

Chowbotics



CHOWBOTICS®

Fresh For All

A Complete Redesign

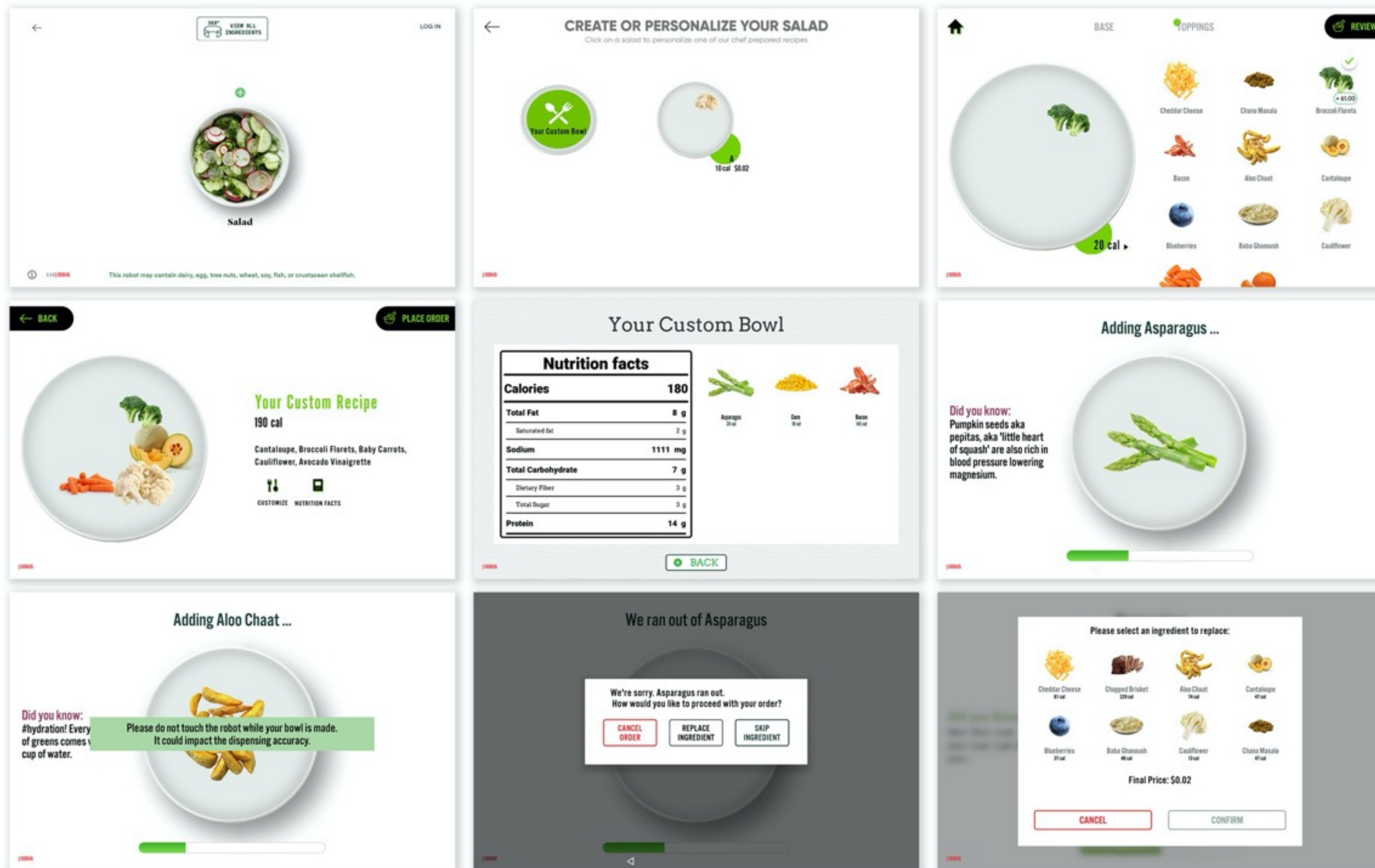
Along with the new door design we plan to deliver a premium user experience via the tablet.

Goals: Focused on the end-to-end user experience assuring a coherent impression and enabling a simplified user interface for admin(chefs) to operate and maintain Sally efficiently.



Original Sally

Sally Tablet App (Before)



My first step was talking to different teams to draw out the the design goal.

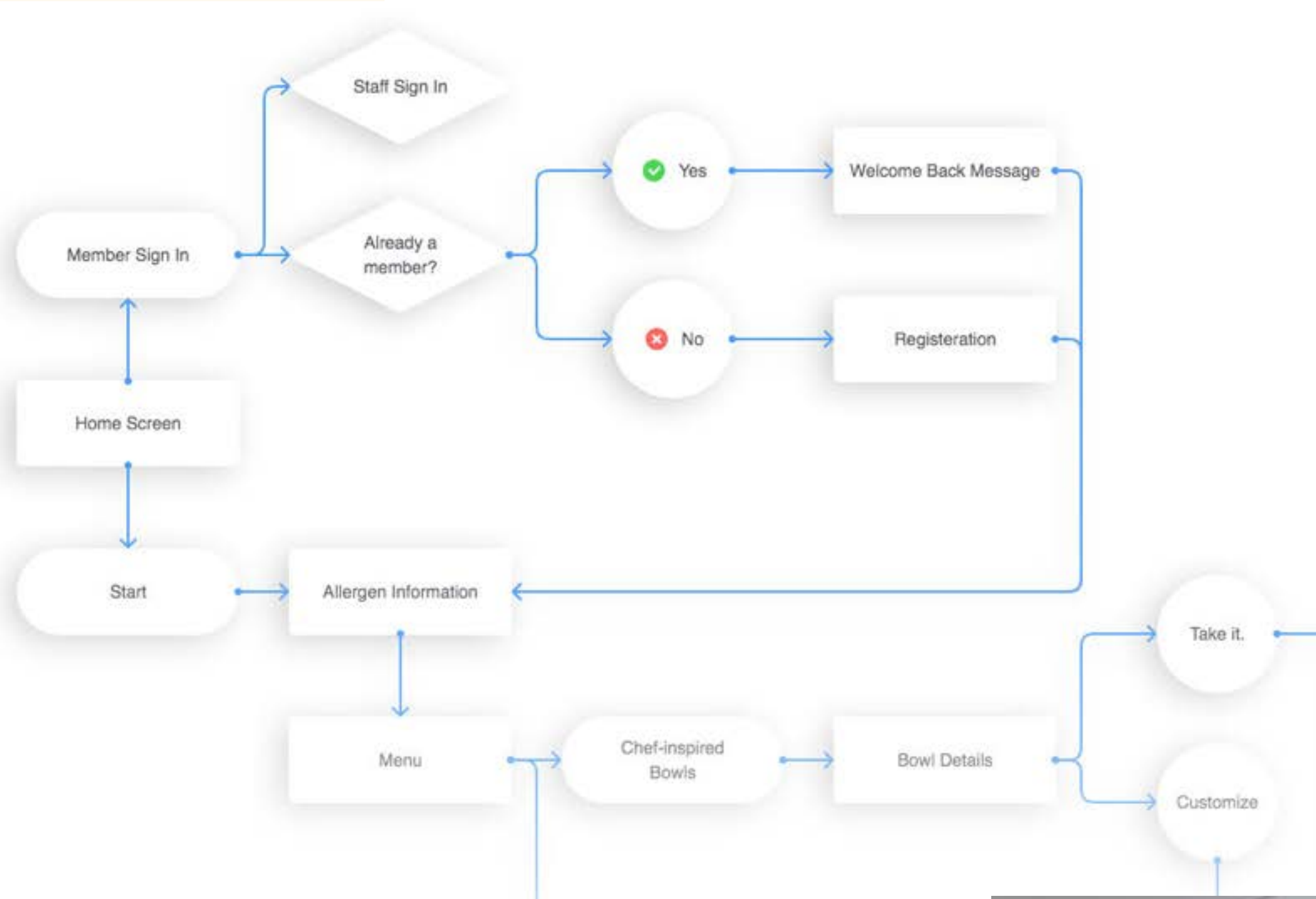
Here is what we want to feature:

- Delicious Customizable, Fresh Meals
- At All Hours
- Without Food Safety Concerns

Process

Internal
Flow map
Wireframes
Mockup

External
On site interviews
Focus group



On each card, we show the dish name, dish description, price, diets and values.

