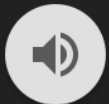# Brisk Tracking

Jonathan Hugo, Kevon Robinson, Anee Patel

What Is It?

- An app that is able to send estimated wait times to users
- The app contains:
    - ❏ a gps
    - ❏ A virtual queue
    - ❏ A see wait times page
    - ❏ A homepage
    - ❏ A trending page
    - ❏ And a weather page

Target Audience

- Users who are typically busy and tight in time
- workers and students
- Users who want to be on time to events i.e meetings, classes.

Features

Top ranked features:

- Virtual queue
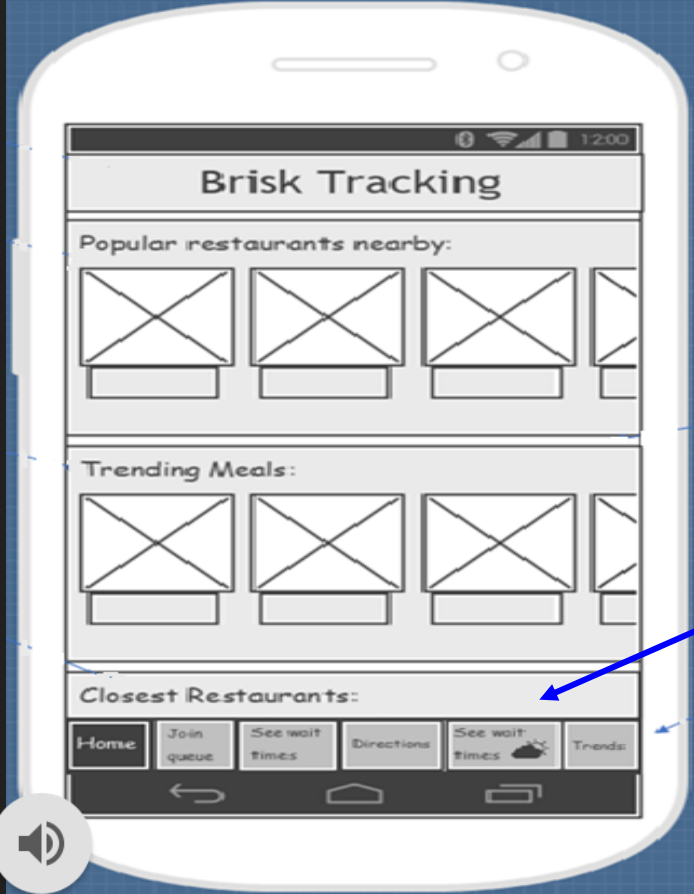- Receiving live updates

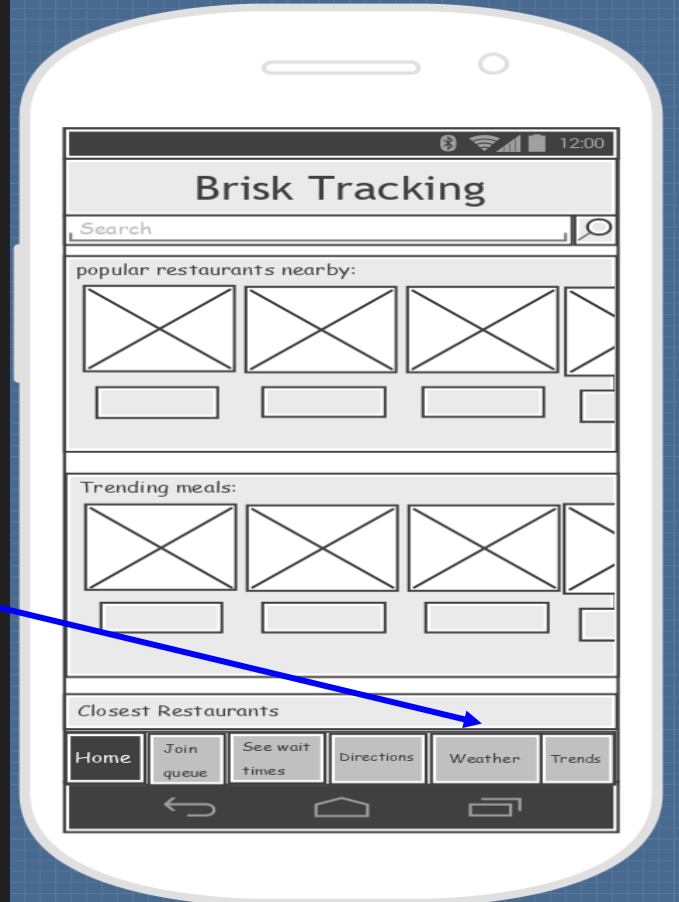Lowest Ranked Features:

