Walkthrough Evaluation Report

Digital Solution for Blind and Visually Challenged Individuals

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### Examples of walkthrough evaluation

#### Scenario 1: Creating the shopping list

Why will the user be trying to produce the effect?

For blind and visually impaired users, the creation of a shopping list serves as a crucial tool to facilitate a smoother and more organized shopping experience. Here are some reasons why a user might want to create a shopping list using this app:

* *Preparation for shopping*
  + Creating a shopping list helps users organize their shopping needs in advance. For individuals with visual impairments, having a structured list can facilitate a smoother and more efficient shopping process.
* *Independence*
  + The application empowers users to independently manage and plan their shopping without relying on external assistance. This promotes a sense of autonomy for individuals with visual impairments.
* *Efficiency in shopping*
  + Knowing the preferred shopping location allows the app to provide information about the stores in proximity. This feature helps users efficiently navigate to the desired store, improving their overall shopping experience.
* *Adaptability to previous lists*
  + The application accommodates users who may want to either create a new shopping list or continue editing a previous one. This flexibility caters to individual preferences and specific needs during the shopping process.

Why will the user see the correct control?

In the context of an application designed for blind and visually impaired users, ensuring that the user sees (or perceives) the correct control is crucial for an accessible and user-friendly experience. Our target users rely on auditory cues, touch gestures, or voice commands to interact with the application. The correct control presentation ensures that these users can easily identify and select the intended controls through non-visual means.

Why will the user see that the control produces the desired effect?

For blind and visually impaired users, the assurance that the control produces the desired effect relies heavily on a well-designed and intuitive audio feedback system. Here's how the described steps in the task cater to this audience:

* *Audio feedback for button selection*
* *Confirmation of user choices*
  + When the user is prompted to create a new shopping list, the "yes" and "no" options are presented with audio cues. This allows the user to hear and confirm their choice, providing a clear understanding of the selected action.
* *Seamless transition between tasks*
  + When transitioning from creating a new shopping list to editing a previous list, or vice versa, the user is guided through the process with clear audio instructions. This helps users understand the current state of the application and the available options.
* *Editing or creating new lists*
  + The user is given options to continue editing a previous list or create a new, empty one. The flow is clearly communicated through audio prompts, allowing users to make choices confidently based on the information provided.

Is there another control that the user might select instead of the correct one?

In an application designed for blind and visually impaired individuals, the inclusion of alternative controls or options is essential to accommodate diverse preferences and accessibility needs. The presence of multiple controls or options allows users to interact with the application in a way that suits their comfort and usability.

Moreover, providing redundancy in controls ensures that users with various levels of visual impairment can choose the method that works best for them. Some users might prefer audio cues and voice commands, while others may rely more on tactile or gesture-based controls.

By offering a range of controls and options, the application aims to enhance inclusivity and usability for a diverse user base with varying needs and preferences, aligning with the goal of creating an accessible and user-friendly experience for blind and visually impaired individuals.

Why will the user understand the feedback to proceed correctly?

In designing the user interface and feedback mechanisms for this application catering to blind and visually impaired individuals, several considerations have been incorporated to ensure a clear and comprehensible experience.

* Clear yes/no options with audio prompts
  + The "yes" and "no" options are reinforced with audio prompts to clearly convey the choices. This ensures that users, relying primarily on auditory cues, can confidently make selections, such as when deciding to create a new shopping list or not.
* Consistent flow in auditory instructions
  + Throughout the entire process, the application maintains a consistent flow in auditory instructions, ensuring that blind and visually impaired users can follow the sequence of actions seamlessly.

*Present shortly the outcome of the evaluation and the improvements you intend to make accordingly :*

There are both positive areas and areas for improvement to enhance the overall user experience.

Positive aspects:

* Preparation and Independence: users appreciate the tool for helping them prepare for shopping independently, foster a sense of autonomy
* Efficiency and Adaptability: The app’s ability to provide information about nearby stores and adapt to previous lists is seen as beneficial for efficient and tailored shopping experience.

Areas for improvement:

* Redundancy in controls: While offering multiple controls is beneficial, users suggested refining the options to avoid confusion. Streamlining the choices without compromising accessibility is a key improvement area

#### Scenario 2: Choosing the store

Why will the user be trying to produce the effect?