User can choose to scroll through the menu, or select the ideal bowl type from the top nav.

The ingredients are categorized into 3 categories. The items that have been selected will show on the right panel.



Sally 2.0

The work didn't stop after we rolled out the new Sally 2.0 to our customers. We continue to gather feedback from our users and are eager to bring the best experience to them.



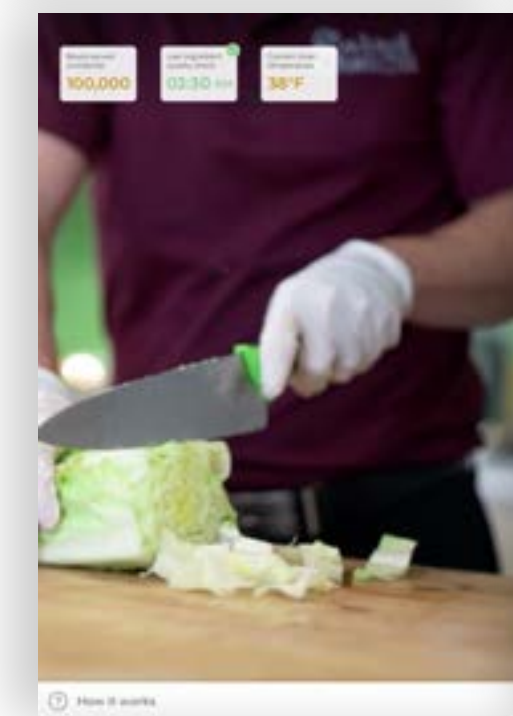
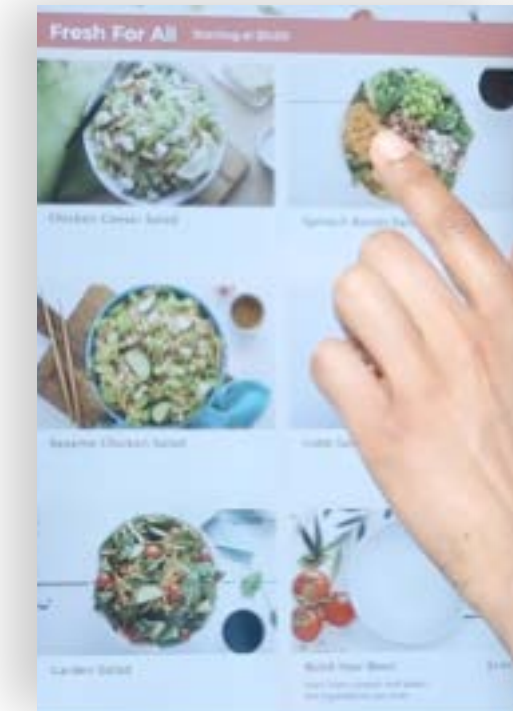
Challenge 1

Customer's concern—What is this machine?
How does it work? Is it FRESH?



User testing

We tested some different ideas with actual users and decided to go with a more straightforward design.



Solution

The solution is to be transparent about when was the last quality check, how it works in 3 simple steps, and the meal count to gain people's trust in trying a new thing for them.



Meals served worldwide
90,612

Last ingredient quality check 
3:30 AM

Robot's current temperature
38°F

CH Pair Chowbotics App with Robot ID:
123456



ENGLISH  SIGN IN

Meals served worldwide
90,612

Last ingredient quality check 
3:30 AM

Robot's current temperature
38°F

CH Pair Chowbotics App with Robot ID:
123456

HUNGRY?
Order here

1. Design  2. Pay  3. Enjoy! 

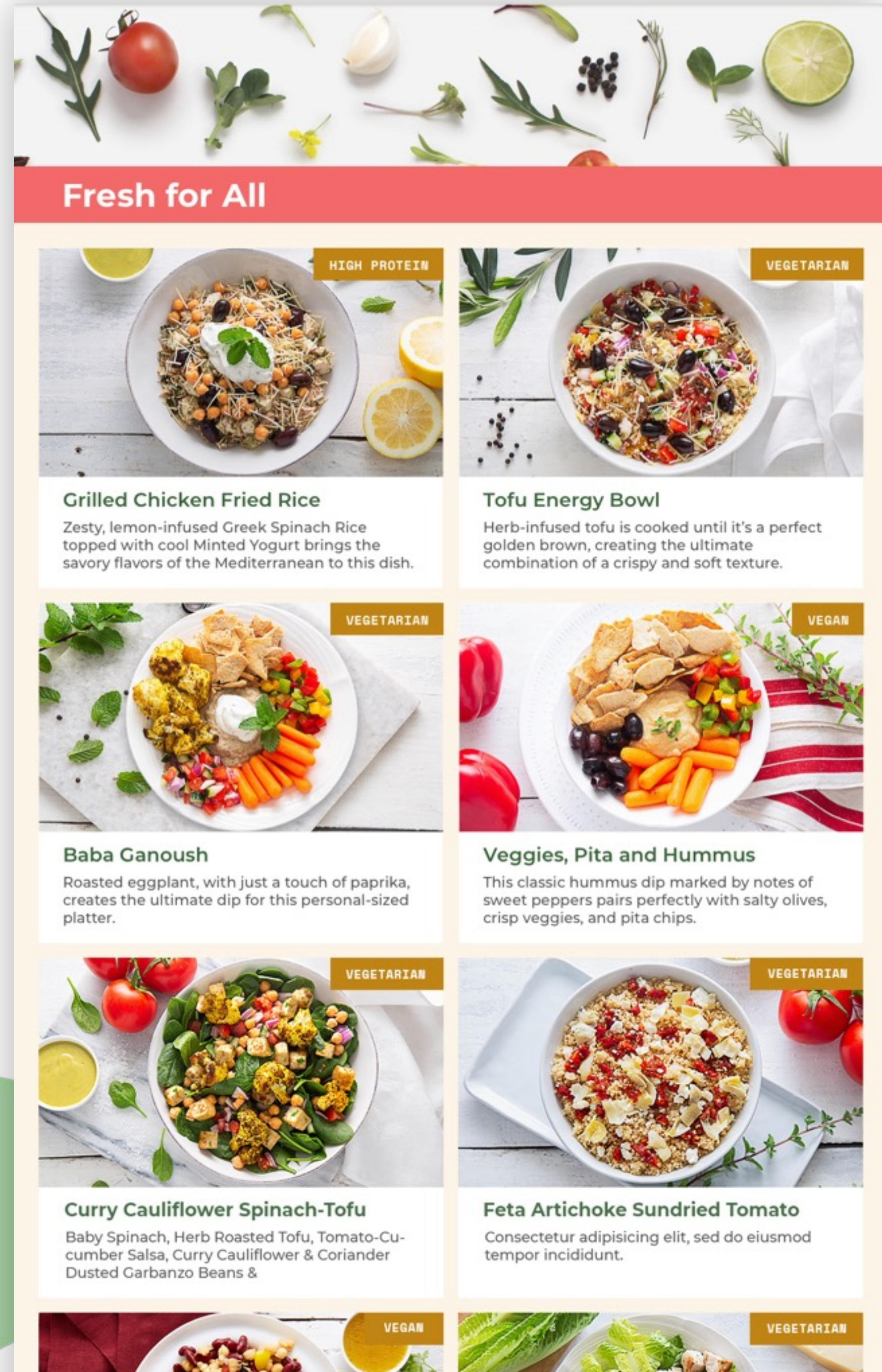
Solution

The solution is to be transparent about when was the last quality check, how it works in 3 simple steps, and the meal count to gain people's trust in trying a new thing for them.



