[Background](#_nmmfnr5g5k7)

[Problem](#_nkln26ipkwdu)

[Goals](#_anwafvz6dlss)

[Success Metrics](#_xkotbrsxwan6)

[Key Features & Scope](#_yyxcidgfny8e)

[Core UX Flow](#_6ba0fq6yi6tn)

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| **START** | Create a copy of this template and include “v1” in the title  Complete the sections below as part of Step 0: Set the stage |

### Background

Over the years, there has been an increase in the usage of service robots for many domestic and industrial needs. They are deployed in a wide variety of applications ranging from simple household to a complicated medical environment. Service robots powered with artificial intelligence, using computer vision and deep learning, have also entered into logistics and delivery services, where they can make nearly human-level intelligent decisions. This creates a greater opportunity for companies to automate their operations to a great extent.

### Problem

Small deliveries have always been a pain area for DoorDash due to its higher operating costs and low returns. This is also a problem for human dashers who would not get a fair tip for their service and also for the customers who hesitates to make small orders from restaurants. These problems exist for the competitors as well, but we would be in the upfront if we start focusing on this segment now. We could convert this problem into an opportunity by automating the delivery process using service robots instead of human dashers. We assume that there could be lots of potential interests from customers to make small orders if they don’t get the feel of being judged and to exchange this feeling and prove that we care about you even you need a small order. A service robot meant mainly for small deliveries would give them the comfort that they need and this would reduce the delivery and service charges from their total amount. Small deliveries here mean, an order with just one or two inexpensive items, like for example, an order with just a dessert or a snack. From the company’s perspective, the operating costs of service robots would be insignificant compared to human dashers. This allows Human dashers also to focus on bigger and long-distance delivery orders which has a potential for a better tip for their service.

### Goals

* To build a mobile application:
  + to track and control the robots
  + to view the status of their deliveries
  + to receive the passcode that open the robot
  + to solve any bug happened fast
* To increase number of small orders that are apparently delivered by robots.
* To deliver in accurate time
* To receive more positive reviews and ratings from the customers / restaurants for the support offered by the operations team.

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| **STOP** | You’ve completed all the sections required for Step 0.  Link your v1 PRD to your solution deck  You’ll finish the rest of this doc in Step 8. |

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| **START** | When you are ready for Step 8: Handoff  Create a copy of your existing v1 PRD and add “v2” to the title  Only make changes to your v2 PRD going forward  Complete the sections below and edit the sections above, if needed. |

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### Success Metrics

[Define: How do you measure success?]

### Key Features & Scope

[Handoff: What are you building? What are you explicitly not building?]

### Core UX Flow

[Handoff: Link to mocks]

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| **STOP** | You’ve completed all the sections required for Step 8.  Link your v2 PRD to your solution deck |

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