**Title: -** Swiggy Delivery Executive

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| **Target Release** | Version 1 |
| **Document Status** | Draft |
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**Overview**

Purpose is to design user -friendly app for Swiggy delivery executives to manage orders, navigation deliveries and communicate between customers and support.

**Success Metrics**

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| **Metrics** | **Definition** | **Target** |
| Order fulfillment Rate | The percentage of orders successfully delivered out of total orders assigned. | 98% and above. |
| Average Delivery Time | The average delivery time taken from order pick-up to delivery customer location. | Under 30 minutes. |
| Customer Satisfaction Score (CSAT) | The average rating provides by customer post-delivery, typically on a scale of 1 to 5 | 4.5 and above |
| Delivery Executive Retention Rate | The percentage of delivery executives who work with Swiggy over a specified period (e.g., quarterly or annually) | 85% and above |

**Milestones**

(Product Roadmap for Delivery executive. Excel)

**Requirements**

1. Functional Requirements
   1. Features
2. Order Management

* Notification: Push notifications for new orders
* Order Details: View order items, special instructions, and customer information.
* Order Acceptance: Accept or decline order with single tab.
* Order History: View list of completed and pending orders.

1. Navigation

* Integrated maps: Real time navigation with google maps or similar service.
* Route Optimization: Optimize quotes for multiple deliveries.

1. Communication Tools

* In-App Messaging: Secure messaging with customers.
* Call Functionality: One-tap call option to contact customers and support.

1. Performance Tracing

* Earning Dashboard: Daily, weekly, and monthly earning summary.
* Order Statistics: Number order completed orders and customer rating.

1. Support

* Help Center: Access to FAQs and support articles.
* Live Chat/Call Support: Immediate assistance for urgent issues.

1. Non-Functional Requirements
   1. Performance: App should load with in 2 seconds and handle high concurrency of notifications.
   2. Security: Implement OAuth2.0 for secure authentication and data encryption.
   3. Usability: Intuitive UI/UX for easy navigation and order management.
   4. Reliability: Ensure 99.9% uptime with robust backend infrastructure.

**User interaction / design**

(To be declare)

**Open Question**

(To be declare)

**Out of scope**

(To be declare)