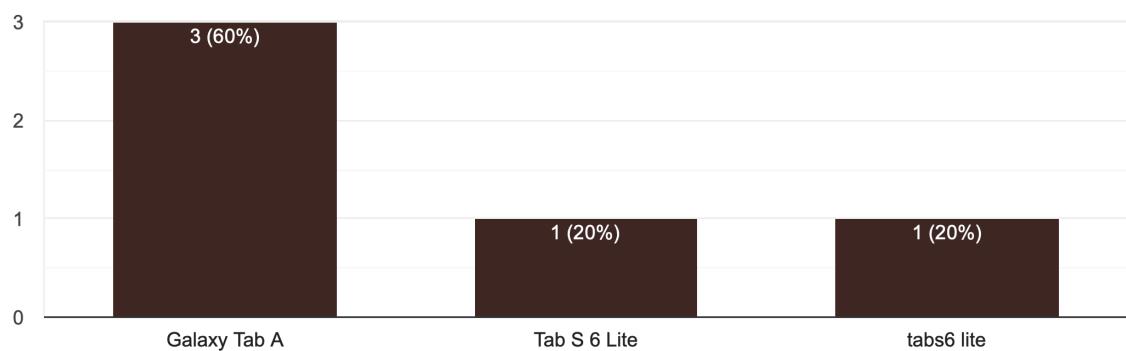
What brand of device are you using?

5 responses



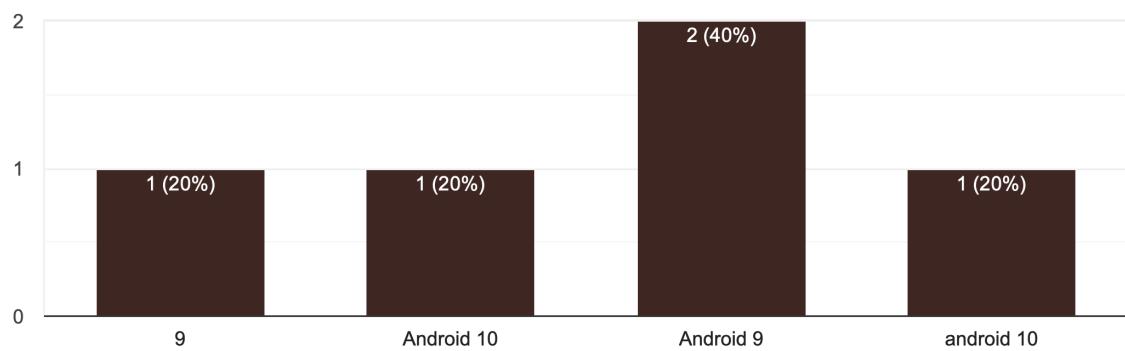
What model of device are you using?

5 responses



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

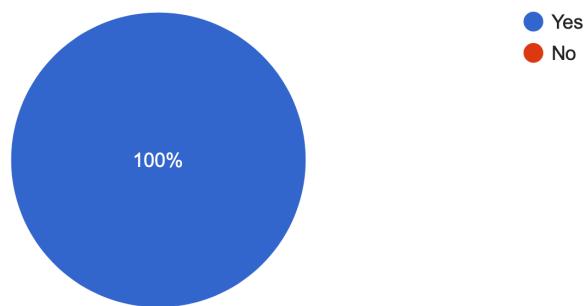
5 responses



Fill Order (Queueing):

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*?

5 responses



If you answered No above, was there a message displayed or did the application crash?

0 responses

No responses yet for this question.

If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

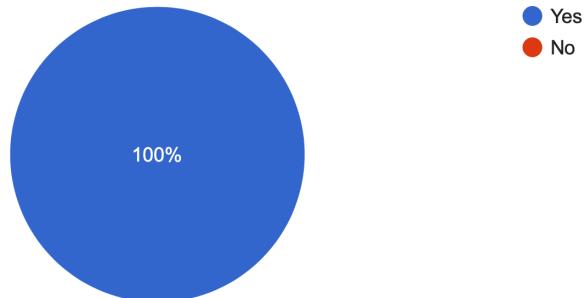
If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

0 responses

No responses yet for this question.

When arriving at the 'Fill Order' page, was each item and its options displayed clearly?

5 responses



If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

0 responses

No responses yet for this question.