The user's intention in selecting a store while creating or managing a shopping list is to streamline their shopping experience and ensure efficiency in the process. The key reasons behind this action include:

* *Optimizing item availability*
  + By designating a specific store, the user aims to increase the likelihood of finding all the required items in one location. This is particularly important for users with visual impairments, as it minimizes the need to navigate between multiple stores.
* *Notifications for unavailable items*
  + Designating a store allows the application to notify the user promptly if any of the required items are unavailable in the selected shop. This ensures that the user is informed in advance and can plan accordingly, avoiding unnecessary delays or inconveniences during the shopping process.
* *Efficient navigation for users*
  + For users with visual impairments, knowing the layout and location of the store is crucial. Designating a specific store allows the application to provide tailored assistance and guidance, facilitating a more efficient and comfortable shopping experience.
* *Streamlining the shopping list creation process*
  + In both scenarios—creating a new shopping list or managing an existing one—the user's choice to select a store streamlines the overall process. It ensures that the user receives relevant information and assistance based on their current shopping context.

Why will the user see the correct control?

In a manner similar to the preceding scenario, the user's ability to discern and engage with the correct controls in this application is facilitated through auditory prompts, distinctive yes/no options, and the utilization of voice commands. The logical flow and structure of the task sequence remain consistent, ensuring that users are guided step by step with corresponding auditory cues aligning with the controls relevant to each stage. Additionally, the adaptive interface accommodates user preferences, allowing them to respond through voice commands or button presses, contributing to a personalized and accurate user experience.

Why will the user see that the control produces the desired effect?

In the context of visually impaired users interacting with the application to select a store while creating or managing a shopping list, the design and feedback mechanisms have been crafted to ensure that users can perceive and understand that the controls produce the desired effects. Here's why:

* *Auditory feedback*
* *Consistency in interaction flow*
  + The interaction flow is designed to be consistent and logical. When users are presented with options such as creating a new shopping list, moving to their shops, or selecting a store, the auditory instructions guide them through the process. The consistency helps users build a mental model of the application's structure and how their actions lead to specific outcomes.
* *Clear voice prompts*
  + Voice prompts are used throughout the process to guide users. For instance, when users are queried about their preferred shopping location, the virtual assistant employs clear voice prompts. Users, relying on audio commands, can understand the context and respond appropriately.
* *Logical sequencing of steps*
  + The steps are logically sequenced, ensuring that users can follow a natural progression from selecting the "My shops" option to deciding whether to move to their shops. The auditory instructions at each step guide users through the decision-making process, reinforcing the cause-and-effect relationship between their actions and the application's responses.
* *Numeric selection for store identification*
  + In the scenario where users are selecting a store, they can do so by voice command or by inserting the store number. This dual approach provides flexibility, and users can choose the method that suits them best. The option to insert the store number reinforces the cause-and-effect relationship, allowing users to understand how their input directly influences the outcome.
* *Contextual information for multiple stores*
  + In cases where there are multiple stores with identical names, users are informed of this and presented with a list arranged by proximity. This contextual information, delivered through auditory cues, helps users grasp the situation and make informed decisions.

Is there another control that the user might select instead of the correct one?

The possibility of users selecting an incorrect control in the application arises from factors such as similar auditory cues, potential misinterpretation of voice commands, and the presence of confusing menu options. If the auditory cues for different controls are not distinct, users might unintentionally choose the wrong option. Additionally, misinterpretation of voice commands or unclear language in instructions can contribute to users making unintended selections. Confusing menu options may also play a role in users inadvertently choosing an incorrect control.

Why will the user understand the feedback to proceed correctly?

As previously discussed in the scenario exemplification, users are expected to comprehend the provided feedback and proceed correctly due to several strategic design elements. The auditory feedback, characterized by clear voice prompts and distinct audio cues, is particularly tailored to users who are blind or visually impaired. The interaction flow maintains consistency, offering users a logical and predictable sequence of steps. Contextual information is presented through voice prompts, aiding users in understanding the purpose of each action. Additionally, user-friendly voice commands and the option for numeric selection contribute to a clearer interaction process. Throughout, the application emphasizes feedback on the current state, ensuring users receive confirmation of their actions. The overall design is intentionally focused on accessibility, taking into account the specific needs and challenges of blind and visually impaired individuals. This collective approach is designed to foster user understanding and facilitate accurate navigation through the application's tasks.