- GPS

Features Not Considered:

- If a line to one restaurant is too long, the app will direct user to another restaurant
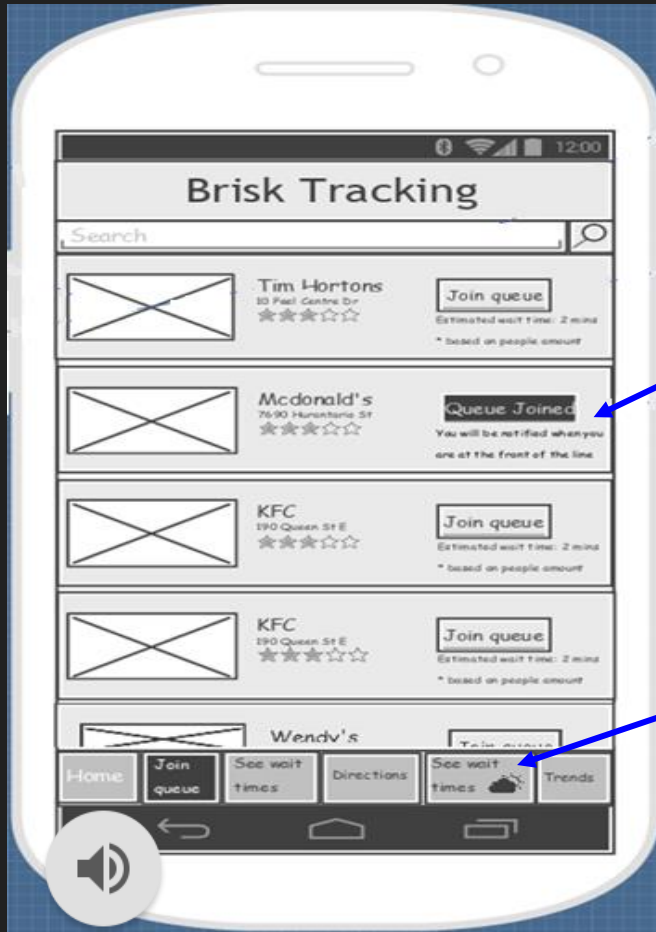
Home Page

