



JOURNEY MAP

PROJECT

EXPORT DATE

Registration and Login

Customer, Menu and Delivery Management

Monitor Order Preparation and Management



Joseph opens restaurant

Sets up his work station.

Explores the Hungeready app

Looks for customer

Finds customer order

Prepares Order

Ensures Order Payment

Requests Delivery Driver

Confirms Order PickUp

Confirms Order Delivery

Monitors Kitchen

Confirms Order Preparation

Confirms Pickup from Customer



Joseph Tribbiani JOSEPH TRIBBIANI'S JOURNEY

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Joseph Tribbiani JOSEPH'S JOURNEY THROUGH HUNGEREADY

Joseph is frustrated with manual data entry for orders and deliveries.

He discovers Hungeready on the internet through an email promotional ad. He then registers and logs into his Hungeready profile account.

He proceeds to add a new online delivery order that was requested through his restaurant website that was hosted on the Hungeready platform.

He then tracks his customer through his phone number using the search option.

He sees that the order was placed by an existing customer.

He selects the requested items from the restaurant menu and adds it to the order.

He confirms the payment made by the customer.

He then requests a delivery driver and waits for the HungereadyToDrive? Delivery Driver to pick-up the order from his restaurant.

Driver arrives at the restaurant. Joseph confirms order pickup and tracks order delivery.

Driver delivers order successfully to the customer and Joseph receives order delivery confirmation.

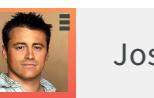
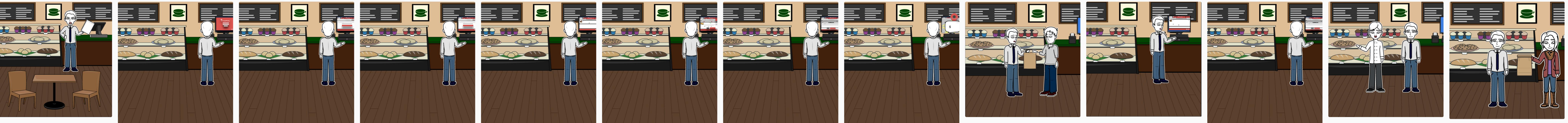
He then proceeds to monitor the order preparation within his kitchen for that day.

He notices that 15 minutes has passed since the order was placed for a pick-up from the restaurant and confirms that it is ready for the customer to pick-up from the restaurant.

Customer picks up order. Joseph is very happy that he was able to many tasks seamlessly without manual management of orders and deliveries.



Joseph Tribbiani JOSEPH TRIBBIANI'S STORYBOARD



Joseph Tribbiani JOSEPH'S EMOTIONAL JOURNEY

