Requirements and Specifications for Improving Sign Up Flow

SUMMARY:

We believe there is an opportunity to increase signups and improve general user experience when starting with NoWait for the first time. The current process has many non-mandatory steps from a business point of view and is unaware of the user's current context.
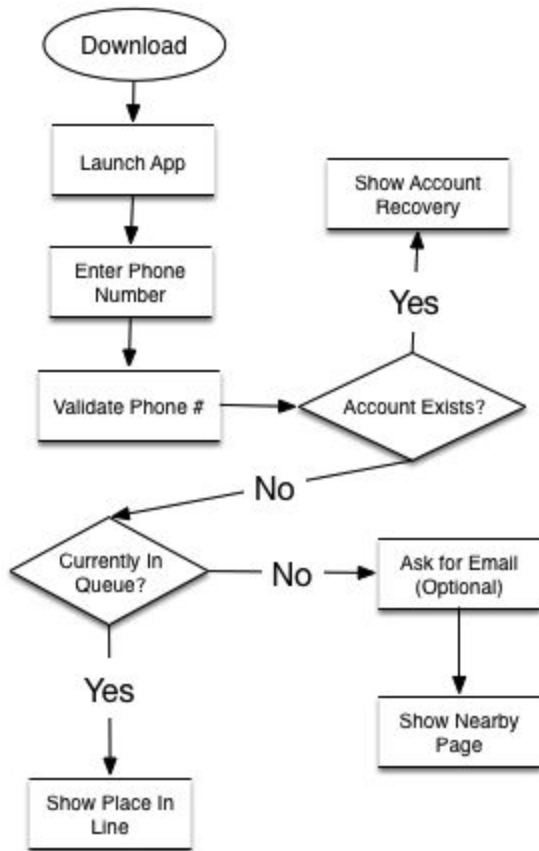
REQUIREMENTS:

Business Requirements:

1. If possible, pass information from the download text message to the app, pre-validating their phone number.
   a. If app has been entered via this flow, validate account passively
2. The user must be able to sign up for NoWait without using a password. Confirming a validation code to a phone number is our password.
   a. In validation text, provide deep link to app, which will auto verify when clicked
3. After validation, detect if phone number is currently in a queue, if it is, take immediately to "Place In Line" page.
   a. If they are in a line, automatically populate user profile with name and phone number from host.
   b. If not currently in queue, prompt to optionally add email, then take to nearby list
4. On Place in Line screen, encourage them to further complete their profile while they wait
5. After verifying phone number, if user has a NoWait account already, they should receive an email to their registered email address to confirm account creation.
   a. User should optionally be given the ability to just create a new account

Additional changes to current flow:
1. Remove alert when verification code is successful, rather show some sort of validation (green check, toast, etc…) and automatically transition to next screen
2. Remove check for Bluetooth notification until they use the "Get In Line" function
3. If location services not enabled, provide deep link to NoWait preferences so they can reenable in one click.
4. Change "Now Seating" text to "There's No Wait™!"
5. On Details Page, if you are on the Restaurant page for which you are currently in line, provide a link to the Place in Line screen, or show place in line data.
6. Provide method to correct phone number on validation screen
7. Remove "Edit account" button on Validation page

8. Remove "Forgot Password" link and any other things relating to password

Analytic Tracking Requirements:

If there are specific features that need to be tested or tracked with Flurry or Mixpanel, mention and explain them here.

1. On Validation, track an event with parameter noting if they are currently in line or not
2. Track event when backup validation method used

Inspiration/Competitors:

Add screens shots or information for competitors or apps to use as inspiration for the feature.

MOCKS/PROTOTYPES/ASSETS:

Mocks:

Add links to the mocks.

Flowchart:

iOS - https://www.draftapp.co/projects/bnCc6Q4u/screens/e10sik71l9

Android - https://www.draftapp.co/projects/bnCc6Q4u/screens/e10sjcypia

Logical Flow Chart -
https://docs.google.com/a/nowait.com/drawings/d/1r3rdsL_Hb2kxAbz0RNCqLGBmvY0cSZZJHl
JqFuqH1OA/edit

Research:

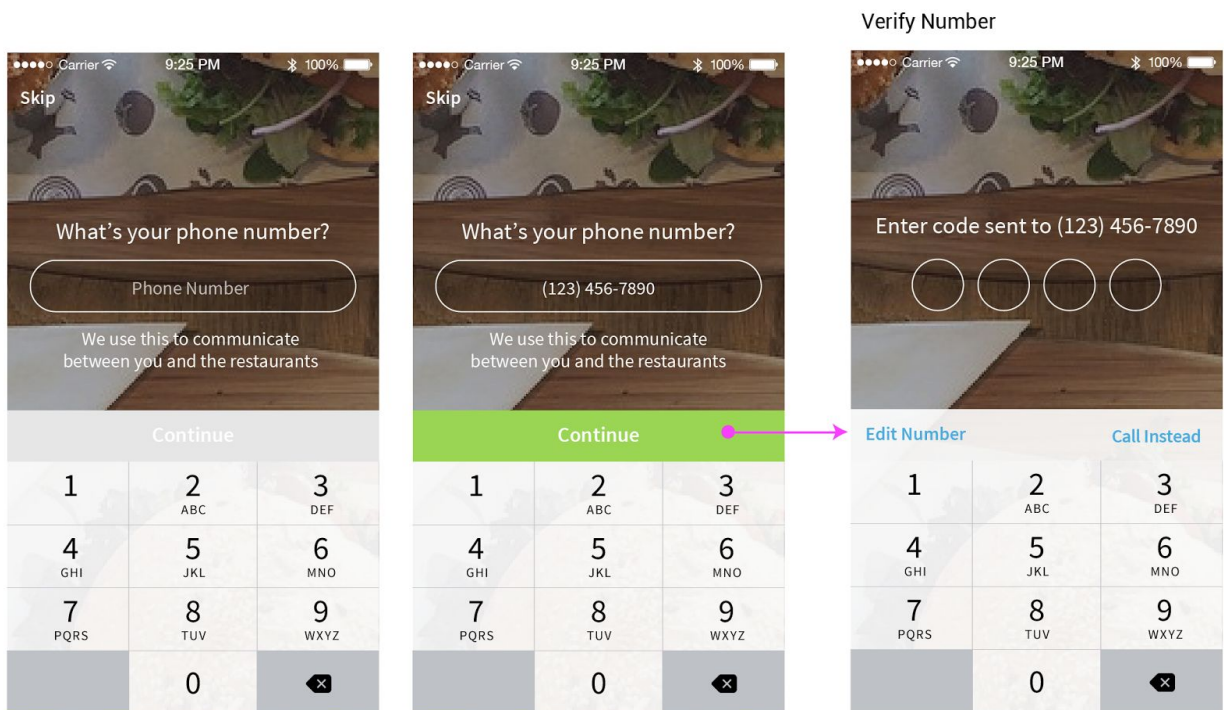https://www.draftapp.co/projects/bnCc6Q4u/folders/research

