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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

* Receive Positive feedback from users and get 4.5 of 5 stars in stores.
* Because of a better support offered by the operators, there must be an increase in the small food orders from the customers by 15%
* Increasing in reorder by the same customer up to 20%

### Key Features & Scope

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| --- | --- | --- |
| Priority | Feature | Description |
| P0 | Sign-in with employee ID | The users are in the operations team of Doordash. The expectation is that they hold a valid company email ID or employee ID, which they can use to login to this app |
| P0 | List of all tasks in the main menu | There must be a main menu that shows the list of all tasks that the operations team can do using this app.  Organized list would help them go directly to the required pages. |
| P0 | Check status of delivery | Operator must be able to enter just the customer’s registered email ID or phone number to retrieve the status (in transit/ destination reached/ order delivered/ job initiated) of the active order of a customer. |
| P0 | Track status of the automated dasher | The operator must be able to track the exact position of the robot dasher who is delivering a particular order. He should also read the estimated time of arrival at the destination. |
| P1 | Track live status of the robot (that is delivering an order) on a map | The operator must be able to view the current position of the robot dasher in a map and could see the live update as and when the robot is moving. |
| P1 | Control Route guidance of the robot delivering an order | From the tracking status of a robot dasher, the operator would be able to control the robot   * To change its route guidance |
| P2 | Add a new job in the queue of the robot delivering an order | From the tracking status of a robot dasher, the operator would be able to control the robot   * To add a new job into its queue |
| P3 | Enter user feedback for a particular order | From the tracking status of a robot dasher, the operator would be able to enter user’s / customer’s feedback for that particular order |
| P1 | Track status of any dasher | From main menu, operator should be able to track the status (job status/location) of any robot dasher by inputting the unique ID of the dasher |
| P2 | Assign job to robots | From main menu, operator should be able to assign a job to any robot dasher. He can input Restaurant ID and can search for all robots nearby. On clicking any robot, he can assign a job to that robot. He can sort the list of robots using its ‘distance to Restaurant / job status / battery status’ |
| P1 | Control robots (Route guidance) | From main menu, operator should be able to control any robot dasher. He can Choose the robot ID and can   * change its current route, if it’s active on a job |
| P1 | Control robots (control Alarm) | From main menu, operator should be able to control any robot dasher. He can input the robot ID and can   * Control Alarm of the robot |
| P1 | Control robots (Manual guidance) | From main menu, operator should be able to control any robot dasher. He can input the robot ID and can   * Guide manually by pulling it over on the side street |
| P1 | Control robots (control power) | From main menu, operator should be able to control any robot dasher. He can input the robot ID and can   * Control power of the robot |
| P0 | Antitheft Mode | From Control robot, Operator can open camera and horn if it is something there |

### Core UX Flow

[Prototype](https://www.figma.com/proto/ja2nPtvBQ4tEr3H91GALKv/Automated-DoorDash?node-id=82%3A682&scaling=scale-down&page-id=82%3A13)

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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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