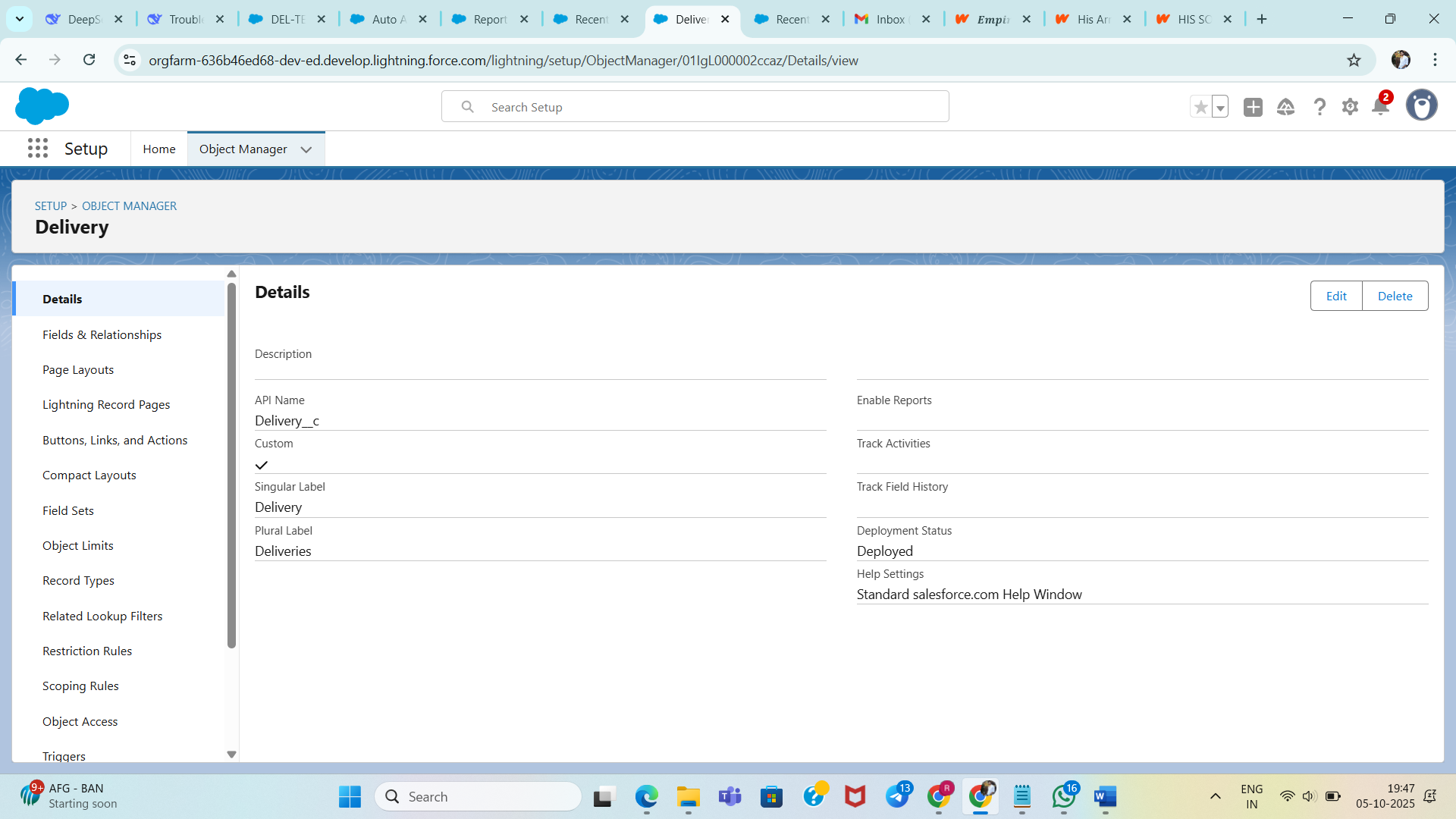
## PHASE 2: REQUIREMENT GATHERING

**Functional Requirements**

**Lead (Delivery) Management**



* Multi-channel delivery request capture: Intake from web forms, manual entry by agents, and API integrations.
* Automated driver assignment: Assign each delivery request to the nearest available driver using geolocation and driver capacity.
* Real-time delivery status: Track deliveries through lifecycle stages: Scheduled → Assigned → In-Transit → Delivered → Failed.
* Task automation: Generate follow-up tasks automatically on status changes or exceptions.

