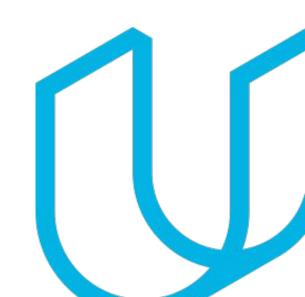
### Design Sprint

### **Product Manager: Harshal Gautam**



# Set the stage

Set the stage for the Design Sprint by framing the problem

## **Initial PRD**



# Understand

Create a shared understanding of the space, problem, and goals

## **Operations Dashboard**

How might we How might we teach users to teach robots to interact with avoid trouble? humans? How might we How might we anticipate teach robots to mechanical avoid obstacles? failures? How might we How might we share robot monitor robot progress with progress? consumers? How might we How might we see real-time move robots to a traffic on the safe place before route? stopping?

How might we How might we keep vermin make robots not away from the scary for dogs? robots? How might we keep robots odor How might we free, even when make our robots carrying smelly tamperproof? food? How might we confirm that the robot is at the right address?

Exterior/Interior Changes

How might we use robots to How might we make people make routes more efficient? excited about our brand? How might we How might we change robot's give robots a appearance? personality? How might we How might we have robots communicate signal distress with humans when something around the goes wrong? robot? How might we have robots entertain customers at delivery?

**DashBoard Functionality** 

Programming

# **Operations Dashboard**

How might we How might we get food to ensure food aets delivered people quickly when the without robot fails? incident? How might we How might we handle edge deal with case issues accidents that that may might occur? arise? How might we How might we train our determine operations when to team on recharge robot monitoring and batteries? controlling a robot? How might we How might we mitigate alert accidents consumers if between their delivery robots and is delayed? pedestrians?

How might we leverage How might we existing tools teach robots to better track manners? our robots? How might we How might we establish control preferred robots? routes? How might we How might we build use existing redundancy technologies? into our system? How might we How might we use use create ML/AI greener models to help robots learn to energy to aet better power our overtime? robots?

How might we How might we determine the collect data best area for about where launching this the robot got program? stuck? How might we allow users to How might we help us with track each tracking and robot? feedback?

Research

Operations

Technology

How might we detect when a robot needs help?	How might we program robots to address order cancellations?
How might we streamline communicatio ns between operators and robots?	How might we overcome technical glitches during a delivery?
How might we alert operators of need for robot intervention conveniently?	How might we program robots to address customer returns?
How might we allow robots to detect real-time traffic patterns?	How might we enable robots enter a crowded restuarant to pickup food?

	How might we
How might we	accept tips
address a	that some
sudden power	customers
outage?	may want to
	give a robot?
How might wé	How might wé
prepare robot	enable robots
to handle	to detect
deliveries to	missing items
persons with	in the order
disabilities?	during pickup?
How might we	
program	How might we
robots to	Increase robot
address	speed?
delays in	ороса.
deliveries?	

Unprecedented times

How might we How might we enable robots enable to interpret "emotion" and speak modes in different robots? languages? How might we make How might we help robots inertacting talk to peope? with robots more fun? How might we How might we make our teach empathy robots act like to robots? people?

Personality

**Automatic Observations** 

# **Sprint Focus**

Focus	Dashboard Functionality
Slide #	#5
I selected this theme because	The most important aspect of our product will be it's functionality. The goal is to help our Operations team improve last-mile delivery and to make sure that if the robot is facing an unprecedented situation, someone from the Operations team is able to take manual control to make sure that the delivery still occurs in time. Our robots need to have advanced functionality systems in-built as well systems to need to be in place for our Operations team to handle and be able to deal with tough situations such as system overriding.

# Define

With an understanding of the problem space, create focus and align on specific outcomes for the Design Sprint

#### **Times Now - Mai Yu**

#### Who is DoorBot for?

DoorBot has been designed for University students who live on the get-go. We have designed a user-friendly product for students so that they don't have to be waiting on their food for more than 30+ minutes just because their driver has been stuck in the work-hour traffic.