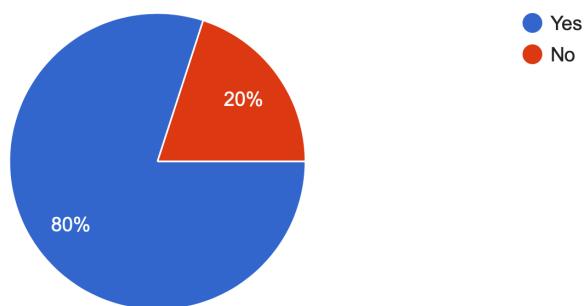
If you answered No above, please explain the issue you had that caused the page to be unclear.

0 responses

No responses yet for this question.

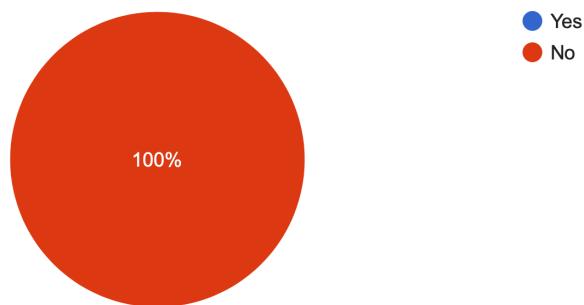
When you pressed the Complete Order button, did the app return to the 'Orders' page*?

5 responses



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

1 response



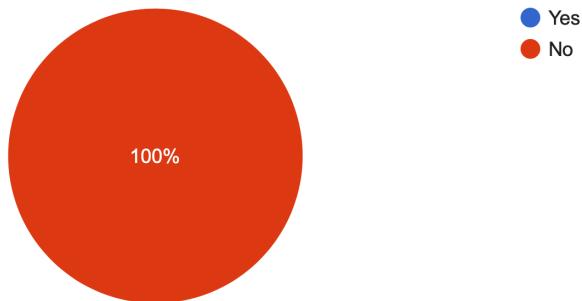
If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



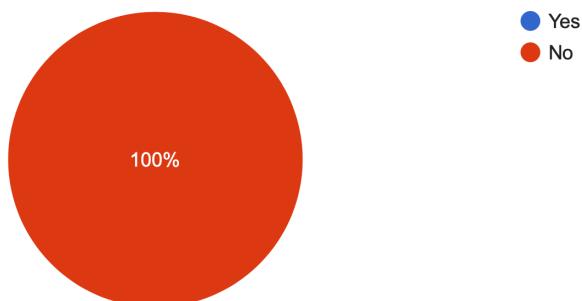
If assistance was used to complete the task, how useful was the assistance?

0 responses

No responses yet for this question.

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

5 responses



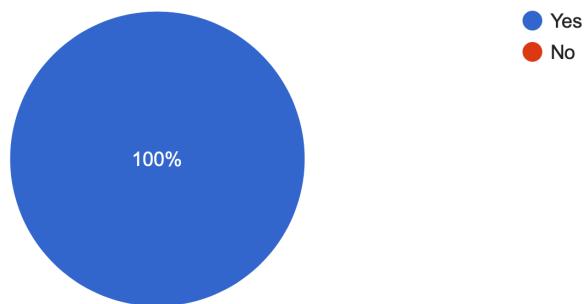
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the *Fill Order interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Fill Order interface?

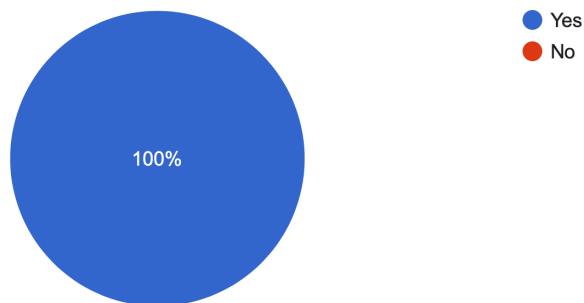
0 responses

No responses yet for this question.

Deliver Order:

When you click the Delivered button, does the app remove the order from the 'Delivery' page?

5 responses



If you answered No above, did the app crash when you clicked the Delivered button?

0 responses

No responses yet for this question.