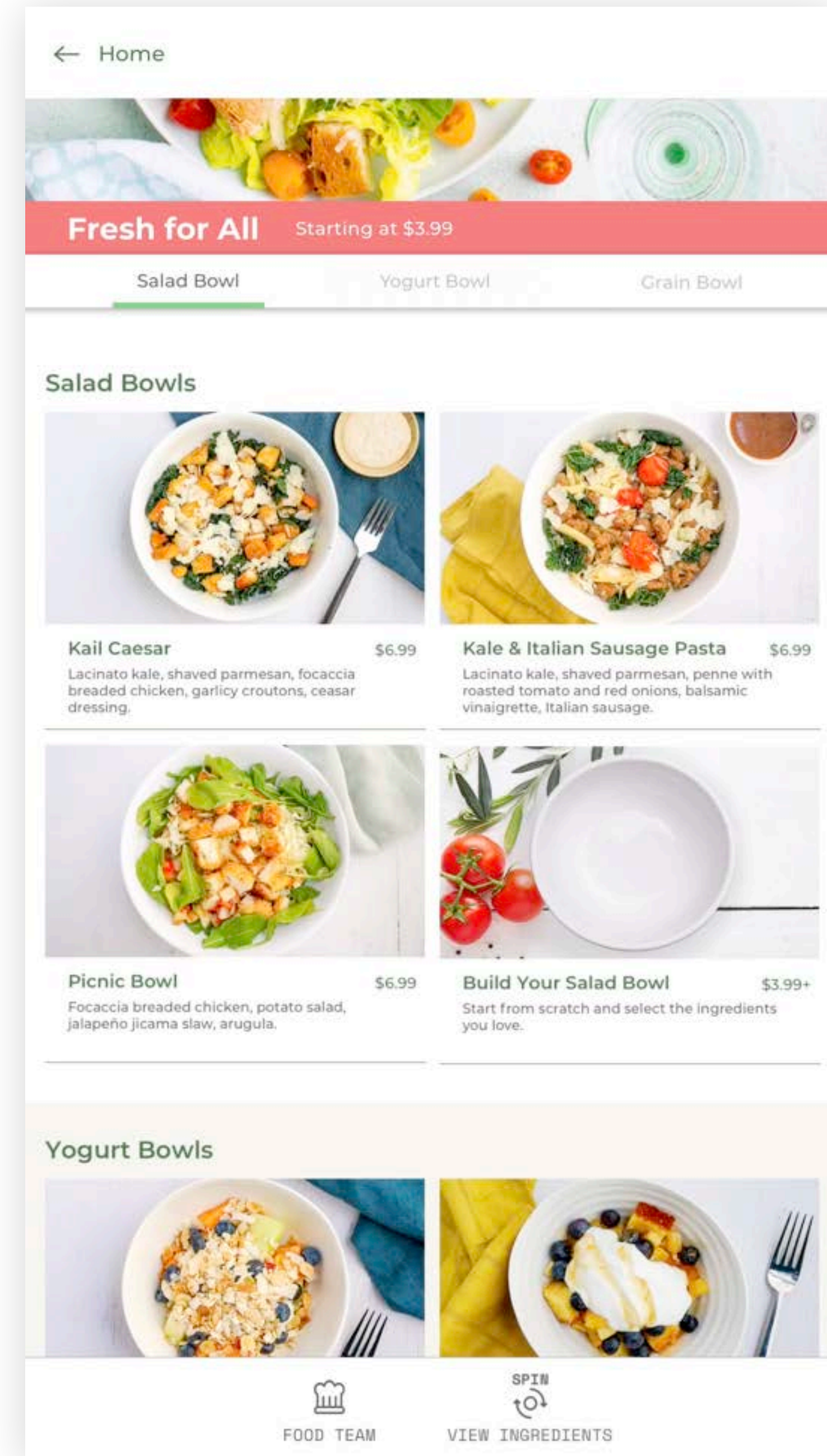
Challenge 2

Users don't know what are the options and are taking too long to order a meal.



Solution

The solution is to categorize the meals by type under the tabs so the users can navigate easily.