#### 2. What does DoorBot hope to bring?

DoorBot solves the frustrations faced by customers over their delivery times. DoorBot will open doors to the new technology era and will revolutionize the way we think about our meal delivery. Our product also has an in-built voice translation system and so all the new international students out there having nothing to be worried about either

#### 3. Why will customers love DoorBot?

Customers will love DoorBot because our robots will significantly cut down their waiting times for their deliveries and will also make sure their meals are warm and fresh in our inbuilt heat system inside the robot. Without DoorBot, you'll never get late for a class!

# Success Metrics

Engagement

Adoption

Retention

Task Success

Monitoring our Robot Dashers

Continuously using tools

tool

Willingness to monitoring more robots

Operations Agent knows how to use every

	Goals	Signals	Metrics
Happiness	Manually Controlling	Feedback Survey	Perceived Ease of Use

Feedback Survey

Feedback Survey

Feedback Survey

Feedback Survey

Time spent actively monitoring per robot

Deliveries controlled per robot

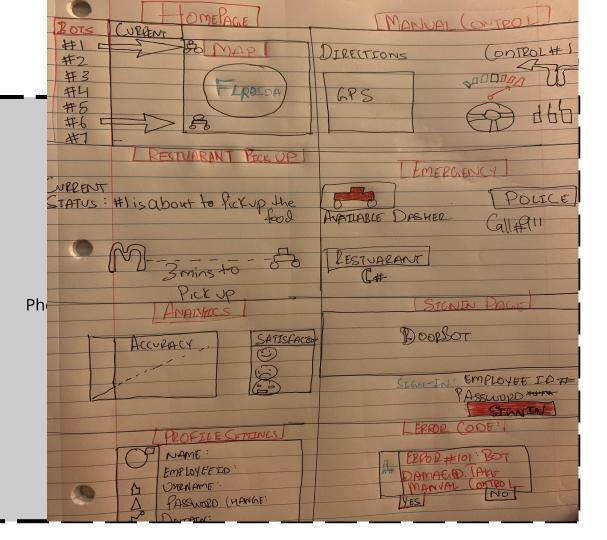
Logins per day

Accuracy of usage

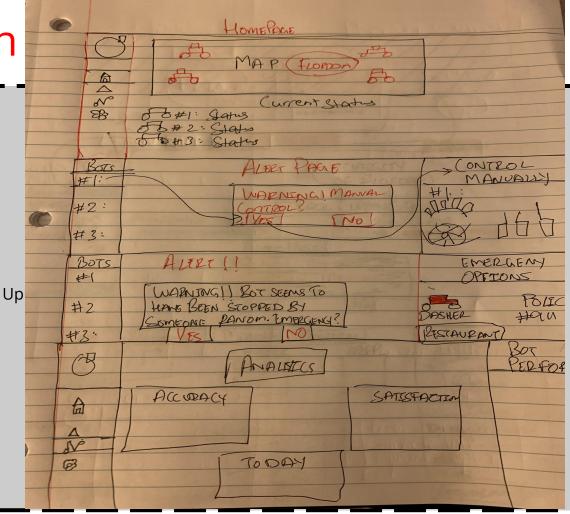
# Sketch

Generate tons of ideas, then narrow them down to two in depth solution sketches

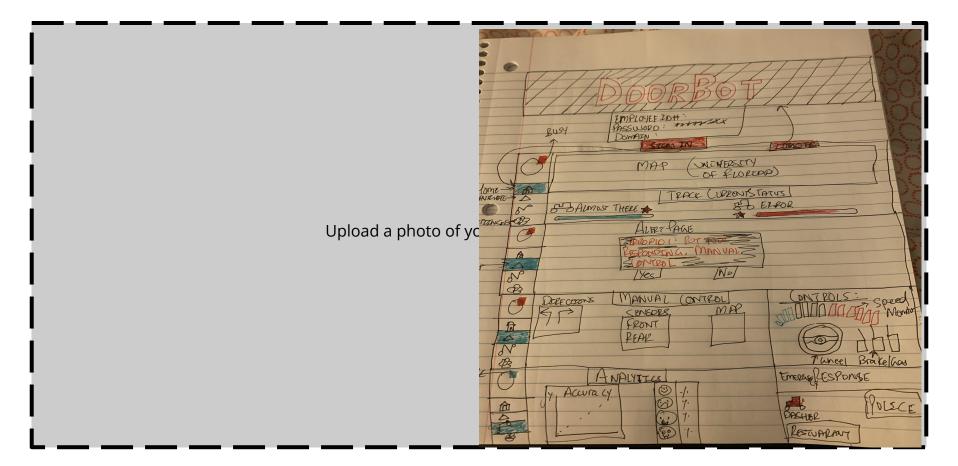
## 8 Sketches



### Solution Sketch



### Solution Sketch 2



# Decide

Pick the final concept that you develop into a prototype

## Decision

Decision	Solution Sketch #2
Rationale	Solution Sketch #2 makes it easier for our Operations team to navigate through the platform. It also makes it very easy for the Operations team to handle errors, take control and monitor throughout

# Prototype

Turn your concept into a realistic, interactive prototype that you will use to validate your assumptions and ideas

## Storyboard





Steven has a 7-10pm class and at around 5:30pm. He get's extremely hungry and so decides to use DoorBot for their fast delivery service. He lives less than 2 miles away from the restaurant and so he knows his order will be there in no time. DoorBot's best robot, TBot picks up



DoorBot's Operations Team gets a ticket issued and they get a warning sign for TBot's sensors. One of DoorBot's best Operations Specialist, Blake takes over the manual control of TBot to make sure Steven's delivery is still on time.



Blake follows the directions from the GPS and ensures that TBot's speed is changing with the estimated delivery time. Blake also makes sure to give timely updates to Steven representing good customer

Steven has left TBot with some feedback. Blake goes under the



Blake manually brings TBot to Steven's apartment and TBot drops off the food delivery. Steven is surprised at the fact that TBot was still able to delivery on time even the fact that it's sensors are not working.





Steven presses on the "Feedback" button which is on the screen of the robot. The robot also takes a selfie and sends it to Steven. Steven uploads the selfie on his Instagram.