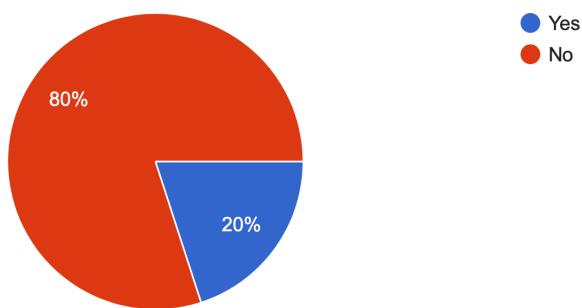
If you answered No above, what happened to the order when the Delivered button was pressed?

0 responses

No responses yet for this question.

Was assistance required to complete the task?

5 responses



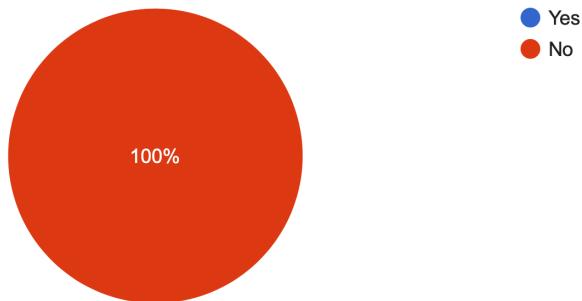
If assistance was used to complete the task, how useful was the assistance?

1 response

The manual clearly explained how to deliver an order

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

5 responses



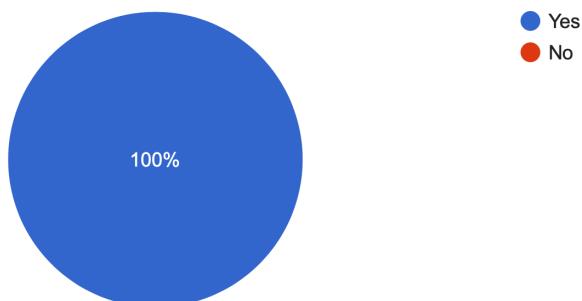
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Deliver Order interface easy to use and understand?

5 responses



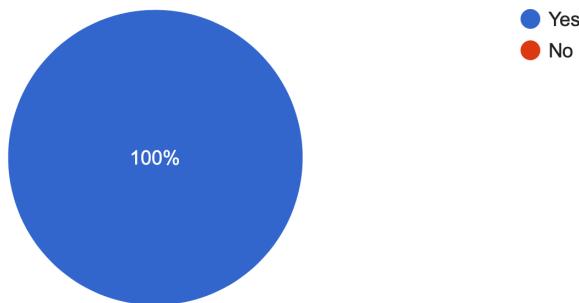
If anything, what was difficult to use and understand about the Deliver Order interface?

1 response

Generally easy to understand. Initially, I did interpret the 'delivered' button as meaning the order had been delivered. Changing the button to something like 'deliver order' may make this clearer for users.

Add Menu Item:

When you click the Add Item button, does the app advance the the 'Item Type' page?
5 responses



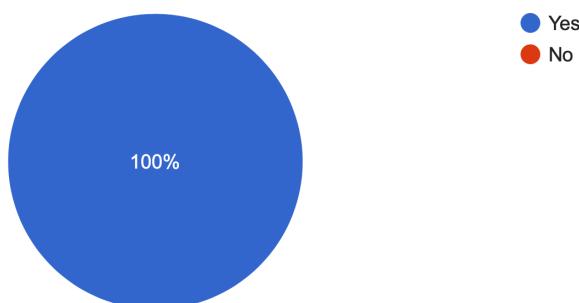
If you answered No above, was there a message displayed?
0 responses

No responses yet for this question.

If you answered Yes above, what was the message?
0 responses

No responses yet for this question.

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?
5 responses



If you answered No, was there a message displayed?

0 responses

No responses yet for this question.

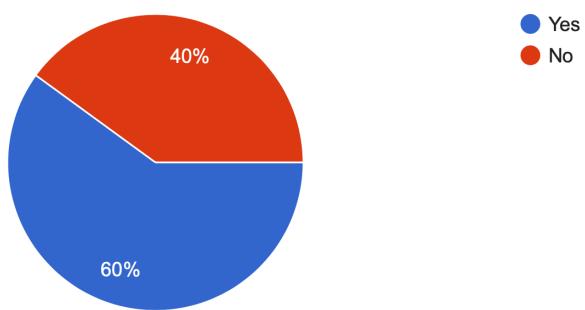
If you answered Yes above, what was the message?