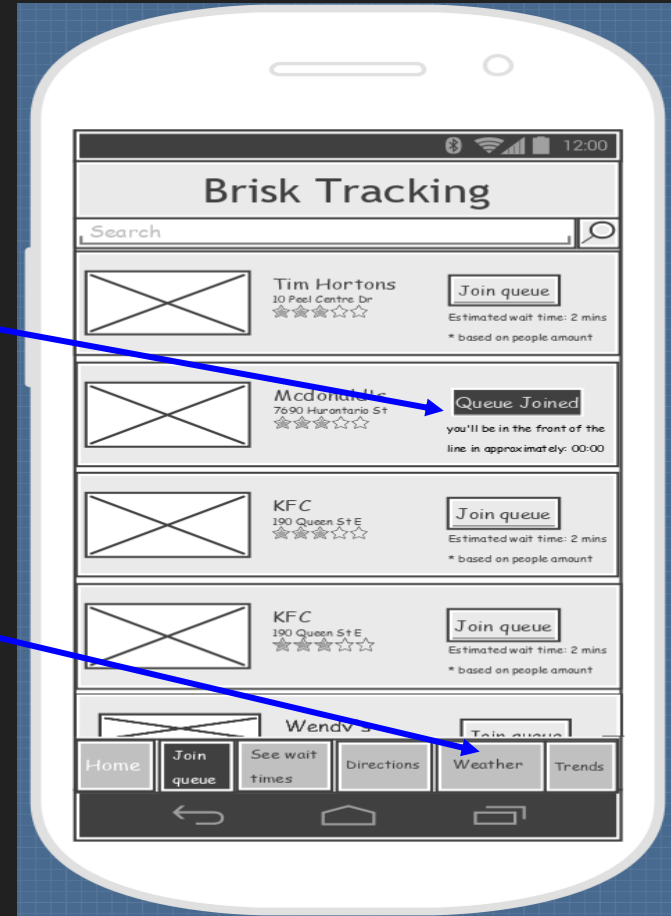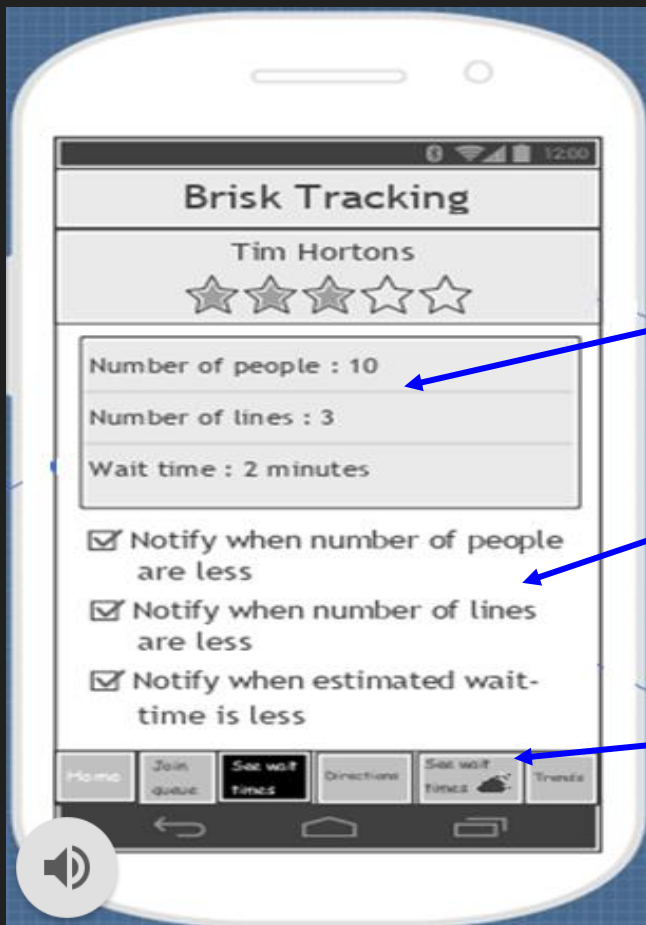'See wait times' button with weather logo changed into 'weather'

Virtual Queue

"You'll be notified when you're at the front of the line", changed to "You'll be in front of the line in approximately 0:00"

