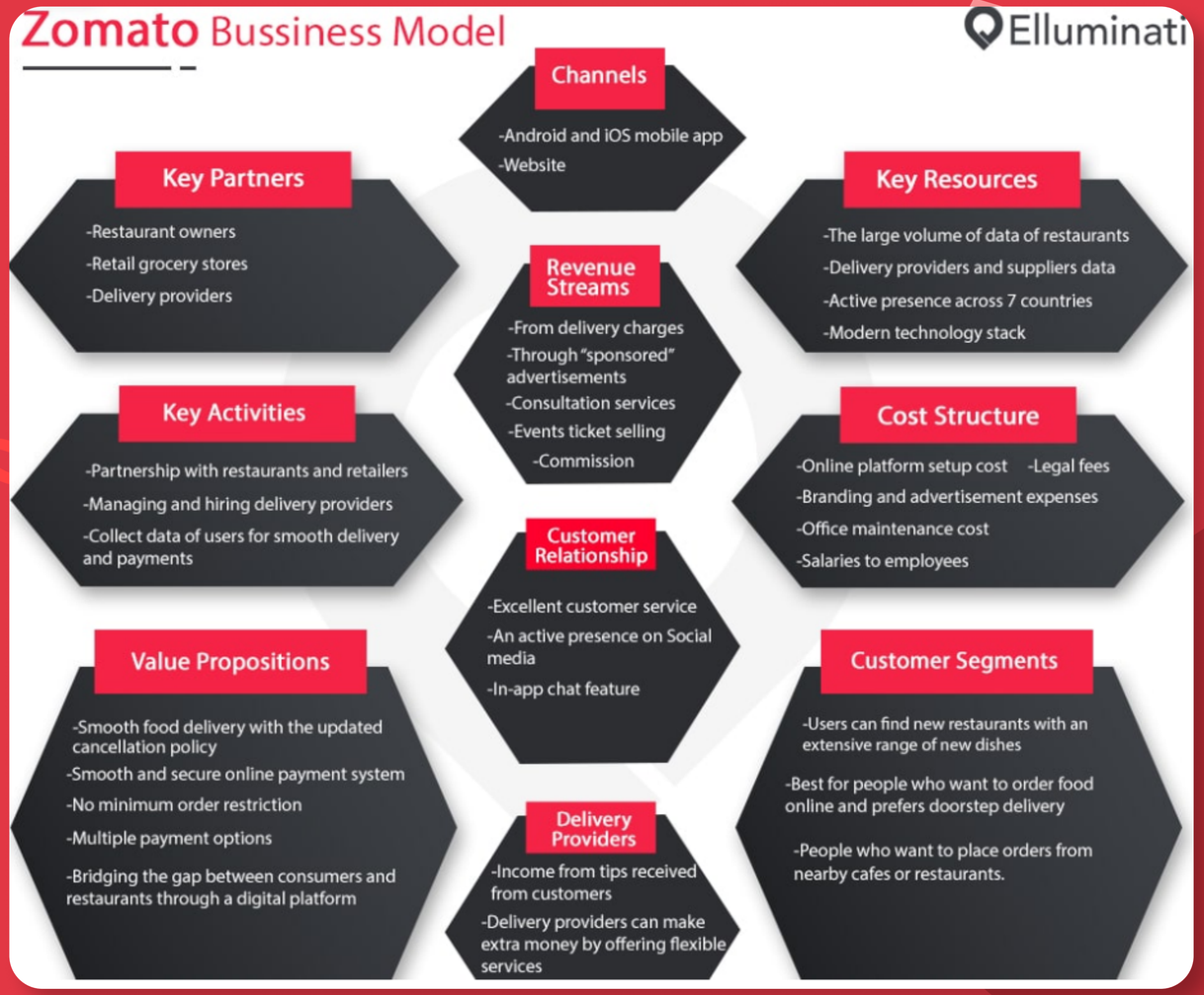
Product Teardown: “Ordering a Product”
Learn In Public Challenge 3

By Amaan Kamil

Overview

Zomato is an Indian restaurant aggregator and food delivery platform founded in 2008. It provides information about menus, and user-reviews of restaurants as well as food delivery options from partner restaurants in select cities.



Stats

21.4M
Visits last month

2.11%
Down from last month

50.92%
Bounce rate

00:02:20
Avg. visit duration

3.27
Pages per visit

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User Personas

Ria Sharma

28
Product Manager
Married
Bangalore

Personality

Foodie
Techie
Extrovert

Brands

Starbucks
Pizza Hut
Apple

Bio

Ria Sharma is a Product Manager in Bangalore. She lives with her husband who is a Software Engineer. They spend most of their time in the office. Ria sometimes feels tired after work and does not want to cook. Buts she has to cook because her husband doesn't know cooking. They don't want to dine out too because they are tired.