**Purpose**: Track delivery requests and assignments

**Object Name**: Delivery\_\_c

**Key Fields**:

* + Delivery\_Number\_\_c (Text, Unique) - Tracking identifier
  + Customer\_Name\_\_c (Text) - Recipient information
  + Customer\_Phone\_\_c (Phone) - Contact details
  + Latitude\_\_c (Number, 9,6) - Delivery location
  + Longitude\_\_c (Number, 9,6) - Delivery location
  + Status\_\_c (Picklist) - Lifecycle tracking
  + Assigned\_Driver\_\_c (Lookup) - Driver assignment
  + Estimated\_Distance\_km\_\_c (Number) - Calculated distance
  + ETA\_\_c (DateTime) - Estimated arrival

**Driver Management**

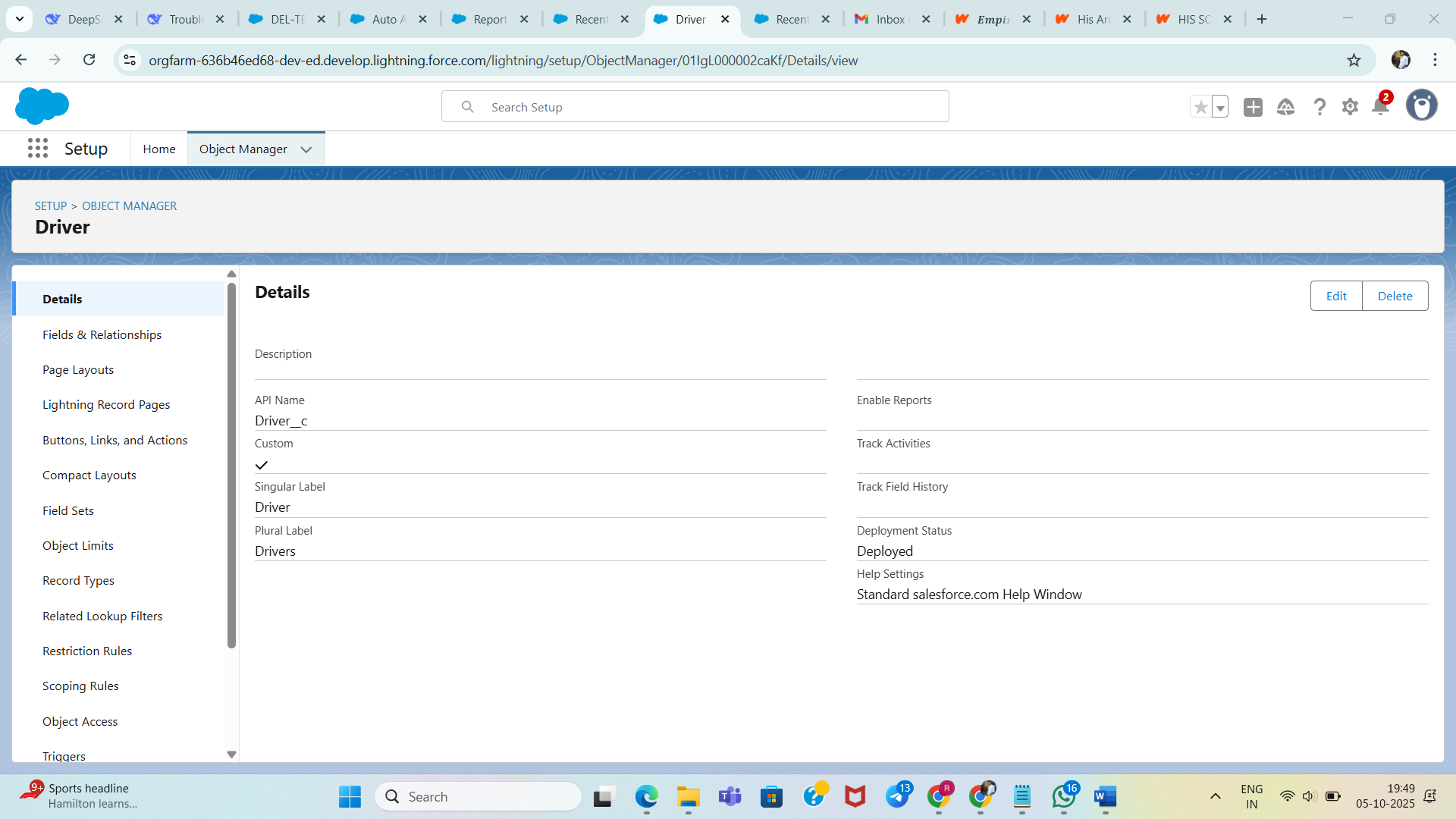
* Availability & location tracking: Monitor driver locations and statuses in real-time.
* Capacity and shift scheduling: Manage driver work shifts, capacity, and time-off.
* Performance monitoring: Collect data on deliveries completed, timeliness, and SLA breaches.

