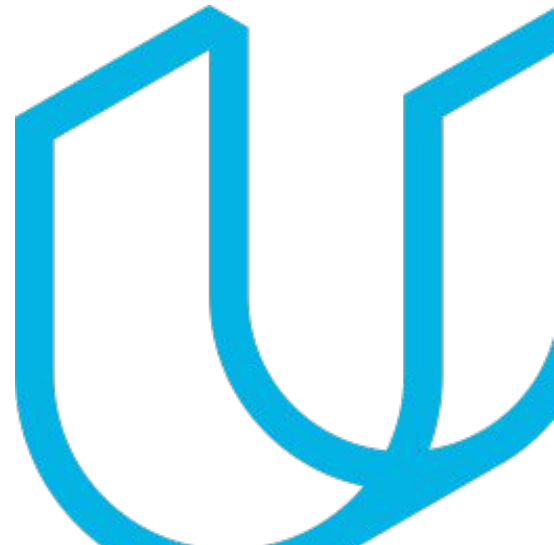


DoorBot

Developing the product

Product Owner: Harshal Gautam



Getting Started

Create Project Blueprint

A product launch is not just about deploying a beautifully designed, built and thoroughly tested feature. Your company needs to be equally prepared if not more to support every possible customer interaction associated with the product (e.g landing on your company website to learn more about the new feature)

Create a coordination activities map

[Coordination Activities Map](#)

| A | B | C | D | E |
|---|---|--|---|---|
| Purpose <i>Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature</i> | What is the task? <i>Based on the purpose, select the appropriate from the drop-down</i> | Who is the task owner? <i>Does the following to finish task:</i> 1. Schedule and run meetings 2. Gather feedback and share updates 3. Follow-up with stakeholders | Whose involvement is needed to accomplish the task ? <i>Please select one from the drop-down list of your identified stakeholders</i> | What is their role? <i>Select the stakeholder's role from the drop-down. Note: 'Scrum' applicable to stakeholders</i> |
| Evangelize internally | Setup PRD review meeting to receive feedback | Product Manager | Head of Product | Approver (Has the final say on a s the project) |
| | Setup meeting to share MVP scope and walk-through design to gather feedback | | Impacted Product Managers | Contributors (Consulted for their opin to help with project dec |
| | Setup meeting to kickoff project with the scrum team | | Cross-functional Stakeholders | Contributors (Consulted for their opin to help with project dec |
| | | | Scrum Team | Scrum Team (Involved c development efforts) |
| Involve legal and compliance | Get feedback on previously identified legal areas to update. e.g Terms of Use and Privacy Policy | Product Manager | Legal and Compliance | Contributors (Consulted for their opin to help with project dec |
| | Setup meeting to review MVP scope and identify possible legal updates.e.g Terms of Use and Privacy Policy | | Legal and Compliance | Contributors (Consulted for their opin to help with project dec |
| Incorporate stakeholders feedback | Discuss the prioritized feedback received from stakeholders to update scope and design | Product Manager | Product Designer | Scrum Team (Involved c development efforts) |
| Initiate and maintain | Create a project-specific communication channel (in Slack etc) to share insights from | Product Manager | All except Legal and Compliance | Informed (No authority over the d |

Plan for Sprint Meeting

As a PM, it is important to stay ahead of your scrum team and be prepared for every upcoming sprint by having a target goal defined with prioritized backlog for team to start costing and breaking down the tasks

Sprint Planning Meeting Preparation

Sprint Goal

We want our customers to be able to track their deliveries through navigation systems so that get updates on their orders

Sprint Backlog (list the prioritized **user-stories** from the product backlog)


- | | |
|---|--|
| 1 | As a DoorBot user I want to know the estimated delivery time so that I can schedule myself around the time |
| 2 | As a DoorBot user I want to be able to change my delivery address if needed so that the order arrives at the right address |
| 3 | As a DoorBot user I want the my food to be carried in a safe container so that once the food arrives it is eatable |
| 4 | As a DoorBot user I want to be able to see the live location of the robot so that I can get a better estimate of the delivery time |
| 5 | As a DoorBot user I want to be able to communicate with the robot so that I can get help actions if needed |

