

Dashboard

Sample Work



Discovery

Problem

Being a delivery driver can be challenging sometimes, there are different difficulties that operators are facing on their basis, such as working in tight time windows, paperwork overload, signature capturing, and many various elements that have made this job tiresome. Additionally during pandemic organizations are looking for more drivers, since they have more on their plates.

Brief

This is a collaborative dashboard for operators and delivery companies, that allows engagement in a productive space, this dashboard provides features that will help organization and drivers to enhance communication, perform better, and reduce errors.

Target

This dashboard is designed around package delivery and supply chain management companies like UPS, FedEx, etc.

Research

I started my research to define a problem and to see what are the challenges and problems that delivery companies and drivers are facing currently.

Let's start with the news

According to CNN "FedEx and Amazon just went through a very public divorce. But that's not the biggest problem for the iconic delivery company. The problem for FedEx and other delivery services is that the consumers who are making more online purchases expect to receive their items quicker than ever. And they're generally not willing to pay for it." Technology is growing every day, companies are building their online platform and of course, they need to deliver more products to more customers, so covid-19 took a piece of this process and big corporations to enhance their online experience. Retailers, Restaurants, and many other organizations rely on their delivery associates, however, the parcel delivery industry is struggling a lot and many problems are arising due to several reasons, but the main problem is that most of these companies do not have well-established processes. Most of the companies don't want to spend much money on their technologies and they operate with outdated devices and platforms. And this causes a lot of problems for drivers and mail couriers, additionally, it will cost the companies a big amount of money.

User Interview

For finding a better perspective, I had to gather more information from the primary user which is the drivers, but due to Covid and limited time for this project, I couldn't conduct a survey, So I went to youtube and watch some driver daily life videos, and since I have some experience in the retail industry, I called some of my ex-co-worker that worked in the delivery department. It helped me to find a clear vision about driver challenges and the problems that they are facing every day.

Most of the companies like Amazon and FedEx are using manifest scanners for their orders and their scanning process and also give them the route to deliver the products. When I asked users how they feel about these devices they had

- The scanners are not user friendly.
- The screen is very small and I can't read everything properly.
- The software doesn't provide the necessary information like the fastest route and I have to use google map.
- Orders are listed in a very bad format
- The software requires a lot of time to update customer info in case they made any changes and that is the reason why some deliveries fail.
- The location of the packages is not identified in the software and it takes some time to find the order in the back of the truck.

After gathering all the information, I was able to identify the user pain points and prioritize the features.

User pain points

- Lack of support
- Unorganized content
- Battery issues
- Connection problems
- Map and navigation problems
- Communication problems

