

User study Notes - Sunny

At the “robot ready to go” page

1 What do you think of this page:

google map

similar to uber eat, but its not human but robot replace human

confuse of pin

straightforward and clear screen

like it

2 What you expect about next page:

hit start

tracking the distance

tell the time, location and icons allow user to contact robot, and messages about bot status

a map and some information

3 What make you confuse:

red pin is not clear,

make another pin mention first stop and second stop

two stop but only one target location

At the “tracking” page

1 How would you feel about robots automatically delivering food:

something skill hard to become real
too much work for robot
where is the food
assuming there is a auto driving car
its good for close distance, like hotel, but not on the street
maybe in the future, it will happen
its a great thing, save people time

2 How can you improve this page:

this is good, straightforward
all necessary information

3 What you gonna do if the robot is stuck:

get alert automatically
customer is most important, search another robot for help, have plan b

remote can be the first step, if it is not work then, plan B

At the end of the task

1 Would you use it, why and why not:

Yes! I'm gonna use it
very convience, some time, save money, cost will reduce

Once robot is ready, it made less mistakes than human;

It is a trend

2 How would you make it better:

I think all page is clean and straightforward, easy to understand

just enough information in one page

user friendly, good experience

we can add another page with more detail of customer service, get feedback from customers, not just rate with star.