Goals

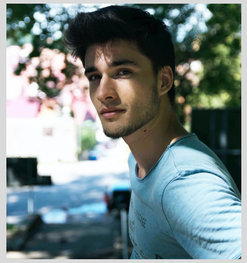
Want to get food anytime, anywhere.
Can use any payment method.
Can track food easily.
Wants fresh food.

Frustrations

Not clear veg/non-veg marks.
Different prices on app vs restaurant.
Delivery person not picking the call

Motivations

Special offers.
Fast deliveries.



Akshit Bansal

22
MBA Student
Single
Mumbai

Personality

Introvert
Analytical
Active

Brands

Android
Chai Point
McDonalds

Bio

Akshit Bansal is currently studying MBA in Mumbai. He spends his day either in college or in hostel. He is an introvert and does not like to go out. Also, he is new in the city and does not know much about it. He likes fast food but faces many difficulties like price, place, variety, etc.

Goals

Can get food at his hostel door.
Time-saving.
Clear price.
Less quantity.

Frustrations

Late delivery.
Time-consuming process.
Difficulty in locating past orders.

Motivations

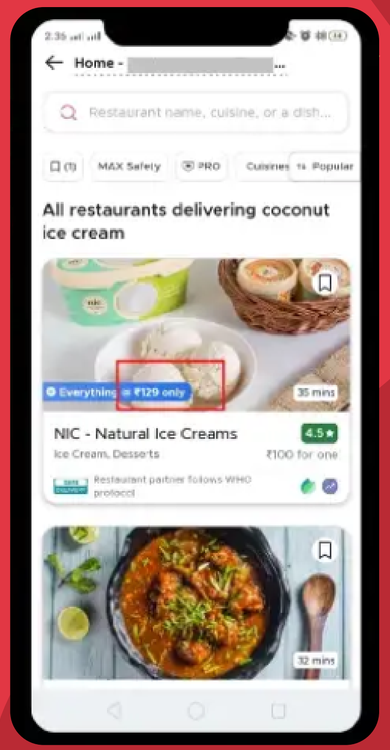
Special offers.
Convenience.

User Journey - 1/2

Step 1

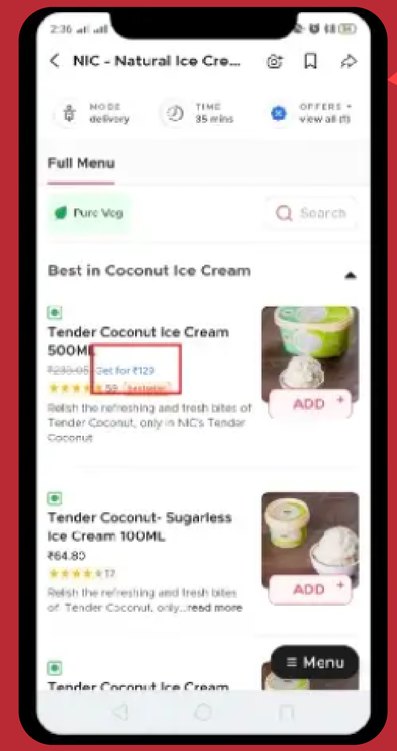
Open the zomato app
“Excited”

Search what you want to order
“Anxious”



Step 2

Step 3



Add for checkout
“Happy”

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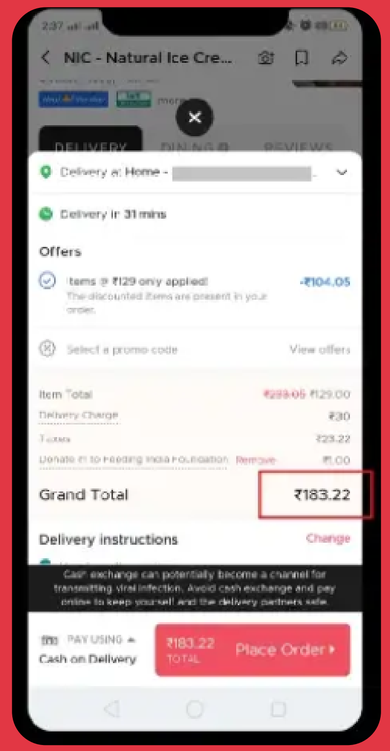
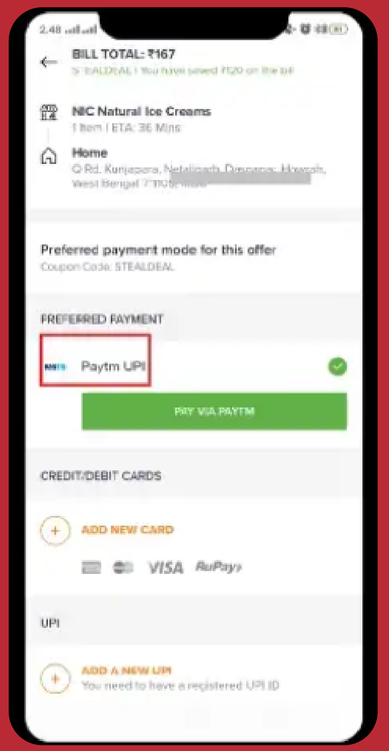
User Journey - 1/2

