WaiterBot User Manual

Everything you need to know about WaiterBot System

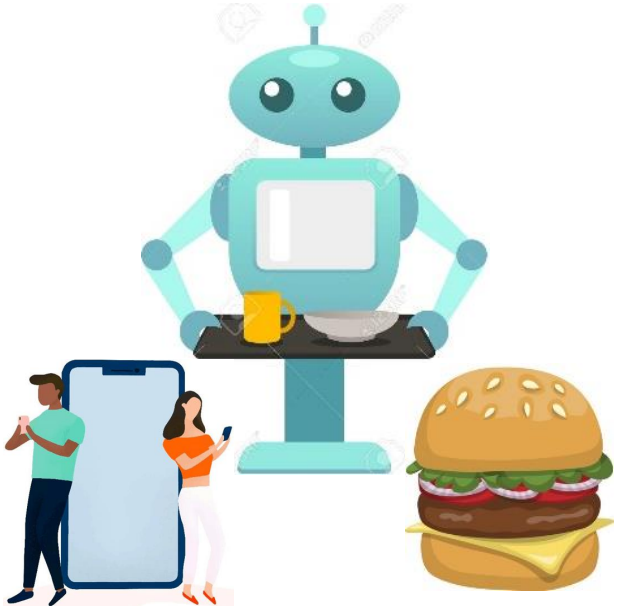


Table of Contents

1 Introduction
- 1.1 What is WaiterBot System ? ……..….4

2 WaiterBot
- 2.1 How to setup a WaiterBot ? ……..…..5

3 WaiterBot Mobile App
- 3.1 Downloading the App ……6
- 3.2 Login to your account ……..…7
- 3.3 Scan the QR Code ……8
- 3.4 Add food items to your order ……9
- 3.5 Checking the ratings, reviews & ingredients ……10
- 3.6 Checkout ……..…11
- 3.7 Payments ……12
- 3.8 Waiting for the order ……14
- 3.9 Adding Ratings and Reviews ……..….15

4 WaiterBot Operator Desktop Application
- 4.1 Why there is a Desktop Application? ……..16
- 4.2 Login to your operator account ……...16
- 4.3 Orders information ……17
- 4.4 Main Menu ……...…18
- 4.5 WaiterBots information ……18
- 4.6 Food information ……..……19

5 Shop Owner Web Application
5.1 Web Application features ……..….20
5.2 Login to your account ……..20
5.3 Adding a new food item ……....21
5.4 Delete or Edit details of an existing food item ..…23
5.5 View and Edit your property details ……..…26
5.6 View the Orders ……...29
5.7 Table Mangement ……..…..30
5.8 Sidebar ……...…32

6 Certificate of Warranty ……..……..…33

1 Introduction

1.1 What is WaiterBot System ?

The WaiterBot System is an automated system designed for placing and delivering orders in a restaurant. This system will replace the human waiters with robot waiters for an efficient delivery process and also give customers a new experience. Customers can place orders via the mobile application and once the orders are ready, the WaiterBots will deliver the orders to the customer.

The system consists of :

1. One or more WaiterBots
2. Shop Owner Web Application
3. Operator Desktop Application
4. Customer Mobile App

2 WaiterBot

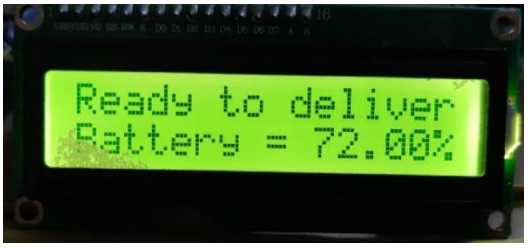
2.1 How to setup a WaiterBot?

Turn on your WaiterBot and you will see a Welcome screen.

Then it will be automatically connected to your WiFi network.

Place your food items in the tray.

Now your WaiterBot is ready to deliver the food.



3 WaiterBot Mobile App

3.1 Downloading the App

In order to place the orders in a restaurent you must have the WaiterBot Mobile App installed in your mobile device. WaiterBot Mobile App compatible with both Android and iOS.

Android users :

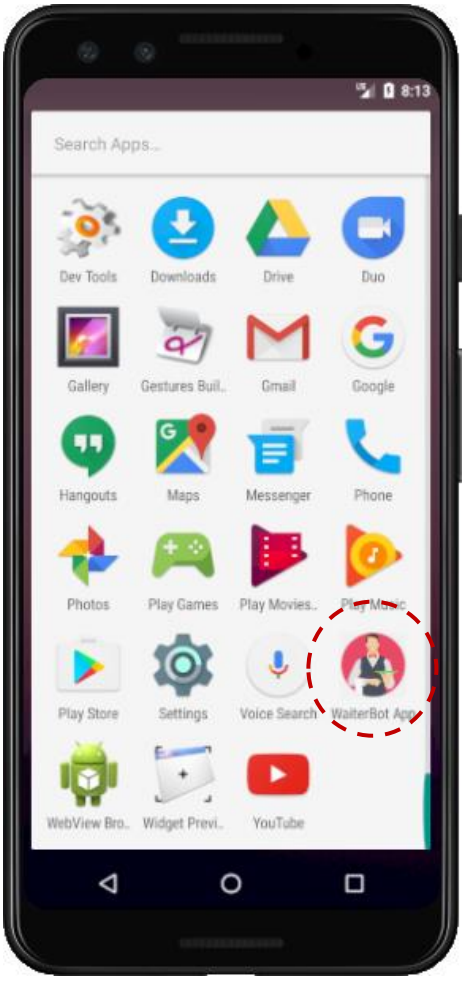
Open **Play Store** and search “WaiterBot” in the search bar. Then tap **Install**.

iOS users :

Open **AppStore** and search “WaiterBot” in the search bar. Then tap **Get**.

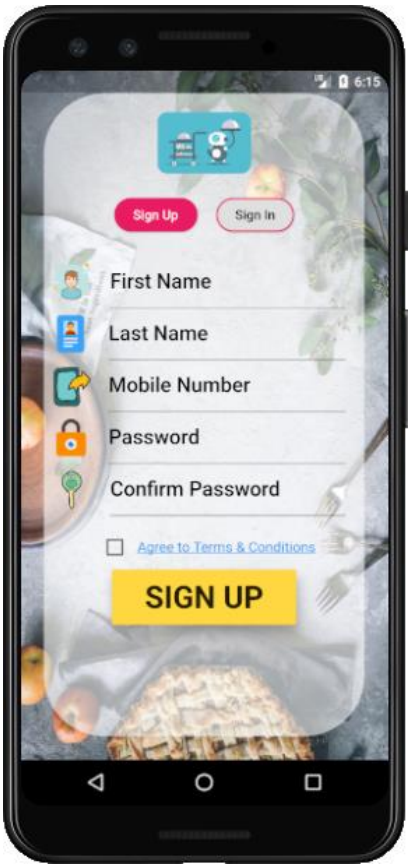
Now launch the App from your device screen.

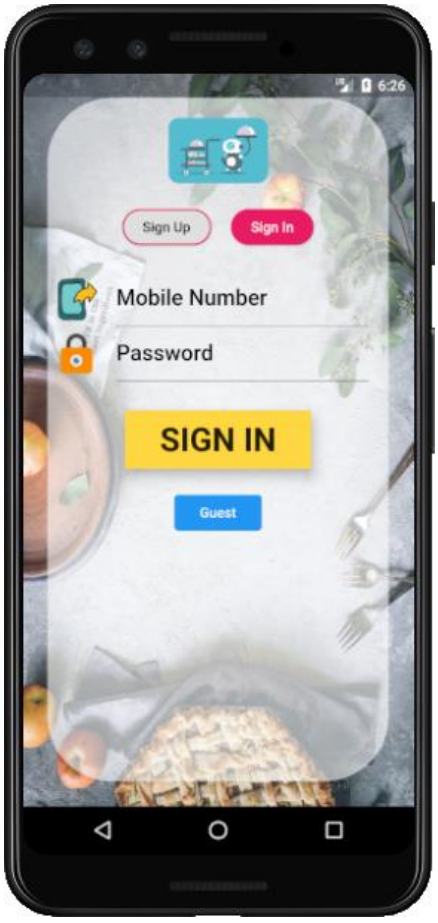
Now you are ready to go !