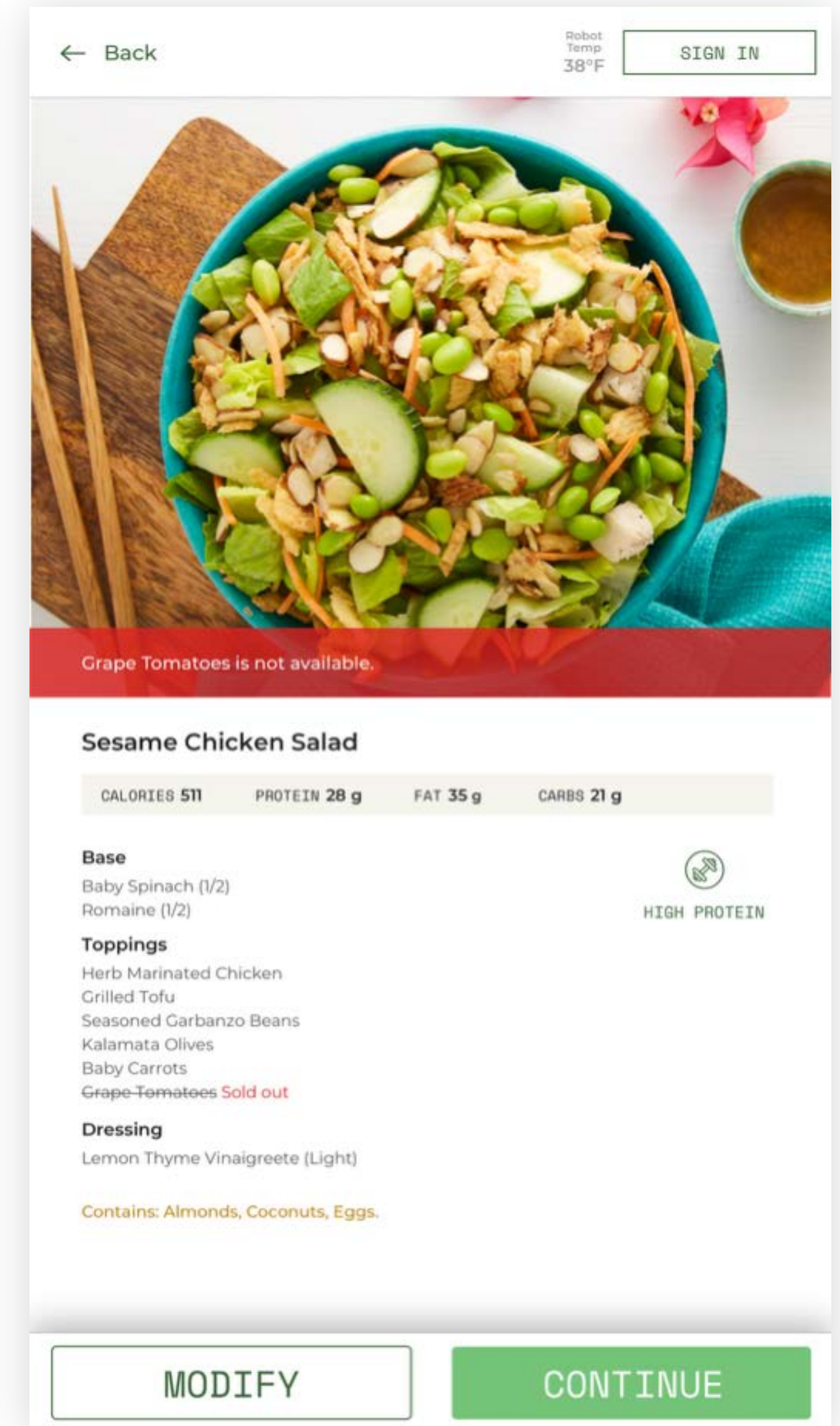
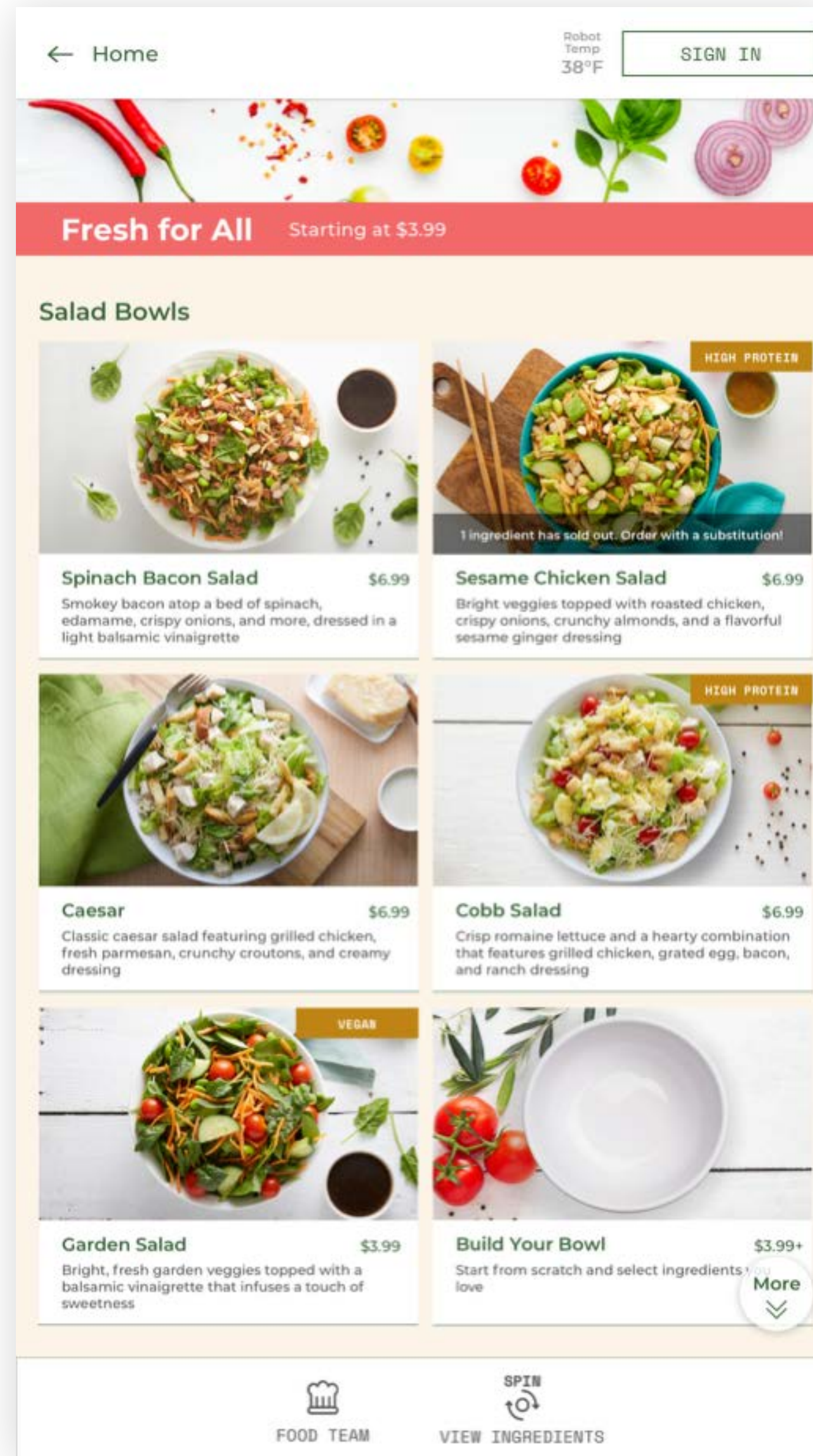


Challenge 3

When an ingredient is missing from the meal, the system automatically takes down the bowl from the menu.

Solution

Keep the bowl on the menu and let the user choose between “order as it is” or “replace the missing ingredients.”

