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Scenario: Josephine is managing delivery operations on a busy weekday. A surge in orders from a local event has overwhelmed the system. She needs to coordinate riders, resolve delivery delays, and manage customer expectations while ensuring the smooth functioning of operations.

Goals & Expectations

- Reliable delivery management tools that provide real-time updates.
- Easy-to-use systems for assigning tasks and prioritizing deliveries.
- Effective communication channels to address rider and customer concerns.

Happy: 👍 Neutral: 🙄 Unhappy: 🙏

Stage1 : Morning Planning

- Logs into the delivery management system
- Reviews pending orders and assigns priority tasks to riders.
- Communicates initial plans with the team.



I hope the system doesn't lag today—it's going to be a busy day.

Stage2: Midday Monitoring

- Tracks rider progress through the delivery app.
- Handles customer inquiries and updates them on delays.
- Resolves unexpected issues (e.g., traffic, rider breakdowns).

Why hasn't Rider A updated the order status yet?



Stage3 : Surge Management

- Reassigns tasks to balance rider workload during the peak.
- Communicates with riders to resolve traffic-related delays.
- Reports critical issues to higher management.



I need to motivate the team to push through the rush.

Stage4: Reporting and Wrap-Up

- Compiles delivery performance reports.
- Reviews customer feedback and escalates unresolved complaints.
- Plans adjustments for the next day's operations.



I need better tools to analyze performance data quickly

Stage5: Preparing for tommorow

- Prepare for the next business day



What lessons can I take from today to improve tomorrow?

Opportunities

- Introduce predictive analytics to suggest optimal rider-task assignments.
- Enable a rider check-in feature for real-time availability updates.
- Implement an automated customer notification system for delays.
- Enhance the app's offline functionality for rider status updates.
- Integrate automated reporting and analytics tools.
- Provide performance dashboards with actionable insights.