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FUNCTIONAL DESIGN SPECIFICATIONS:

1. Welcome Screen:
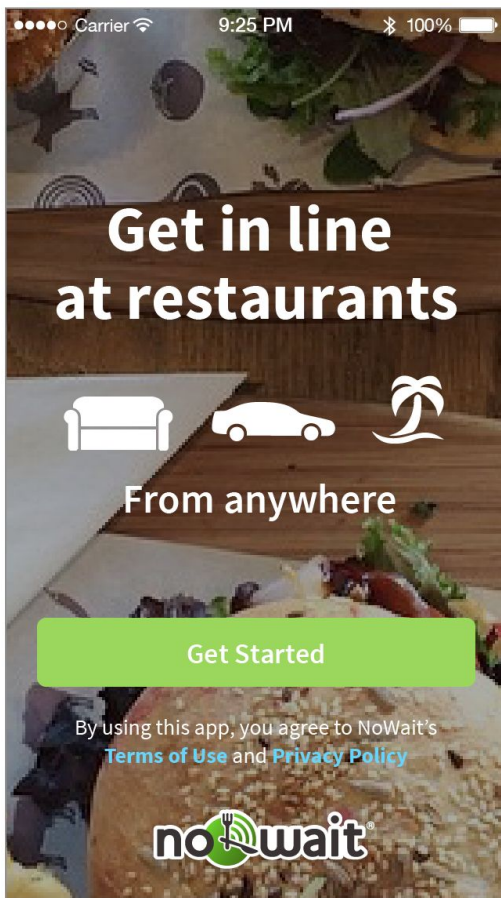
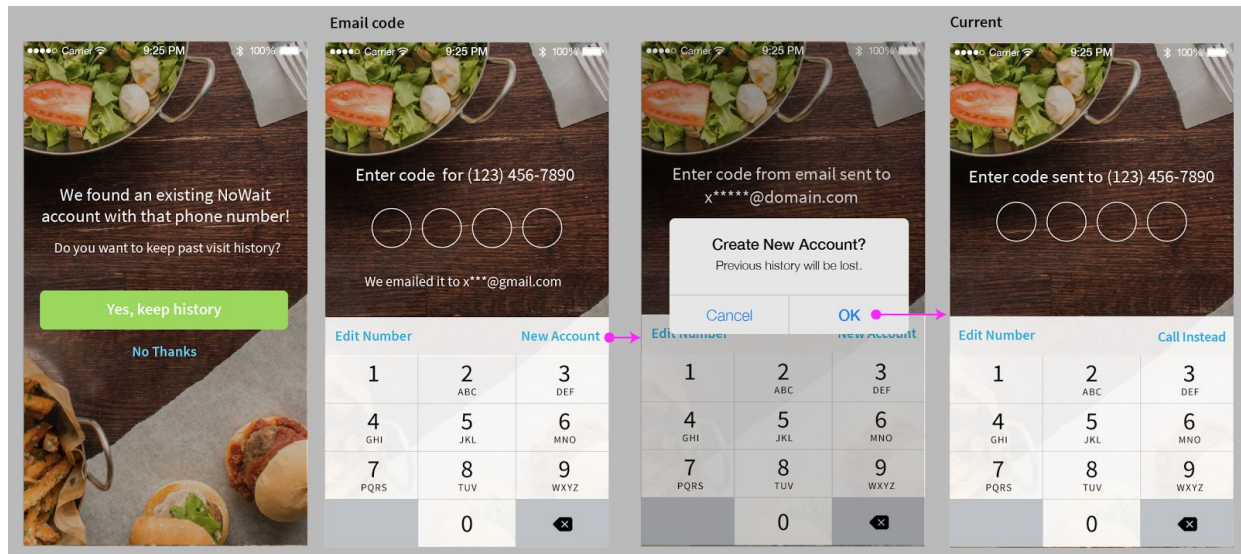| Items	Behavior
Current Welcome Screens	● Remove all 4 current Welcome Screens
'Let's go' Button	● Take user to sign up/login process
Terms of Use / Privacy Policy	● Link to web views of respective docs