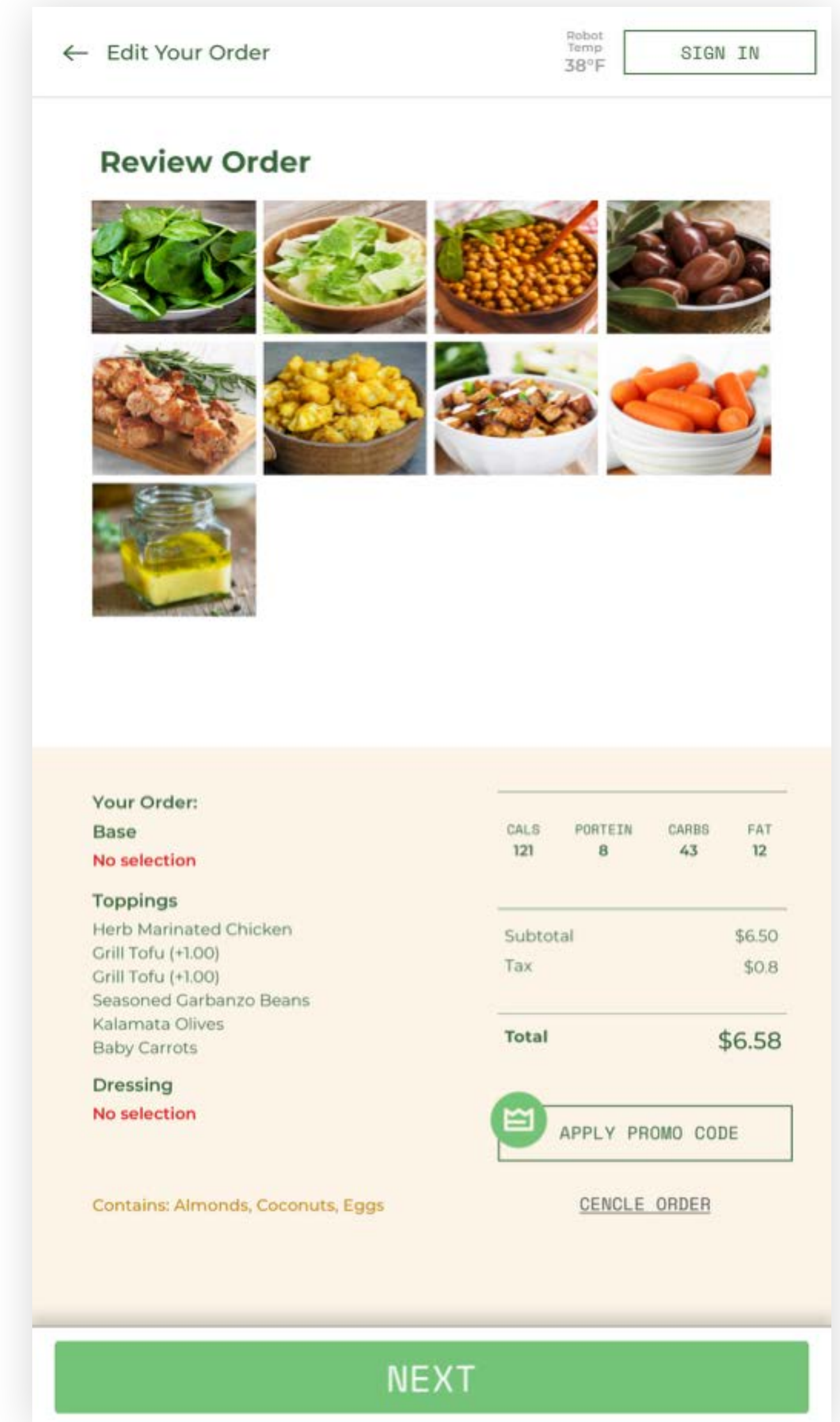
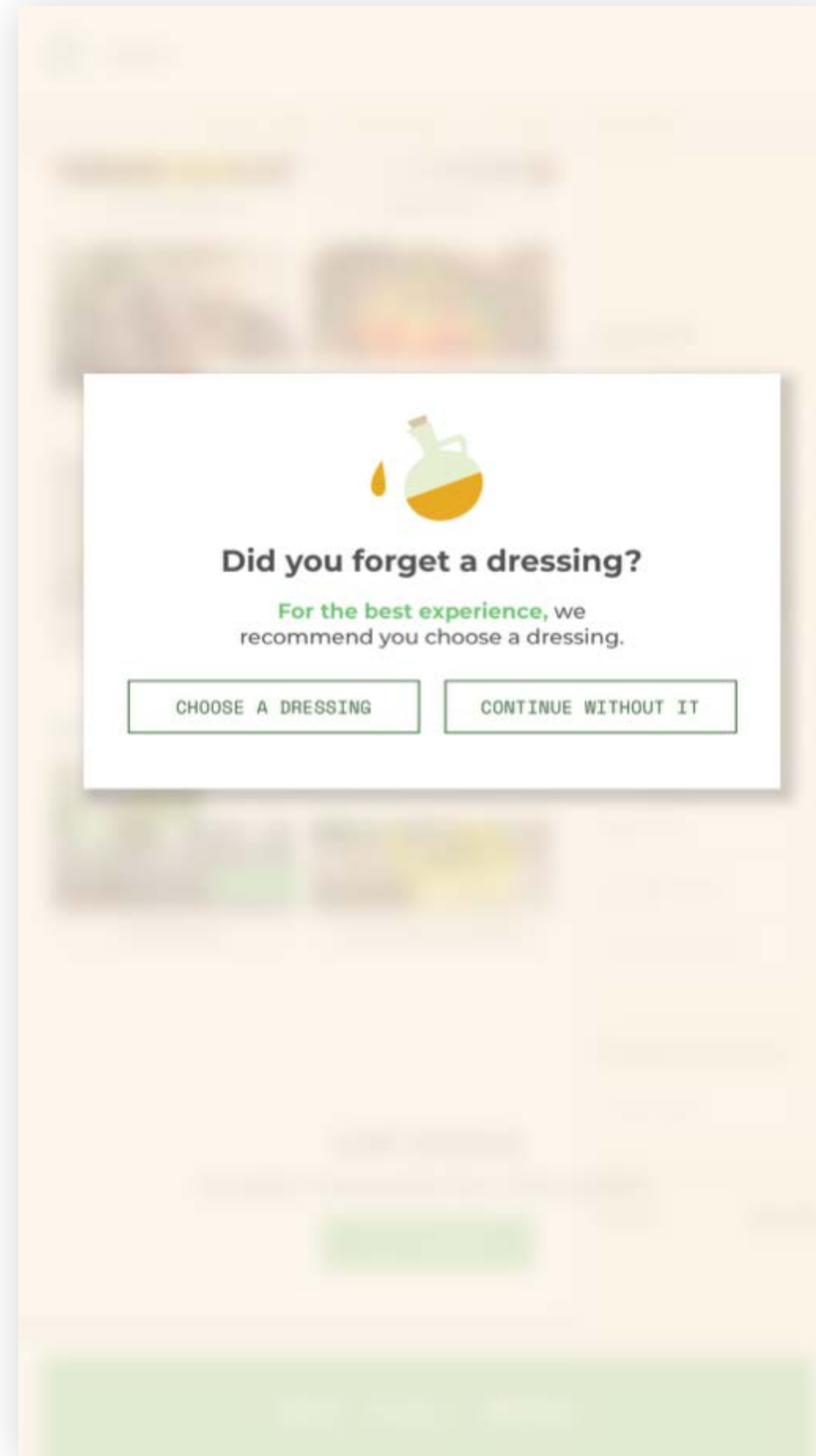


Challenge 4

User doesn't satisfy with the meal because they missed/forgot to choose the key ingredients.

Solution

A pop-up notification reminds the user to order the ingredients before processing the next step.



And more...

We consistently thought about what could elevate the user experience and came up with more features such as providing premium ingredients, double protein, and a half and half options.

The image displays three sequential screenshots of a food ordering application's customization screen. Each screen shows a 'Base (choose up to 2)' section with options like Baby Spinach and Romaine, and a 'Toppings (choose up to 6)' section with options like Herb Marinated Chicken, Grill Tofu, Parmesan, and Seasoned Garbanzo Beans. The third screenshot includes a 'Your Order' summary on the right, listing the selected items and a subtotal of \$5.49. A 'SIGN IN' button is visible in the top right corner of the third screenshot. A green 'NEXT' button is at the bottom of each screen.

← Back to Menu

CALORIES 121 g PORTEIN 8 g FAT 12 g

Base (choose up to 2)

Baby Spinach Romaine

Feta Artichoke Sundried Tomato Couscous Greek Rice with Spinach

Toppings (choose up to 6)

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Robot Temp 38°F SIGN IN

CALORIES 121 g PORTEIN 8 g FAT 12 g CARBS 43 g

Base (choose up to 2)

Baby Spinach Romaine

Feta Artichoke Sundried Tomato Couscous Greek Rice with Spinach

Toppings (choose up to 6)

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Herb Marinated Chicken Grill Tofu

Parmesan Seasoned Garbanzo Beans

Your Order

Base (choose up to 2)

Baby Spinach ×

Romaine ×

Toppings (choose up to 6)

Herb Marinated Chicken ×

Grill Tofu ×

Dressing (choose up to 1)

Subtotal \$5.49

NEXT

NEXT

NEXT

Please select your payment method



Credit/Debit card



Student/Employee Badge



Insert your bowl
behind the arrow.

Then confirm below.

I'VE PLACED THE BOWL

We're sorry...