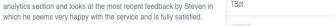




#### 6 SCRIPT

Blake exits out of the manual control and assigns a new customer to TBot.





## Prototype

#### Description

- High level overview of the prototype
- What does it do?

This prototype gives an overview of the Dashboard that we have created for our Operations Team which includes Navigation, Analytics and HomePage

#### Assumptions

- Any assumptions within the prototype
- We've got an Operations Specialist / Agent using the dashboard
- The user of the dashboard has attained solid training in order to manually control the robots
- Our user can read analytics very well in order to notice any changes

#### Tasks

- What are the tasks that a user can complete in the prototype?
- User can login into the homepage via signing in with their employee ID, password and domain name
- User can respond to any error codes and warnings given, and is able to take manual control of the robot
- User can respond to any warnings by using the Emergency responses in unprecedented situations
- User is able to analyze the trends and forecast the robot's work by looking at the customer feedback



# Validate

Users will go through your prototype and provide feedback on your concept. This is also an opportunity to have an engineering feasibility discussion

### Plan and recruit for research



## User Testing





Key Findings from Participant 1

What worked well	<ul> <li>Easy to use</li> <li>Works well in terms of Operations Perspective</li> <li>Has the basic functionalities needed</li> </ul>
Where participants got stuck	<ul> <li>Manual control cannot be given to every Operations member</li> <li>Not much to do other than just focusing on the delivery status</li> <li>Home page can be changed with variety of options available for the Operations team to get system updates</li> </ul>
Other observations	Not sure how the inbuilt voice feature might work

# **User Testing**





Key Findings from Participant 2

What worked well	<ul> <li>The ease of use</li> <li>User settings</li> <li>Size of graphs and transitions between screens</li> </ul>
Where participants got stuck	<ul> <li>Colour scheme</li> <li>Font size used</li> <li>Display settings in the user settings area where Red should be the background colour</li> </ul>
Other observations	User is a UI designer and so she expected the work to be done from a fellow UI

# Improvements

Improvement #1	Improvements in the visual appearance of the the prototype in order to give the Engineering team a better guide on what they are going to be implementing
Rationale	Colour scheme should be easy on the eyes. For example: red is not a colour that should be your primary one, instead using white as a primary colour and red as a secondary will be easy on the eyes of the audience.
Improvement #2	Navigation page needs improvements
Rationale	Navigation page seems to have functionalities all over the place. Making it in an organized layout will help the users to perform better

# Handoff

# Updated PRD