3.2 Login to your account

If you don’t have an account associated with WaiterBot system, you can create an account in the **Sign Up** tab.





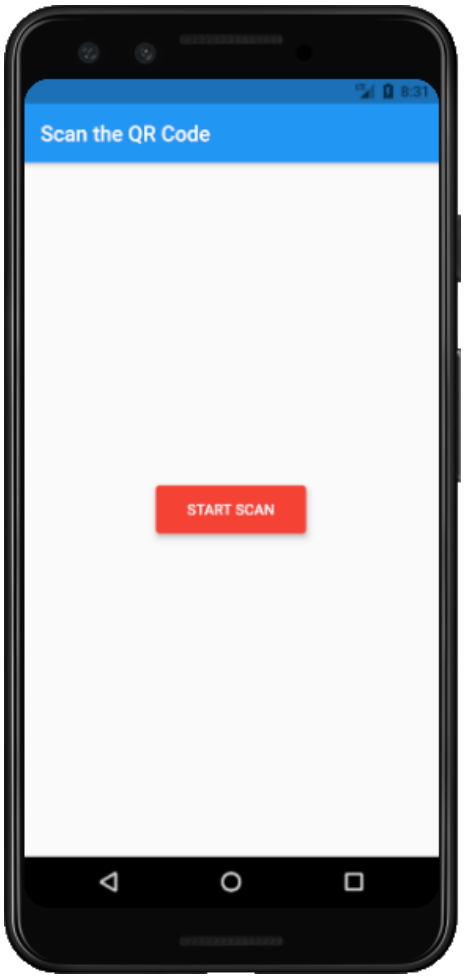
If have an account, you can directly **Sign In**. Otherwise, you can use the **Guest** option, which doesn’t require any account.

But remember, you cannot add any reviews/ratings to the food items you purchase if you use the **Guest** option.

3.3 Scan the QR Code

Scan the QR Code on your table. Then you will be redirected to the food menu.

Just remember, you cannot change the table after you have scanned the QR Code. The orders will be arrived to the table which you have scanned the QR Code.



3.4 Add food items to your order

Now you can browse through the food categories and you can add them to your food order by tapping **ADD TO CART** button.

You can change the number of plates and the portion size (Normal, Large) from a specific food item as well.

After adding enough items to your order, goto the checkout by tapping on the bottom right corner.

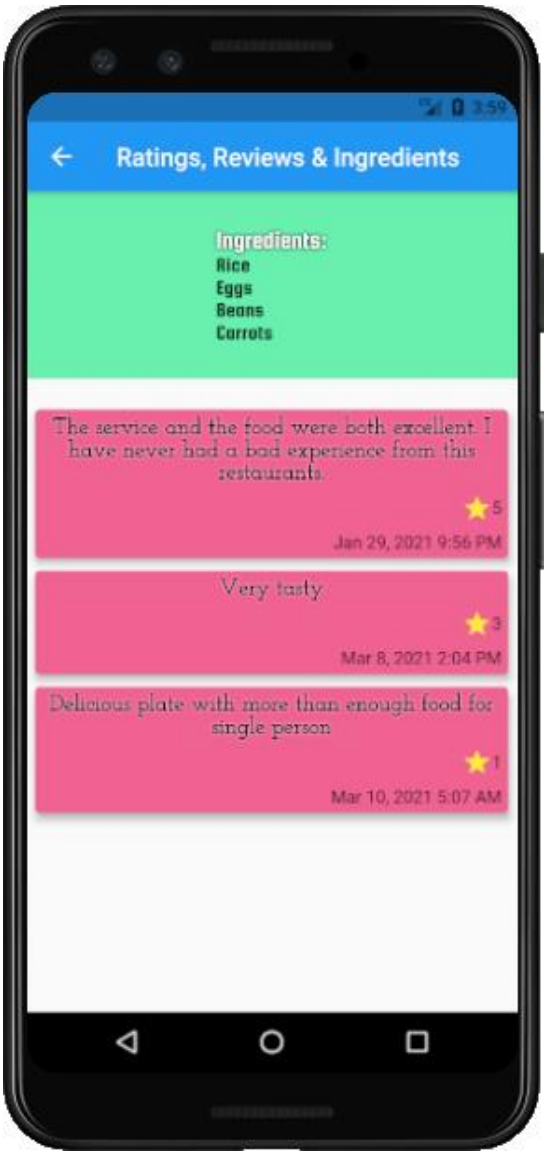
3.5 Checking the ratings, reviews & ingredients

You can check for the ratings and reviews which was added by previous customers for any food item. You will also see the ingredients of that food in there.

Number of yellow colored stars represents the rating earned out of 5 for that food item.

Tap on that ★★★☆☆ to check the ingredients and current reviews.

Each tile represents a review from a customer and the stars he/she contributed and the date-time the review added is displayed in the bottom right corner.

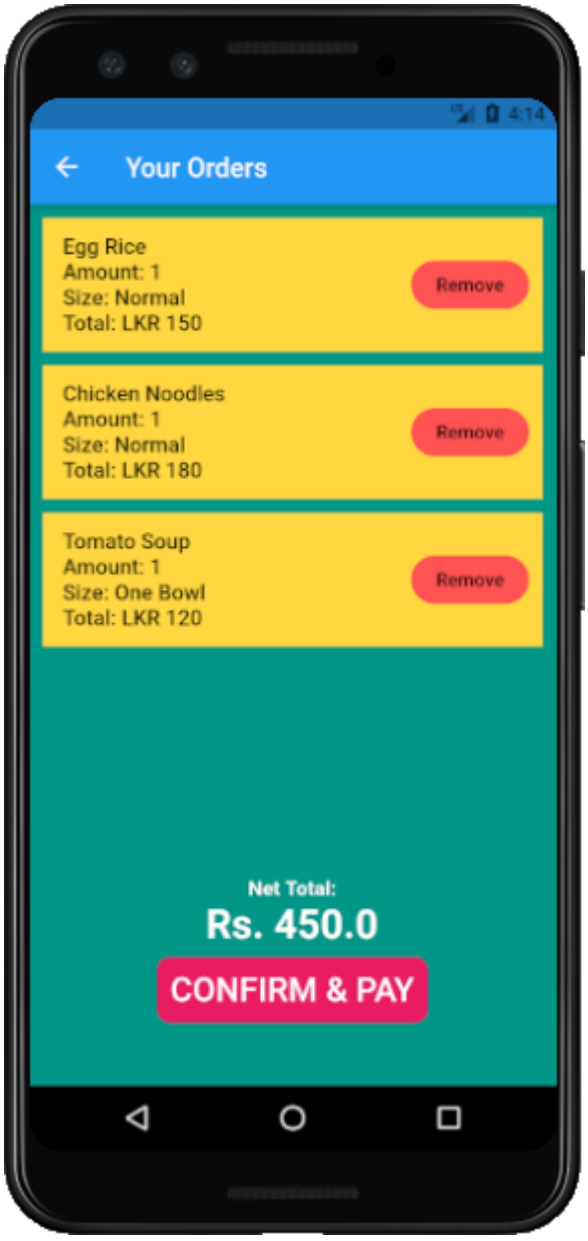


3.6 Checkout

You can further remove any items from your order if you want.