Feta Artichoke Sun-dried Tomato CousCous ran out
How would you like to proceed with your order?

CANCEL ORDER

REPLACE INGREDIENT

SKIP INGREDIENT

For support call: 1.831.Chowbot (831.2469268)

Please select an ingredient



You paid \$4.8

Discount -\$1

Adjusted price \$3.8

CONFIRM

Oops, your bowl was not detected.

Please confirm it is placed behind the arrow.



MY BOWL IS PLACED CORRECTLY

Home

Order complete

Grab your bowl, snap the lid tight,
and shake to toss. Enjoy.



How was your experience?



What can we improve next time?

ORDERING EXPERIENCE

INGREDIENT DISPENSING

MEAL QUALITY OR PORTION SIZE

PRICING

or

What can we improve next time?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum.

3/2 of 300 characters

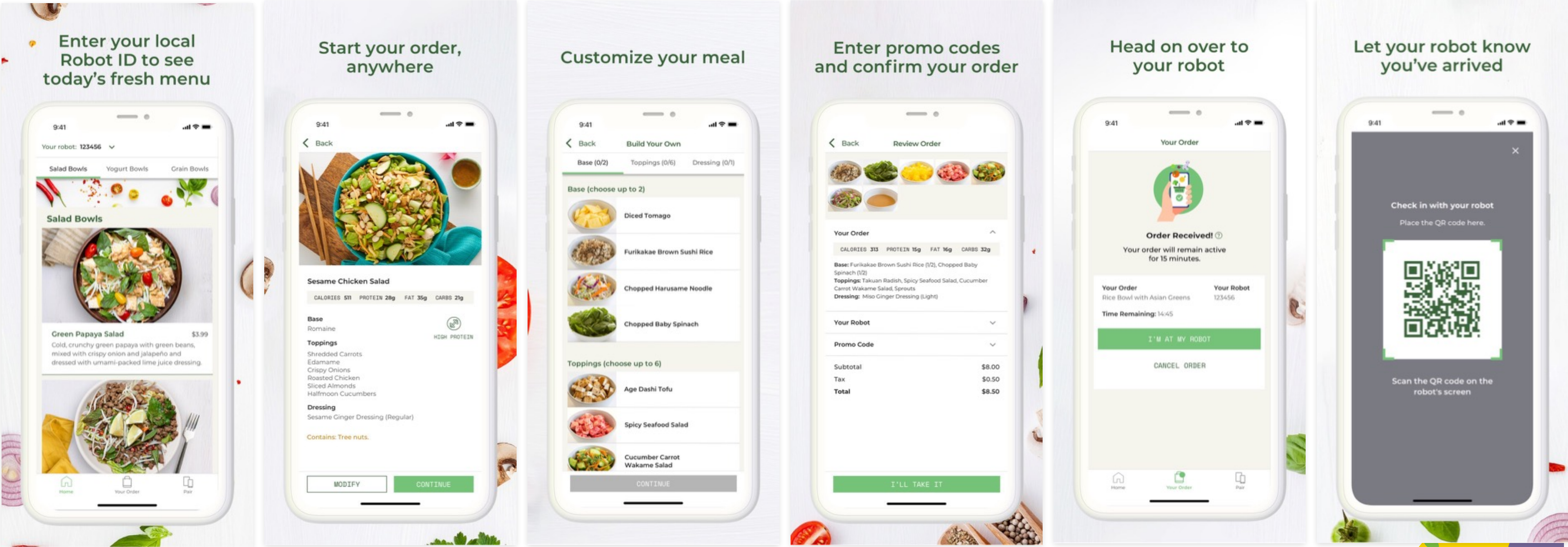
SEND



Just a moment...

Mobile oder

When the Covid hit, we immediately roll out the app that creates a touch-less, more safe, and faster ordering experience that increases throughput.



Spring
Rain
Glass Noodles



The Salad Bar Reinvented



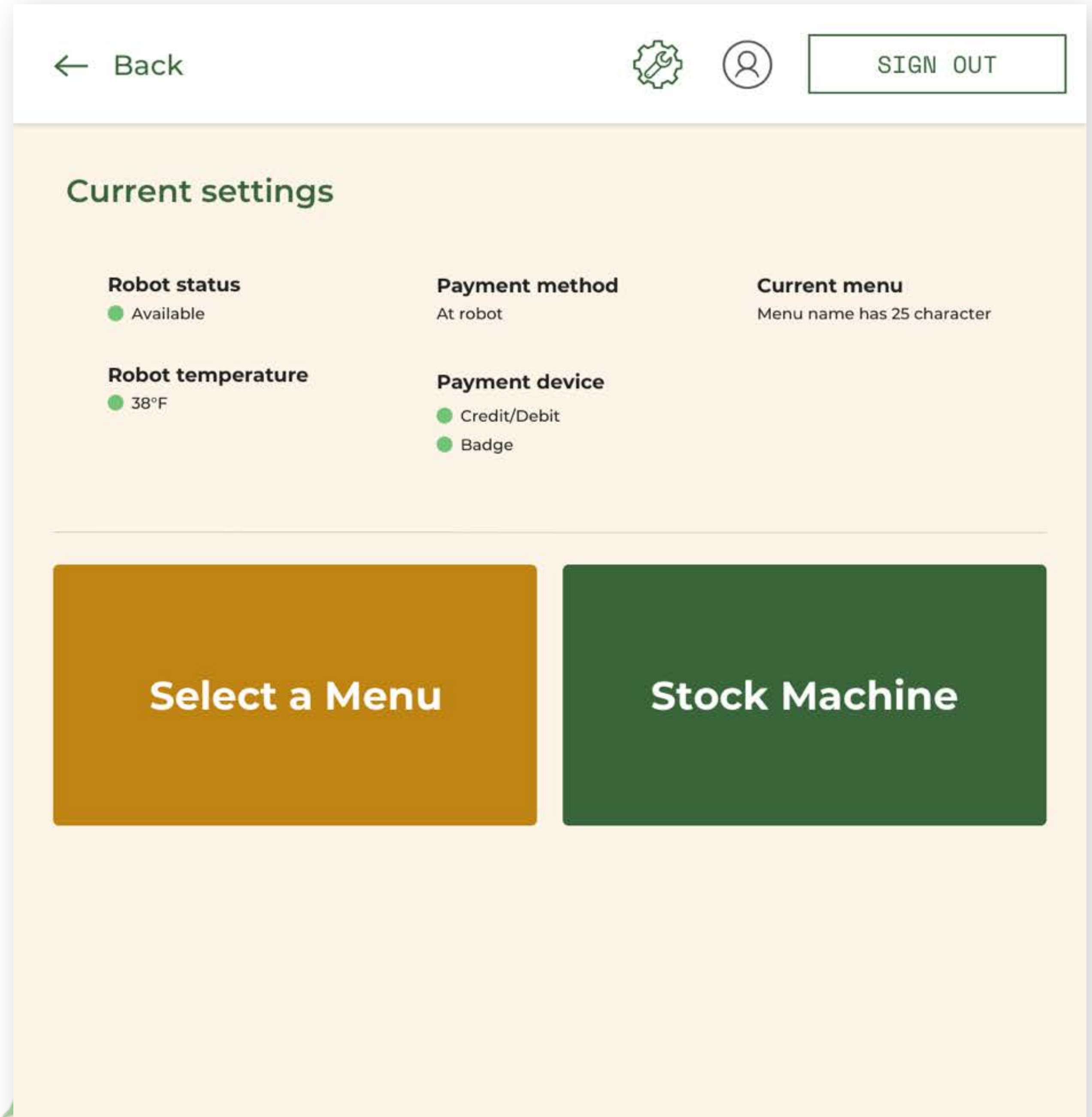
HUNGRY

Salad
THE SALAD BAR



For Chefs

I designed not only the consumer side of the product but also the operator side. The goal is to create a platform for chefs/kitchen workers to refill and know how to operate the robot efficiently.



