

Dispatch Screen – Embedded Driver Map

Overview

This document describes the **Embedded Driver Map feature integrated into the Dispatch screen**. The **goal** of this enhancement is to enable dispatch users to **assign orders, track drivers, and monitor delivery status from a single screen**, eliminating the need to switch between Dispatch and a separate Driver Map application.

Feature Scope

What's Included

1. Driver Map integrated directly into the Dispatch screen.
2. Real-time driver tracking with ETA visibility while returning to the takeaway, during delivery, and for order visualization.
3. Interactive map actions: click on order pointers to assign, unassign, or reassign orders; click on the driver/car icon to view ETA while returning to the takeaway or delivering an order.
4. A unified workflow for assigning, unassigning, and reassigning orders directly from the map.
5. Removal of redundant map toggles and duplicate UI elements.
6. Consistent behavior and experience for both single and multiple takeaway orders.

Functional Behavior

1. **Embedded Driver Map** – Driver Map is available directly inside the **Dispatch screen**, opened via the existing **Map icon** in Alphabet view and the **Order Status header**, without impacting the current side panel or workflow.
2. **Order Assignment Actions** – Selecting an **unassigned order** pointer on the map shows **Assign** in the header, while selecting an **assigned order** replaces it with **Unassign** and **Reassign** actions.
3. **Order & Driver Visibility** – Orders appear as **map markers with order numbers**, and the map clearly differentiates **unassigned**, **assigned/on-delivery**, and **returning** states.
4. **Real-Time Driver Tracking** – Once assigned, a **car icon** appears for the driver and **moves in real time** as location updates, with driver status updating automatically.
5. **ETA Interaction** – **Clicking a car icon** displays **Delivery ETA** and **Returning ETA**; for drivers handling multiple orders, ETAs are **consolidated into a single combined value**.
6. **Colors** – **Orange** indicates unassigned orders and returning drivers without orders, other colors represent active deliveries.
7. **Popups & UI Consistency** – Existing **On-delivery** and **Returning** popups behave exactly as today; the **Complete Order popup** is shown when Driver Selection is off during assignment, with consistent behavior across **single and multiple takeaway orders**.

Success Metrics

Metric	Description	Success Indicator
Dispatch efficiency	Time taken to assign an order from Dispatch	Reduction vs baseline
Tool switching	Switching between Dispatch and Driver Map	Near-zero switching

Delivery visibility	Usage of embedded map	Increased adoption
User satisfaction	Dispatcher feedback	Positive qualitative feedback