⭐

Project Goal

Visual Mockup

https://hg-wi3c.glide.page

User Story Line

1. Dispatcher (Lab or Hospital Staff)

Goal: Request a courier to deliver a medical specimen securely and efficiently.

User Story:

> As a dispatcher, I want to:
>
> - Log into my dashboard using my name and role.
>
> - Enter the pickup and drop-off addresses (including department and staff name) (see duration).
>
> - Input recipient phone number 1, phone number 2(optional) and email address (optional)
>
> - Specify what is being sent (specimen type, quantity, description).
>
> - Generate a unique ID for tracking.
>
> - Add multiple items to an order and review them in a checkout view.

- Confirm the request and send it to available couriers.

- Track the courier in real-time and receive status updates till completed.

- Has option to cancel delivery with reason

- Be able to contact the courier using provided phone information.

2. Courier (Medical Delivery Driver)

Goal: Pick up, transport, and drop off items from dispatchers to recipients efficiently.

User Story:

As a courier, I want to:

- Log in and mark myself as "on duty."

- View available delivery requests nearby based on my location.

- Accept a job and immediately see pickup and drop-off details.

- Use Google Maps or Apple Maps to navigate to the locations (both options provided).

- Confirm pickup with delivery item count and department details.

- Confirm drop-off with picture, and staff name.

- View a history of completed deliveries.

3. Recipient (Hospital Unit Receiving the Item)

Goal: Track and prepare for the arrival of a courier.

User Story:

> As a recipient, I want to:
>
> - Receive a link to track my incoming delivery without logging in.
>
> - See courier's name, estimated arrival time, and contact info.
>
> - View the drop-off location details to ensure we're prepared.
>
> - Follow the courier's route live on a map until delivery is complete.

4. Admin (System Manager)

Goal: Monitor system activity and manage users.

User Story:

> As an admin, I want to:
>
> - Log in with a special Admin ID to access protected features.
>
> - View a dashboard with real-time stats: active couriers, total deliveries, pending requests, failed deliveries(with reason).
>
> - Manage users: see their status, roles, and take actions (deactivate/edit).
>
> - View all deliveries and mark them as complete or flag issues.

- Ensure compliance and maintain platform oversight.

5. Support Agent

Goal: To support customers with inquiries

User Story:

As a support agent, I want to:
- be to view customer account information
- give more information on regarding orders
- be able to process refunds