

# **CSC 642 HCI Summer 2019**

## **Initial Design**

### **Seated**

*A Simple connection between Customers and Restaurants. Provides up to date real time wait time for customers and simple feedback to the restaurant owner without being overly complex.*

### **Team 07**

Team Members:

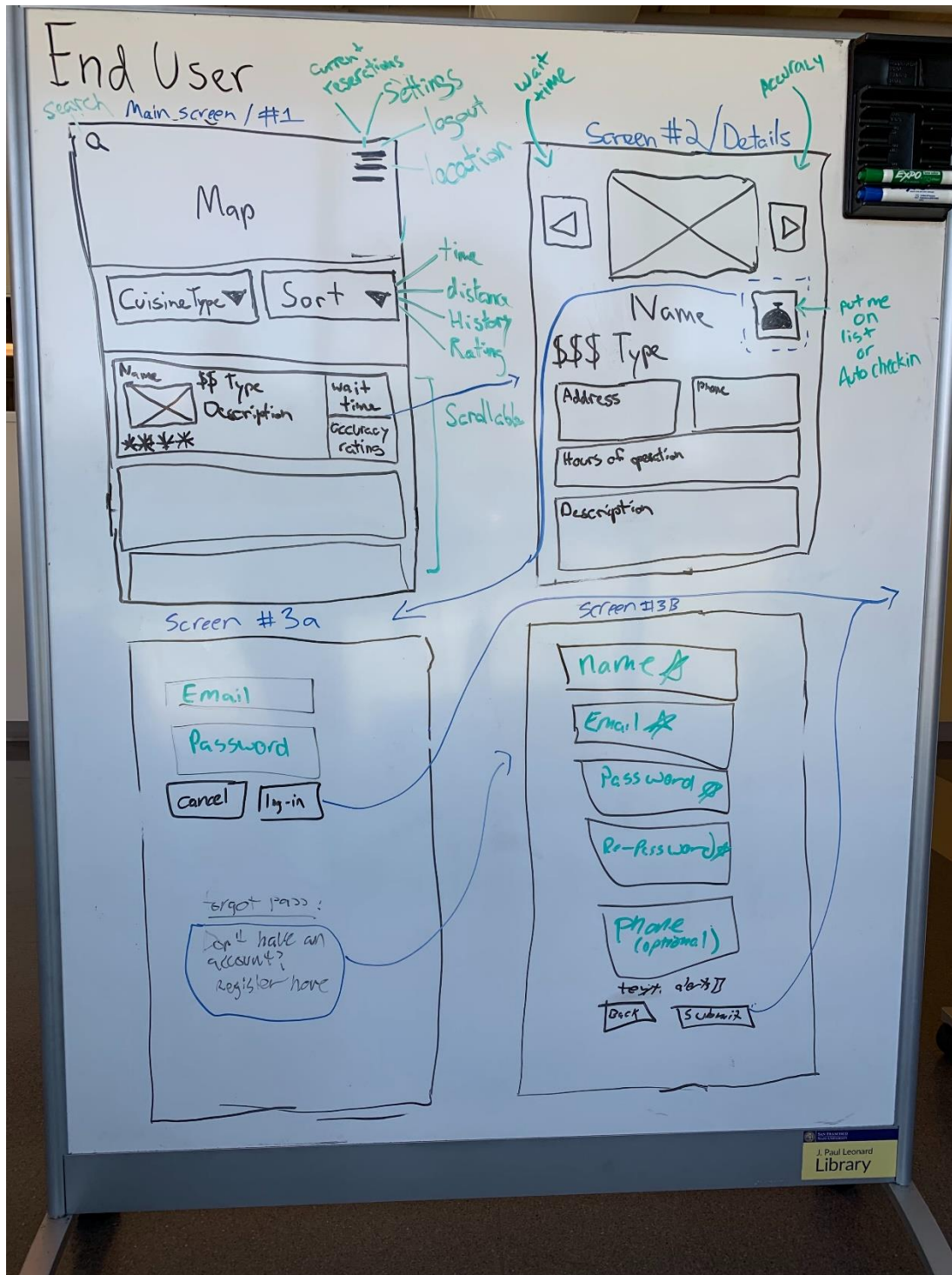
Adam Tremarche  
Katthak Shah  
Saad Bouayad  
Jon Julian