*Present shortly the outcome of the evaluation and the improvements you intend to make accordingly :*

Positive aspects:

* Optimized shopping: Users appreciate the ability to designate a specific store to streamline their shopping experience and increase the likelihood of finding all items in one location
* Notification and navigation: Users value the notifications for unavailable items, efficient navigation assistance, and the overall streamlining of the shopping list creation process

#### Scenario 3: Be notified about the current sales in the shop you have selected

Why will the user be trying to produce the effect?

Users will try to produce this effect because they want to make informed shopping decisions and potentially save money during their shopping trip. Being notified about current sales is a common practice among shoppers, and it helps users plan their purchases effectively.

Besides that, as a general rule, if you are shopping and spotting a sale by mistake, you might take it into account. This is particularly difficult for visually impaired or blind people. This is because even though certain supermarkets have dedicated areas for sales, those areas are really crowded and also have a lot of visual information. What is more, a majority of stores keep the products that are on sale in their original place.

Why will the user see the correct control?

The user will see the correct control because it is presented contextually in the app's interface immediately after selecting a store for their shopping list. The choice to find out about store sales is integrated seamlessly into the user's workflow, ensuring they encounter it at the appropriate moment.

Why will the user see that the control produces the desired effect?  
 Users will see that the control produces the desired effect because, if they choose to inquire about sales, they are provided with a comprehensive list of items currently on sale at the selected store. This presentation confirms their choice and fulfills their intention to obtain information about store discounts.

Is there another control that the user might select instead of the correct one?

In this particular context, there is no other control that the user might inadvertently select instead of the correct one. The choice presented to the user is clear, relevant, and directly aligned with their objective of learning about the store's sales. The only way in which they might skip the sales section is if they don’t properly understand what was asked of them or if they misclick when asked whether or not they want to add a certain item on sale to their shopping list.

Why will the user understand the feedback to proceed correctly?

Users will understand the feedback because the app maintains a consistent and intuitive user flow. If they choose to inquire about sales, they are presented with sale items and given clear options to either add them to their shopping list or continue with regular item addition. The app's feedback is coherent with the user's intention, providing them with the information they sought and the means to take action accordingly. The feedback system is designed to ensure users can confidently navigate the process of learning about and incorporating sale items into their shopping list.

Present shortly the outcome of the evaluation and the improvements you intend to make accordingly:

During both the prototype testing and in this evaluation, the task proved to bring a sense of inclusiveness and is rather easy to implement and with little room for the users to make mistakes. However there are some improvements that aim to enhance the user experience, making the process of being notified about store sales more efficient, user-friendly, and tailored to the needs of blind and visually impaired individuals while continuously improving their shopping experience:

* *Tailored experience*
  + One flaw of the current flow is having to go through all the items on sale in order to find out if there was something from your interest area. A nice improvement would be remembering the customer’s preferences and allowing them to opt for hearing only that portion of the sales that also fits their interests.
* *Categorized sales*
  + Based on the same problem, another great idea would be dividing the sales into categories such as “Sweets”, “Electronics”, “Vegetables”. With this implementation, if a user knows they were planning on buying some chocolate, accessing the “Sweets” section would reduce the needed time.
* *Accessing sales from list management*
  + From the current flow of the application, the sales area is only available after selecting the desired shop. If the user does not finish their shopping list on the spot and decide to manage it later, they should be presented with the option of hearing the sales at that point as well.
* *Sales period not taken into account:* 
  + If a user adds an item on sale on their shopping list, but doesn't proceed on finishing their shopping in due time of the sale period, the item will remain on the list with a different price than the one they knew about. Solutions for this might include mentioning the period of the sale at the same time as announcing product details or letting the user know about this change right when they start editing their old shopping list again.

#### Scenario 4: Managing the shopping list

Why will the user be trying to produce the effect?

The user will be trying to produce the effect because they want to manage their shopping list within the app. They may want to add new items to their list, delete items, or finish and review their list. Users depend on the app to manage their shopping lists efficiently, given their visual impairments. Shopping is a regular part of life, and they require a reliable method to ensure they have everything they need. Managing a shopping list is not only about listing items but also about organizing, prioritizing, and budgeting. By using the app, users aim to reduce the risk of forgetting items or purchasing duplicates, which can be common challenges for individuals with visual impairments. What is more, it is a great feature to be able to manage a previously created shopping list as your list can change over time or a user might have simply forgotten certain objects.