**Purpose**: Manage delivery drivers and their availability

**Object Name**: Driver\_\_c

**Key Fields**:

* + Phone\_\_c (Phone) - Contact number
  + Current\_Latitude\_\_c (Number, 9,6) - Real-time location
  + Current\_Longitude\_\_c (Number, 9,6) - Real-time location
  + Status\_\_c (Picklist) - Available, OnTrip, OffDuty
  + Capacity\_\_c (Number) - Vehicle capacity
  + Shift\_Start\_\_c (Time) - Work schedule
  + Shift\_End\_\_c (Time) - Work schedule



**Hub Operations**

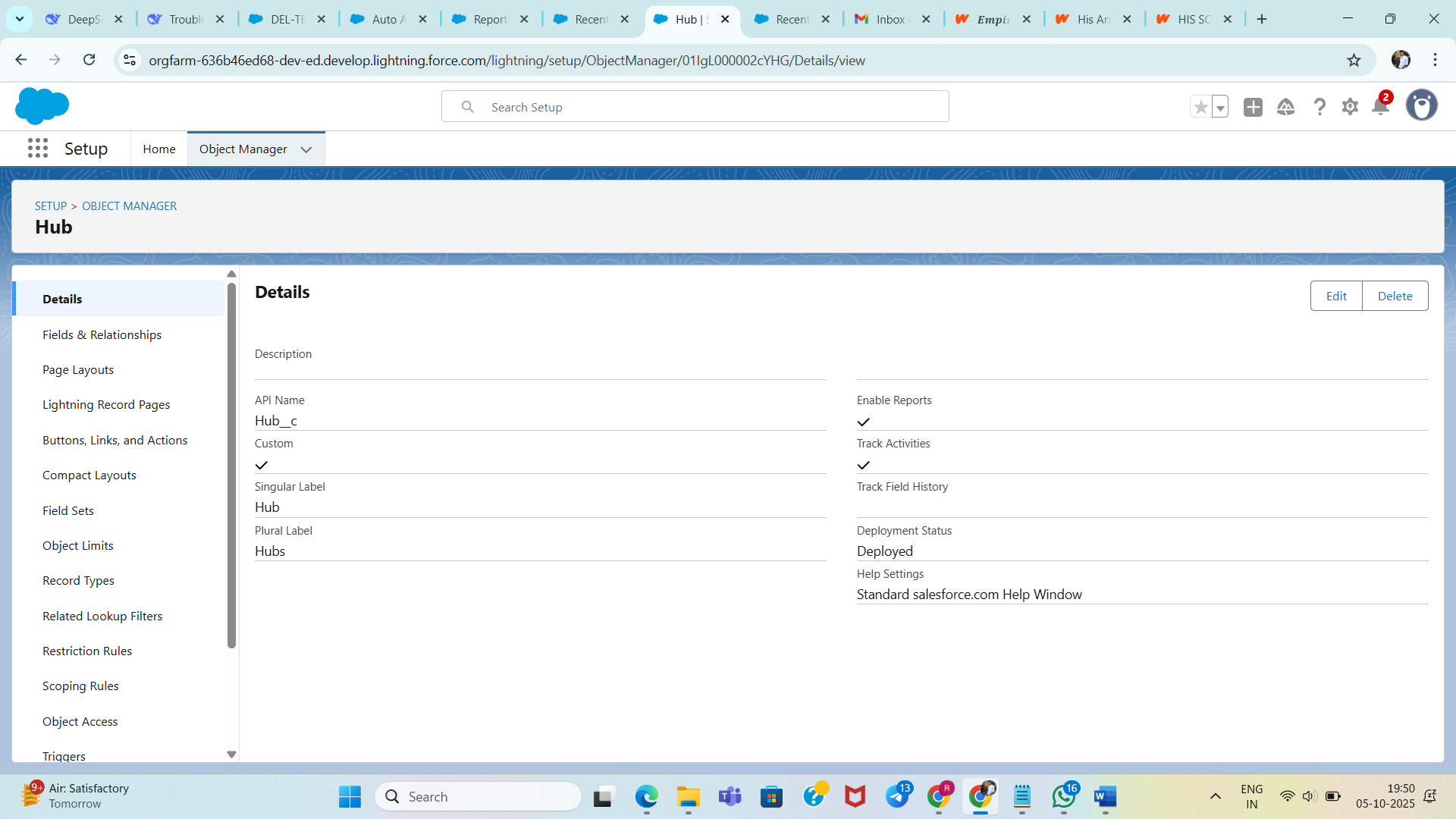
* Geographic hub management: Manage hubs with location, operational territory, and capacity constraints.
* Territory assignments: Link drivers and deliveries to hubs and territories dynamically.
* Capacity planning: Predict delivery volumes and assign resources accordingly.

**Purpose**: Geographic hubs for delivery operations

**Object Name**: Hub\_\_c

**Key Fields**:

* + Hub\_Latitude\_\_c (Number, 9,6) - Geographic coordinates
  + Hub\_Longitude\_\_c (Number, 9,6) - Geographic coordinates
  + City\_\_c (Text, 50) - Hub location city



**Customer Experience**

* Accurate ETA calculations: Use distance and driver availability to provide precise ETAs.
* Proactive status notifications: Notify customers on delivery status changes.
* SLA compliance tracking: Monitor SLAs and alert managers on breaches.