0 responses

No responses yet for this question.

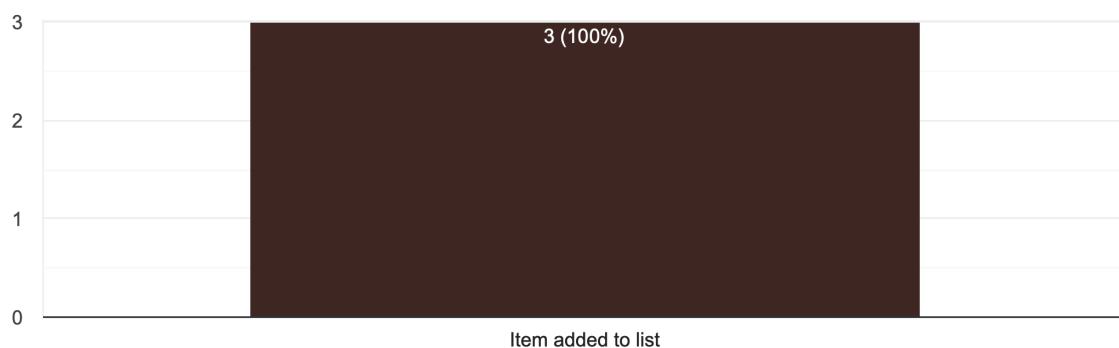
When you clicked the Add button, was there a message displayed?

5 responses



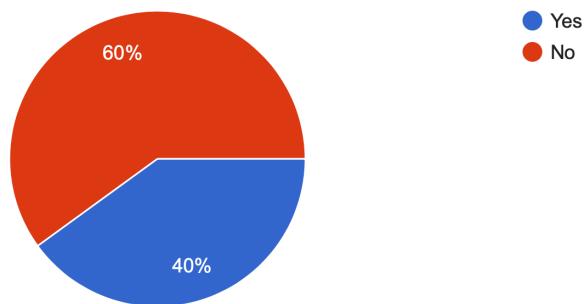
If you answered Yes above, what message was displayed?

3 responses



Was assistance required to complete the task?

5 responses



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

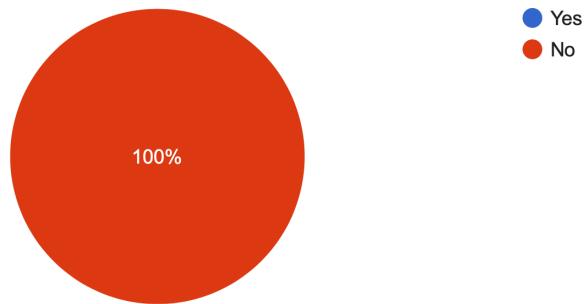
2 responses

The manual helped with adding an item

The user manual was helpful explaining how to add an item

Were there any issues during the task?

5 responses



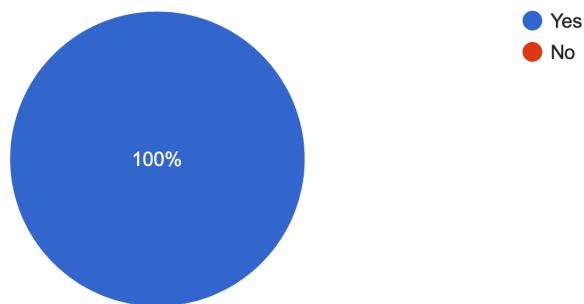
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Add Menu Item interface easy to use and understand?

5 responses



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

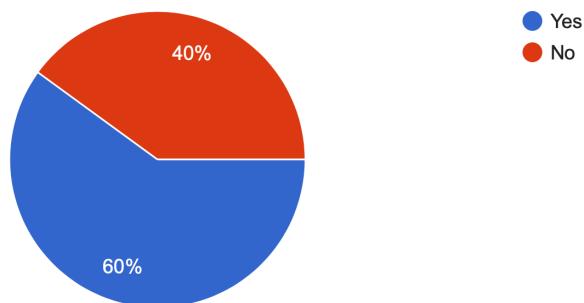
0 responses

No responses yet for this question.

