

# 1. Quick Commerce Customer App

## Core Features & Screens

### Authentication & Onboarding:

- Phone OTP verification
- Location permission and address setup to access nearest dark store inventory
- Personalization preferences

### Home & Discovery:

- Dynamic banner carousel
- Category grid (Fresh & Daily, Snacks, etc.)
- Search with voice input
- Personalized recommendations
- Quick reorder shortcuts

### Product & Cart Management:

- Product listing with filters
- Quick add to cart
- Smart cart suggestions
- Delivery time calculator

### Checkout & Payments:

- Multiple address management
- Delivery time slots
- Payment options (UPI, cards, wallets, COD)
- Order summary with breakdown
- Promo code application

### Order Tracking:

- Real-time order status
- Live delivery tracking
- Delivery person contact
- Order history

### User Account:

- Profile management
- Address book
- Payment methods
- Loyalty points
- Support chat

## 2. Seller Web Dashboard

### Role-Based Access Control

#### Owner Level:

- Full access to all features
- Financial reports and analytics
- Staff management
- Store settings

#### Manager Level:

- Inventory management
- Order fulfillment
- Customer service
- Performance analytics

#### Staff Level:

- Order processing only
- Basic inventory updates
- Customer communication

#### Dashboard Modules

##### Overview Dashboard:

- Real-time sales metrics
- Order volume graphs
- Low stock alerts
- Performance KPIs
- Today's revenue summary

##### Inventory Management:

- Product catalog (add/edit/delete)
- Stock level tracking
- Auto-reorder alerts
- Bulk upload/update
- Category management
- Price management

##### Order Management:

- Order queue (new, processing, ready)
- Order details view
- Status update controls
- Customer notes
- Refund/cancellation handling

##### Analytics & Reports:

- Sales performance
- Popular products
- Customer analytics
- Financial reports
- Inventory turnover

##### Staff Management:

- User roles and permissions
- Activity logs
- Performance tracking
- Shift management

##### Settings:

- Store profile
- Business hours
- Delivery zones
- Payment settings
- Notification preferences

## 3. Delivery Boy Mobile App

#### Core Features

##### Authentication:

- Phone-based login
- Biometric authentication
- Shift check-in/out

##### Task Management:

- Order assignment notifications
- Batch delivery optimization
- Route planning
- Delivery sequence

#### Navigation & Tracking:

- Turn-by-turn navigation
- Real-time location sharing
- Traffic-aware routing
- Offline map caching

#### Order Handling:

- Order details view
- Customer contact info
- Special instructions
- Item verification
- Proof of delivery (photo)

#### Performance Tracking:

- Daily earnings
- Delivery metrics
- Rating feedback
- Incentive tracking

## 4. Customer Service Dashboard

#### Support Features

##### Ticket Management:

- Multi-channel support (chat, email, phone)
- Priority-based queue
- Auto-assignment rules
- Escalation workflows
- SLA tracking

##### Customer Context:

- Order history
- Previous interactions
- Customer profile
- Payment history
- Loyalty status

##### Communication Tools:

- Live chat interface
- Canned responses
- Internal notes
- Call integration
- Email templates

##### Knowledge Base:

- FAQ management
- Solution database
- Troubleshooting guides
- Policy documents

##### Analytics:

- Response time metrics
- Resolution rates
- Customer satisfaction
- Agent performance
- Common issues tracking