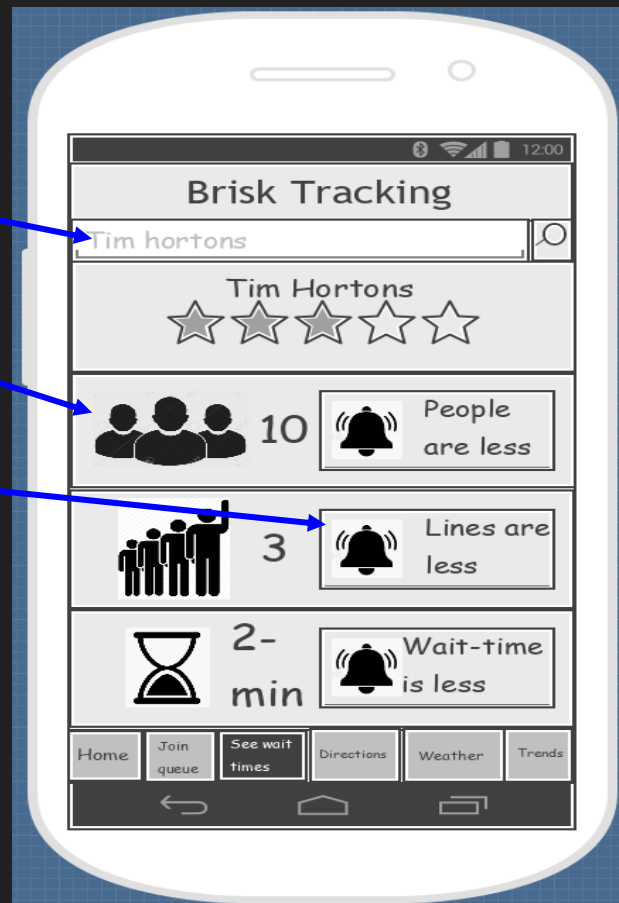'See wait times' button with weather logo changed into 'weather'
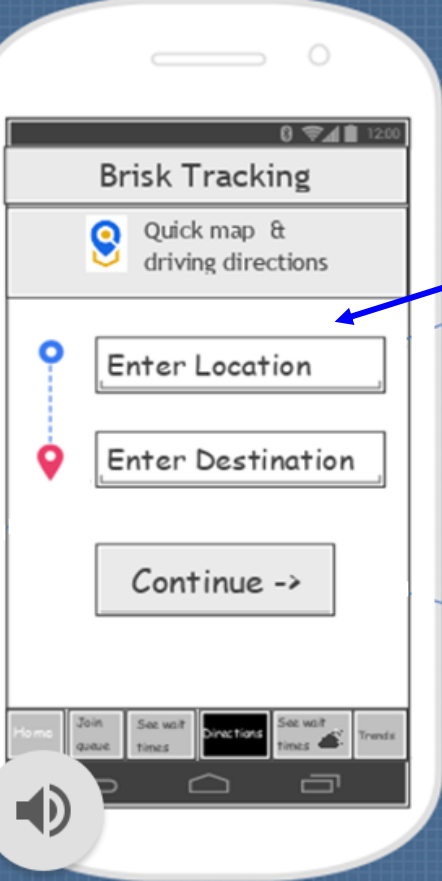
See wait times

A 'search bar' is added.

'Texts' replaced by 'images'

'Checkboxes' for notifications replaced by 'buttons' with 'bell-icon'

'See wait times' button with weather logo changed into 'weather'
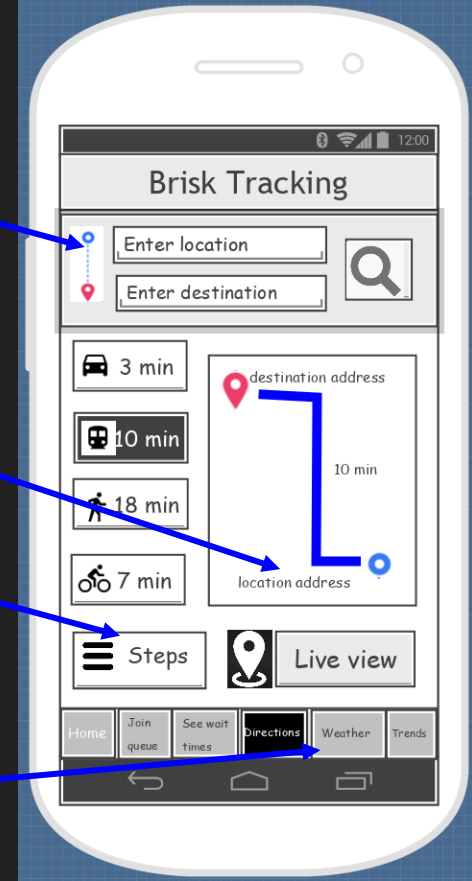
Directions