Update Inventory:

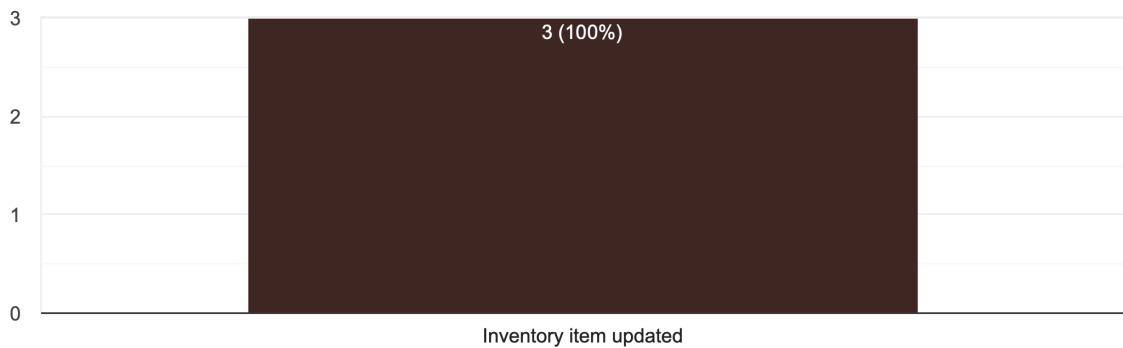
When you clicked the Update button, did the app display a message?

5 responses



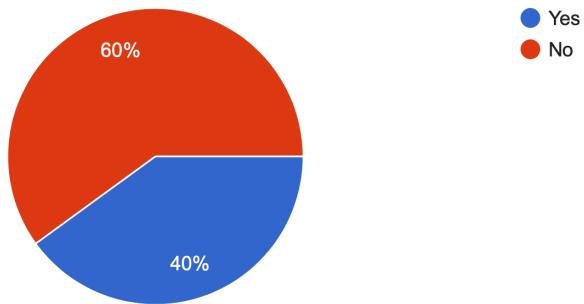
If you answered Yes above, what did the message say?

3 responses



Was assistance required to complete the task?

5 responses



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

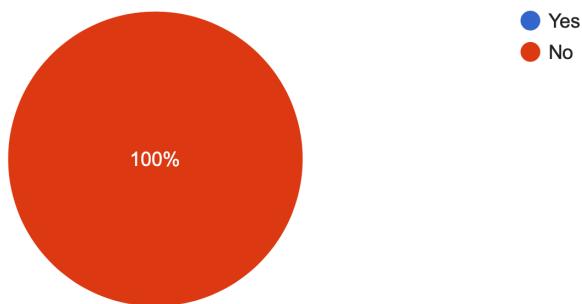
2 responses

The manual explained clearly how to update the inventory

Manual was used.

Were there any issues during the task?

5 responses



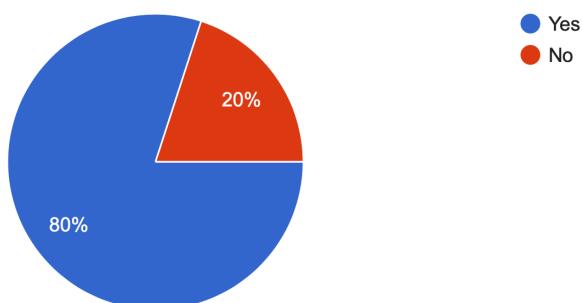
If there was an issue, please describe it below.

0 responses

No responses yet for this question.

Was the Update Inventory interface easy to use and understand?

5 responses



If anything, what was difficult to use and understand about the Update Inventory interface?