Why will the user see the correct control?

The user, in this case, may not necessarily "see" the controls visually because the app is designed for blind and visually impaired people. Instead, they will perceive the controls through audio cues and vocal instructions. The correct controls are positioned and described in a way that the user can access them easily through touch or audio interaction. What is more, each time there is a change of UI on the screen, the user is announced.

Considering the fact that the entire application has a consistent flow regarding interactions (once the user performs an action, there is a verification step where “yes” and “no” have their unique places on the screen), the user gets easily accustomed to what can be done within the app.

Why will the user see that the control produces the desired effect?

The user will understand that the control produces the desired effect through the audio feedback and vocal commands provided by the app. For example, when they press the "Add item" button, they will hear prompts and instructions guiding them through the process of adding an item. Similarly, when they press the "Finish list" button, they will be prompted to review their list. The audio feedback and vocal instructions make it clear to the user what each control does. This is also enhanced by the verification-step, which informs the user of the exact action they are about to make if they choose to proceed.

Is there another control that the user might select instead of the correct one?

This can of course happen even in what would be considered a common application, but even more so since this application is designed for visually impaired or blind individuals. Problems that might occur:

* Accidental press mitigation: The touchscreen nature of mobile devices can sometimes lead to accidental button presses, especially for users with visual impairments who may have difficulty with precise touch interactions.
* Misunderstanding audios: The user is told what buttons he/she can find on the screen and where exactly they are. However, if they are in a noisy place, their volume is turned off or their device’s speakers have issues, the information they will receive might not be complete.
* User information not clear enough: The user might also select the wrong option by vocal command. Since the process of adding a new item involves them to give vocal commands, if they don’t speak clearly enough or they are in a crowded, loud place, the application might not get the correct details.

However, as previously mentioned, the app provides a "double-checking" feature to prevent accidental button presses, which is especially important for blind and visually impaired users who may have difficulty with precise touch interactions. For example, if the user presses the "X" button without having started the process of adding an item, nothing happens to avoid accidental actions. If they were in the middle of adding an item and press "X," they are presented with a confirmation screen with "Yes" and "No" options. This extra step is designed to reduce the chances of unintended actions due to accidental button presses. While the additional confirmation step adds an extra layer of security, it is implemented in a way that doesn't overly complicate the user experience. It strikes a balance between safeguarding against accidental actions and maintaining ease of use for the intended actions.

Why will the user understand the feedback to proceed correctly?

The user will understand the feedback and proceed correctly because the app provides clear and consistent audio feedback and vocal instructions. When they interact with a control, they receive verbal cues and prompts that guide them through the desired action, whether it's adding an item, deleting an item, or finishing the list. The use of vocal commands and confirmation screens ensures that the user can confirm their actions before proceeding, reducing the likelihood of errors and enhancing the overall user experience for blind and visually impaired individuals.

Present shortly the outcome of the evaluation and the improvements you intend to make accordingly:

The goal is to give the users the option to continue adding items to previously existing lists. As it can also be noticed from the above description, the entire process relies strongly on whether or not the information given by the app is properly received by the user. The same applies the other way around - whether the app can understand the vocal details given by the user. Since removing the audio part is clearly not an option considering the context, an improvement would be notifying the user that there is going to be a part which requires them to be in a quiet place or have a good microphone and a pair of headphones. Other improvements could target a more user-oriented experience like remembering often bought items and making suggestions.

#### Scenario 5: Verifying the shopping list

Why will the user be trying to produce the effect?

In this scenario, the user is trying to verify and fine-tune their shopping list based on their preferences and needs for several reasons:

* *Accuracy Assurance*
  + By checking their shopping list, the user aims to ensure the accuracy of the listed items. Verifying each item allows them to confirm that the list aligns with their intended purchases, reducing the likelihood of errors and omissions.
* *Personalization*
  + The user may realize during the process that they made a mistake. Verifying their list allows them to personalize and tailor their shopping experience, so that they can delete already existing items or go back to adding new items.
* *Efficiency*
  + The user seeks to streamline their shopping process by quickly reviewing and confirming items on the list. The efficiency is crucial, especially if the user is managing a large or frequently updated shopping list. In this way, they can use this desired list without needing to create another one.

