NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Human-Computer Interaction

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BookMeal

Stage 2: User and Task Analysis

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• **Problem description:** Have you ever wanted to have a great dinner in a fantastic restaurant but didn't know where to look or whom to call to book a table? Nowadays, to book a nice restaurant, you already need to know its location and what it serves, and also its contact so that you can book a table. Sometimes when you know all of that, you might get there and be misunderstood by their prices, as they increase or change (for example, due to inflation) and unfortunately you might not be able to pay for it or be surprised when you ask for your bill.

• **Target users:** We recommend an age range between 16 and 65, as it is an age range at which people know how to use the technology better and make better use of the app. Starting at the age of 16, the users can be independent and book a restaurant by themselves.

• **Project goal:** The goal of the application is to help users find and book a table in any restaurant with the type of food they want. This can be helpful as well with a rating system where the user can check some reviews of the other customers, as well as the menus and the prices of each dish. Another of our goals is to have a restaurant floor map for each restaurant that is registered in the application so that the user can search them by the location he is looking for. In conclusion, our primary goal is to design an application to help the users to find the best restaurant they want, for the best price, and be helpful with the system of booking that can also be helpful for the restaurant offering a faster and an efficient process.

• **Competition and what's different from them:** TheFork right now is the company which is in the best position to compete against us. The Australian company, from our perspective, has a great design and a very good user interface. However, their database in Portugal is a bit restricted and our goal is to increase the database and create a better interface experience for the user. Our design will have the capability of booking lots of people with the possibility of choosing the table according to the restaurant's floor plan. What's different as well is the fact that the users can already, before going to the restaurant, choose their menu instead of sometimes waiting more than one hour for their meal as they reach the restaurant.

• **Description of each user class:**

Our app will accommodate just one entity (the users).

From the users' perspective, they can book a table at any restaurant, choose how many people they want to bring and even choose the dish before going there. The users will have access to every restaurant's information, such as other customers' scores and reviews, discounts, menus, average prices, location, photos, etc.

Beyond submitting and managing a booking in a restaurant, the users will also have access to the map of restaurants close to the desired location, as well as all their reservations at the moment. Moreover, the users can edit their profiles if they want to update some information about them.

Furthermore, the customer will have access to the restaurant's floor plan to find out which tables are already reserved and which ones are free. The restaurants will have profile views, reservation details, and plenty of statistics for each one of them.

• **Tasks**
We have pointed out the best characteristics for each high-level task

→ **Login & Register**

- Goal
  → Registration and Login through data authentication. This functionality aims to register users in our database, including various data such as name, address or postal code. The main identifier of the user and the restaurants' owners will be the email.
- Subtasks
  → There are no subtasks.
- Preconditions
  → All the information presented in the registration form must be correct, and we will have an email address confirmation to check its correctness. There are no under 16 users.
- Exceptions
  → The only exception in the sign-in and sign-up forms is some parameters which do not need to be completed (for example the postal code) in the application form.
- Features
  → The best feature is the design, there are no restrictions and in our app, if it is installed and signed in, there is no need to do it again (only after a month of inactivity).

→ **Booking a Restaurant**

- Goal
  → Booking a restaurant is one of the tasks where the client has the goal of booking a table at a certain hour, in the desired restaurant.
- Subtasks
  → The sub-tasks of the main task are the selection of the restaurant according to our search for the desired one (we use filters for example) and the possibility of selecting the meal in advance before going to the restaurant.
- Preconditions
  → The precondition is that a client can't book two restaurants at the same hour to prevent any client punishment (we will give a timestamp of, for example, 3 or 4 hours in which the user can not book 2 restaurants).
- Exceptions
  → The exception is the fact that a restaurant can be already full, in this case, the client can't book any table.
- Features
  → The best feature is scalability, as it can handle a large number of booking requests at several tables in the same restaurant at the same time.

→ **My bookings**

- Goal
  → List all the books that a certain user has already done at the application.
- Subtasks
  → There are no subtasks.
- Preconditions
  → To have any kind of result the user needs to have at least a restaurant book.
- Exceptions
  → There are no exceptions.
- Features
  → The best feature is the fact that a client can access all his books to check a restaurant that he likes but didn't remember the name of or to control his movements as well as the amount of money spent.

→ **Edit Profile**

- Goal
  → Both the users and the restaurant owners can edit their profile, adding up or replacing some information which they have written when they first registered.
- Subtasks
  → There are no subtasks.
- Preconditions
  → All the information presented in the profile editing form must be correct.
- Exceptions
  → The only exception is some parameters which do not need to be completed (for example the address) in the profile editing form.
- Features
  → The best feature is the possibility of adding a profile photo to both user and restaurant owner profiles, boosting in quality of the interface in our application (as it is something visual).

→ **Engagements**

- Goal
  → Have some features of comments, reviews and ”my favourite restaurants”.
- Subtasks
  → There are no subtasks.
- Preconditions
  → The user needs to have already made a successful booking, this means that the user has a finished meal already, so from there he can comment, review or add to his favourite restaurants.
- Exceptions
  → There are no exceptions.
- Features
  → The best feature is the fact that a restaurant can have an average rating with the number of reviews, as well as a comment section to help the new users to have better choices.

• **Scenarios:**

First Scenario

Tiago wants to eat sushi with his girlfriend, near his house but doesn´t know where. He enters our application, searches for sushi restaurants nearby, gets a collection of all the sushi restaurants in his area, and from those he can short for the cheapest, from that list he chooses the one that best suits him and then he clicks on the restaurant, writes down how many seats does he want to book and check for all the hours available. If there is one that he feels comfortable with, he clicks on it and then confirms his reservation. Now it's all set, the only thing remaining is to go to the restaurant at the booked hour and have a great meal.

Second Scenario

Dinis wants to go to his favourite steak house with his friends and wants to sit near the window. For this, he opens our application, goes to My Restaurants, and chooses from the list of his favourite restaurants the steak house he was looking for. After that, he enters the number of friends he is bringing with him, and now he chooses the hour he wants to go and chooses the option footprint, here he can see the footprint of the restaurant he likes and choose from the available tables, the one that suits him better, finally he confirmed his reservation and he’s ready to eat.

Third Scenario

Rodrigo wants to go out for a great meal but is cutting his expenses, so he wants to know if the prices are in accordance with his budget. In order to know if he can afford to go to the restaurant, he enters our application and selects “price projection”, where he needs to select the restaurant where he would like to eat, and sorts the restaurant out by the nearest and the cheapest, and he goes with the first option. After clicking on the restaurant and selecting a menu, Rodrigo can make an order just by selecting what he would like to eat and after confirming the order, a final price is shown on the screen. Now Rodrigo can decide if that is the best option.