Choose a menu

← Home ⚙️ 👤 SIGN OUT

Select a menu to view more details

Classic Salad Menu

CURRENT

American
Roasted eggplant, with just a touch of paprika, creates the ultimate dip for this personal-sized platter.

Euro Fusion
A bright and refreshing menu of deconstructed smoothies and decadent dessert bowls.

Fiesta Style
Vibrant greens, crisp veggies, proteins, nuts, and more combine into a menu of our most popular salad dishes.

NEW

Greens & Grains
A bright and refreshing menu of deconstructed smoothies and decadent dessert bowls.

Spring 2020 Salad Menu

#1

Vibrant greens, crisp veggies, proteins, nuts, and more combine into a menu of our most popular salad dishes.

#2

A bright and refreshing menu of deconstructed smoothies and decadent dessert bowls.

← Back ⚙️ 👤 SIGN OUT

Classic Salads

Ingredients you will need

Romaine

Baby Spinach

Roasted Chicken

Crumbled Bacon

Shredded Carrots

Halfmoon Cucumbers

Feather Shredded Cheddar

Grape Tomatoes

Arugula

Sliced Almonds

Shredded Parmesan

Grated Eggs

Edamame

Garlic Croutons

Grape Tomatoes

Arugula

Sliced Almonds

Shredded Parmesan

Dishes you can make

HIGH PROTEIN

Spinach Bacon Salad \$3.99
A tangy, zesty, ultra healthy summer salad high in proteins.

The Summer Crunch \$3.99
Roasted eggplant, with just a touch of paprika, creates the ultimate dip for this personal-sized platter.

The Summer Crunch \$3.99

The Summer Crunch \$3.99

SELECT THIS MENU

Home ⚙️ 👤 SIGN OUT

Front

Tap an ingredient to start

Inner canisters		Outer canisters	
02	Croutons Empty	14	Arugula
03	Ground Turkey Empty	15	Arugula
04	Aidells Chicken Apple Sausage Empty	16	Radishes
05	Roasted tofu Empty	17	Beets
06	Blue Cheese Empty	18	Diced Jicama
07	Fete Cheese Empty	19	Broccoli
08	Bell Peppers Empty	20	Tomatoes
09	Strawberries Empty	21	Romaine
Your robot is now serving the Classic Menu.			
11	Balsamic Vinegar Empty	23	Chicken
12	Ranch Empty	24	Ham

← Home ⚙️ 👤 SIGN OUT

CANISTER MAP

Run Test

Restock All

Change Menu

Front

Please tap an ingredient to start

Inner canisters			Outer canisters		
			🎯	Home	Bring it to the front
02	Croutons	In Stock ●	14	Arugula	In Stock ●
03	Ground Turkey	In Stock ●	15	Arugula	In Stock ●
04	Aidells Chicken Apple Sausage	In Stock ●	16	Radishes	In Stock ●
05	Roasted tofu	Empty ●	17	Beets	In Stock ●
06	Blue Cheese	Expires in X min ●	18	Diced Jicama	In Stock ●
07	Fete Cheese	In Stock ●	19	Broccoli	Expired ●
08	Bell Peppers	In Stock ●	20	Tomatoes	In Stock ●
09	Strawberries	Empty ●	21	Romaine	In Stock ●
10	Edamame	In Stock ●	22	Spinach	In Stock ●
11	Balsamic Vinegar	In Stock ●	23	Chicken	In Stock ●
12	Ranch	In Stock ●	24	Ham	In Stock ●

CANISTER MAP

Front

Please tap an ingredient to start

Inner canisters			Outer canisters		
			🎯	Home	Bring it to the front
02	Croutons	In Stock ●	14	Arugula	In Stock ●
03	Ground Turkey	In Stock ●	15	Arugula	In Stock ●
04	Aidells Chicken Apple Sausage	In Stock ●	16	Radishes	In Stock ●
05	Roasted tofu	Empty ●	17	Beets	In Stock ●
06	Blue Cheese	Expires in X min ●	18	Diced Jicama	In Stock ●
07	Fete Cheese	In Stock ●	19	Broccoli	Expired ●
08	Bell Peppers	In Stock ●	20	Tomatoes	In Stock ●
09	Strawberries	Empty ●	21	Romaine	In Stock ●
10	Edamame	In Stock ●	22	Spinach	In Stock ●
11	Balsamic Vinegar	In Stock ●	23	Chicken	In Stock ●
12	Ranch	In Stock ●	24	Ham	In Stock ●

← Back ⚙️ 👤 SIGN OUT

Item	Location	Status	Expires in
Broccoli	19 Outer canister	Expired	0 Days

Canister Weight: 12lbs | Lot No: T0023143

What would you like to do?

REFILL

or

REMOVE AND...(SELECT ONE) ▾

Tap on an ingredient below to start

Inner canisters			Outer canisters		
			🏠 Home	Bring it to the front	
02	Croutons	In Stock	14	Arugula	In Stock
03	Ground Turkey	In Stock	15	Arugula	In Stock
04	Aldeli's Chicken Apple Sausage	In Stock	16	Radishes	In Stock
05	Roasted tofu	Expired	17	Beets	Out of Stock
06	Blue Cheese	In Stock	18	Diced Jicama	In Stock
07	Feta Cheese	In Stock	19	Broccoli	2 days left
08	Bell Peppers	In Stock	20	Tomatoes	In Stock
09	Strawberries	In Stock	21	Romaine	In Stock
10	Edamame	In Stock	22	Spinach	In Stock
11	Balsamic Vinegar	In Stock	23	Chicken	In Stock
12	Ranch	In Stock	24	Ham	In Stock

← Back ⚙️ 👤 SIGN OUT

Item	Location	Status	Expires in
Broccoli	19 Outer canister	Expired	0 Days

Days until Expiration: - 3
Days +

Weight of the canister (optional)

Enter weight ▾

Lot number (optional)

Enter number

▶ How to insert canister

DONE


Tap on an ingredient below to start

Inner canisters			Outer canisters		
			🏠 Home	Bring it to the front	
02	Croutons	In Stock	14	Arugula	In Stock
03	Ground Turkey	In Stock	15	Arugula	In Stock
04	Aldeli's Chicken Apple Sausage	In Stock	16	Radishes	In Stock
05	Roasted tofu	Expired	17	Beets	Out of Stock
06	Blue Cheese	In Stock	18	Diced Jicama	In Stock
07	Feta Cheese	In Stock	19	Broccoli	2 days left
08	Bell Peppers	In Stock	20	Tomatoes	In Stock
09	Strawberries	In Stock	21	Romaine	In Stock
10	Edamame	In Stock	22	Spinach	In Stock
11	Balsamic Vinegar	In Stock	23	Chicken	In Stock
12	Ranch	In Stock	24	Ham	In Stock


← Back ⚙️ 👤 SIGN OUT

Follow 6 steps to insert the canister correctly.


STEP 1.
Remove the canister by **pulling up then outward** from carousel.



STEP 2.
When it is ready to install, the **pin shaft should be horizontal and clicked in place.**



STEP 3.
Bring it straight mount to t




Need more instructions? Watch video tutorial below.



