



Primary User: Use Scenario

Primary User: Mirte

Mirte and Sander are on a road trip to Lake Como. They have never driven there before so they were very excited but also nervous to be on unfamiliar roads. 6 hours into their drive Sander says he is feeling tired and would like a caffeine boost. Mirte is also really craving her favorite drink, an iced cappuccino with soy milk and cinnamon dusted on top. Mirte pulls out her “find my coffee” app and checks to see where the next rest stop is with her favorite coffee.

The app shows the stops with her favorite coffee. Mirte does not want to go somewhere where it is crowded, so she checks the next two rest stops to see how many people are there. The app shows Mirte that the stop 5km away is quite crowded, but the one that is 10km away is not. So Mirte decides to go to the stop that is 10km away.

Once they get to the stop, Mirte takes her mug and goes to the coffee machine at the stop. She opens her app again and selects her iced cappuccino that she already has adjusted exactly to her liking and saved on the app. The app notifies her that according to her Fitbit sleep data, she generally doesn't sleep well if she consumes caffeine after 5pm. It then gives her three options: 1. Get the drink anyway, 2. have the drink with decaf coffee and 3. Have a different drink. Mirte decides to go with decaf. She then pays through the app and it gives her a QR code to be scanned by the machine. She places her phone on the QR code scanner and the machine tells her to place her mug in the appropriate place. The glowing circle clearly shows where the mug needs to be placed. She loves using her reusable mug because she gets 50% off all drinks then. The coffee machine screen shows her which stage of the process the coffee is in and how many seconds are left until the coffee is done. She can also see the real coffee beans as they are ground, brewed and as the milk and cinnamon is put into her mug. The screen tells her when the drink is ready and she picks up her mug. Mirte's phone then vibrates and she sees a notification from her fitness app that 200 calories have been added to her nutrition tracker. Sander then walks over to the coffee machine.

Sander does not have the “find my coffee” app or his own mug. He looks at the screen and it shows him the entire drinks menu neatly categorized. At the bottom it inform him that it is a no-touch touch screen and a small description of how that works. The instructions are very straightforward so Sander goes on to inspect the menu. He is very impressed that the machine coffee ice cream desserts as well, so he decides to get an affogato. Once he selects the affogato he sees different way in which he can customize it. He first selects the type of coffee beans he would like. He selects the arabica and it shows him all the information about the beans: where it was grown, how it was roasted, when it was roasted and its flavour profile. He likes the sound of it, so he selects arabica beans, two shots of espresso and one scoop of coconut ice cream. The screen then shows Sander a illustration of his drink with information about the amount of calories, sugar and caffeine in it. He thinks it is too high in calories so he reduces the ice cream to just half a scoop of sugar free ice cream. Once Sander confirms that he wants the drink the machine asks Sander if he has his own cup or if he would like a reusable cup or a disposable paper cup. Sander decides to go for the reusable cup and goes to pay.

He pays with the contactless payment option using his watch. The machine then places the cup to the exact spot and produces the drink. A few hours later they stop at another rest stop and Sander returns the reusable cup to the store and gets his money back for it.