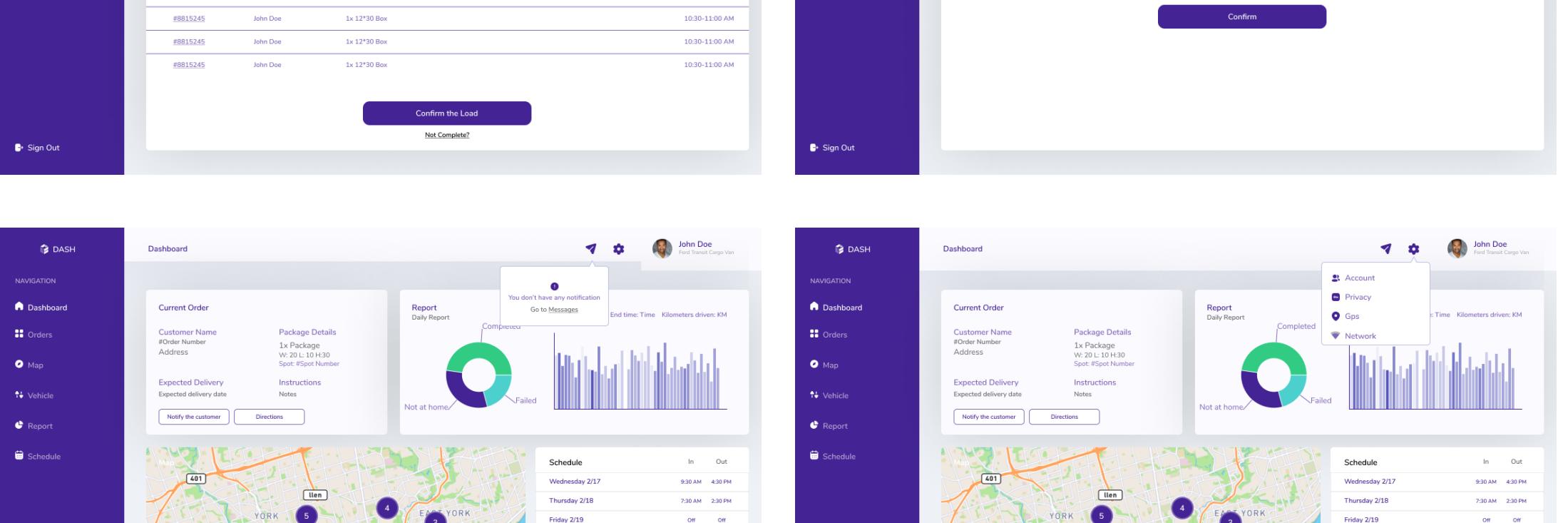
Feature prioritization

- Fastest Route Finder
- Digital Map
- Customer Notification Inbox
- Account Customization
- Members page
- Schedule page
- Time Tracker
- Order Tracker
- Order Finder
- Vehicle Stats

Opportunity

There are no companies that are providing dashboard software to their drivers, there is only uber that has a mobile app that gives drivers several features such as fastest possible route, Delivery info, and organized content but big enterprises are mostly using these old scanners, I found several manufactures such as Motorola, Honeywell, and Panasonic. I went a little further and did some research about their product and software. Implementing a dashboard could cost a lot for a big organization, each truck needs a separate device (Tablet). However, with transferring the required data, it is possible to sync the dashboard with the scanners.