After finalizing your order check the total amount you have to pay and tap on **CONFIRM & PAY**.

Now you will be redirected to the payment gateway.

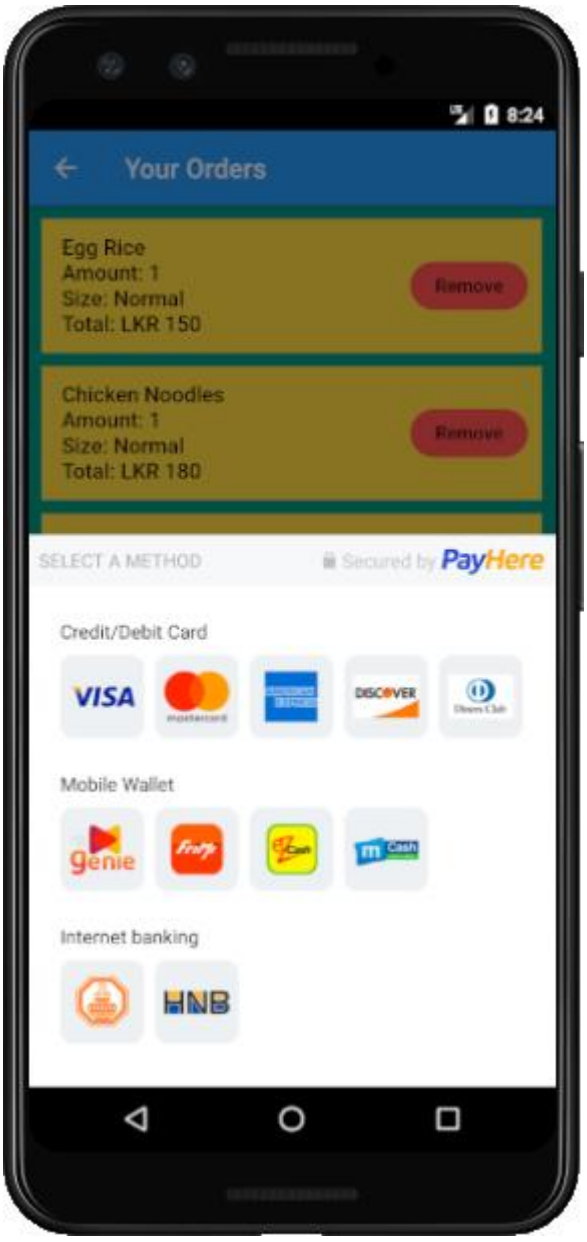


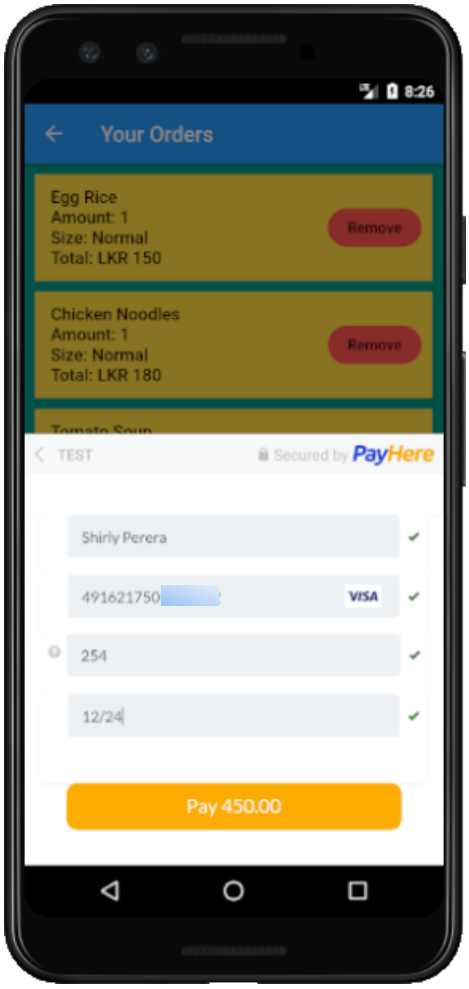
3.7 Payments

Use your **VISA**, **MasterCard** or **AMEX** cards for the payments.

Otherwise you can use 3rd party payments apps like **genie**, **FriMi** as well for this payment.

Or else use your **eZ Cash** or **mCash** wallets.

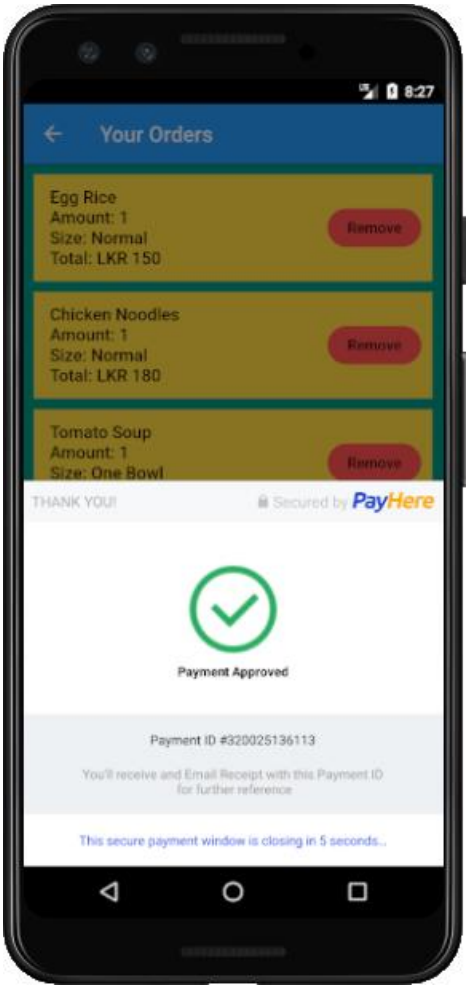




Enter your card details. Your **Name**, **Card Number**, **CVV**, **Expiry date** should be entered correctly.

If so, you will see green ticks for each field. Then verify the payment amount and click **Pay**.

If everything goes well, you will see **Payment Approved**.

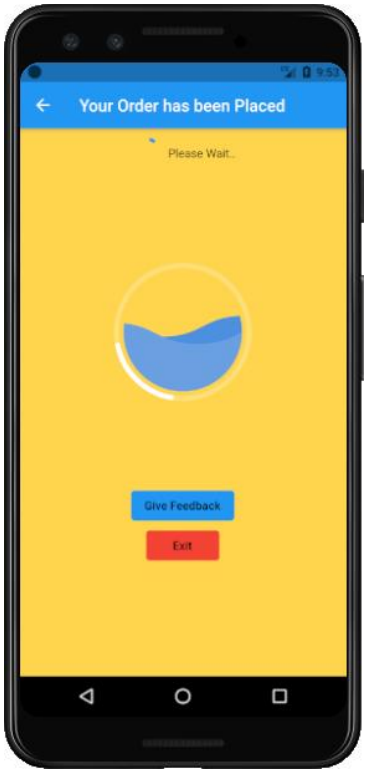


3.8 Waiting for the order

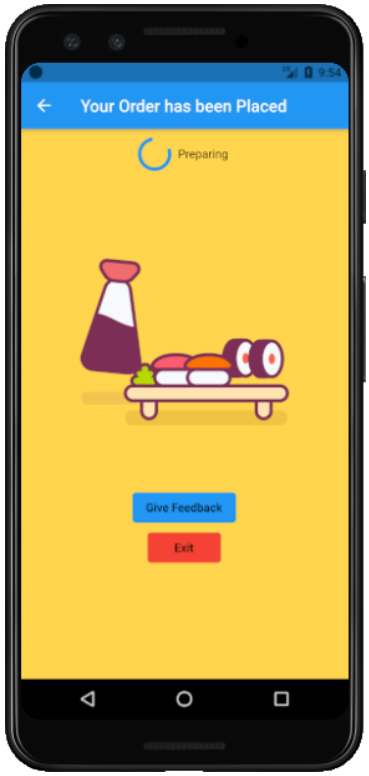
After the payments have been done, you should wait until the order is arrived at your table.