2. Sign Up/Login Process:

Verify Number

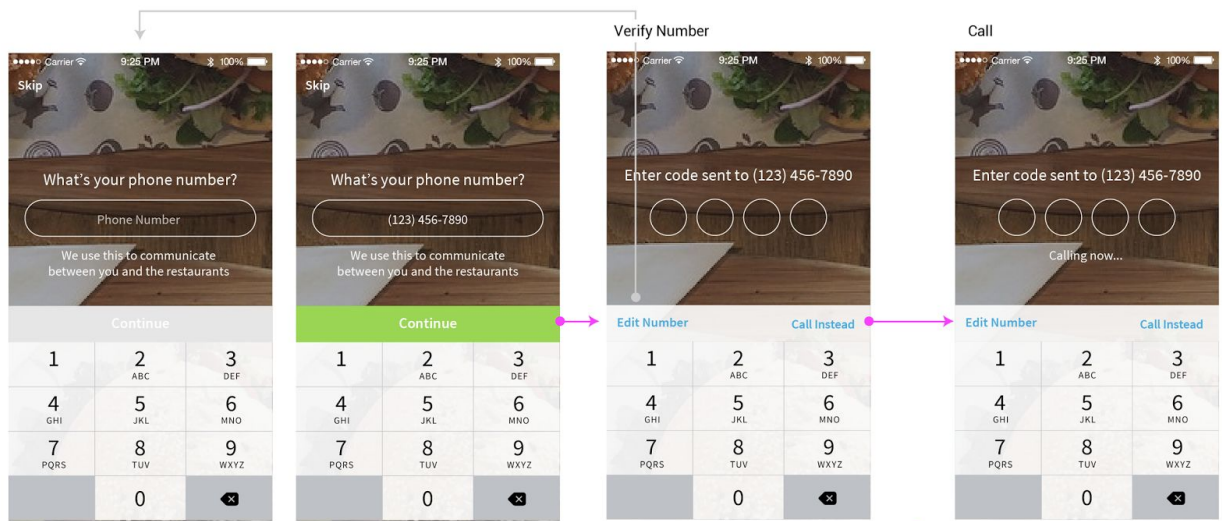| Items	Behavior
Phone Number Field	● Screen should launch with number keypad open ● Entering phone number should format as above
Skip	● Cancel sign up process and take user to restaurant list (enable location custom view: see 5. Permissions)
Continue Button	● Disabled version appears with keyboard when Phone Number Field is tapped ● Becomes active once 10 digit number is entered ● Takes user to Verify Number screen ● Triggers text message with verification code

Text Message w/ Code	● Messaging TBD
	● Include 4 digit verification code
	● Include link users can tap to verify
	   ○ Users only have to do one or the other (enter code or tap link)
	   ○ Should redirect to website, then right back to the app

3. Validation:

User has new device with same phone number (user account has an email)

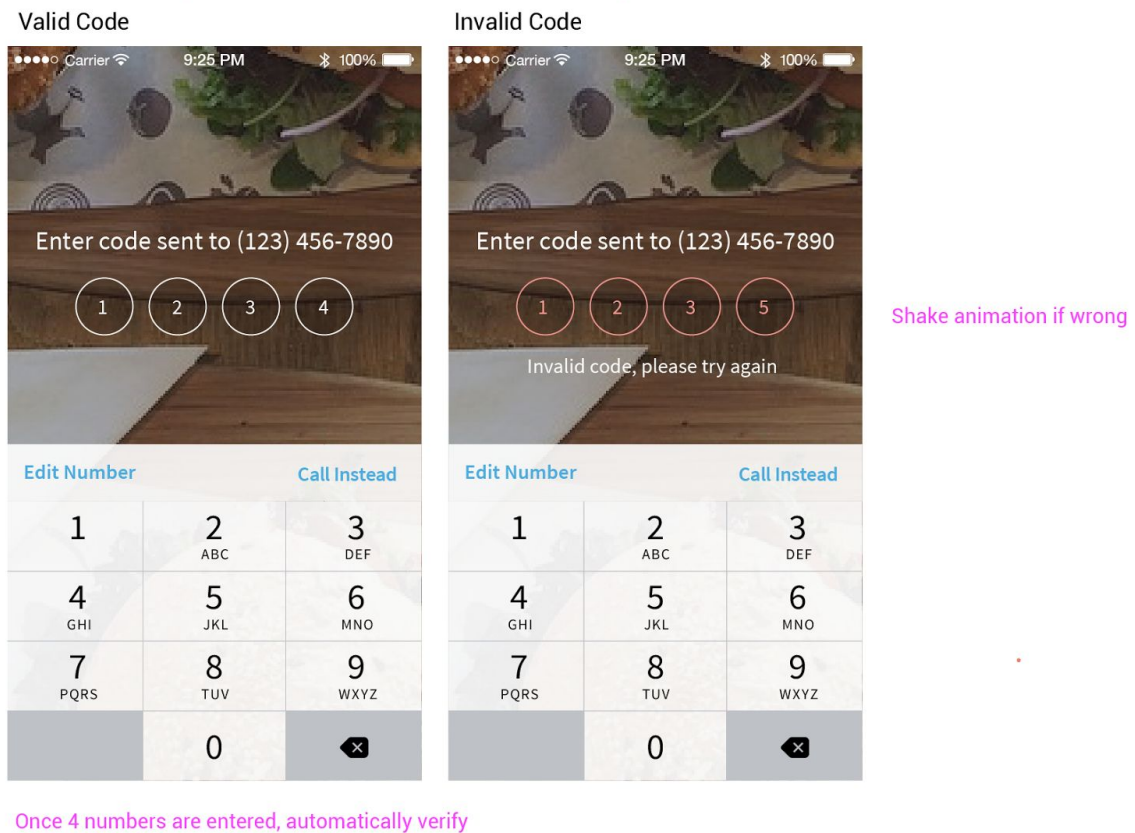| Items	Behavior
Yes, Keep History	● Send email to provided address with 4-digit code ○ Take user to Email version of Validation Screen

No Thanks/New Account	● Creates new account
	  ○ New Account triggers alert, No Thanks does not
	  ○ Both trigger text with 4-digit code
	  ○ Both take user to regular Enter Code/Validate Phone Number screen

Email Validation Screen	● Show text under field indicating what email we sent the code to
	  ○ Show first letter of email address, 4 asterisks, and domain
	    ■ If domain is too long, wrap entire email address to second line.

