

Team Papaya - Everett Stone (200452880)

Hear

Streamline fast process that can be done at any time
Easy and close pickup for anyone
Limit of 250-300ish deliveries a day // 50-60 (2trucks)
Real time update to bookings
Avoid call bookings as it takes too much time
Able to be used as ongoing support
Be able to Update and fix

Think and Feel (what could they be thinking // feeling about the experience)

Customer's ease of use is more of a priority than the foodbanks

See

An easy way to check the bookings of Food-bank

Say and Do? (what they say they want // actions they do)

Selfserve booking model + call booking recorded in same area
Book on phone/email/offhours/anytime
Selfserve option on phone (no person to person)
Less human to human interaction
Interconnectivity between all methods that can book appointments at the foodbank
Online booking program that does not overbook the foodbank and works with call bookings
How many in family
Income of serviced person