You will be notified by the app about the current state of your order. Has the order been placed? is it preparing? Is it delevering? Is it cancelled? You can see these states in the app.

Even the app is closed, you will get real time notifications about the current status.



(1)



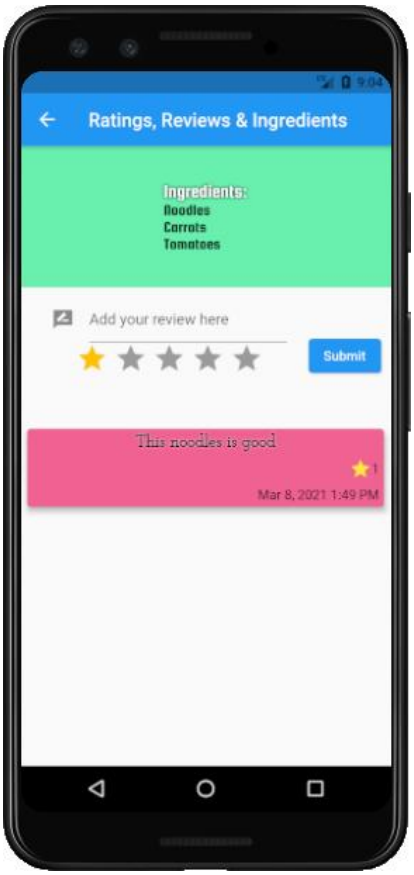
(2)

(3)

1- Order has been placed
2- Order is preparing
3- Order is delivering

3.9 Adding Ratings and Reviews

After your food has been delivered you can rate your order and add reviews to it.



This option is only available if you have sign in with your account.

This is not available for guest accounts.

4 WaiterBot Operator Desktop Application

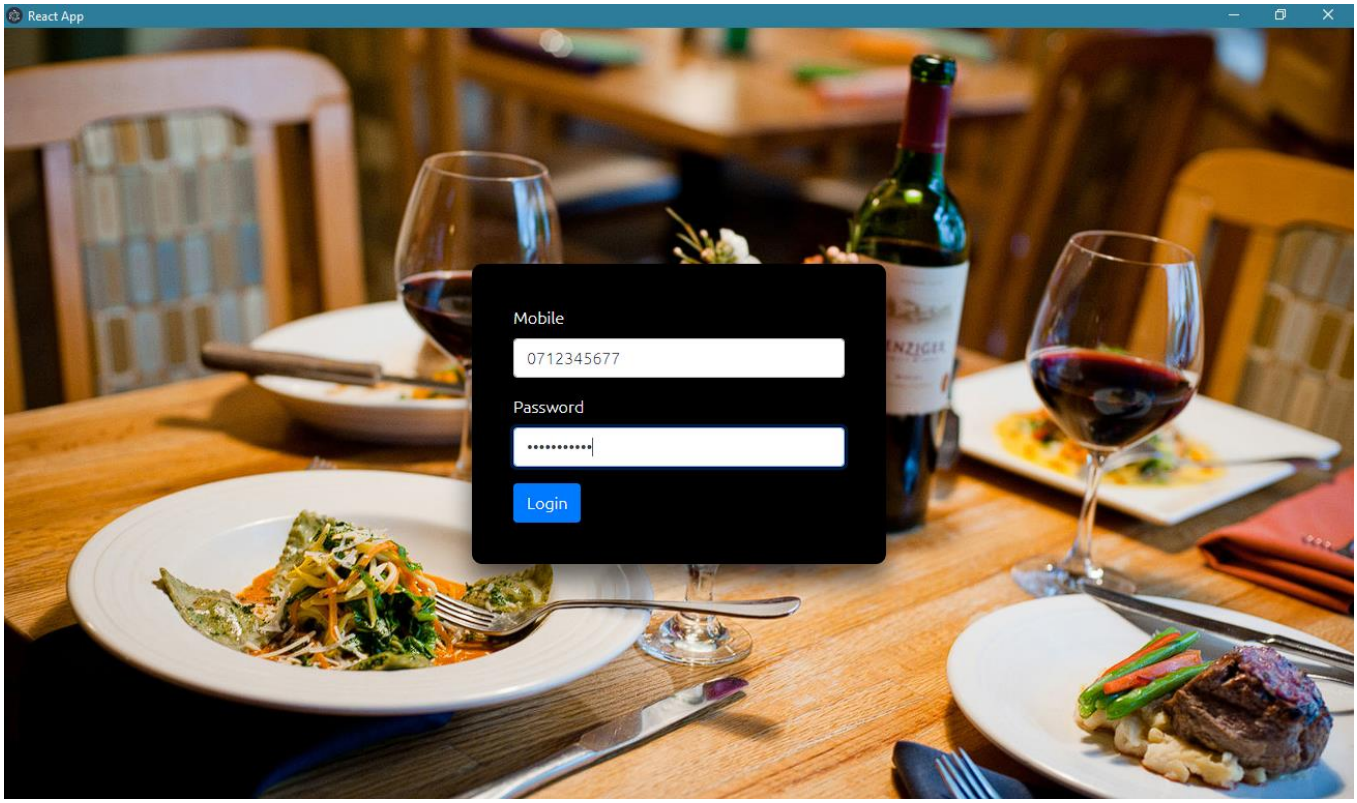
4.1 Why there is a Desktop Application?

This Desktop Application is meant for handling the orders and for handling the deployment of robots.

It can be installed in Windows, macOS and Linux. Therefore you need a desktop pc or laptop to run this application.

4.2 Login to your operator account

After launching the desktop application, first you need to login.