Why will the user see the correct control?

The user is likely to perceive the correct control during the verification process due to consistent design choices in the application. The deliberate decision to position the “Yes” option on the top half of the screen, even though the user may predominantly want to keep items, adheres to a uniform design pattern across the app. This uniformity establishes a predictable interface where users can anticipate the placement of the “Yes” control, minimizing the risk of confusion.

Through repeated interactions with the application, users become accustomed to the positioning of the controls, enhancing their ability to quickly identify and select the correct option. Additionally, those with prior experience in the shopping list verification process will likely recall the logical placement of “Yes” and “No” based on their earlier interactions.

In addition to visual cues, auditory commands further enhance user interaction by providing a multi-sensory experience. Clear and distinct auditory feedback during the shopping list verification process ensures that users, including those with visual impairments, can confidently make selections and navigate the interface with ease.

Why will the user see that the control produces the desired effect?

The user’s understanding of the control’s effectiveness is shaped by key features designed for blind or visually impaired users in our project:

* *Distinct auditory feedback*
  + The inclusion of clear sound cues during the button interactions is necessary for users who rely on auditory feedback. These cues serve as a confirmation, providing users with immediate acknowledgment that their button interactions have been successfully recognized.
* *Consistent placement of “Yes” and “No” buttons*
  + Users will perceive the control’s effectiveness due to consistent placement of the “Yes” button at the top half of the screen and “No” button at the bottom half of the screen during shopping list verification. Users, having encountered this design choice repeatedly, develop a mental model associating the top half with affirmative actions.
* *List update option*
  + After the initial verification process, users are prompted to add new items, acknowledging the dynamic nature of shopping needs. The option to manage the list post-verification enhances user control, accommodating evolving preferences and shopping requirements.

Is there another control that the user might select instead of the correct one?

The presence of two controls, “Yes” and “No”, both being considered correct, introduces a dual-choice system. The necessity of both controls lies in providing users with the flexibility to affirm or negate individual items, ensuring a comprehensive review. While the buttons are clear and easily distinguishable, there is a potential challenge associated with user behavior. Misinterpretation of voice commands, especially in the presence of unclear language or instructions, is a contributing factor, leading users to unintentionally choose the wrong option. Additionally, users may encounter issues with remembering their specific placement, or missing the correct button if they hurry.

Why will the user understand the feedback to proceed correctly?

The user will understand the feedback and proceed correctly thanks to clear auditory cues, explicit voice instructions, immediate response to inputs, consistent feedback patterns, contextual information, and a user-friendly interface. These elements collectively enhance user comprehension, reducing the likelihood of confusion or misinterpretation during interactions with the application.

Present shortly the outcome of the evaluation and the improvements you intend to make accordingly :

The goal of this task is to provide users with the flexibility to edit lists, acknowledging the challenge of remembering every item they added. Therefore, a recap is essential to ensure users have a comprehensive overview and the opportunity to make necessary edits. Having only two buttons and clear auditory cues, the process is easy for the blind or visually impaired individuals.

A good improvement would be introducing a “skip verification” option. We consider implementing a user-friendly feature that allows users to opt-out of the verification process if they are confident in the accuracy of their shopping list. This option serves as a time-saving choice for users who have a high level of certainty in their selections.

#### Scenario 6: Choosing delivery or pick-up option

Why will the user be trying to produce the effect?

The user’s intention in choosing between delivery and pick-up options is typically driven by personal preferences, convenience, and specific needs. Here are some reasons why a user might choose each option:

* Delivery:
  + Convenience: Users may opt for delivery for the convenience of having their items brought directly to their specified location, saving them time and effort.
  + Accessibility: For individuals with mobility challenges, delivery can be a more accessible option, eliminating the need to travel to a physical store.
* Pick- up:
  + Full experience: The users prefer to visit the store in person, touch and explore the items, and rely on their senses to gain a comprehensive understanding of the products they are interested in. This tactile and sensory experience enhances their confidence in the purchase decision, ensuring that they are satisfied with the quality and features of the items despite not being able to visually inspect them.
  + Immediate Need: Some users may prefer pick-up if they need the items urgently and can quickly retrieve them from a nearby store.
  + Cost Savings: Choosing pick-up might be motivated by a desire to avoid delivery fees or to take advantage of any discounts offered for in-store pick-up.

