ASSIGNMENT 1

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User Experience aspects I like about Uber Eats are:

1. Intuitive Interface: Uber Eats has an intuitive interface that made it simple for customers to browse restaurants, select items, and place orders.

2. Real time tracking: Real-time tracking provided by uber eats has transparency and reduced uncertainty about when the food would arrive.

3. Restaurant Ratings and Reviews: The rating system enables users to make informed decisions about which restaurant to order from based on previous customers' experiences.

4. Options for Customization: Users can personalise their orders by including special instructions or requests, as well as accommodating dietary preferences and allergies.

5. Convenient Payment Methods: The app provides multiple payment options, including credit/debit cards, PayPal, and occasionally cash, giving users flexibility.

Significant improvements for Uber Eats:

1. Enhanced Restaurant Information: Provide more detailed information about restaurants, such as menu highlights, specialties, and any unique offerings, to assist users in making more informed decisions.

2. Improved Dietary Filters: More robust dietary filters have been added to make it easier for users to find restaurants and dishes that cater to specific dietary preferences and restrictions.

3. Estimated Delivery Time Range: Rather than providing a single estimated delivery time, provide a range to account for potential delays caused by high demand or other factors.

4. Improved Recommendations: Food recommendations are vague and should be provided based on the previous choice of meal or ratings.

5. In-app chat support: Allows user to communicate directly with customer support in real-time for any order-related issues or queries.

Use cases:

Use case 1 (Light weight)	Oder a meal
Actor	Spontaneous Uber Eats User
Basic Flow	A User, to satisfy their cravings, opens the Uber Eats app. They grant the app permission to use their current location. The user browses through the options and select a preferred meal, then opts for the default payment method and taps the "Order Now" button. The app swiftly selects the nearest available restaurant. The user is provided with an estimated preparation time for their delectable meal. The food is prepared and delivered within a short span, and the user enjoys a delightful feast. The user completes the transaction via the app, rates the restaurant, and relishes their meal promptly and to their heart's content.

Use Case 2 (Middle weight)	Recommendations based on order history
Actor	Existing Uber Eats user
Basic Flow	The user launches the Uber Eats app on their device. The app prompts the user to input their current location or uses their GPS to detect it automatically. The app's recommendation algorithm analyses the user's order history to suggest restaurants and dishes based on their preferences. The app displays a curated list of recommended restaurants and popular dishes that align with the user's past orders. The user browses through the recommended options, viewing restaurant details, menus, and dish descriptions and selects their desired dishes and adds them to the cart. The user proceeds to the checkout screen, where they confirm the order to be delivered.
Alternative Flow 1	The user changes the plan, instead of delivery, he chooses take away, requests the restaurant through app and changes the preference
Alternative Flow 2	The User selects an item outside the recommendation list, places an order and proceeds to checkout

Use Case 3 (Middle weight)	In App chat support
Actor	User with an Issue
Basic Flow	The user places an order through the app and proceeds to checkout. The user selects payment option such as debit card and makes a payment. Due to some issue the payment occurs multiple times and the amount debited is twice. The user contacts the customer support through the app to get his queries resolved.
Alternative Flow 1	The chatbot assigns a customer service representative to work with the user and get his/her query resolved and initiate a refund of the required amount
Alternative Flow 2	The customer service representative suggests that refund would not be possible, and instead the money will be granted in the account as a coupon which can be used in the next order for discount.

Use Case 4 (Heavy weight)	Health and Fitness app integration
Actor	Fitness User
Use Case overview	A diet conscious user integrates its health and fitness tracker app to uber eats to sort and filter the recommendation based on the dietary plan
Subject Area	Fitness and Healthy Diet
Trigger	The user requires meal based on the dietary plan
Precondition 1	The user demands food
Precondition 2	The Uber app is integrated with the fitness app

Basic Flow: Fitness app

Description	A user chooses to order a meal based on the recommendation of food from the fitness and health tracker app.
1	The user launches the Uber Eats app and links the Fitness and health tracker app to Uber Eats
2	Based on the suggestion from the health tracker app, the user browses the options and selects an item and adds to the cart
3	The restaurant accepts the request and starts the preparation of food
4	The app assigns a delivery to the nearest Vallet available
5	The Vallet picks up the order from the restaurant and delivers to the user

Alternative Flow 4A: Vallet denies the request

Description	Due to Unforeseen weather changes the closest Vallet denies the request for delivery
4A1	The app contacts the Vallet and verifies the condition
4A2	The app assigns the delivery to the available Vallet but with a delayed delivery time
Termination Outcome	The Vallet delivers the food to the user

Alternative Flow 5A: Vallet delivers the order to the user but damaged/ wrong order

Description	The Order picked up from the restaurant by the Vallet is damaged or wrong
5A1	The User contacts the customer service, provides images of the damaged/wrong order and asks for a refund
5A2	The images are reviewed by the representatives and refund is initiated
Termination outcome	The user gets the refund

Use Case 5	Priority delivery
Actor	User
Use Case overview	The user needs the food to be delivered within a limited time span and therefore opts for a quick delivery
Subject Area	Priority Delivery
Trigger	The user required food quickly
Precondition 1	The user demands food
Precondition 2	The Uber Eats app is running and working

Basic Flow: Delivering food

Description	A user places an order and opts for quick delivery
1	The user launches the Uber Eats app and places an order with the Priority delivery
2	The restaurant accepts the request and starts the preparation of food
3	The app assigns a delivery to the nearest Vallet available for priority delivery
4	The Vallet picks up the order from the restaurant and delivers to the user

Alternative Flow 1A: The Vallet fails to pick the order from restaurant

Description	The Vallet arrives late to the restaurant to pick the order
1A1	The app reschedules the delivery time
Termination Outcome	The food is delivered to the user