User Guide

## Background:

The rise of online ordering utilizations and food deliveries over the years have drastically skyrocketed. Over the years, the emergence of food delivery services has been adopted by many businesses with a conscious deliberate effort to improve delivery time, reduce operations costs and increase customer satisfaction.

In this age of Artificial Intelligence, machine learning is a hot topic. Computer vision and predictive analytics are breaking new ground that no one could have foreseen. We are increasingly seeing both in our daily lives, such as facial recognition in smartphones, language translation software, and self-driving cars. What may appear to be science fiction is becoming a reality, and Artificial General Intelligence is only a matter of time before we achieve it.

With the demand for an improved customer satisfaction across multiple facets of businesses, our objective at DoorDash is not just to satisfy the customer but amaze them. The operational costs and fees charged per delivery by businesses to dashers must be drastically cut down hence the birth of the autonomous delivery cars. The short-term goal is to design a robot capable of making deliveries within a two-mile radius with the capabilities to view status of deliveries and remotely take control of robots that need intervention (i.e., rerouting) whereas the human dashers focus on radius over two miles.

The product goals are:

* Build an autonomous delivery robot that deliver services to customers within a two-mile radius.
* Drastically reduce operational costs and fees associated with using human dashers.
* Increase customer satisfaction through the prioritization of prompt deliveries of services.
* Build capabilities to view status of deliveries and remotely take control of robots that need intervention.

## Details:

Feature 1: Registration:

* This feature provides the user the option to register with their credentials.

The feature can be accessed by:

* On the start screen, the user should have the option to sign up or sign in. They should enter their email, password and confirm their password for sign up or have the option to select the sign in with their email and password.
* The login process and data communication should be encrypted using Secure Socket Layer (SSL) system in combination with a secure messaging service when delicate information is within the app/website.
* Due to legal reasons, the terms and conditions must be accurately displayed on the login screen and be read and accepted before login is authorized. The consent must be stored in the database for future reference.
* In case a user has difficulties accessing the webpage/app due to forgot email/password, they should have the option to enter a backup email/phone number to access a verification code sent which will be valid within 5 minutes.
* When all above steps are confirmed, the user should be able to access the dashboard page and existing services provided.

Known Issues:

* There are currently no issues or upcoming ones.

Prototype/Mock

Graphical user interface, application

Description automatically generated

Feature 2: Order Tracking:

* This feature provides the user the option to track the progress of their orders in real-time.

The feature can be accessed by:

* After an order has been placed, the user should receive a confirmation of the order and when the order will be delivered in their email/SMS on their phone with a link to the order confirmation page.
* When the order is enroute by the RoboDash, the user should receive a notification via email/SMS on how long the order should take.
* The order tracking page should have GPS and map with the primary route highlighted of the order in real-time.
* In case of an emergency or delay, a notification should be sent to the customer in real-time od order delays or reroute options while highlighting the rerouting paths taken.
* In a situation where an operator must take over the robot, a notification ought to be communicated with the customer as the why those decisions were made to improve integrity and customer engagement hence increasing smooth transitioning products and services.
* When order is delivered successfully, the customer should be notified and given a duration to proceed to pick up order. In an event there’s a delay, communication must be rendered to the customer measures taken to speed up delivery process.

Known Issues:

* There are currently no issues or upcoming ones.

Prototype/Mock

A screenshot of a cell phone

Description automatically generated with low confidence

**Key Features**

The product has the functionality to:

* Enable customers to sign in/sign up
* Place orders online
* Track orders
* Provide both RoboDash and HumanDash services

**Benefits to users and consumers**

This product will enable customers to order their food and track online with an autonomous driving vehicle to help them save money and time.

**How use product**

* The customer will have the option to sign in/signup on the main page after app download to the main dashboard page.
* On the dashboard page, the customer will option to select business service and order to be placed.
* Under the cart page, the customer will have option to confirm the order and add to favorites and proceed with payment.
* The customer will have the option to select either the RoboDash or HumanDash service with the option to select more than 10 orders as well.
* Under the payment processing page, the customer will have the option to select either debit, credit, or e-payment methods.
* On the next page, under the order tracking page, the customer will have the option to track their order in real-time with option to communicate with support team during emergency.
* On the final page, the customer will get confirmation of order delivered and option to return to the main page.

**Where to find product**

The product is available for download on the Apple AppStore and Google Store.