[atremarc@mail.sfsu.edu](mailto:atremarc@mail.sfsu.edu)

Submitted 7/1/19 for review

# Use Cases and Storyboards:

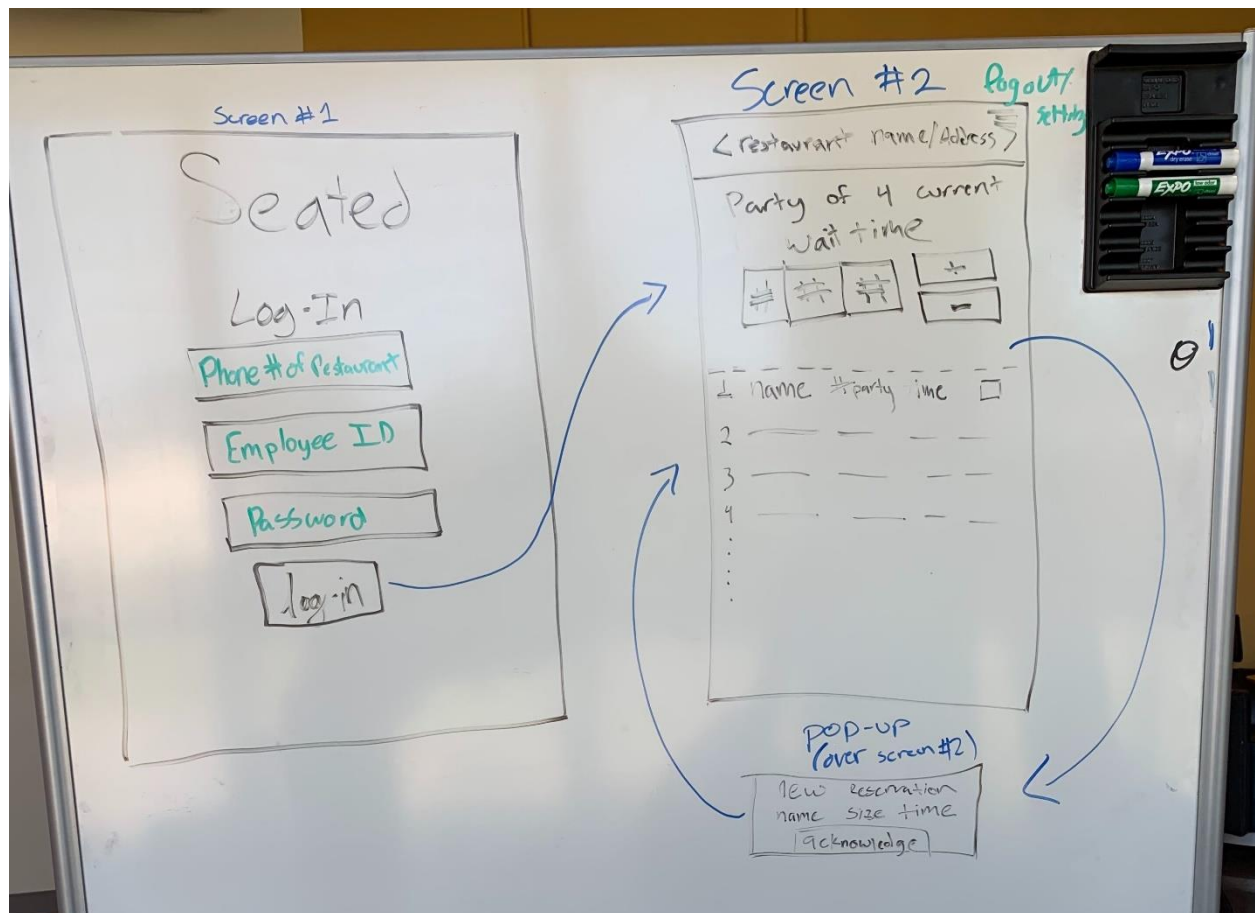
## 1. The End User





displayed on the previous screen. There is also a button on this page to get onto that restaurant's waitlist ahead of arrival. If the user clicks this button and is not already logged in, they are taken to a login page where they may do so. If they do not have an account, they can create one here as well. From there they will be taken to a confirmation page showing the time their table will be available. After their meal the user will receive a notification, which will take them to a survey where they can rate the accuracy of the wait time forecasted and the quality of the restaurant's service.

## 2. The Host/Hostess



The host/hostess of the restaurant will have their own side of the mobile app to interact with. Here they simply login using their business's phone number, their employee ID number, and a password they choose. The