**Role Playing Game Report**

Date of the event: 06.04.2025  
Participants: Greenhih, Combolyn, Melodyma

**1. Distribution of roles**

**1.1. Highlighting the presenter**

**Host Greenhih**

* **Responsibilities:**
  + Organizes the course of the role-playing game and monitors the regulations.
  + Facilitates discussion, ensures that all participants have the opportunity to speak.
  + Summarizes the discussion and records key findings.
* **Role:**
  + A neutral facilitator who does not take sides but helps structure the conversation and focus on identifying requirements.

**1.2. Group of clerks**

**Clerks (Combolyn, Melodyma)**

* **Responsibilities:**
  + Record questions, comments, suggestions and identified requirements.
  + Keep minutes of the meeting to ensure that important information is not lost.
  + During the discussion, take notes, structure ideas into categories (business requirements, functional requirements, constraints, etc.).
* **Role:**
  + Ensure that a written report is available

**1.3. Distribution of roles from task description**

* **Supplier (Combolyn):**
  + Represents business interests and requirements related to the prompt receipt and processing of orders.
  + Forms expectations from the system, problems encountered in the current process.
* **Operator (Melodyma):**
  + Responsible for collecting orders: entering information into the system, ensuring a uniform format.
  + Shares information about the complexities of data entry and the specifics of interaction with customers
* **Courier (Melodyma):**
  + **oRepresents the end user of the mobile application.**
  + **oTells about how he selects, books and delivers orders, as well as what difficulties and limitations are encountered in practice.**
* **Dispatcher (Melodyma):**
  + Controls the delivery process, monitors the workload of couriers.
  + Discusses the processes of control, reassignment of orders, interaction with couriers in real time.
* **Accounting (Melodyma):**
  + **Receives data on orders and deliveries to calculate payments.**
  + **Discusses what metrics and criteria are needed to calculate courier payments and payments to suppliers.**
* **Administrator (Combolyn):**
  + **Registering couriers, managing access rights in the system.**
  + **Tells about security requirements, ease of registration and distribution of roles within the system.**
* **Development Team Representative (Combolyn):**
  + **Explains the technical capabilities and limitations of the system.**
  + **Acts as a bridge between business requirements and technical implementation.**
  + **Asks questions aimed at clarifying functional and non-functional requirements.**
* **Customer (Combolyn)**
  + End user of the system
  + Creates a request to create an order in the system
  + Customer-related metrics are the main indicators of the system's business performance

**2. Defining the goals of the game**

The purpose of this exercise is to delve into the problem to better understand the context, identify the requirements of all stakeholders, identify the problems that the system must solve, understand the business processes and their interrelationships.

* **What needs do we want to cover?**
  + **Ensure prompt receipt, processing and delivery of orders.**
  + **Reduce order response time, improve service quality.**
  + **Facilitate communication between different roles through the system.**
* **What problems are we solving? Whose problems are these?**
  + **Problems with manual input and duplication of information.**
  + **Problems with the efficiency and accuracy of data transfer between customers, operators, couriers and dispatchers.**
  + **Problems with delivery control and payment calculation for couriers.**
* **Motivation of activity:**
  + **Customers want to increase work efficiency and reduce time costs.**
  + **Couriers strive to receive timely and accurate information for optimal work.**
  + **Dispatchers and accounting need reliable data for control and calculations.**
  + **Developers - to implement a functional, convenient and integrated system that meets the real needs of users.**
* **Business model and business principles:**
  + The system should combine several business processes: order collection, dispatching, delivery control, settlements with suppliers and couriers, administration.
  + The need for operational data integration between different modules (e.g. mobile application, accounting system, CRM).
* **Processes and roles:**
  + Identify all key processes: receiving an order, entering it into the system, booking and executing delivery, updating the order status, sending data to the accounting department, calculating payments.
  + Determine where the processes take place: on the store site, at the picking points, in the courier's mobile application, in the central office of the dispatcher and accountant.
* **Time constraints and geographic aspects:**
  + **In its initial form, the system does not need to operate 24/7. The geography of the system users is limited to one city.**
  + **The system scaling plan must provide for the possibility of expanding the geographic presence.**

**2.1. Identified role needs:**

**Operators:**

* **Automation of part of the work**
* **Access to up-to-date information on orders**
* **Convenient interface for processing orders**

**Couriers:**

* Access to up-to-date information about orders
* Flexible work schedule
* Convenient mobile application for work

**Dispatchers:**

* Convenient tools for monitoring orders and couriers
* Possibility of prompt intervention in the delivery process
* Automated distribution of orders

**Accountants:**

* Access to accurate delivery data
* Integration with payment systems
* Simplification of reporting

**Administrators:**

* Flexible access rights management system
* Quick access to platform settings
* Control over the activity of couriers and dispatchers

**Suppliers:**

* Simple integration with the delivery system
* Guarantees of timely delivery of orders
* Prompt support for problems with orders

**Clients:**

* Transparent ordering and tracking process
* Possibility of prompt communication with the courier
* Convenient payment methods

**Team of developers:**

* Clear system requirements
* Sufficient funding and resources
* Quick feedback from users