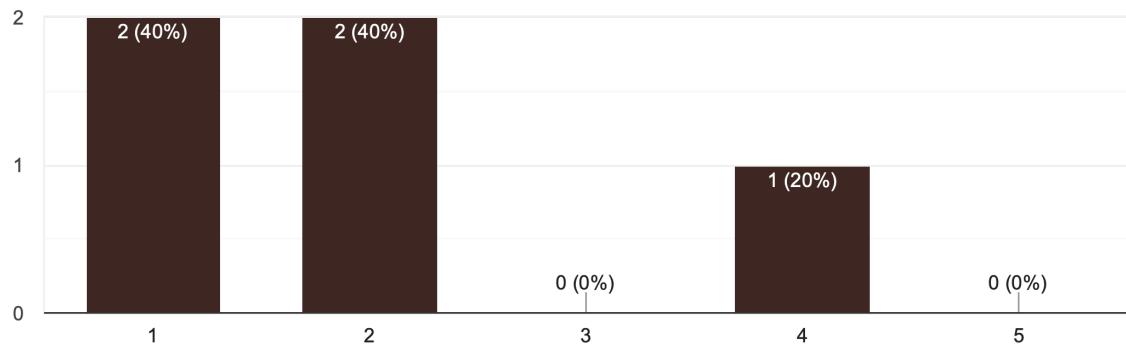
1 response

Nothing was updating

General Questions:

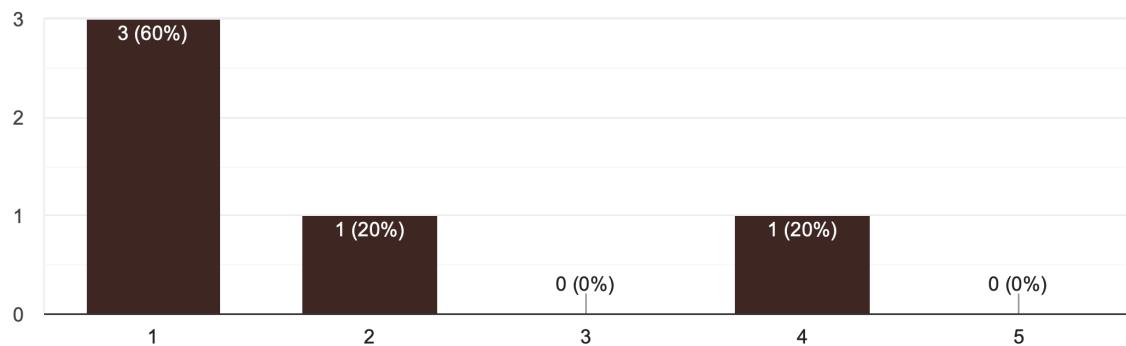
How easy was the app to use?

5 responses



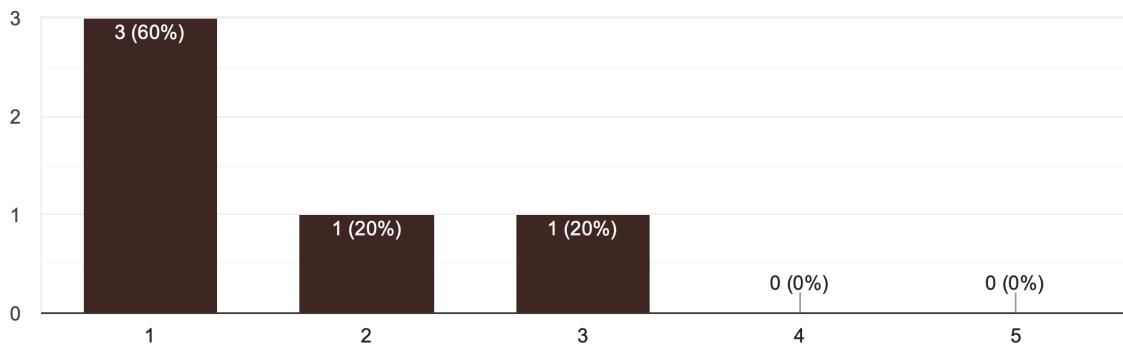
How easy was the app to navigate?

5 responses



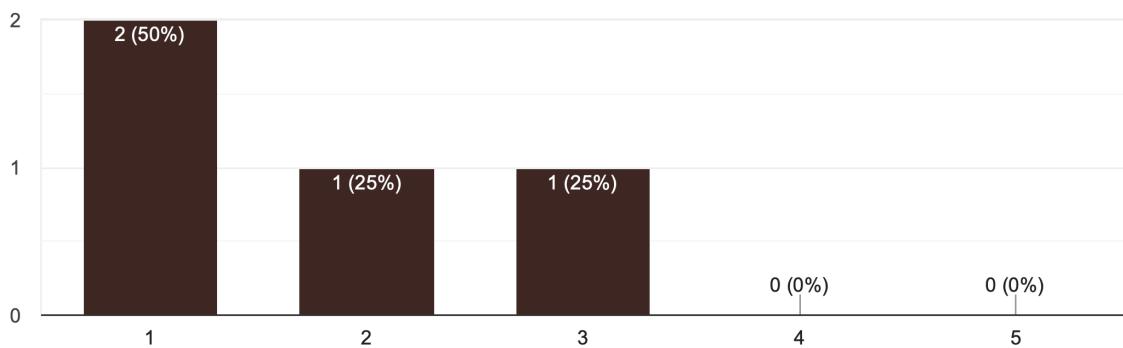
How difficult were the tasks to complete?