IF user has new device w/ same phone number (account does NOT have an email)

>Continue flow

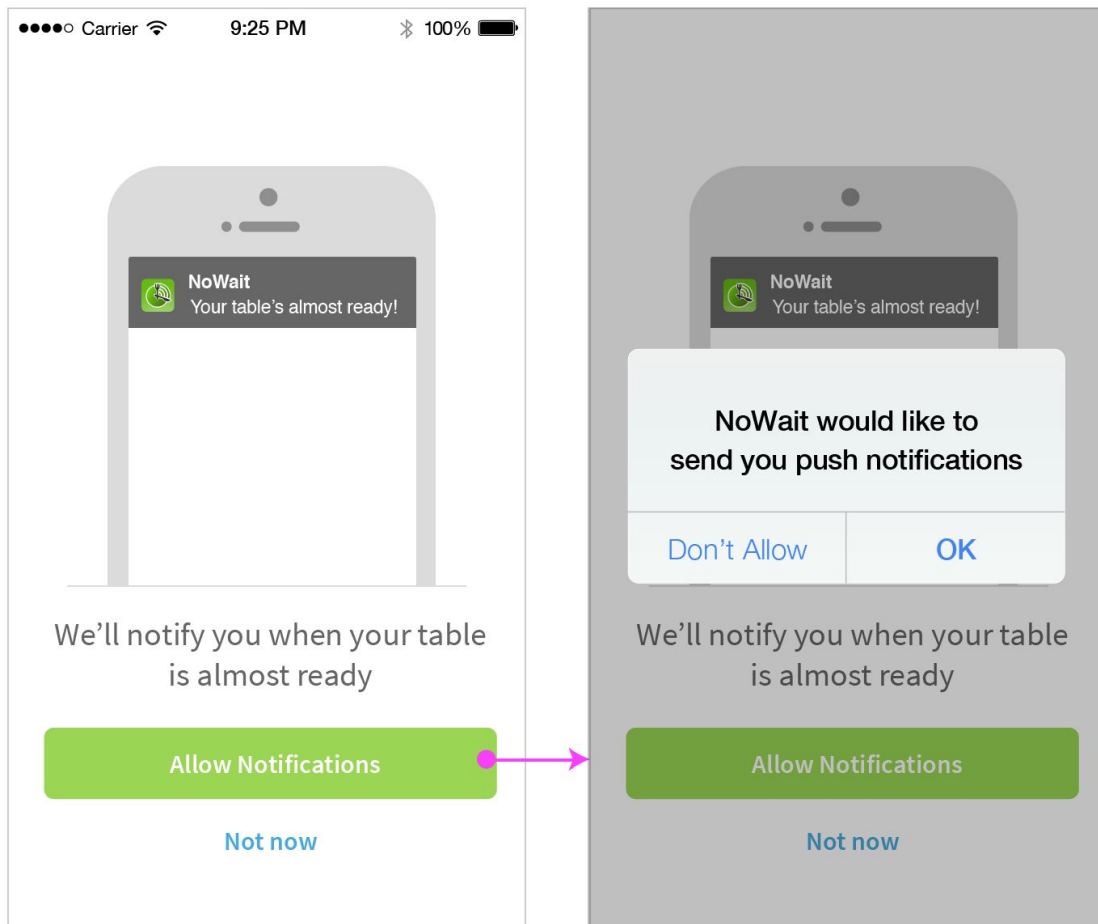| Items	Behavior
Edit Number	● Slides user back to Enter Phone Number screen (empty)
Call Instead	● Triggers call with code ● Show confirmation text under Enter Code field
Call w/ Code	● Include 4 digit verification code ● Messaging TBD

Valid Code | Invalid Code

Shake animation if wrong

Once 4 numbers are entered, automatically verify

Items	Behavior
Enter Code	● Automatically validate once 4 numbers are entered ○ If invalid ■ Show error text ■ Shake animation ■ Turn red
Grab UDID	● Grab UDID after verifying and match against phone number

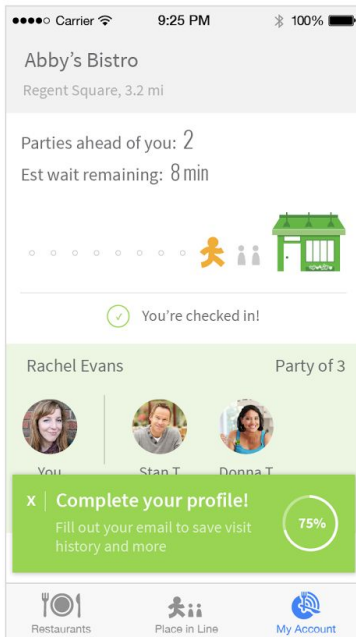## 3. After Validation Flow :