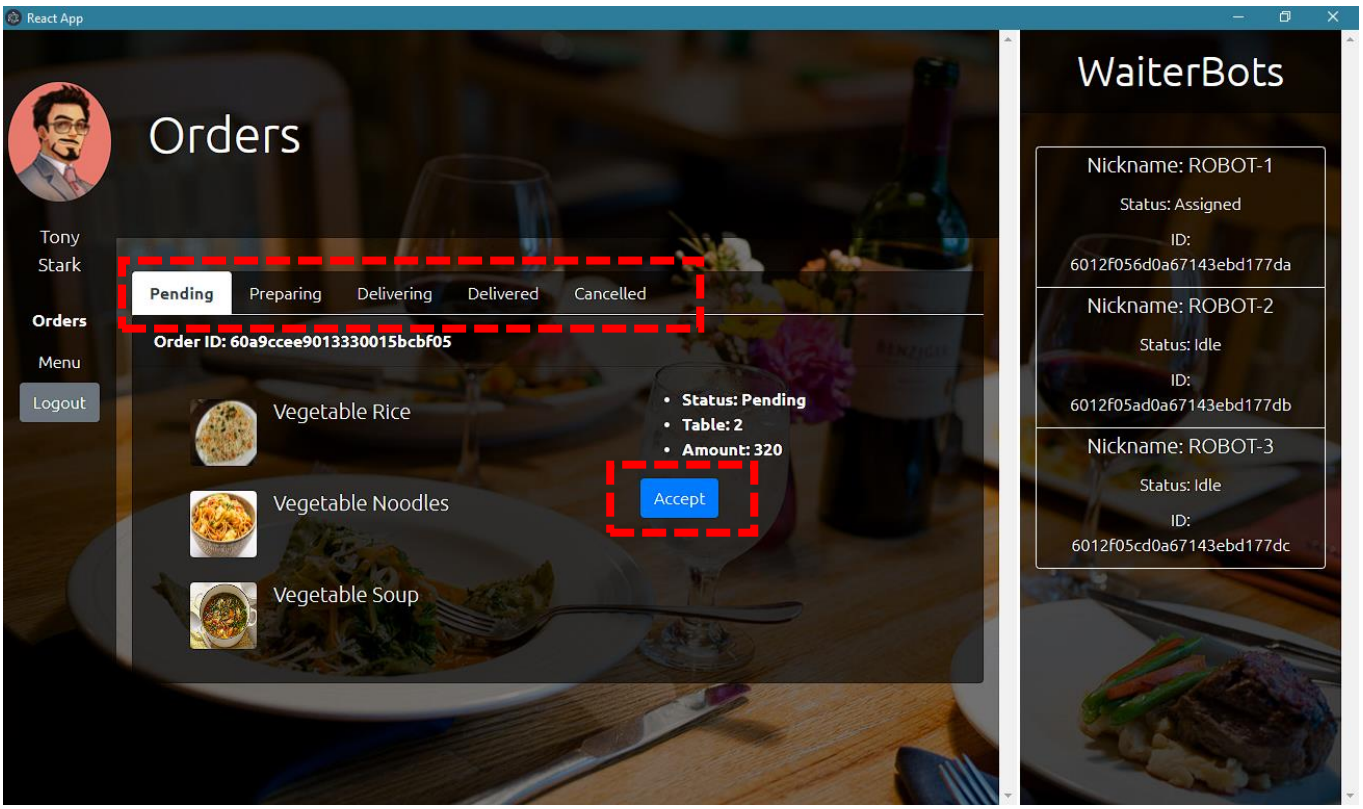
4.3 Orders information

Every order will be categorized according to its status.

When a customer has placed an order, it will be seen in the **Pending** tab. When you **Accept** It, it goes to the **Preparing** tab.

After the preparation has been done and the robot has been deployed, it goes to the **Delivering** tab.

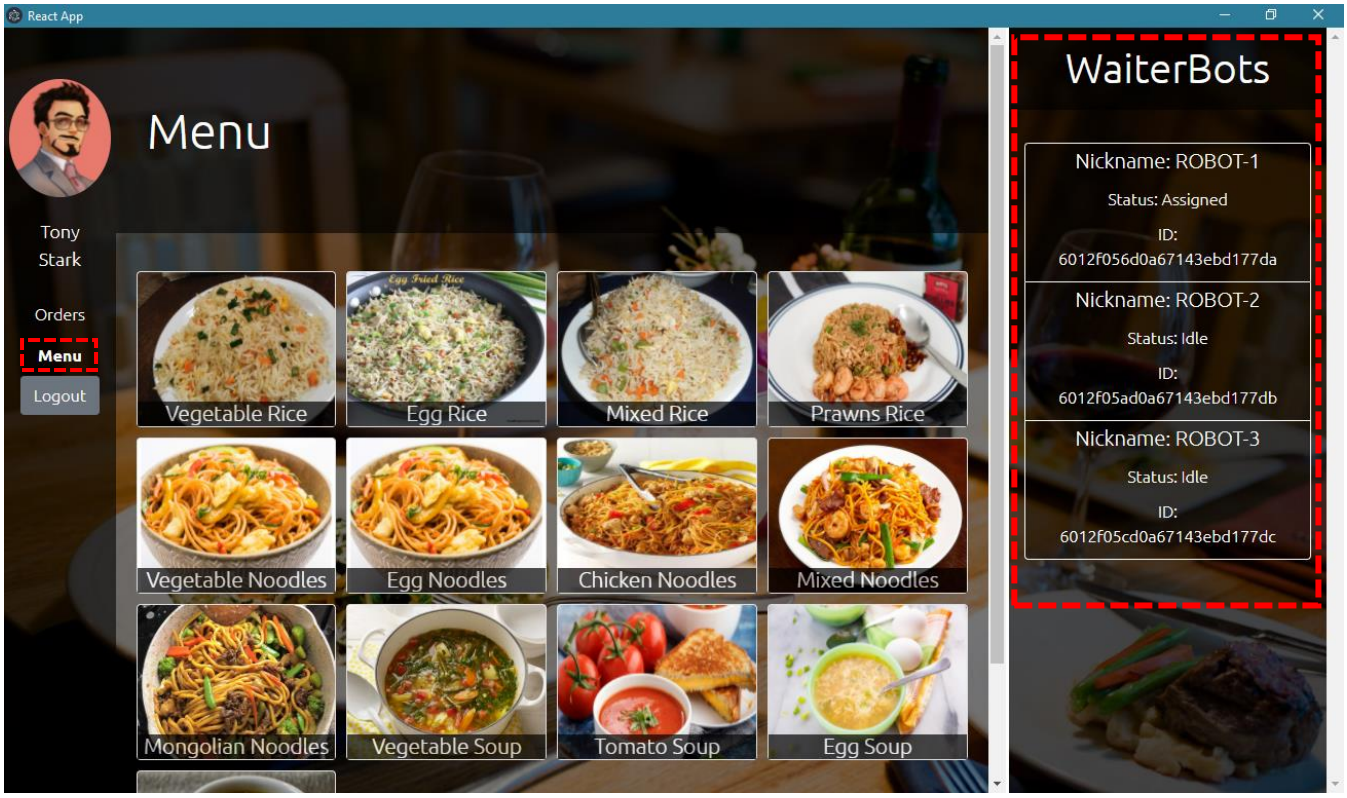
Once the delivering has been finished or order has been somehow cancelled, it goes to the **Delivered** or **Cancelled** tab accordingly.



4.4 Main Menu

In the main menu, you can see the currently available food items in the menu.

When you click on each food item, you will be redirect to the specific page of that food.



4.5 WaiterBots information

In the right side of each page, you can see the information about currently available WaiterBots.