Why will the user see the correct control?

In the context of this user scenario, the correct controls are displayed to ensure a user-friendly and accessible experience. This approach enables users with visual impairments to easily identify and interact with the relevant controls through clear labeling, contrasting colors, and a well-organized layout. The placement of the buttons in the top and bottom halves of the screen is designed for intuitive navigation. The goal is to empower blind users to make informed decisions about their preferred delivery method with confidence and ease.

Why will the user see that the control produces the desired effect?

The user will perceive that the control produces the desired effect based on the following factors within our project for blind or visually impaired users:

* *Audio feedback for button selection*
  + Sound cues or responses are included when a user interacts with buttons or controls in a user interface. This auditory feedback is designed to provide users with acknowledgment that their interaction with a button has been registered.
* *Double confirmation*
  + After making a selection, the double-check regarding their choice (with “Yes” and “No” buttons) adds an additional layer of confirmation, reducing the likelihood of accidental selections. This reassures the user that they have chosen the correct option before proceeding.
* *Intuitive interface*
  + The presentation of a screen with clearly labeled big buttons for “Delivery” and “Pick-up” in the top and bottom halves, respectively, is intuitive. Users can easily locate and choose the option that best suits their needs.
* *Consistent flow*
  + The flow of the process is consistent with user expectations. For the delivery option, the user is seamlessly redirected to the online payment page, streamlining the checkout process. For the pick-up option, the user is given the flexibility to choose between online payment and in-store payment, accommodating various user preferences.

Is there another control that the user might select instead of the correct one?

Users might select the wrong control because they are presented with two options, such as delivery or pick-up, and there could be factors like unclear labeling, proximity of controls, or lack of distinct visual cues that lead to inadvertent choices. The presence of multiple options introduces the possibility of user confusion or error when making a selection. Furthermore, limited familiarity with voice commands or inconsistent responses to user inputs may exacerbate the risk of selecting an incorrect control. Users might encounter challenges if the application’s language or voice instructions lack clarity or if the system fails to provide accurate and contextually relevant feedback.

Why will the user understand the feedback to proceed correctly?

Users will understand the feedback and proceed correctly when the feedback is clear, timely, and provides meaningful information about the outcome of their actions. During the user journey, auditory responses are integrated at key steps to enhance user understanding and navigation. When pressing buttons, the application provides clear auditory cues by announcing the name of the selected buttons, ensuring users are aware of their choices. To minimize errors, a double-checking mechanism is implemented, reinforcing user confidence by confirming their selections before proceeding.

Present shortly the outcome of the evaluation and the improvements you intend to make accordingly:

The objective of this task is for the users to obtain the products they desire. Upon completing this task, users will receive their selected items through either home delivery or personal pick-up. Users might encounter some confusion or difficulty during button selections, emphasizing the importance of distinct auditory cues. To enhance user inclusivity and cater to a diverse audience, the upcoming improvements will include the introduction of multiple languages for user selections. Users will have the option to choose their preferred language within their account setting.

For choosing the “Delivery” option, there are some other improvements regarding the design and complexity of the task:

* *Real-time tracking*
  + Implement a real-time tracking feature that allows users to monitor the status and location of their delivery. This enhances transparency and provides users with a more accurate estimate of when their items will arrive.
* *Delivery time options*
  + This offers users the flexibility to choose specific delivery time slots that align with their schedule. This empowers users to have more control over when they receive their orders.
* *Delivery cost transparency:*
  + Clearly communicate any additional costs associated with delivery, such as fees or surcharges, before the checkout process.
* *Delivery notifications*
  + Enhance communication by sending proactive notifications to users, updating them on the status of their delivery. Notifications can include order confirmation, dispatch, and estimated arrival time.
* *Sustainability initiatives*
  + Incorporate eco-friendly delivery options or packaging choices, aligning with sustainability goals and addressing environmental concerns.

These improvements aim to enhance the overall delivery experience, providing users with more choices, transparency, and control over their orders.