

Delivery: Post-interaction Questions

So, what'd you think?

Did this experience meet your expectations?

1 - not at all

7 - definitely

What three words would you use to describe the experience?

Tell me about how you were notified that your order was arriving.

What was your first impression when you saw the vehicle?

Did anything frustrate or disappoint you during the experience?

Can you tell me more about that?

What was your favorite part of the experience?

Can you tell me more about that?

Do you think you feel any differently about autonomous vehicles after that experience?

What did you do once the vehicle arrived? Was that clear?

How'd you indicate you were done? Was that clear?

When do you think a service like this might be helpful?

Tell me how a scheduled delivery would fit into your day-to-day life.

Consider the things you already have delivered. Would you prefer to have any of these delivered autonomously?

At what point in the shipping process would you expect to make a decision regarding autonomous delivery?

If you ordered something and weren't notified that the delivery would be made by an autonomous vehicle, how would you feel?

1 - Very unsatisfied
7 - Very satisfied

If you had the option to select an autonomous delivery the day of delivery, how would you feel?

1 - Very unsatisfied
7 - Very satisfied

If you had the option to select an autonomous delivery when you were notified of a package being sent (days ahead of time) how would you feel?

1 - Very unsatisfied
7 - Very satisfied

If you had the option to select an autonomous delivery when you checked out/ordered how would you feel?

1 - Very unsatisfied
7 - Very satisfied

Taking a step back to the big picture: how does this experience compare to a traditional delivery?

If you could change one thing about this process, what would it be?