one screen they see will have: the current wait time with large plus and minus buttons next to it allowing them to increment or decrement it, a list of incoming guests who wish to be added to the waitlist, and a toggable button to enable or disable the reservation feature depending on traffic.

## 3. The Restaurant Manager



www.seated.com

log-in

register

Phone # of location

Employee ID

Password

Cancel

log-in

Seated.com / Register

Invitation code

#####

Pre-generated Phone #

Name

Email

Password

Password

Cancel

Create acct

www.seated.com / my spot

Welcome <name> of <Restaurant name / Address>!

Employees  
# of Employees  
/enrlist

Feedback  
★★★★★  
# unread feedback  
/feedback

Current rating  
Avg waiting  
Accuracy

Current Seated Activity

	name	Party size	checktime
1			
2			
3			
4			
5			

settings

- Act info
- change restaurant info

www.seated.com / About site

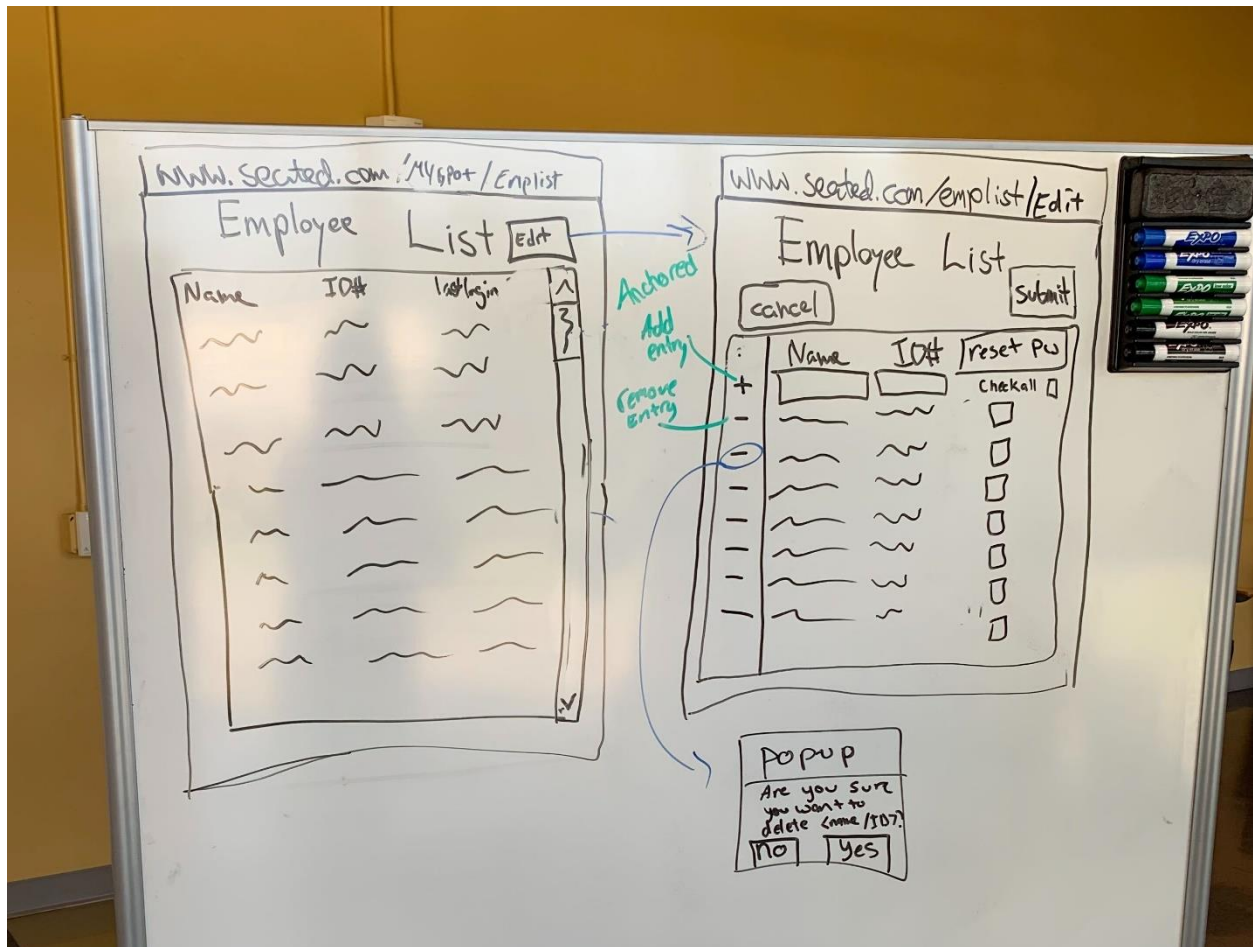
Additional Information  
About Restaurant  
not given by  
Google Places  
Api