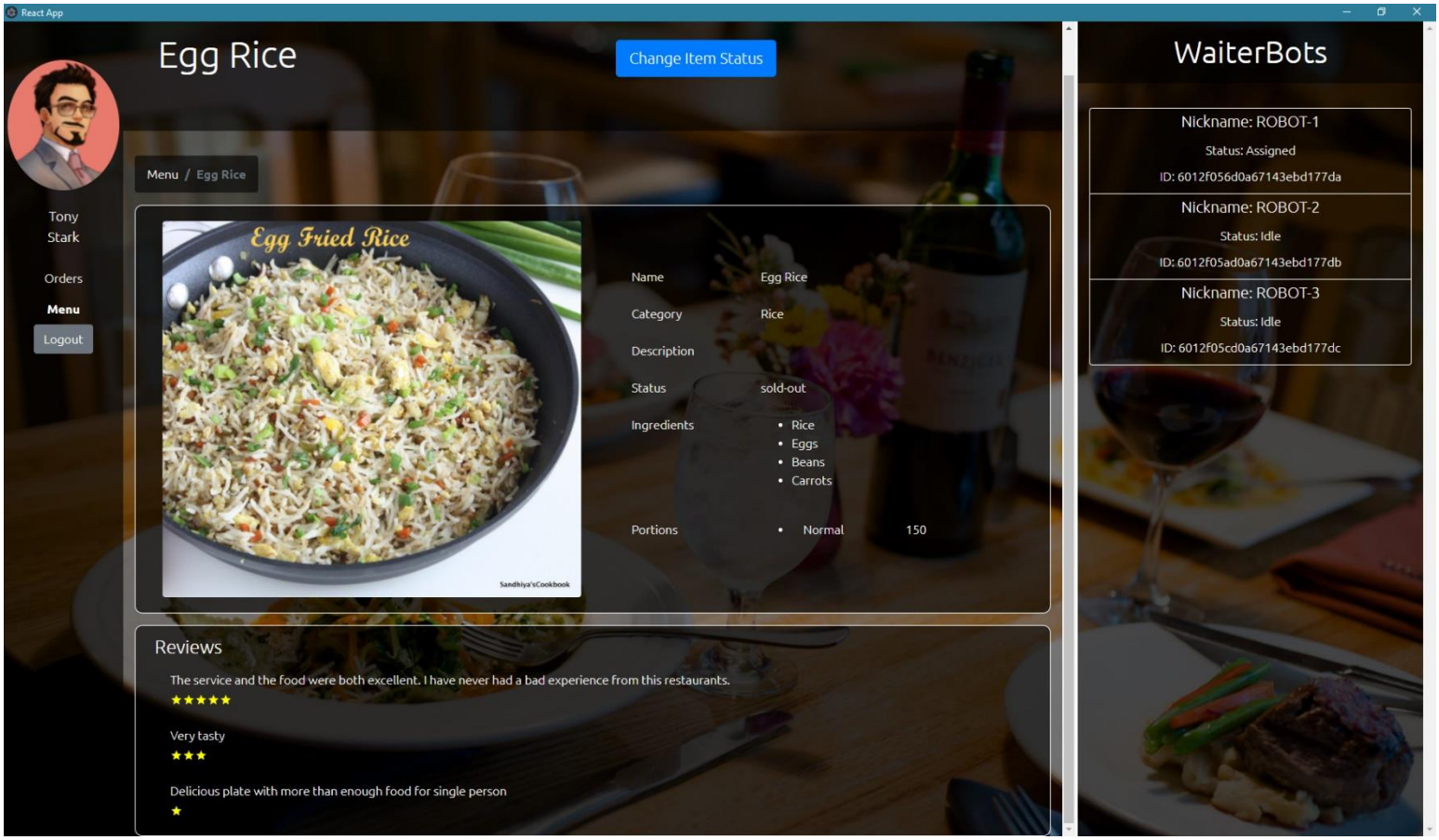
You can see the Name, Status and ID of a particular WaiterBot.

4.6 Food information

In this page you can see the **Name, Category, Description, Status, Ingredients, Portions** of a particular food item.

You can toggle the status of the food by tapping **Change Item Status** button.

You can check the ratings and reviews currently have for that food item in the bottom of the window as well.



5 Shop Owner Web Application

5.1 Web Application features

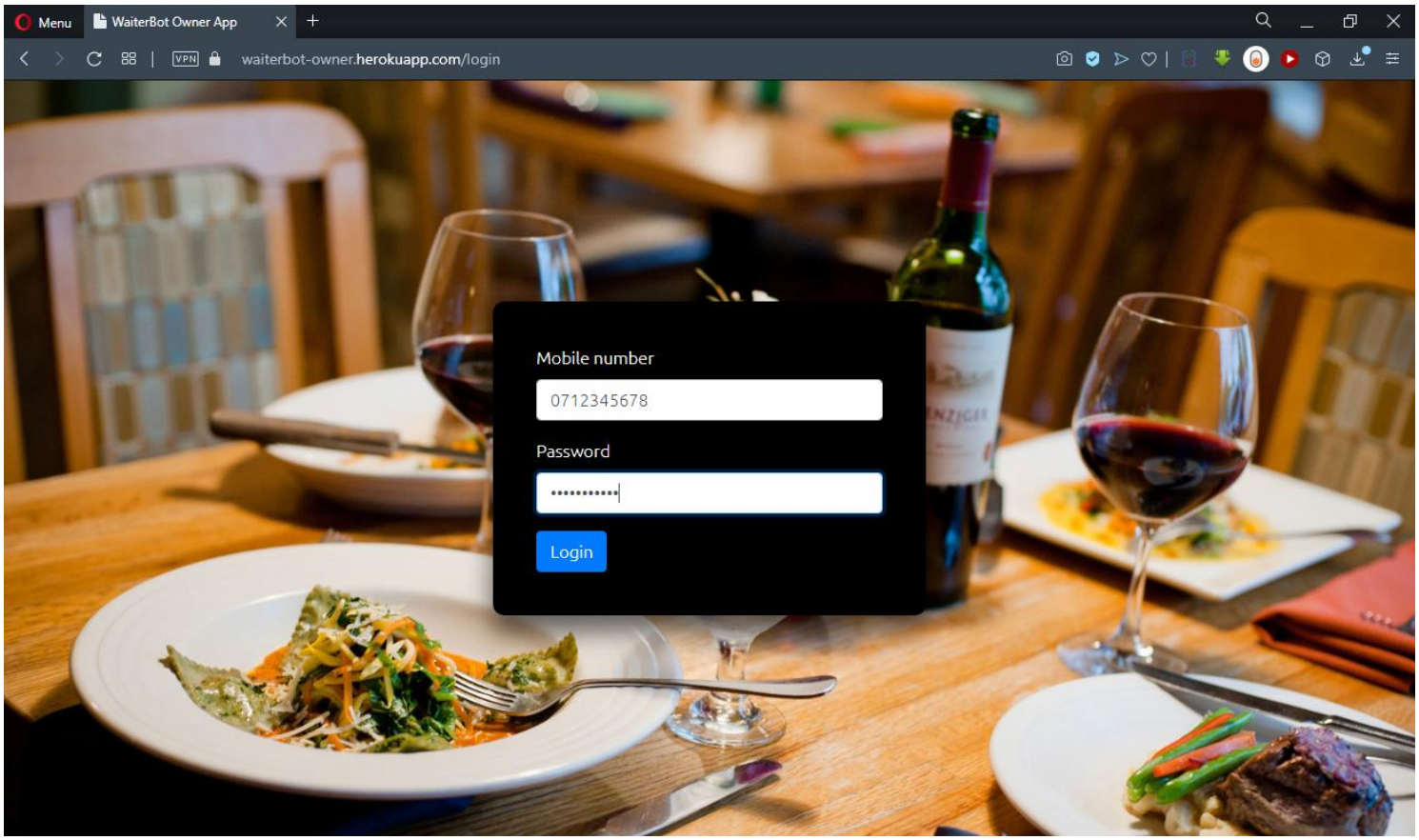
If you are the owner of the restaurent, then you need to monitor and manage your restaurent consistently.

No need to worry, you can do it anywhere, anytime with any device you want with our web application.

It is a platform independent, device independent web app for you to manage and operate your restaurent.