**2.2. Identified Role Issues:**

**Operators:**

* High load during peak periods
* Errors in manual data entry
* Long waiting times for orders to be processed

**Couriers:**

* Incorrect order data
* Unfair distribution of orders
* Delays in payments

**Dispatchers:**

* Uneven loading of couriers
* Errors or delays on the part of couriers

**Accountants:**

* **Errors in calculations due to incorrect data**
* **Long payment approval**

**Administrators:**

* Errors when registering couriers
* Need for quick response to requests from dispatchers and operators

**Suppliers:**

* Lost orders or delayed deliveries
* Errors in data transmission to the system
* Negative customer reviews due to delivery issues

**Clients:**

* Long delivery or order cancellation
* Incorrect information in the system
* Lack of prompt support for problems

**Team of developers:**

* Changing project requirements
* Limited development timelines
* System errors affecting delivery

**2.3. Questions considered for roles:**

**Questions for the supplier:**

* **What are the main problems you face with the current order processing?**
* ****Orders are entered into the system by the operator, which reduces the processing efficiency and increases the risk of error due to the human factor.
* **What worries you most in communication with suppliers and operators?**
* The need for direct communication to clarify the order composition in case of absence/replacement of items.
* **What advantages should the new system provide compared to the existing practice?**
* Accelerating order processing through the introduction of automation.
* **What problems arise when transmitting orders?**
* Inability to track the movement of couriers in real time and prepare the order in time to reduce waiting time.
* **What functions would you like to integrate with your order system?**
* ****The ability to integrate the assortment matrix at the API interaction level.

**Questions for the operator:**

* **What difficulties arise when manually entering orders?**
* Transferring order composition information from the client manually slows down the process and worsens the user experience
* **How do you currently receive order details from suppliers?**
* ****There is often a need to clarify the availability of items due to the lack of integration with supplier inventory accounting systems
* **What functions would you like for entering and managing orders?**
* The ability to change the order composition on the fly and add/exclude items, checking their availability

**Questions for the courier:**

* **What data is most important when receiving information about an order (address, time, instructions)?**
* Pickup location, time, delivery fee, destination, order weight
* **What difficulties arise when selecting and booking an order through a mobile application?**
* The nearest pickup point is too far away
* **What functions in the application can make work more convenient and faster?**
* Optimization of order pickup and delivery routes, integration of navigation into the application for couriers
* **What problems do you encounter when receiving and delivering orders?**
* The client may not pick up the phone, the client may not respond to messages, the order is assembled incorrectly
* **How do you currently report on the delivery of the order?**
* By marking the completed order in the application

**Questions for the dispatcher:**

* **How do you control the execution of orders today?**
* At the moment, control is done through marks in the courier application without confirmation from the client
* **What problems arise when it is necessary to reassign orders?**
* The courier does not get in touch, there is no information about the courier's location in real time
* **What functions would you like to see in the order management system?**
* Tracking couriers on the map, the ability to track the courier's status (ready to accept the order/fulfilling the order/how many orders are in the queue for fulfillment)
* **How do you currently communicate with couriers and operators?**
* Through internal communication in the system, cellular communication

**Questions for an accountant:**

* **What order and delivery data is required to calculate payment?**
* Order weight, distance, weather conditions, increasing coefficients
* **What data should come from the system for correct calculation with suppliers?**
* Full final cost of the order, adjusted for possible discounts, promotions and weight of goods.
* **What problems arise when calculating payments for suppliers and couriers?**
* The courier sent incorrect data for calculating wages, an error when filling out the questionnaire,
* **What functions would you like for automated financial calculations?**
* Api for quick data exchange with the system and generating a calculation for each order in real time

**Questions for the administrator:**

* **What difficulties arise when registering and managing access rights for couriers?**
* Incorrect information received from couriers, the need for manual data verification
* **What access control and security mechanisms do you consider critical for the system?**
* ****Verification of couriers, full control over the distribution of access rights, on payment accruals, automatic cleaning of personnel
* **What interface or functionality will help speed up the registration process?**
* Integration with citizen identification systems (Gosuslugi)
* **What functions would you like to see in the system for user management?**
* ****The ability to set several levels of access to orders based on user ratings

**Questions from the development team:**

* **What technical limitations may affect the implementation of the system?**
* ****Lack of integration with suppliers' warehouse accounting systems. Inability of the development team to implement the integration.
* **What integration aspects with other IT systems require special attention?**
* ****Collection, transfer and storage of personal data, payment processing.
* **What functional solutions do you offer to ensure the scalability and reliability of the system?**
* ****Use of proven technology stacks, since many ready-made solutions have been created for them, which simplifies the solution of development tasks and reduces the cost.

**Questions for clients:**

* **What delivery information is important to you when placing an order?**
* Total cost, delivery cost, delivery time.
* **How do you prefer to receive delivery status updates?**
* Push notifications.
* **What problems arise when receiving orders?**
* Difficulty in contacting the courier for possible delivery adjustments.
* **Would you like to be able to contact the courier directly?**
* Yes
* **What additional delivery options would be useful for you?**
* Seals, order marking, the ability to deliver without ringing the doorbell