

User Guide

Background:

DoorDash is enabling the future with robotic deliveries. There are two major problems that arise on a daily basis, first one is that customers hate waiting for their food and the second is that food is mostly cold, it is not hot & fresh. To fix this, the company has been researching into the concept of having self-driving robots delivering the meals to our customers within the 2km range. This idea will solve the two biggest problems in this industry, and we look forward to solving these challenges. Keep in mind though that this concept will also have a few problems associated with it as no idea comes without any problems. Some of these problems might be as follows:

- Connectivity problems in rural areas between the robot and our Operations Team
- Delivery might sometimes be arriving later in unusual circumstances
- Accuracy in the tracking of the order

Product Description:

We are building hardware & software by enabling the future and allowing robotic food delivery. We are building robots and then we will build software to operate those robots.

Details:

Following are three top features of the apps:

- **Ability to navigate the robots:** The most vital feature of our product will be to give our Operations team the ability to view robots route on maps from the restaurant to the delivery destination
- **Manual Control:** The operations team will require this feature in any situation where the robot does not respond to the commands. Through the feature of manual control, our operations team will be able to take manual control and guide our robot to its destination.
- **Live 4 side video bot streaming:** This feature will be live streaming 4 sides (left, right, front & back) of the robot. This may be the fact that the Operations team member might need to call a Dasher, the cops or may just call the restaurant to ensure the order was correct. The video will be uploaded on cloud for later analysis.

1. Ability to navigate to robots:

- Operations team manager, can sign up a new member by adding their details and sending invite to their official email address



Sign Up

Login

Robotic Delivery is Here!!!!



- The operations team will be able to access the robotic delivery page system, by entering their login credentials

Robotic Delivery is Here!!!!



Email

Password

Login

[Forgot Password?](#)

- Operations team member is logged in successfully and landed to the dashboard view
- On the dashboard view, different maps view are visible
- Operations specialist can click on any of the map view to see how far the bot is from the delivery destination

2. Manual Control:

- The operations specialist will be able to click on “Bots” option from the side menu
- Bots detail view screen is displayed, here the user can view the bots that are active, inactive, whose battery is about to drain, software update required for any bot
- User will click on three dot menu on the actions section, and select the option “Take Manual Control”
- This will help the operations specialist to control the bot to reach their destination in case of any issues.

3. Live 4 side video bot streaming:

- The operations specialist will be able to click on “Bots” option from the side menu
- User will click on three dot menu on the actions section, and select the option “Live Model”
- This will open up the view of four sides of the bot's camera



Benefits:

1. Ability to navigate the robots:

The benefit of this feature is that both our Operations team and our customers can track the robot while it's being operated. The Operations team has the ability to navigate and track the robot whereas our customers can only track the delivery. The customer can get regular updates though just as our Operations team will and each customer can set the kind of updates, they would like to receive whether it's for every check point or it might be only when the food is delivered and is at their place.

2. **Manual Control:** This feature is mostly to be used by the Operations team when there are some incurring issues with the robot. Issues might include failure to response from one or all of the sensors on the robot. Although our customers might not be able to use this feature, they can definitely control the in-built voice system by changing their language preference according to their needs from the front-end of the robot. The robot will have a tablet like screen attached to it and from there our customers can change the language preference to better suit their needs. This feature for our customer will come in extremely handy when we plan to expand into different countries.

3. **Live 4 side video bot streaming:** The operations team will be able to view live streaming of 4 sides of the bot. In case of any emergency, the situation will be recorded and the video is uploaded to cloud for further analysis.

How to use the product

Customers:

1. Download the Android/iOS mobile from IOS App Store, Google Play Store or launch doordash website for web version
2. Enter address or click on auto fetch address button to locate your exact address
3. Browse through the available restaurants within your 2km radius range
4. Select your favourite restaurant
5. Select food from the menu
6. Select items and add it to cart
7. Select on Checkout option
8. Enter credit/debit card details and wait for your order to process
9. Congrats!! The restaurant is preparing your order
10. Set up the kind of notification updates you would like to get
11. Check the live location of the robot
12. Enter the CVC number on your credit card to unlock the food carton
13. Leave a review

Operations Team:

1. The admin can register a new team member upon clicking the "Sign Up" button and adding all details required along their official email address
2. Invite to join the team will sent to newly signed up user on their email address
3. Enter your login credentials on DashDoor Restaurant Management System landing page
4. User will landed on the dashboard page
5. Select any map view the view the robot on delivery and how far they are from their destination
6. In case of emergency, user will navigate to "Bots" tab
7. Click on action three dot menu
8. Select the option "Take Manual Control"
9. Select which robot you would like to take manual control of
10. Use the controlling functions to manually drive the robot
11. Use manual controlling to deliver the food
12. Pick up a new request

Product Availability:

For customers, the application will be available on Android,IOS and web version, which the user can simply download from Google Play or App store. For the Operations team, the application will be pre-installed in their work laptops/desktops to save their time with the installment process.