

User study Notes - Tim

At the “robot ready to go” page

1 What do you think of this page:

Design is very simple
But good to understand

Idea is similar to Uber eat
Better if there is more information like add text or more information in detail

2 What you expect about next page:

Should change to 3D mode, see the street
It will be cool if we can see what robot see

Can see robot move on the road
Show the street name and distance.

3 What make you confuse:

No, easy to understand and simple
Everything is quite straightforward

At the “tracking” page

1 How would you feel about robots automatically delivering food:

Concept is cool
Base on technology innovation
It will happen one day

2 How can you improve this page:

This page is very simple to show information
It can be more fancy with better design, better robot image
More 3d image and idea is better
Like battery life can be percentage
Show same information in a more fancy way
User don't need to read, but see the image to understand

3 What you gonna do if the robot is stuck:

There should a contact centre
A team to deal with that
If you cant un contral it, you can call the team
If the food can be delivery on time, then there should be a policy for that

At the end of the task

1 Would you use it, why and why not:

Yes, will try, if the experience if good, I will keep trying
Save more labor power
Try new technology.

Help people to more job, quickly and efficiently
If any accident happen, it's gonna be safe

2 How would you make it better:

The user interface should be more closer to people
Let user feel more comfortable and more fancier

Can design something for robot to talk to customer
It will be cool if the robot can communicate with customer.
Like a chatbot behind the robot.