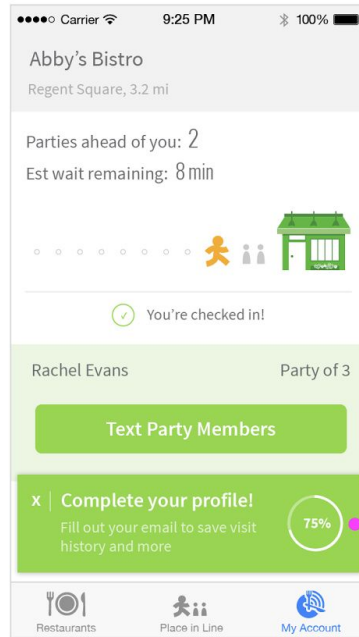Push Notification Permission:

Push Notification Permission

No Tab bar

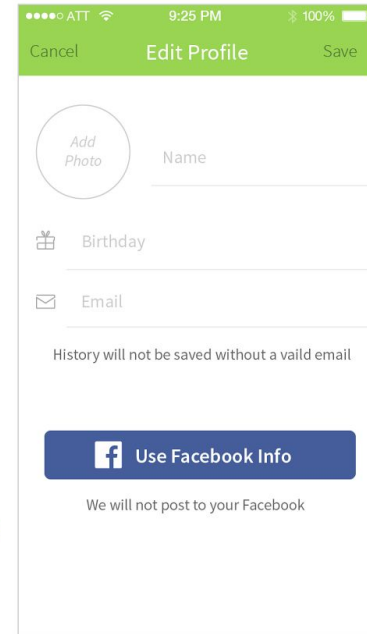User is currently in a line
> Go to Place in Line after validating

Place in Line

●●●●○ Carrier 📶　　9:25 PM　　🔆 100% 🔋

Abby's Bistro
Regent Square, 3.2 mi

Parties ahead of you: 2
Est wait remaining: 8 min

✓ You're checked in!

Rachel Evans　　　　　　Party of 3

You　　Stan T　　Donna T

x | **Complete your profile!**
Fill out your email to save visit history and more　　　75%

🍽 Restaurants　　🚶 Place in Line　　📶 My Account

Should show x% depending on completion

●●●●○ Carrier 📶　　9:25 PM　　🔆 100% 🔋

Abby's Bistro
Regent Square, 3.2 mi

Parties ahead of you: 2
Est wait remaining: 8 min

✓ You're checked in!

Rachel Evans　　　　　　Party of 3

Text Party Members

x | **Complete your profile!**
Fill out your email to save visit history and more　　　75%

🍽 Restaurants　　🚶 Place in Line　　📶 My Account

While you wait - Fill out profile

●●●●○ ATT 📶　　9:25 PM　　🔆 100% 🔋

Cancel　　**Edit Profile**　　Save

Add Photo　　Name

🎁　Birthday

✉　Email

History will not be saved without a vaild email

f　**Use Facebook Info**

We will not post to your Facebook

If user syncs with Facebook, remove button & text

x | **Complete your profile!**

Fill out your email to save visit history and more

75%

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x | **Join Buffalo Circle**

Get deals and offers from Buffalo Wild Wings
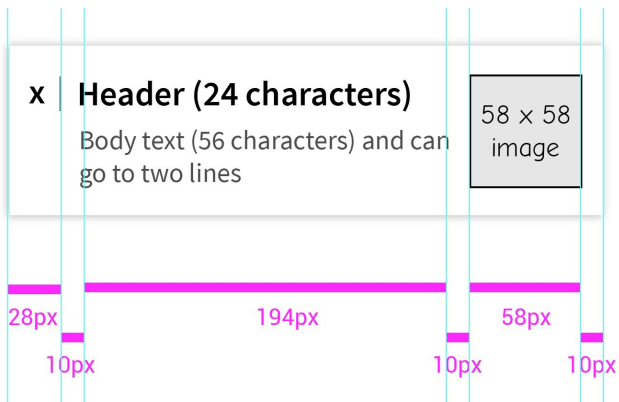
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x | **Header (24 characters)**

Body text (56 characters) and can go to two lines

58 x 58 image

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x | **Header (24 characters)**

Body text (56 characters) and can go to two lines

58 x 58 image

28px   194px   58px

10px   10px   10px

0%
- ☐ Name
- ☐ Email
- ☐ Birthday
- ☐ Photo

25%
- ☑ Name
- ☐ Email
- ☐ Birthday
- ☐ Photo

50%
- ☑ Name
- ☐ Email
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- ☐ Photo

50%
- ☑ Name
- ☐ Email
- ☐ Birthday
- ☑ Photo

75%
- ☑ Name
- ☐ Email
- ☑ Birthday
- ☑ Photo

Items	Behavior
Fill Out Your Profile (Ad looking thing)	- Take user to Complete Profile modal view - Tapping x dismisses ad - Should have tappable area of 44 x 44px - Sticks to bottom of screen - Only show when accounts don't have an email - Show 0-75% indicator depending on the conditions in the chart above - Should be a reusable element - Can configure background color - Image (58 x 58px @1x) - Header copy (24 characters) - Body copy (56 characters - can span two lines) - Font color (but not size/weight)
Complete Profile View	- Cancel - Takes user back to Place in Line - Cancel with unsaved changes - Show alert prompting user to save changes - Save - Saves changes, takes user back to Place in Line

