Homework

Task

Bolt users can use the apps to request rides, rent a scooter or e-bike, or order food for delivery. The availability of these services varies by market, although ride-hailing is available in all Bolt markets. Bolt also has business customers, who provide a central funding source for a group of users belonging to a business account.

Users can add their payment card to Bolt apps, and pay for services with the card that they have added. Payments can fail for different reasons and at different times relating to the service being provided. If there is a problem with a service, users can request compensation via customer support. There are costs associated with each customer support request.

As with any scenario involving payment cards, it is possible for a fraudulent transaction to occur. Bolt receives notifications of these fraudulent transactions from its payment providers.

Bolt has its own anti-fraud system. This system determines, based on the assessed risk of a transaction, whether it may proceed or not, in order to optimise the number of successful transactions while attempting to minimise the number of fraudulent transactions.

Bolt uses three different payment providers for card transactions. There are different fees applied by the providers for processing the transactions (including whether the

transaction succeeds or not), and different fees can apply depending upon the country where the transaction occurs e.g. due to foreign exchange fees, or card scheme fees.

Based on the above information:

- Create a management dashboard structure for the Bolt payments manager (not for the entire business). **Consider the audience of the dashboard.** The dashboard is not an analysis tool, but rather a visual presentation of management information. Do not include switches or toggles that would be used by an analyst in the dashboard. i.e. the dashboard should be useful as is, without requiring additional work by the viewer.
- **Explain the value** of the components of the dashboard i.e. why this information is being presented. **Give examples** of decisions or actions that can be made by viewing the dashboard, and explain how the dashboard enables the decision or action to be made.
- State **all assumptions** you are making about **management objectives** i.e. list the management objectives explicitly, as well as any other assumptions about how the business operates.
- Actual (i.e. real world) data and values are not relevant to this exercise, but rather the **structure and goals** as mentioned above.
- The dashboard must be submitted either as a **spreadsheet** e.g. using Google spreadsheets, or as a **PDF or text file**, even if you use another tool to create it. Excel/Word is also acceptable. If you submit a spreadsheet, you may add a separate PDF or text file to provide the required explanations and assumptions. Submissions in other formats will not be reviewed.

If you have any questions about the task or it is not clear what is required, please contact me at aleksandra.makarova@bolt.eu