5 responses



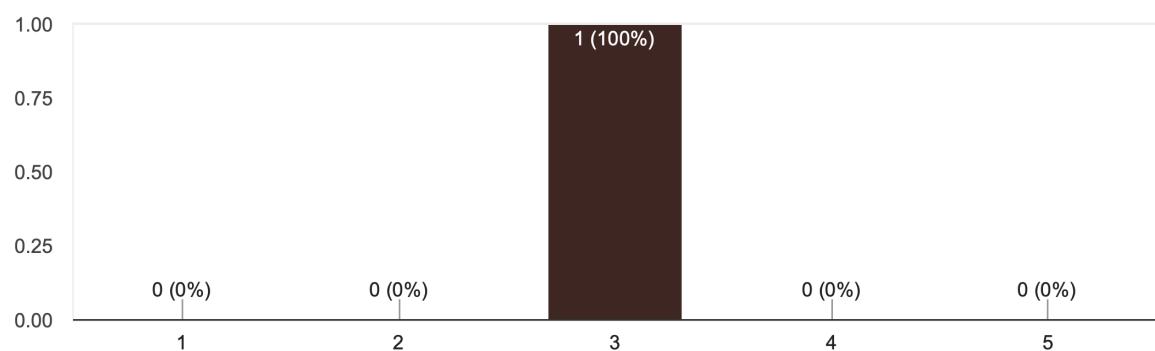
If used, how useful was the user manual for completing tasks?

4 responses



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

1 response



Additional Feedback:

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app?

5 responses

It all worked well.

Could not find a help video

I love the colouring! Pressing back after signing out takes you back to the app as a signed in staff member. Pressing back should ask you to log in... not re-open the previous logged in page

App was easy to navigate for an elderly person

no

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.

Samsung

What model of device are you using? *

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

Galaxy Tab A

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

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

Android 9

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

Yes, there was a message.

No, there was no message but the application didn't crash.

The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

.....

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- 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: the user manual.

Yes

No

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

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

Yes

No

If anything, what was difficult to use and understand about the Fill Order interface?

.....

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

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

.....

If there was an issue, please describe it below.

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

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 click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If you answered No, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

Yes

No

If you answered Yes above, what message was displayed?

Item added to list

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

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

The manual helped with adding an item

Were there any issues during the task? *

Yes

No

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

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

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

The manual explained clearly how to update the inventory

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

General questions

Please answer the general feedback questions concerning your experience with the app.

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		
Useful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

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

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

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

It all worked well.

Submitted 11/10/2020, 10:35

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.

Galaxy Tab A

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

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

Android 9

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page*? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

- Yes, there was a message.
- No, there was no message but the application didn't crash.
- The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

.....

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- 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: the user manual.

Yes

No

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

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

Yes

No

If anything, what was difficult to use and understand about the Fill Order interface?

.....

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

Yes

No

If you answered No above, did the app crash when you clicked the Delivered button?

Yes

No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

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

.....

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

- Yes
- No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

- Yes
- No

If anything, what was difficult to use and understand about the Deliver Order interface?

Generally easy to understand. Initially, I did interpret the 'delivered' button as meaning the order had been delivered. Changing the button to something like 'deliver order' may make this clearer for users.

.....

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

- 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 click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- Yes
 No

If you answered No, was there a message displayed?

- Yes
 No

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

Item added to list

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

.....

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

.....

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

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

.....

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

Manual was used.

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

General questions

Please answer the general feedback questions concerning your experience with the app.

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		
Useful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

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

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

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

no

Submitted 11/10/2020, 11:08

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.

Galaxy Tab A

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

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

9

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

- Yes, there was a message.
- No, there was no message but the application didn't crash.
- The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- 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: the user manual.