Sprint Prioritization Logic

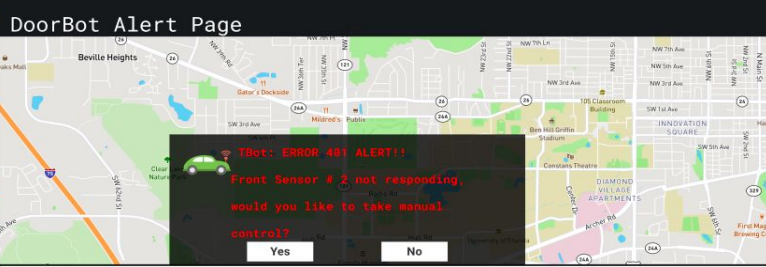
- We will need to integrate satellite maps and the Google maps API in order to provide live location of the robots
- Manufacture safe containers within the robot for the food to be fresh at all times

User Story 1

| | |
|----------------------------|---|
| User Story | As a user from the Operations team I want to make sure that I can control the robots manually if needed so that I can guide the robot to its destination for delivery |
| Design | Next Slide |
| Acceptance Criteria | <ul style="list-style-type: none">• The user from the Operations team will get a notification which will have the message of the type of error that's causing a hurdle for our robot• Operations team user is logged in from the main page by filling it their employee ID, Password and Domain name• It might take a little over a minute in order for the Operations team to take manual control of the robot and this is because the robot might be doing deliveries with low networking areas |
| Assumptions | <ul style="list-style-type: none">• Everyone in the Operations team have got the training on how to on-board• Not everyone in the Operations team will have the opportunity to take the manual control and hence we are assuming only people with the given training for taking manual control will be getting the notification |



DoorBot Alert Page



TBot: ERROR 401 ALERT!!




Front Sensor # 2 not responding.






would you like to take manual control?


Yes No

Track Current Status

Shows status of each Dashbot and helps you keep track of them

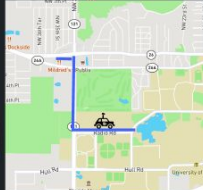
| |
|---|
|  <p>ZBot is arriving in 2 minutes! ZBot's Rating: 5/5</p> <p>Current status: Out for Delivery</p> |
|  <p>DBot has arrived at 123 Hull Rd DBot's Rating: 4.35/5</p> <p>Current Status: Delivery Completed</p> |
|  <p>TBot is picking up your order from McDonald's</p> <p>Current Status: Picking up order TBot: ERROR 401 ALERT!!</p> |

 Home
  Navigate
  Customer Info
  Analytics
  Settings




Navigate your Bot


DELIVERY MAPS




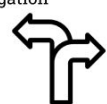

DIRECTIONS




SENSORS




Control TBot: Follow Navigation

Emergency Response




Call Available Dasher









f'm lovin' it

Wrong Order: Tell TBot to return to the restaurant and pick up the the right order




Call 911



 Home
  Navigate
  Customer Info
  Analytics
  Settings

User Story 2

| | |
|----------------------------|--|
| User Story | As a user from the Operations Team I want to make sure that I have the correct information of a Dasher if needed so that I can contact the dasher and let them know to pick up the robot if there's any issues |
| Design | Next slide |
| Acceptance Criteria | <ul style="list-style-type: none">• Dasher has to be around the area where the robot is currently delivering• There might be connectivity problems so It might take a while to find a dasher nearby• Dashers will have to give their full information with detailed specifications of their car so that it's easy for our robots to recognize them• Dashers will be able to see the live navigation of the robot upon request |
| Assumptions | <ul style="list-style-type: none">• There's many dashers in one specific area• Dashers will trained on how to handle the robots when picking them up in arising issues |



