

User study Notes - Sola

At the “robot ready to go” page

1 What do you think of this page:

Looks simple and straightforward
Like uber eat, can easily understand content

2 What you expect about next page:

Like a navigation, it will look like GPS,
Same thing but more 3d live tracking

3 What make you confuse:

One question: look like GPS
Robots should run on the same road as cars. The robot should have particular road
Want to know how efficient the robot can be

At the “tracking” page

1 How would you feel about robots automatically delivering food:

It's amazing and Its the future
Question of remote control
If I can remote it, I will just play it, that's gonna be danguous
Instead of give remote to customer, let the system calculate the time, the route,
alternative, provide options
The risk of loss control

Robot status is useful feature, but would like to see more
A whole new page to tracking robot performance

2 How can you improve this page:

Onboard robot status in a new whole page, with more detail of road information

Tracking pictures can provide optional suggestions / solutions, and want the system to be more efficient.

3 What you gonna do if the robot is stuck:

Not too sure, can technical
Reboot

Let's say stuck in traffic,
Give some alternative

Shouldn't have problem stuck in traffic
It should have different road with other cars or human

At the end of the task

1 Would you use it, why and why not:

Will give a try for new technology

For delivery man perspective, time consuming is the key.
Want to make sure the deliver time is as efficient as traditional delivery way

It depends on the type of food, some food can be delivered by robot, some food not

2 How would you make it better:

Design is easy to understand, add some design and branding touch on it will make it much better

Technical perspective is limited, not an expert. But I prefer to have an alternative options for navigation solution.