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A3 DIS Class Activity

Conceptual Scenario: Vending Machine at McDonald's Jasola Apollo

Setting: A modern McDonald's outlet at Jasola Apollo with a sleek vending machine that offers a variety of burgers, combo deals, and customization options. While the machine mostly provides a seamless experience, occasional technical glitches may arise.

Characters and Stories:

1. Rishabh Bhati, the Foodie:

Rishabh excited to try the Maharaja Mac Burger comes up to the vending machine and looks through the menu. He decides to buy 1 Maharaja Mac and get a free 1 medium fries. In this case he pays via UPI, plus he requests extra cheese on his burger. Unfortunately, the machine freezes when entering the payment confirmation screen; despite the fact that the money is debited from his account, his transaction fails. But Rishabh is became frustrated and seeks help from a McDonald's employee, whose quickness grabs hold of the problem by giving Rishabh a replacement order. Always relieved, Rishabh feels good about this, but hopes that it'll be better the next time.

Emotion: A faulty payment experience, but with some good customer service and the customer is saved.

2. Siddharth Bhaskar, the Busy Professional:

During meetings, Siddharth goes to McDonald's for a rush lunch. Its clean interface and extensive menu catches his attention when it's a vending machine. Thinking a recommendation to get fries at a discount price, he places to order a Spicy Paneer Burger and a Coke. His card payment goes straight through the machine, and he gets his order within minutes. My lunch break is stress free with my Siddharth who's great for the efficiency and seamless process.

Emotion: Satisfaction: An immediate and glitchless affair that falls in keeping with a tight time schedule.

3. Rijusmit Biswas, the Tech Enthusiast:

Rijusmit loves exploring new technology and decides to try the vending machine's customization feature. He selects the Maharaja Mac Burger, substitutes fries with a salad, and adds extra jalapeños. The machine displays the nutritional breakdown of his customized meal, which impresses him. He completes his order using the McDonald's app, earning loyalty points. Excited by the smooth and personalized experience, Rijusmit leaves the outlet feeling that technology is enhancing dining in new and exciting ways.

Emotion: E3 - Excitement: A fun, tailored experience that exceeded expectations.

Concrete Scenario: Ordering from the Vending Machine

Rishabh's Experience:

Rishabh went to McDonald's Jasola Apollo hoping to grab a Maharaja Mac Burger. Rishabh quickly picks the offer of free fries with the burger shown on the vending machine. Once he adds extra cheese he tries to pay using UPI. But the money is taken from his account, and the transaction is not processed successfully, so he gets no receipt or confirmation of orders. He gets frustrated so he approaches a staff member, who reassures him and moves the order manually. But before that, the initial issue lowered Rishabh's mood, he wholeheartedly thanks the staff for prompt assistance.

Siddharth's Experience:

Then, Siddharth orders a Spicy (paneer) burger combo through the vending machine. He orders the interface to add on a Coke at a discounted price and let's. His card payment processed smoothly by the machine and he gets his order within minutes. He finds the whole process smooth and sure enough, his colleagues appreciate the system to such an extent, he'd be glad to recommend the vending machine to them.

Rijusmit's Experience:

Rijusmit hits the buttons on the vending machine and customizes it. He gets fries replaced with salad and extra jalapeños on his Maharaja Mac Burger. He pays using the McDonald's app and earns loyalty points. The transaction passes through the machine and he gets to see nutritional information about his order. Rijusmit is thrilled with the experience — the machine has advanced features that he is happy about.

Notes to Vending Machine Design:

1. Error Handling:

Ensure proper feedback for failed transactions, including a visible help button for immediate assistance.

Provide automatic refunds for unsuccessful payments.

2. User-Friendly Features:

Offer real-time suggestions for meal customizations and combos.

Display nutritional information for customized meals.

3. Payment Options:

Support multiple payment methods (UPI, cards, app payments) with robust processing.

Allow users to resume transactions if the machine glitches.

To Work Upon More in Backend Architecture and Server Management in Priority

4. Customer Engagement:

Include Digital loyalty programs and feedback options.

Ensure prompt resolution of issues through staff support.

And On any Situation Where problem occurs then app should resolve it quickly