User is not currently in a line

> Prompt to make a profile, then Restaurant List

Create Profile
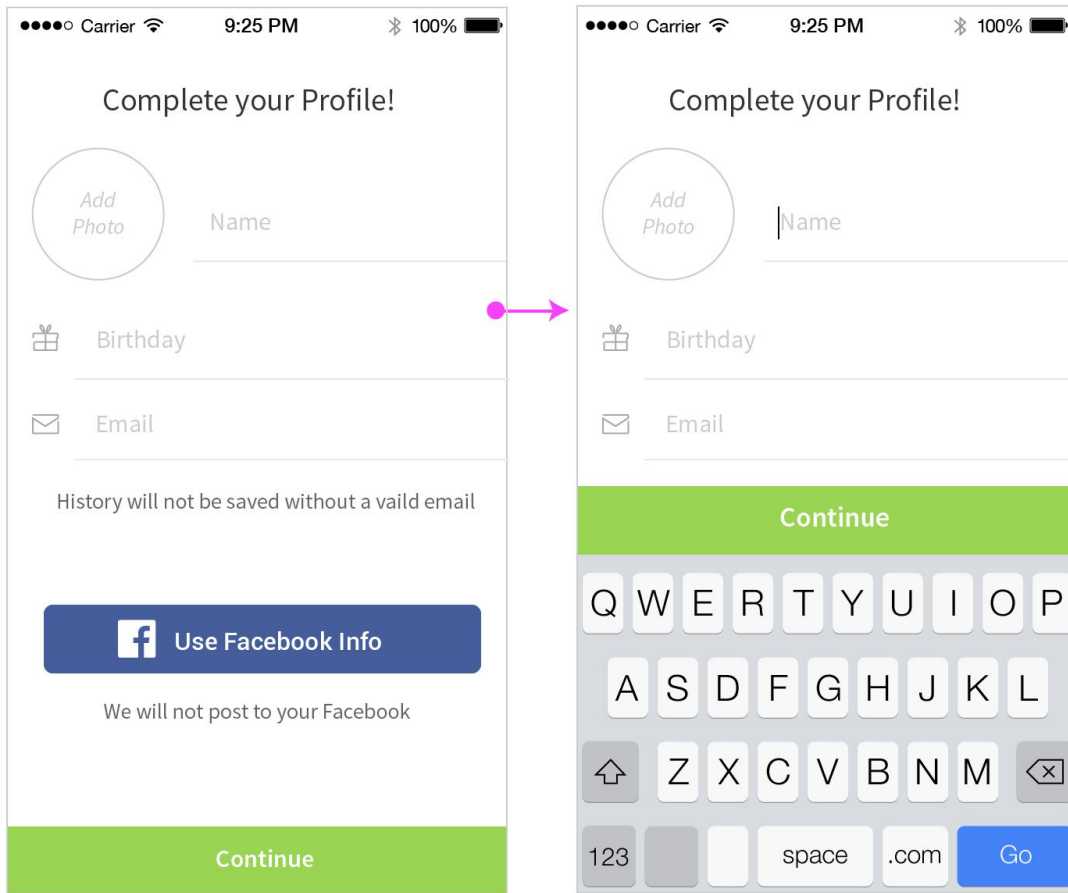
Button moves with keyboard

Items	Behavior
Continue	● Button sticks to bottom, but moves up with keyboard ● Continue (with or without fields filled out - none are required) takes user to restaurant list (location services)
Complete Profile View	(same as above) ● Photo Placeholder - Tap to pull in profile picture from Facebook ● Use Facebook Info - Pull in info and profile picture from Facebook 　　○ After user syncs with Facebook, that button should disappear next time they hit a complete/edit Profile view

4. Get in Line - Accounts w/o Name:

Get in Line - No Name

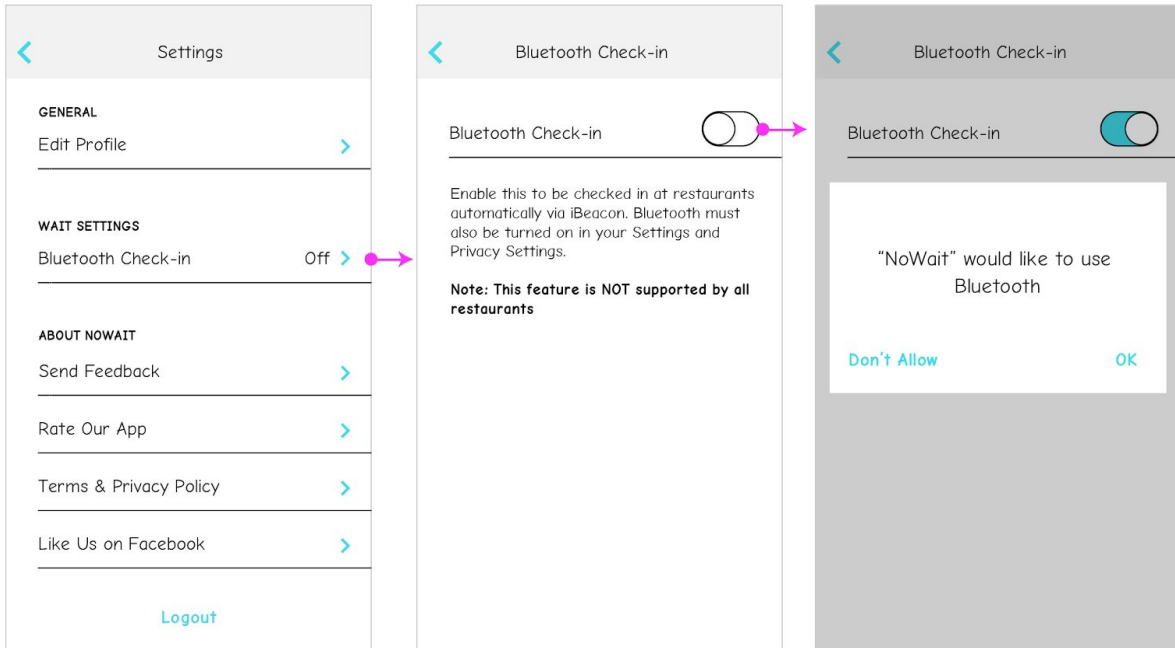| Items	Behavior
Name	• Show Name field ONLY for accounts that don't have a name associated with them
Get in Line Button	• Disabled until Name and Party Size are entered ○ Disabled until Party Size is entered on version w/o Name field