Home

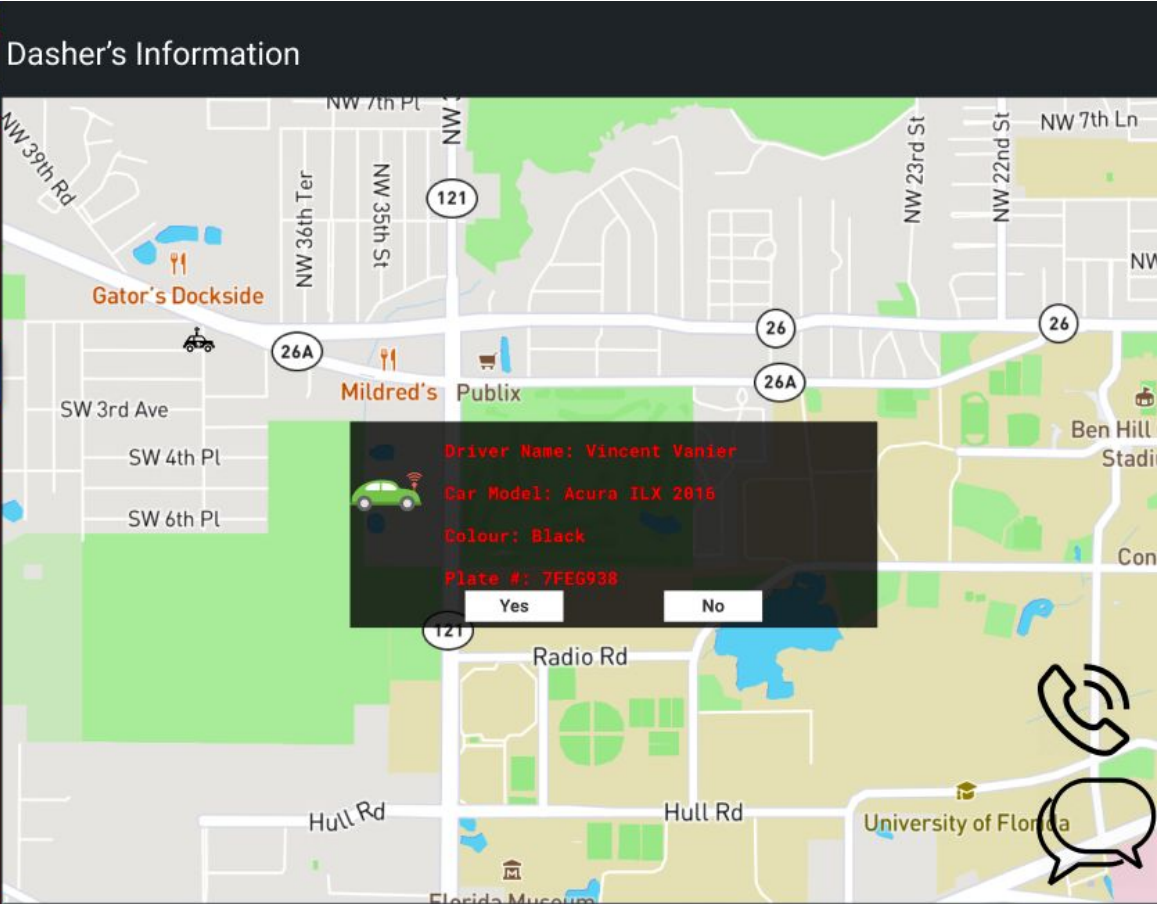
Navigate


Customer Info

Analytics

Settings

Dasher's Information





Driver Name: Vincent Vanier



Car Model: Acura ILX 2016

Colour: Black

Plate #: 7FE6938

Yes

No



Decoding API Documentation

As a PM, you will collaborate with the engineering team and provide guidance that heavily influences their development approach. When a product requires an API integration, sometimes PM need to be “technical enough” to understand the following to refine the solution with designer and development team

- what information is available via the API
- how is it available
- possible pricing impact

DoorDash Project

Based on the API documentation how would you update your solution and design?

- We will taking the information from this API and be able to know the various types of tracks such as bicycle and walking tracks
- The robot will be mainly operating on the sidewalks and so it will be essential for us to keep track of the sidewalks at all times and getting constant updates in case we need to stop the robot

Based on your high-level understanding of the API documentation, are there any details that you want to discuss with engineering to refine solution and/or determine feasibility

- In newly constructed area where sometimes the sidewalk hasn't been constructed yet, How will we guide our robot through this scenario while making sure no pedestrians are in danger?
- Some very newly constructed areas might now even show up on google maps during the first month, How will we get our robots to deliver in such areas?

Re-prioritize Sprint Backlog

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

Issue 1: Landing Page loading too slow

| | |
|---|---|
| Determine impact and criticality to prioritize issue | <ul style="list-style-type: none">• Making sure to reaching out to our Support team in order to gather reports on the total amount of complaints that we are getting about this issue• Checking the difference in user behaviour and comparing it to the metrics (eg: if users are existing out of our app)• The priority for this issue will be critical because if the landing page is loading too slowly it gets our end-users to be less patience which can lead for them to get their services done from one of our competitors |
| Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack) | <ul style="list-style-type: none">• Making a ticket on JIRA• Update it to being a “critical” Priority issue and making sure to add any screenshots to help guide on what the issue is really about• Making sure the ticket is assigned to both the QA and Engineering team to push and test the new software development cycle for this page as soon as possible |
| Would you take additional steps ? | <p>The landing page is one of the most essential parts of your product. Especially in a market where users have many options, you don't want to be giving them any chance to move from your service to someone else. I would organize a internal stakeholder meeting, inviting the Heads of every department to make sure this error does not happen again in the future.</p> |

