

Technical Writers Guide

Market background:

- Immediate target customers are the restaurants whose job is receiving, preparing and dispatching orders should be enhanced, faster and cost-effective. Therefore, the customer support will be directly offered to this target and will communicate only with the immediate customers.

Product Background and Positioning:

- Product value proposition: consistent food quality, elimination of delays, punctuality, attractive novelty in line with the newest technical developments, improved economics for both restaurants and public

Key Features:

- List of incoming orders in the app for the restaurants, where the restaurant crew is able to navigate through the orders and forward them for preparation.

How to use: After signing in the app, the user is able to click on a button representing this feature and will be taken directly to the list of incoming orders.

- List of completed orders, with an option to assign them to a dasher for transport to the hub.

How to use: The user can access this feature from the List of Incoming Orders screen. In this screen there is a banner with a button in the bottom named ‘Completed Orders’. After clicking it, the user is taken to the ‘Completed Orders’ screen where the status of the orders will be shown. Those orders that are ready are marked with green button which says ‘ASSIGN TO DASHER’

- Option to see the status of the order and the time remaining for its completion.

Hoe to use: The user can access this feature from the List of Incoming Orders screen. In this screen there is a button within each order named ‘STATUS’. After clicking it, the user is taken to the ‘Order Status’ screen

where the status of the orders will be shown and in how much time the order will be ready to be assigned to a dasher.

Bugs and Issues:

- Sometimes, due to a lag in update, the automatic update of the list may be lagged. This means that the list may be empty for some amount of time (not longer than 1 minute) before the orders are again visible. However, this should not cause any serious inconveniences.
- due to a lag in update and communication between the different interfaces, the automatic update of the list may be lagged. This means that once an order is ready, its update in the app may be take some amount of time (not longer than 1 minute. However, this should not cause any serious inconveniences.
- due to the different circumstances in the kitchen, the exact amount of time may be wrong, since it is not always easy to predict precisely the amount of time to prepare a dish. However, this is a circumstantial issue and cannot be considered a bug. Therefore, from a software point of view, this issue is not fixable.

Create Q&A Section

The team prepares a Q&A section at the website and help answer the issues the customers are facing, focusing on the functions and issues in the app and also in the tool itself.