5. Permissions

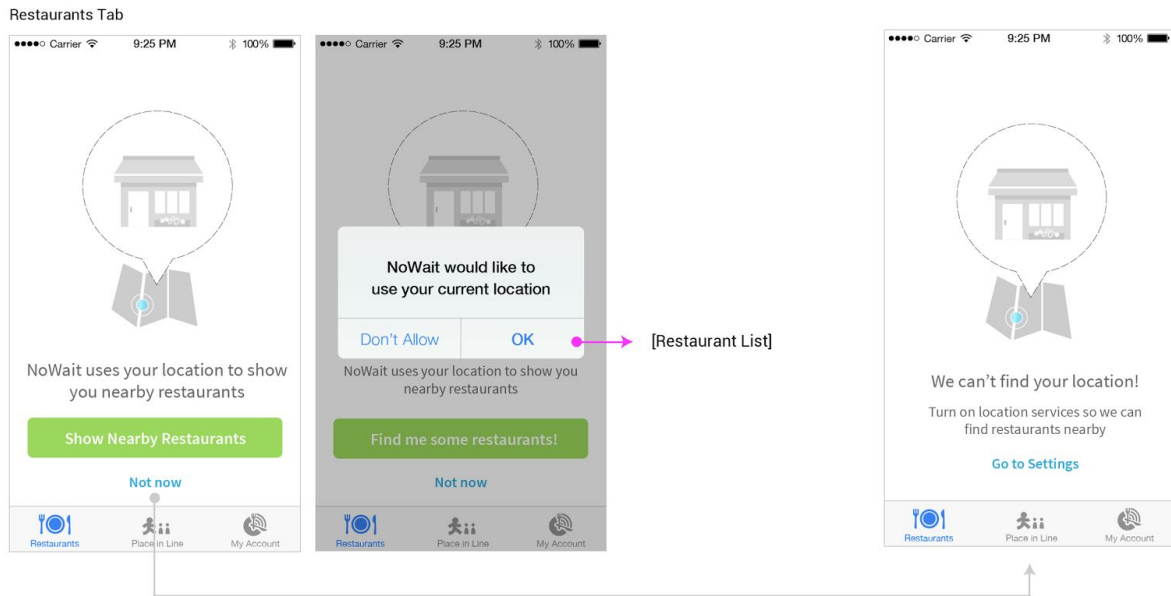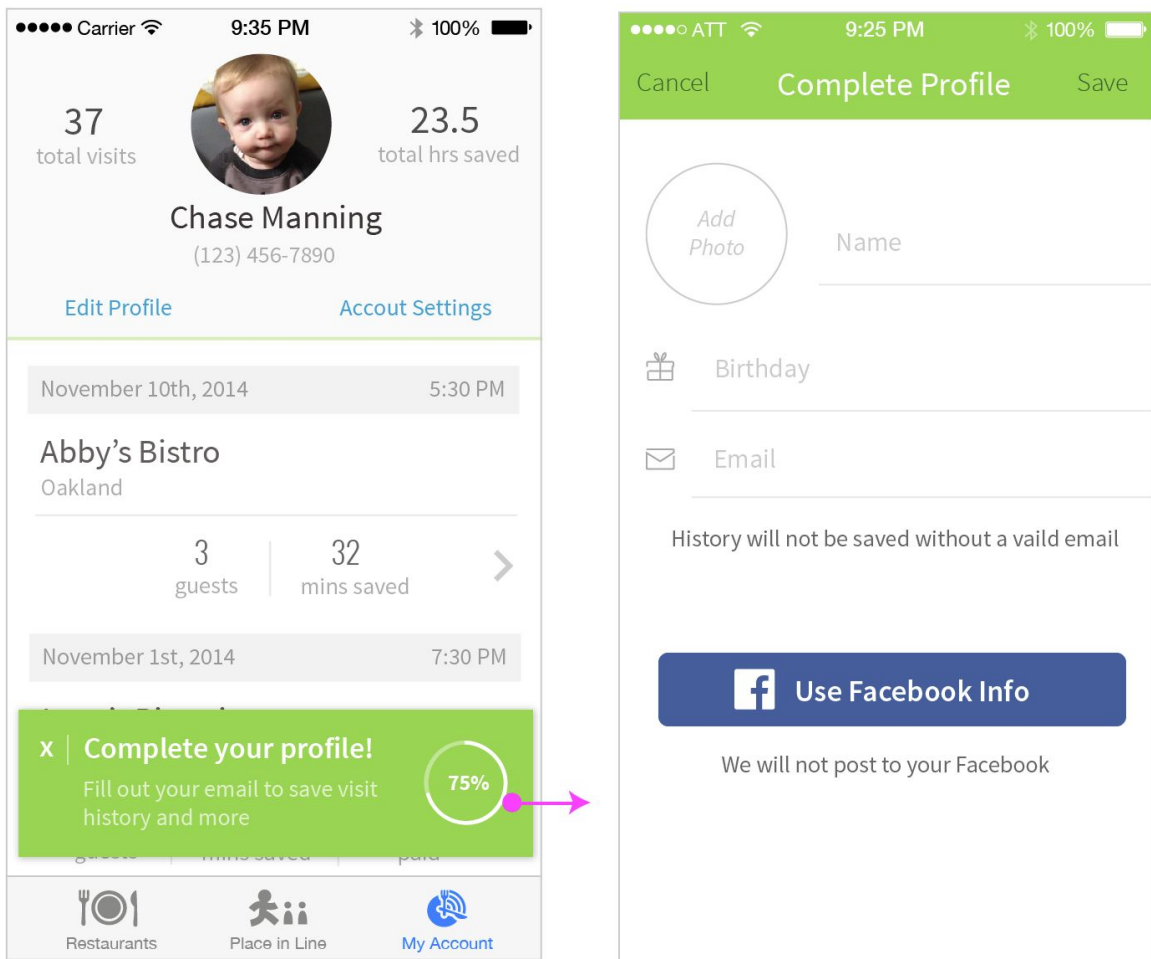## Bluetooth