09	Strawberries	Empty	21	Romaine	Empty
10	Edamame	Empty	22	Spinach	Empty
11	Balsamic Vinegar	Empty	23	Chicken	Empty
12	Ranch	Empty	24	Ham	Empty

Replace Ingredients

← Back ⚙️ 👤 SIGN OUT


Romaine

21
 Inner canister

●
In Stock

3
 Days

Canister Weight: 12lbs | Lot No: T0023143

What would you like to do?

REFILL

or

REMOVE AND...(SELECT ONE) ^

CHANGE TO A DIFFERENT INGREDIENT


MARK AS EMPTY


Inner canisters			Outer canisters		
			🏠	Home	Bring it to the front
02	Croutons	Empty ●	14	Arugula	Empty ●
03	Ground Turkey	Empty ●	15	Arugula	Empty ●
04	Aidells Chicken Apple Sausage	Empty ●	16	Radishes	Empty ●
05	Roasted tofu	Empty ●	17	Beets	Empty ●


← Back ⚙️ 👤 SIGN OUT


Please select an ingredient ✕


All
Base
Toppings
Dressings
Recently Removed



Blue Berry



Alfredo Sauce



Baby Spinach



Blue Berry



Blue Berry



Almond & Pistachio Mix



Blue Berry



Asian Pears



Baby Carrots



Apple Vinaigrette



Blue Berry



Banana Pepper



Aloo Chat


Asiago


Almonds


Basil Dressing



BBQ Sauce


Artichoks




NEXT

03	Ground Turkey	Empty ●	15	Arugula	Empty ●
04	Aidells Chicken Apple Sausage	Empty ●	16	Radishes	Empty ●
05	Roasted tofu	Empty ●	17	Beets	Empty ●
06	Blue Cheese	Empty ●	18	Diced Jicama	Empty ●
07	Fete Cheese	Empty ●	19	Broccoli	Empty ●
08	Bell Peppers	Empty ●	20	Tomatoes	Empty ●
09	Strawberries	Empty ●	21	Romaine	Empty ●

← Back ⚙️ 👤 SIGN OUT



A Critical Reminder

By replacing them, it will impact these 3 dishes:

Summer Crunch
Vegan's Dream
Delicious Tofu Bowl

CANCEL
PROCEED

02	Croutons	In Stock ●	14	Arugula	In Stock ●
03	Ground Turkey	In Stock ●	15	Arugula	In Stock ●
04	Aidells Chicken Apple Sausage	In Stock ●	16	Radishes	In Stock ●
05	Roasted tofu	In Stock ●	17	Beets	In Stock ●
06	Blue Cheese	In Stock ●	18	Diced Jicama	In Stock ●
07	Fete Cheese	In Stock ●	19	Broccoli	In Stock ●
08	Bell Peppers	In Stock ●	20	Tomatoes	In Stock ●
09	Strawberries	In Stock ●	21	Romaine	In Stock ●

Restock All

← Home ⚙️ 👤 SIGN OUT

CANISTER MAP

Front

Run Test
Restock All
Change Menu

Please tap an ingredient to start

Inner canisters			Outer canisters		
			🎯	Home	Bring it to the front
02	Croutons	In Stock ●	14	Arugula	In Stock ●
03	Ground Turkey	In Stock ●	15	Arugula	In Stock ●
04	Aidells Chicken Apple Sausage	In Stock ●	16	Radishes	In Stock ●
05	Roasted tofu	In Stock ●	17	Beets	In Stock ●
06	Blue Cheese	In Stock ●	18	Diced Jicama	In Stock ●
07	Feta Cheese	In Stock ●	19	Broccoli	In Stock ●
08	Bell Peppers	In Stock ●	20	Tomatoes	In Stock ●
09	Strawberries	In Stock ●	21	Romaine	In Stock ●
10	Edamame	In Stock ●	22	Spinach	In Stock ●

← Back ⚙️ 👤 SIGN OUT

Restock your robot

Select All

Inner canisters						Outer canisters							
#	Item	Expiry	Weight	Lot Number	Edit	Done	#	Item	Expiry	Weight	Lot Number	Edit	Done
02	Almonds	24 Days	1.5 lbs	TP 1487	Save	<input type="checkbox"/>							
03	Cauliflowers	5 Days	0.2 lbs	N/A		<input type="checkbox"/>							
04	Parmesan	7 Days	0.3 lbs	N/A		<input type="checkbox"/>							
05	Crispy Onions	5 Days	0.2 lbs	N/A		<input type="checkbox"/>							
06	Snap Peas	5 Days	1.5 lbs	N/A		<input type="checkbox"/>							
07	Feta Cheese	7 Days	0.3 lbs	N/A		<input type="checkbox"/>							
08	Hemp Seeds	5 Days	1.5 lbs	N/A		<input type="checkbox"/>							
09	Honey Roasted Tofu	3 Days	1.5 lbs	N/A		<input type="checkbox"/>							
10	Quinoa	3 Days	1.5 lbs	N/A		<input type="checkbox"/>							
11	Balsamic Vinegar	7 Days	2 lbs	N/A		<input type="checkbox"/>							
12	Ranch	7 Days	1.5 lbs	N/A		<input type="checkbox"/>							

CANCEL
NEXT, OUTER CANIMSTERS

Estimated stock level

CHOWBOTICS Beta Actions Reports Developers Hello, Yushan Logout

Logs
Sales Log
Temperature Log
Status Log

Reports
Ingredient Report

Estimated stock level

Ochsner Oneal Lane

Inner canisters				Outer canisters			
#	Item	Stock level	Expires in	#	Item	Stock level	Expires in
02	Shredded Carrots	Low	4 Days	14	Chopped Spinach	Low	4 Days
03				15	Romaine	40%	24 Hrs
04	Tortilla Strips	80%	4 Days	16	Chopped Spinach	Low	4 Days
05	Sunflower Seeds	80%	Expired	17	Halfmoon Cucumber	100%	4 Days
06	Cheddar Cheese	Low	4 Days	18	Strawberries	40%	4 Days
07	Parmesan Cheese	80%	4 Days	19	Bacon	100%	4 Days
08				20	Herb Roasted Chicken	80%	4 Days
09	Honey Roasted Tofu	80%	4 Days	21	Croutons	Empty	45 Min
10	Quinoa	80%	4 Days	22	Grape Tomatoes	80%	4 Days
11	Balsamic Binegar	80%	4 Days	23	Feta Artichoke Sundried Tomato Couscous	80%	4 Days
12	Buttermilk Ranch	Low	4 Days	24	Ranch	Low	4 Days

v. 2.150

Estimated stock level

Ochsner Oneal Lane

Inner canisters

#	Item	Stock level	Expires in
02	Feta Artichoke Sundried Tomato Couscous	80%	4 Days
03			
04	Tortilla Strips	Low	4 Days
05	Sunflower Seeds	80%	4 Days
06	Cheddar Cheese	80%	4 Days
07	Parmesan Cheese	80%	Expired
08			
09	Honey Roasted Tofu	80%	24 Hrs
10	Quinoa	80%	4 Days
11	Balsamic Binegar	80%	4 Days
12	Buttermilk Ranch	80%	4 Days

Outer canisters

#	Item	Stock level	Expires in
14	Chopped Spinach	80%	4 Days
15	Romaine	80%	4 Days
16	Chopped Spinach	80%	24 Hrs
17	Romaine	Empty	4 Days
18	Halfmoon Cucumber	80%	4 Days
19			
20	Strawberries	80%	4 Days
21	Bacon	80%	4 Days

Thank you