- Yes
- No

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

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

Yes

No

If anything, what was difficult to use and understand about the Fill Order interface?

.....

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

- Yes
 No

If you answered No above, did the app crash when you clicked the Delivered button?

- Yes
 No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

The manual clearly explained how to deliver an order

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

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 click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If you answered No, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

Item added to list

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

The user manual was helpful explaining how to add an item

.....

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

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

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
 No

If you answered Yes above, what did the message say?

Inventory item updated

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

General questions

Please answer the general feedback questions concerning your experience with the app.

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		
Useful	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Useless

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

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

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

App was easy to navigate for an elderly person

Submitted 11/10/2020, 11:27

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.

tabs6 lite

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

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

android 10

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

- Yes, there was a message.
- No, there was no message but the application didn't crash.
- The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

.....

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- 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: the user manual.

- Yes
- No

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

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

- Yes
 No

If there was an issue, please describe it below.

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

- Yes
 No

If anything, what was difficult to use and understand about the Fill Order interface?

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

- Yes
 No

If you answered No above, did the app crash when you clicked the Delivered button?

- Yes
 No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

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 click the Food or Drinks button, does the app advance to the 'Add Menu Item' page*?

*

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If you answered No, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

Yes

No

If you answered Yes above, what message was displayed?

.....

Was assistance required to complete the task? *

For example: the user manual.

Yes

No

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

.....

Were there any issues during the task? *

Yes

No

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

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

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
- No

If you answered Yes above, what did the message say?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
- No

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

.....

Were there any issues during the task? *

- Yes
- No

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

Nothing was updating

General questions

Please answer the general feedback questions concerning your experience with the app.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Hard

How difficult were the tasks to complete? *

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

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

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

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

I love the colouring! Pressing back after signing out takes you back to the app as a signed in staff member.
Pressing back should ask you to log in... not re-open the previous logged in page

Submitted 11/10/2020, 16:22

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.

Tab S6 Lite

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

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

Android 10

Fill order (queuing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page? *

*This is the page that displays the individual items in a specific order

Yes

No

If you answered No above, was there a message displayed or did the application crash?

- Yes, there was a message.
- No, there was no message but the application didn't crash.
- The application crashed.

If you answered Yes above, what was the message?

.....

If you answered "The application crashed" above, please explain the application's behavior in the lead up to it crashing.

.....

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

Yes

No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- Yes
- No

If you answered No above, please explain the issue you had that caused the page to be unclear.

When you pressed the Complete Order button, did the app return to the 'Orders' page*? *

*The previous page that lists the orders.

- 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: the user manual.

- Yes
- No

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

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

- Yes
 No

If there was an issue, please describe it below.

Was the *Fill Order interface easy to use and understand? *

This is the interface seen after you press "Start/Continue" button on an individual order.

- Yes
 No

If anything, what was difficult to use and understand about the Fill Order interface?

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

- Yes
 No

If you answered No above, did the app crash when you clicked the Delivered button?

- Yes
 No

If you answered No above, what happened to the order when the Delivered button was pressed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

.....

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

Yes

No

If there was an issue, please describe it below.

.....

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

Yes

No

If anything, what was difficult to use and understand about the Deliver Order interface?

.....

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance to the 'Item Type' page? *

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 click the Food or Drinks button, does the app advance to the 'Add Menu Item' page? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

If you answered No, was there a message displayed?

Yes

No

If you answered Yes above, what was the message?

.....

When you clicked the Add button, was there a message displayed? *

- Yes
 No

If you answered Yes above, what message was displayed?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
 No

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

.....

Were there any issues during the task? *

- Yes
 No

If there was an issue, please describe it below.

Was the Add Menu Item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

Yes

No

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

Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- Yes
- No

If you answered Yes above, what did the message say?

.....

Was assistance required to complete the task? *

For example: the user manual.

- Yes
- No

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

.....

Were there any issues during the task? *

- Yes
- No

If there was an issue, please describe it below.

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

Yes

No

If anything, what was difficult to use and understand about the Update Inventory interface?

General questions

Please answer the general feedback questions concerning your experience with the app.

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		
Useful	<input type="radio"/>	Useless				

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

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

Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

Could not find a help video

Submitted 11/10/2020, 17:30

Round 2