Step 4



Confirm location & Select payment method
“Focussed”

Step 5



Make Payment
“Excited & Anxious”

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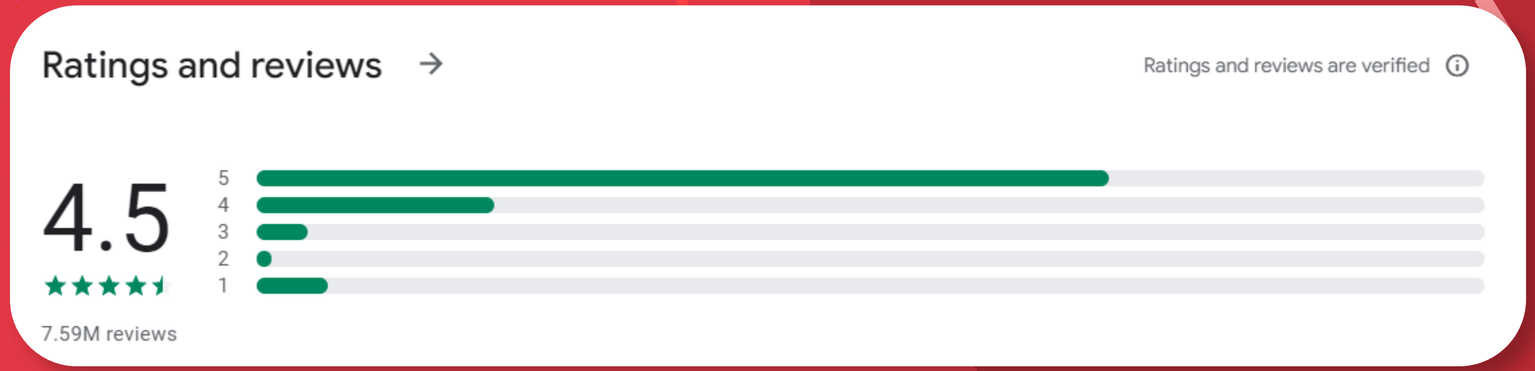
User Experience



The Good

Kinjal S.D.

December 28, 2022

I have been using Zomato for the longest time that I can remember. Absolutely love the app. However, I feel that they could help in better discounts and offers for yearly membership to make ordering at a budget easier. Also, food options at certain places cannot be accessed, do see if you guys can penetrate those restaurants and areas and get the food delivered. Happy 😊 me!

1,046 people found this review helpful

The Bad

Prasad Ajmire

February 5, 2023

I recently tried Zomato's live tracking feature and I must say, I was disappointed. The tracking was not accurate and I often found myself waiting for updates that never came. The response time was slow and I found the whole experience to be frustrating. I hope that Zomato takes a look at this feature and improves it to provide a better experience for users in the future.

92 people found this review helpful

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Recommendation

- Live tracking of order needs to be improved. Users found it to be inaccurate & slow.
- A lot of users complained about the post-order customer service. Better customer service should lead to increase in repeat users.
- Users also complaint about a lot of hidden charges. The transparency on the checkout page needs to be improved.

Competition

Just Eat

Just Eat is a provider of a digital marketplace for takeaway food delivery.

Swiggy

Swiggy is a company which offers an on-demand food delivery platform designed to provide food from neighborhood restaurants to the customers.

Bookatable UK

Bookatable (formerly Livebookings and previously Profitable.net) is a global online reservation and marketing service for restaurants, making it easy for restaurants to fill tables, manage reservations and market to their customer database.

Uber Eats

Uber Eats is a food delivery platform operated by Uber.

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Metrics

North Star metric: No. of orders daily

L1 metrics

- Avg. Order Value
- Weekly Active Users
- No. of new users per month

L2 metric

- Bounce rate

Thank You for your time :)
Please provide your feedback.

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