Cancel

next

www.seated.com/myspot/feedback

feedback list	Name:	
sort	Time seated	
Name S.D.	→ Review	
Name S.D.	gos	
Name S.D.	Comments	
Name S.D.		
Name S.D.	Respond via email	
=	Show Phone No.	
=		
=		
=		



The manager's interface will be web based and assumed to be accessed from a PC. Here, a manager can create an account with Seated, and once that account is in place the manager can view a dashboard containing features and information about the Seated app. The manager can: access the employee list where they can add or remove host/hostesses from their restaurant, they can view customer feedback and choose to reach out to specific customers, and they can view information pertaining to their accuracy rating.

## Functions:

### Users:

#### Priority 1:

Search criteria: This will allow a few different options for the all users search experience. sorting will be based on distance to restaurant followed by wait time (2 stage sort to handle ties), Wait time first followed by distance (2 stage sort), cuisine type followed by distance then wait time. Also, a history/frequently visited option will be available.

Remote check-in (call ahead seating): Allows the registered user to make a one click remote check-in request sent directly to the restaurant with the time submitted. This will allow registered users to see their estimated seating time based on accuracy calculated in application.

Restaurant feedback: Provides user a brief survey when they leave the geofenced location to give feedback to the restaurant -- provides the information used for rating the accuracy of the wait time.

#### Priority 2:

Search criteria: registered User defined location, used for computing where they will be around the time they want to eat.

Auto check in: This allows for registered users to automatically be placed on the list when they get into a geo fenced location -- this will be an option when they see a restaurant which may not have the option for "remote check-in".

### Hosts/Hostesses:

#### Priority 1:

Setting the wait time: The staff at the restaurant will be able to provide us with a wait time in 5-minute intervals. This is the time the user will see when they look at the restaurant via the app.

Real time entry to "the list": For partners which allow remote check-in, or automatic check in, the list will be populated and automatically updated when the criteria are met.

#### Priority 2:

Text notifications: Allows restaurant to text users when their seats are available.



## **Owner/Manager:**

### **Priority 1:**

Add or remove host/hostesses: Allows managers to maintain the current list of active employees who can log into the app.

Dashboard of reviews: Allows a quick access to the reviews left by users can be sorted by date/time, or by rating.

### **Priority 2:**

Disputing ratings: Allows for managers to provide solutions to their customers based on the experience or get more information, this is handled via a message sent to the registered email address.