**Business Demand Overview**

**User Identity**

Name/Divison/Job : Felix/Operation/National Operation Manager

Output Desired : BI dashboard

**Business Demand Details**

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| --- | --- | --- |
| **User Request:**   1. Amount of packages delivered 2. Delivery frequency per city 3. Product category of the packages 4. Average delivery time | | |
| **No** | **User Value** (So I can..) | **Acceptance Criteria** |
| 1 | Find out how much packages delivered overtime, find out the peak-low season pattern | Appeared on dashboard which can filtered by time |
| 2 | Find out what which cities have the highest & lowest delivered packages | Appeared on dashboard which can filtered by time |
| 3 | Find out in what type of product does the company deliver frequently | Appeared on dashboard which can filtered by time |
| 4 | Find out how long is the average delivery time, how is the delivery time distribution | Appeared on dashboard which can filtered by time |
| **Additions:**   1. Average freight value per city 2. Average package weight per city 3. Most delivery routes 4. Amount of failed delivery 5. Delivery failure by city 6. Delivery failure by order status | | |
| 1 | Find out the freight value per city, could be an initial information to know which city is the most profitable | Appeared on dashboard |
| 2 | Find out which cities have heavy weight packages, could be an initial insight to decide what kind of transport to use for the area | Appeared on dashboard |
| 3 | Find out which route is the most frequent, could be an initial insight to know where to build warehouse, agents, or dropping points. | Appeared on dashboard |
| 4 | Find out the amount of failed delivery | Appeared on dashboard |
| 5 | Find out to which city is the failed delivery occurs frequently | Appeared on dashboard |
| 6 | Find out in what cause the packages were failed to be delivered | Appeared on dashboard |

Notes:

none