5.2 Login to your account

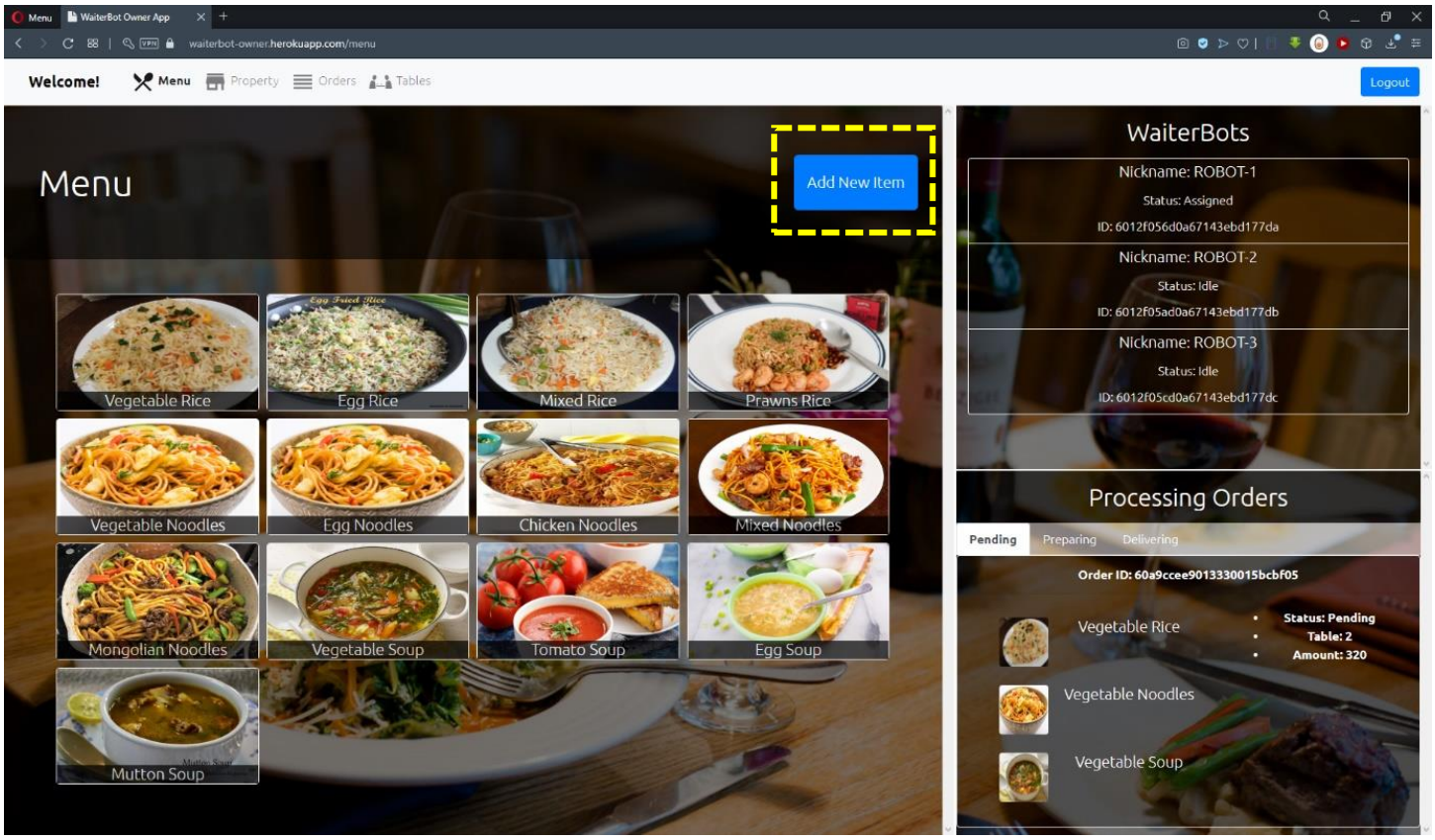
Goto https://waiterbot-owner.herokuapp.com and enter your login details.



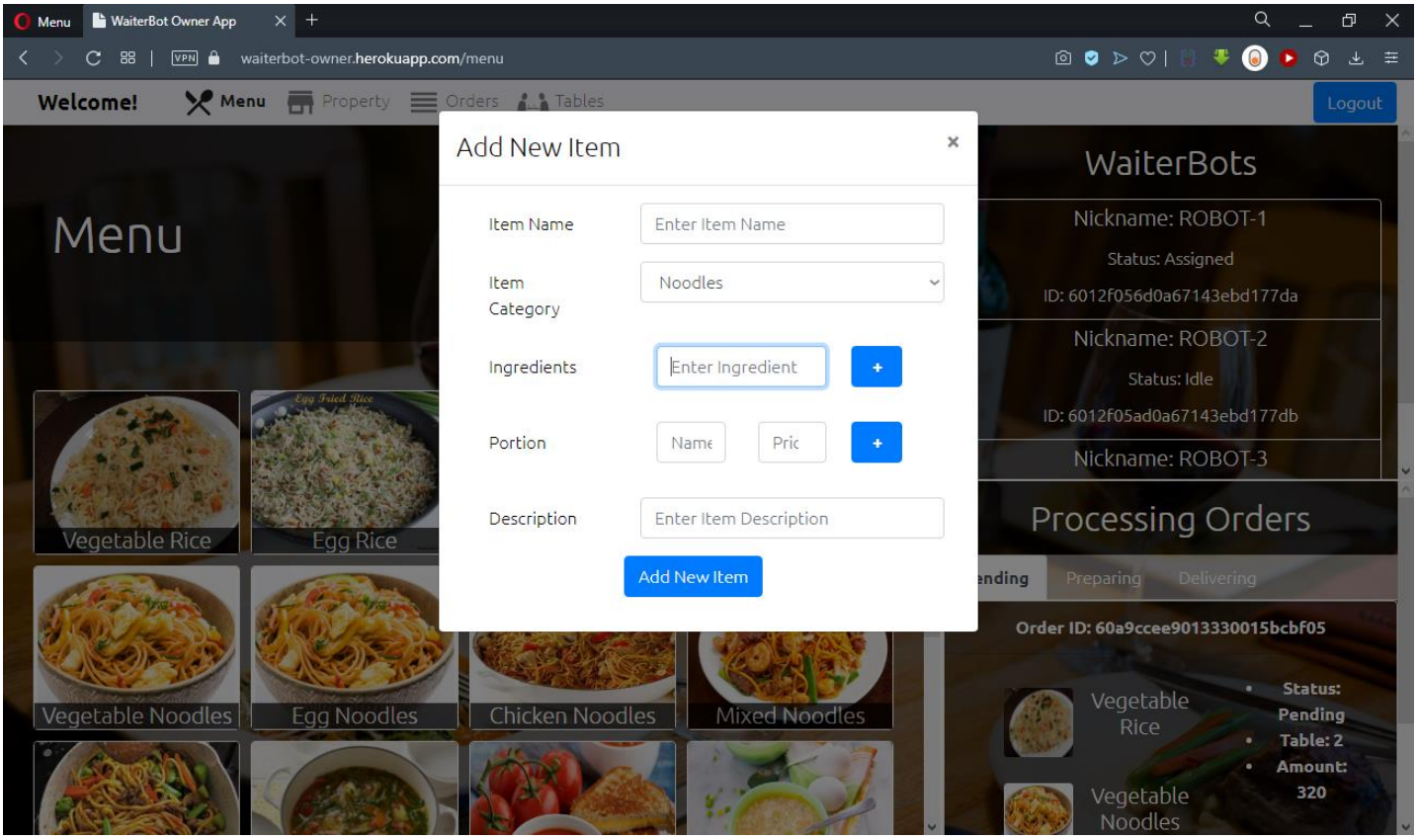
5.3 Adding a new food item

In the main menu you view or add new food items for your restaurent.

To add new food item, simplye tap on **Add New Item**.



