

# **PMND-C2**

PMND-C2-DD



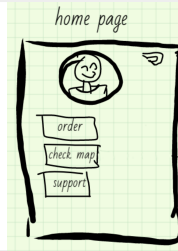
SCRIPT

1

A hungry customer would like to order food from their favorite restaurant. They use the DoorDash app to order food.

ACTION

[order food]



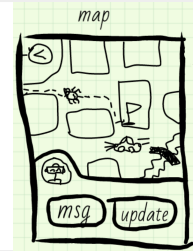
SCRIPT

2

The order has been placed and the user would like to check the status of the robot. They select the [check map] button.

ACTION

click [check map]



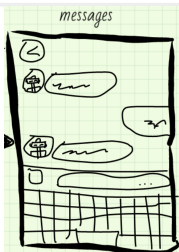
SCRIPT

3

The map is displayed with the current route of the robot. The user wants to message the robot directly to find the estimate time of arrival.

ACTION

click [msg]



SCRIPT

4

The robot responds with the current ETA. The user receives their food shortly after.

ACTION

[no operation] or [click back]



SCRIPT

5

However, one of the items was missing from the user's order. They would like a replacement item.

ACTION

click [missing item]



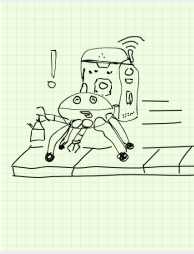
SCRIPT

6

The [missing item] screen appears and the user is able to communicate with the robot for a replacement order. The customer places the order directly with the robot and waits for their food.

ACTION

enter information and click [submit]



SCRIPT

7

The robot acquires the missing item from the restaurant and returns to the user. The customer is satisfied with the service, the restaurant has little overhead, and the autonomous agent is not frustrated. Everybody is happy.

ACTION

[no operation]