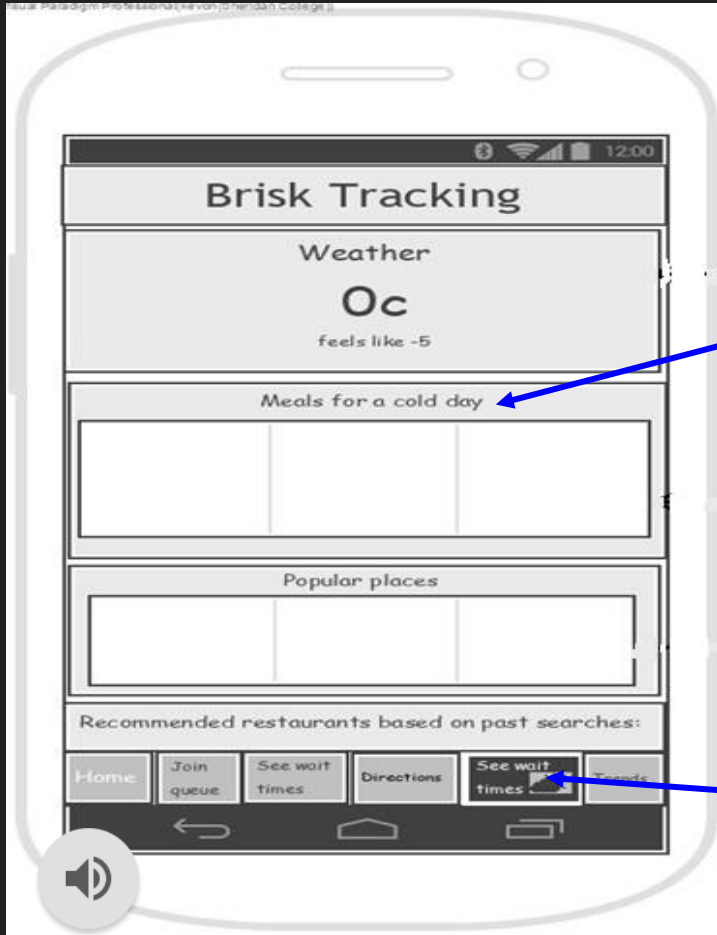
Textboxes to enter addresses are combined in one page

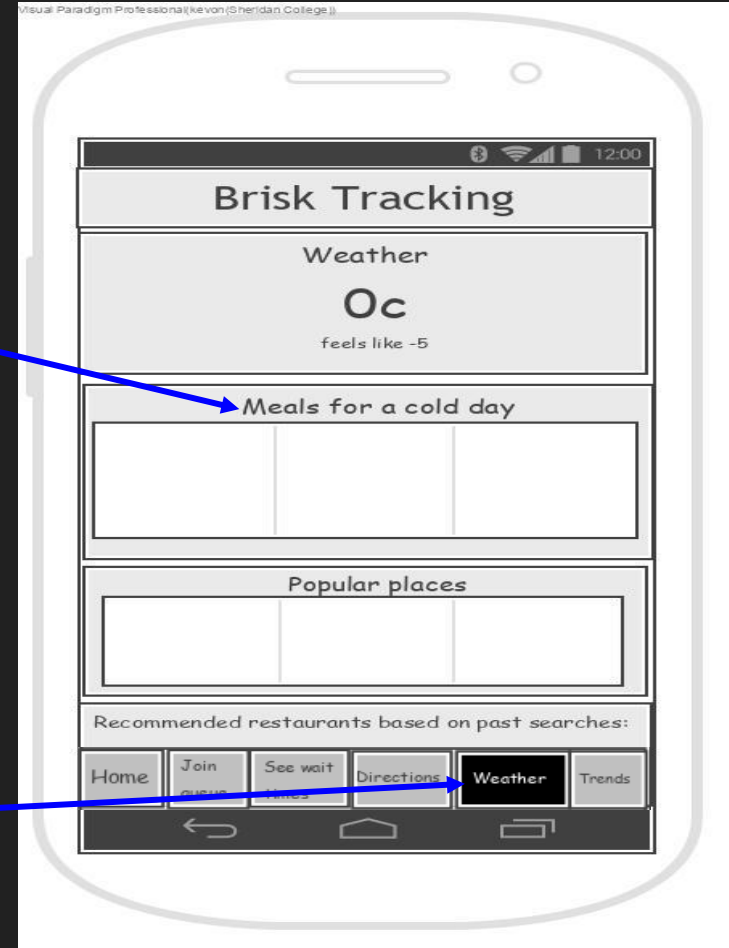Addresses are displayed in the map along with the time