Issue 2: Misaligned fields in Profile Settings

Determine impact and criticality to prioritize issue

- Get our Data Analytics team to measure the metrics of how many users go under this section on a daily basis as this will tell us the type of priority this ticket might stand for
- Ask our Support team on how many complaints have we gotten for this issue
- Have a meeting with the QA team to go over the issue and ask them for information on the cause of this issue
- Since only 1% of our end-users go under the Profile Settings section on a daily basis, I will prioritize this ticket to “**Medium**” as the issue does not impact a different feature (Eg: the user can still order food and get live navigation of their delivery)

Next Steps use ticketing tool (JIRA), and communication channel (Slack)

- Make a new ticket on JIRA regarding this issue
- Update the issue with the set priority to “High” and updating any information that we might have gained
- Assign it to the QA team to find the root cause of the issue
- Once the QA team has figured out what the cause of the issue is, the ticket will assigned to the development team to fix the code
- Notify stakeholders once the update and solution has been made to the ticket

Respond to Customer Service Manager's Email

| | |
|--|---|
| <p>Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 - Normal; 4 - Low)</p> | <ul style="list-style-type: none">• Checking with the Support Team if we have the right emails for our customers• Asking the QA team to develop some test case and check where the problem is• Making sure with the Development team if the code is correct• This is a “Critical” issue since users can easily forget their passwords and this feature would help them gain access to our platform |
| <p>Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)</p> | <ul style="list-style-type: none">• Creating a ticket for this issue• Updating the ticket to “Critical” priority and making sure to update any background information with screenshots• Assign the ticket to the QA and Development team on highest priority |
| <p>Sample Email Response</p> | <p>We’ve encountered an issue in our internal tool’s “send email with a reset password link”. We are able to trigger the emails but it’s not reaching to our end-users who need to reset their passwords. I have issued a ticket for this and have given it a critical priority since we need the issue to be fixed as soon as possible. I want every internal stakeholder to be involved as 20% of our end-users are not able to log in because of this severe issue. This issue needs to be solved on the highest priority to get our users back on our platform. I look forward to hearing from you!</p> |

Handle Potentially Difficult Situations

As a PM, you will be faced with many unexpected situations where you have to make a decision or push back while managing competing priorities from stakeholders and tackling issues that could potentially affect your product launch

Respond to CEO or GM's request via email

| | |
|------------------------------|--|
| Assessment and result | <ul style="list-style-type: none">• Communicate with the QA team for this request and making sure they can showcase MVP to stakeholders which work effectively for their meeting• Ask the QA team and the Development team to make test credentials for the demo during the meeting• Ask for any feedback from stakeholders |
| Sample Email Response | <p>It's a pleasure to be talking to you about our upcoming product. I'm very excited to see what kind of feedback our stakeholders might have for us when looking at the demo. I will be providing you with test credentials that you will be able to use during your meeting. These credentials will include login details, domain details and we'll also make you a user profile beforehand to get everything set up for the meeting. I would also like to mention that we have made major progress on the product as we have completed 85% of our product details. If you're available anytime before your meeting, I would definitely be honoured to walk you over the demo so that you are well prepared for the meeting.</p> |

Step-in and guide the scrum team at stand up

Video Response

Share the link to your video here: [My Video Response](#)

Handling Resource Constraints

| | |
|---|--|
| List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ? | <ul style="list-style-type: none">• Having a high-level meeting with the heads of every department involved• Making sure the scrum team understands the reason why the issue is critical |
| Since the QA team member is shared across multiple projects, how would you coordinate with other PMs to de-risk your project and raise appropriate visibility ? | <ul style="list-style-type: none">• Aligning the issue with company reputational risk• Collaborating and negotiating and seeing if their work is dependent upon the issue as well• Having a meeting by prioritizing each department's current issues that are arising and asking for everyone's equal collaboration into any issue |
| Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders | <ul style="list-style-type: none">• QA• Development / Engineering• Product Management |
| | <ul style="list-style-type: none">• Making sure the tone is in an collaborative manner• Issue with the most critical priority will be solved first to avoid shareholder conflict |

How would you handle stakeholder feedback?

| | |
|----------------------------|---|
| Feedback Assessment | <ul style="list-style-type: none">• Why do you think we need this feature?• From a user's perspective, would you want this notification everyday?• What's the % of user that would like to see this notification everyday according to our Survey Team? |
| Video Response | Share the link to your video here: My Video Response |