User Journey Map



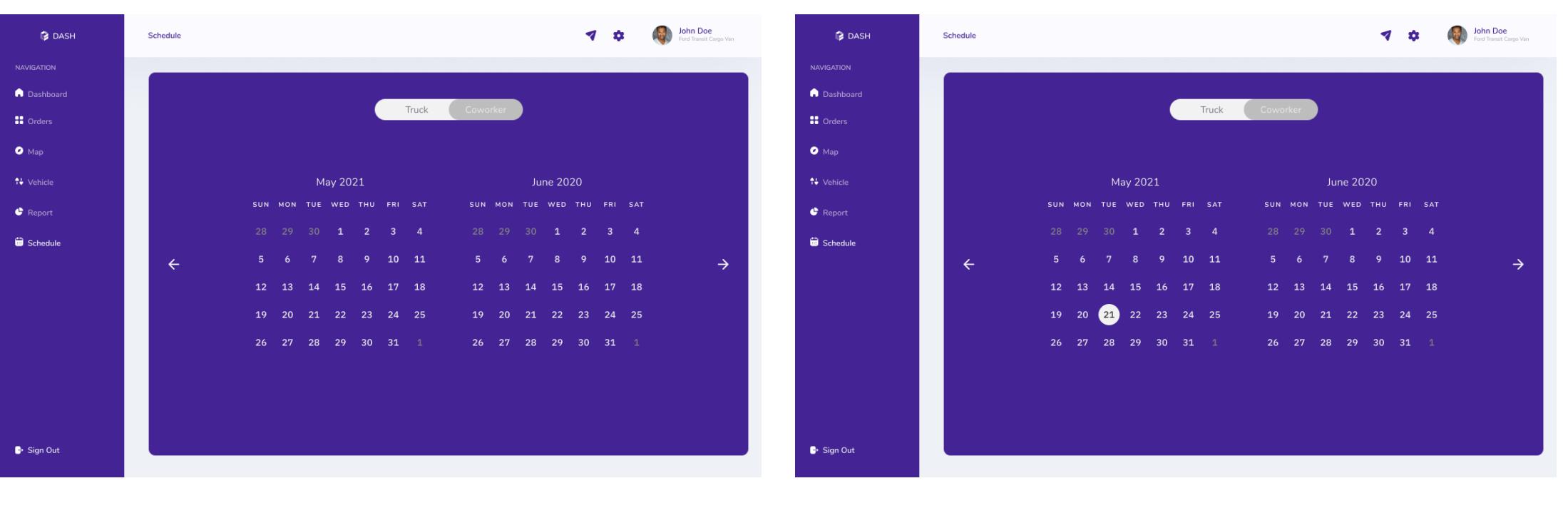
Placement and Layout Design

Design Principles

Safe and Responsible: Our design should provide the tools and knowledge to inspire confidence in users.

Efficient: The experience should ensure that drivers are saving a lot of time using this dashboard and also gives them the tool to reduce their errors.

Architecture

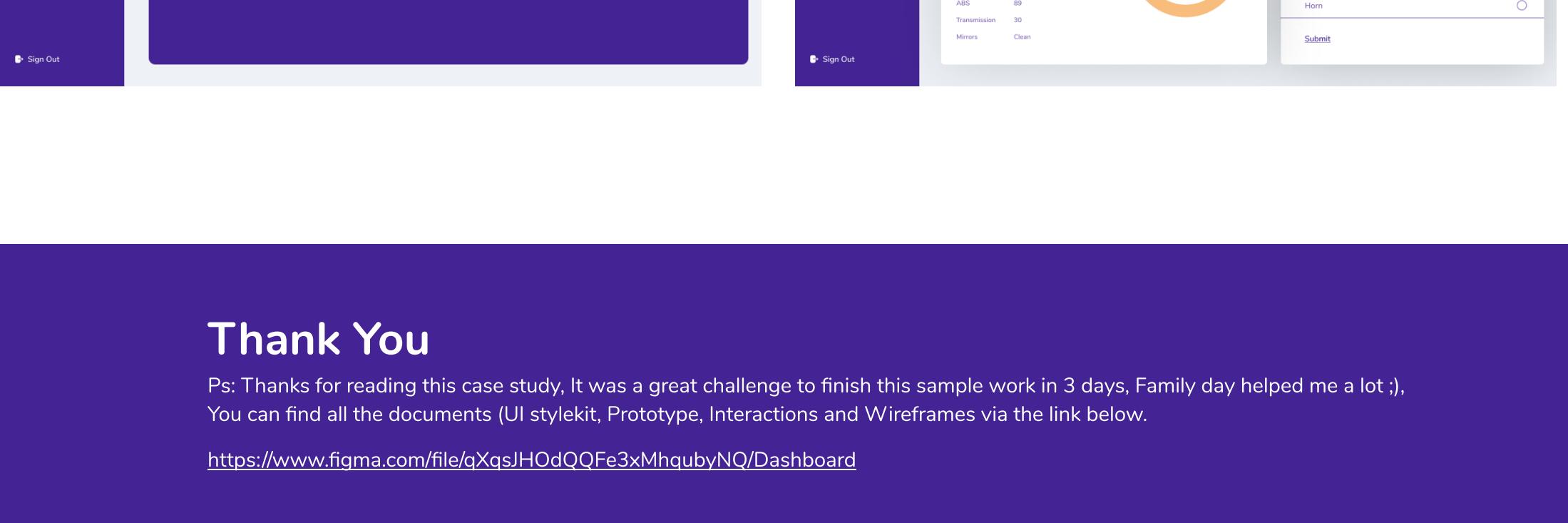


Ideation

Throughout the process, I filled pages with sketches, mind maps, and iteration of flows.

Wireframes

Designing detailed wireframes helped make navigation seamless and straightforward.



11. In vehicle stats, user has the ability to check the safety and report a technical issue.

Note: You are able to check all the interaction flow between pages in Wireframes page.

Interface

Thank You

P.S: Thanks for reading this case study, it was a great challenge to finish this sample work in 3 days, Family day helped me a lot(:).

You can find all the documents (UI stylekit, Prototype, Interactions and Wireframes via the link below.

<https://www.figma.com/file/oXgsJHodQOFpE3xMnguIhN/Dashboard>