'Steps' keyword added

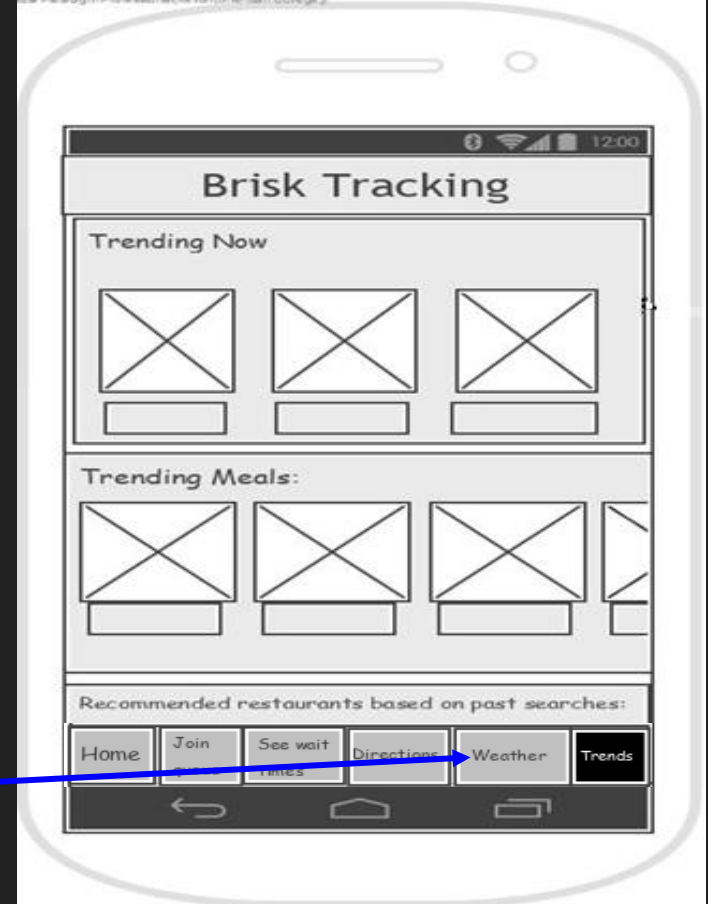'See wait times' button with weather logo changed into 'weather'

Weather

Small font size changed to larger fonts

'See wait times' button with weather logo changed into 'weather'

Trends

'See wait times' button with weather logo changed into 'weather'

Findings from user testing

What went well?

- All tasks provided to users were cleared with success.
- All users completed their tasks in a timely manner.
- The first task received the most positive feedback due to its simplicity.
- Overall most users seemed to like the way the elements were laid out in every page.

What didn't go well?

- For the second task, although most users managed to find the page, many overlooked the specific checkboxes to actually complete the task.
- The three lined button to view the directions in text form caused confusion for a majority of users.
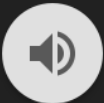
Findings from user testing

Positive feedback:

- The virtual queue page received positive feedback the most.
- All pages were clear and easily understood.
- Trends page is useful when one isn't sure where to eat at.

Negative feedback:

- Notification checkboxes were not clear in see wait times page.
- Too much texts in directions page.
- Having the name 'see wait times' and a sun-cloud icon for weather caused confusion.

Surprise findings:

- The second task surprised us the most as most users finished the longer third task much faster then the second task which seems much more simpler to us.

Lessons learned

- The dominance of use of images rather than texts to deliver information.
- The importance of buttons.
- The size of fonts.
- The use of specific and clear language.
- The design of web application and pages.
- The usefulness of user testing.

Next Launch

- To be able to determine the traffic in the way to the restaurant.