Bluetooth Permission

Settings

Location

Restaurants Tab

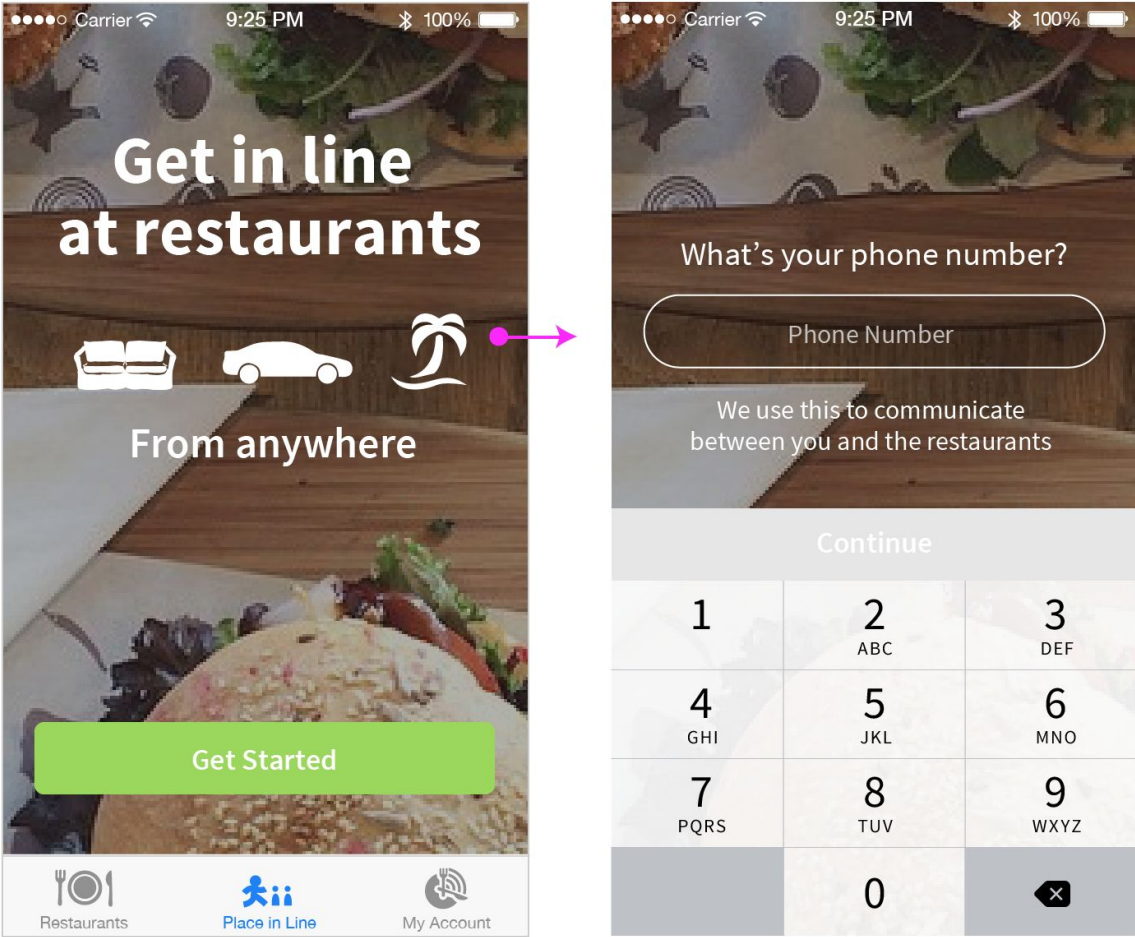| Items	Behavior
'Go for it'	● iOS location services alert 　　○ OK takes user to Restaurant List
'Skip'	● Text changes to direct user to iOS Settings for NoWait ● Button changes to borderless text button
'Go to Settings'	● Opens NoWait iOS Settings where users can turn on location

6. Profile

Items	Behavior
Complete Profile (Ad looking thing)	- Take user to Complete Profile modal view - Tapping x dismisses ad - Stick to bottom of screen - Should be a reusable element - Only show when accounts don't have an email
Complete Profile View	Cancel - Takes user back My Account

7. Not Logged In

Place in Line & My Profile

Items	Behavior
Place in Line and My Profile Tabs	● Show Enter Phone Number screen from sign up process

** No Password Concerns & Use Cases **

Items	Behavior

Log in/ Log out	●
New Device	●
New Number	●
Security	●
Completing Profile	● Not in a line - taken to Complete Profile after validating ● In a line - taken to Place in Line with 'ad' prompting user to fill out profile while they wait ● My Profile - shows 'ad' when email isn't filled out

7. Recovery Email

Text for recovery email (this should be a plain text):

Subject: Recover Your NoWait Account

Body:
Hi, We've received a request that you would like to recover your NoWait account.

Enter the code below in the NoWait app to recover your account:
1234

If you did not make this request, you can ignore this email.

-Your Friends at NoWait (@nowaitapp)
http://nowait.com

TECHNICAL DESIGN SPECIFICATIONS:
Developers can add technical design items here.