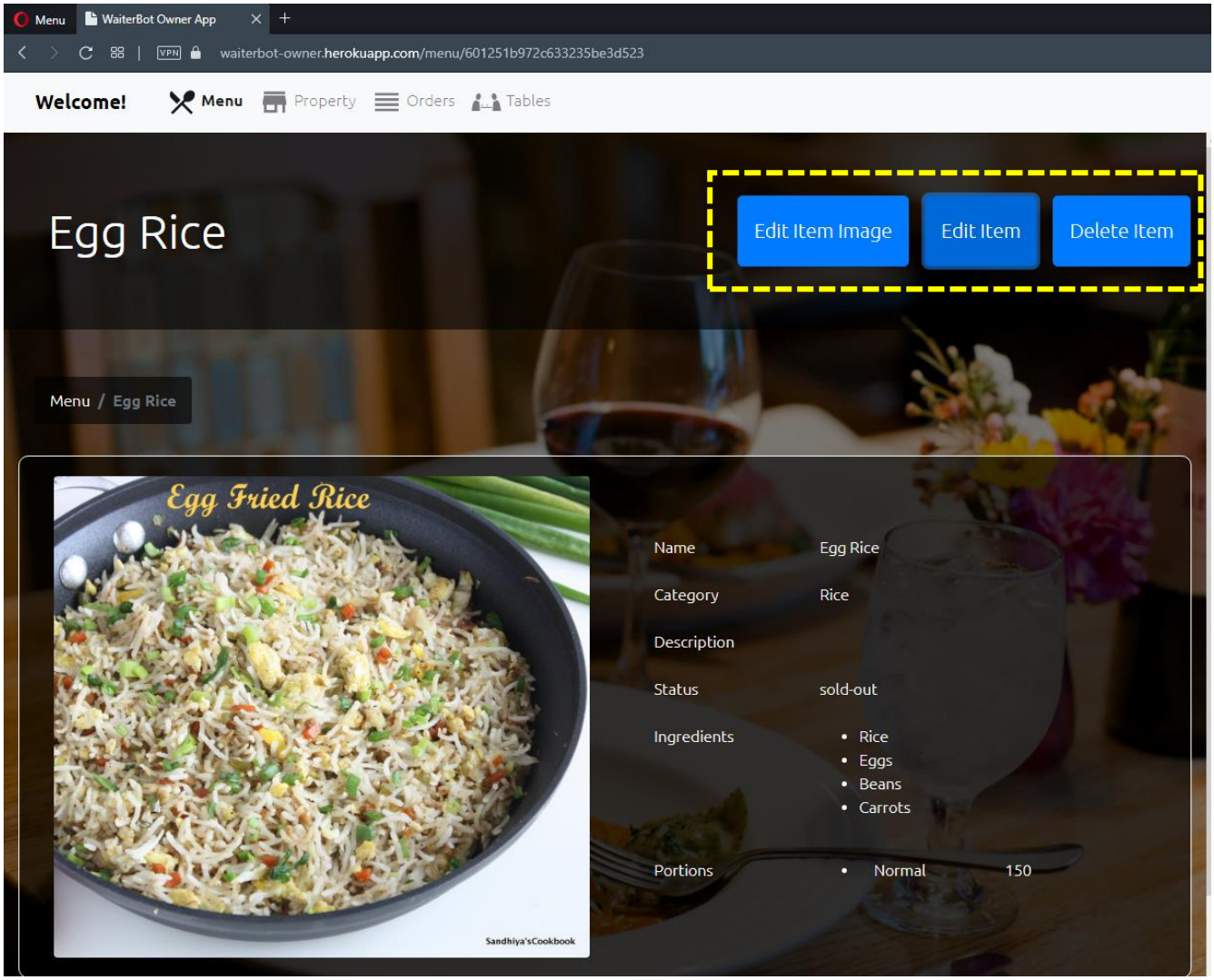
In the popup window, enter **Item Name, Item Category, Ingredients, Portion, Price** and **Description** for the new food item.



Then tap on **Add New Item** to save it.

5.4 Delete or Edit details of an existing food item

Tap on the food item you wish to edit the details.
Then you will be redirected to the page of that food item.

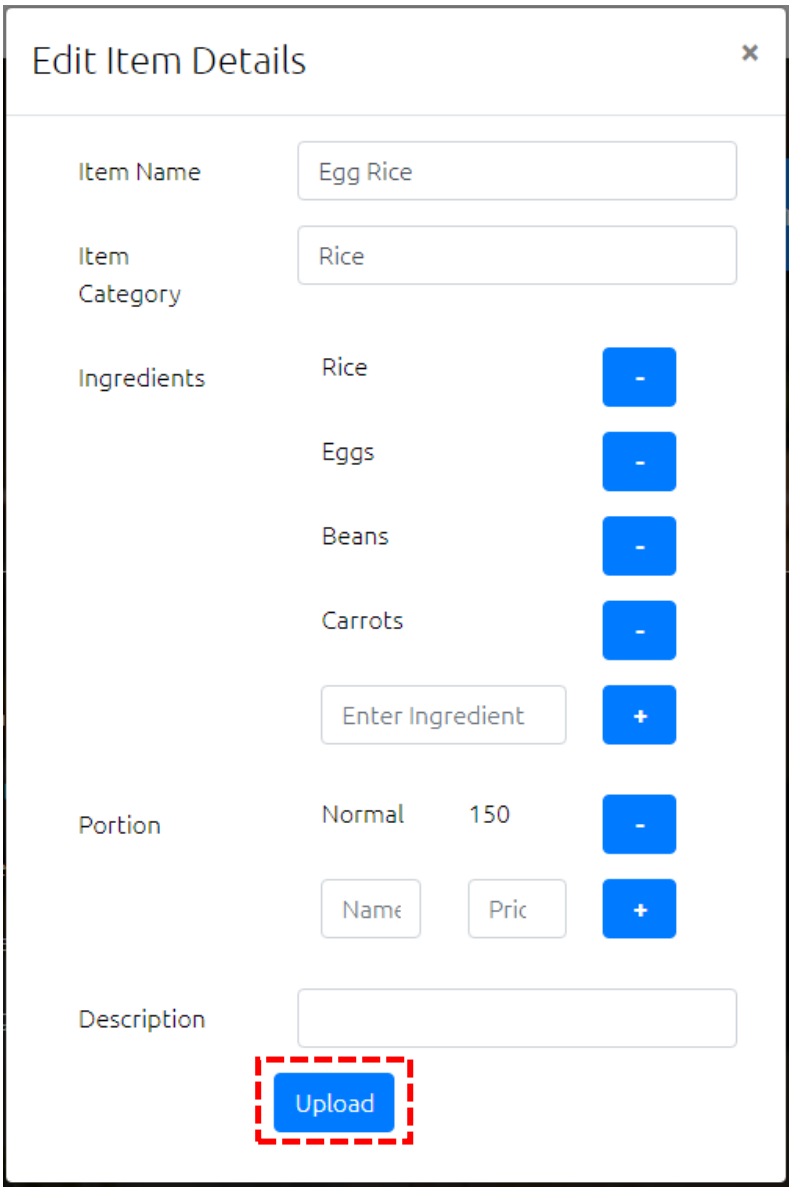


If you want to edit the display picture of the food item, tap on **Edit Item Image**.

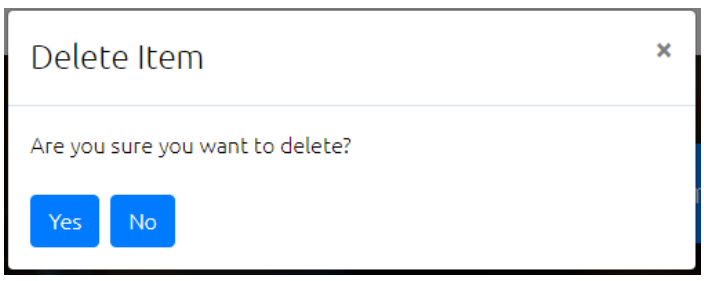
Choose the new image file for the food item and click tap **Upload.**

If you want to edit the existing details of the food item, tap **Edit Item**.

Enter new values for each type and click **Upload.**

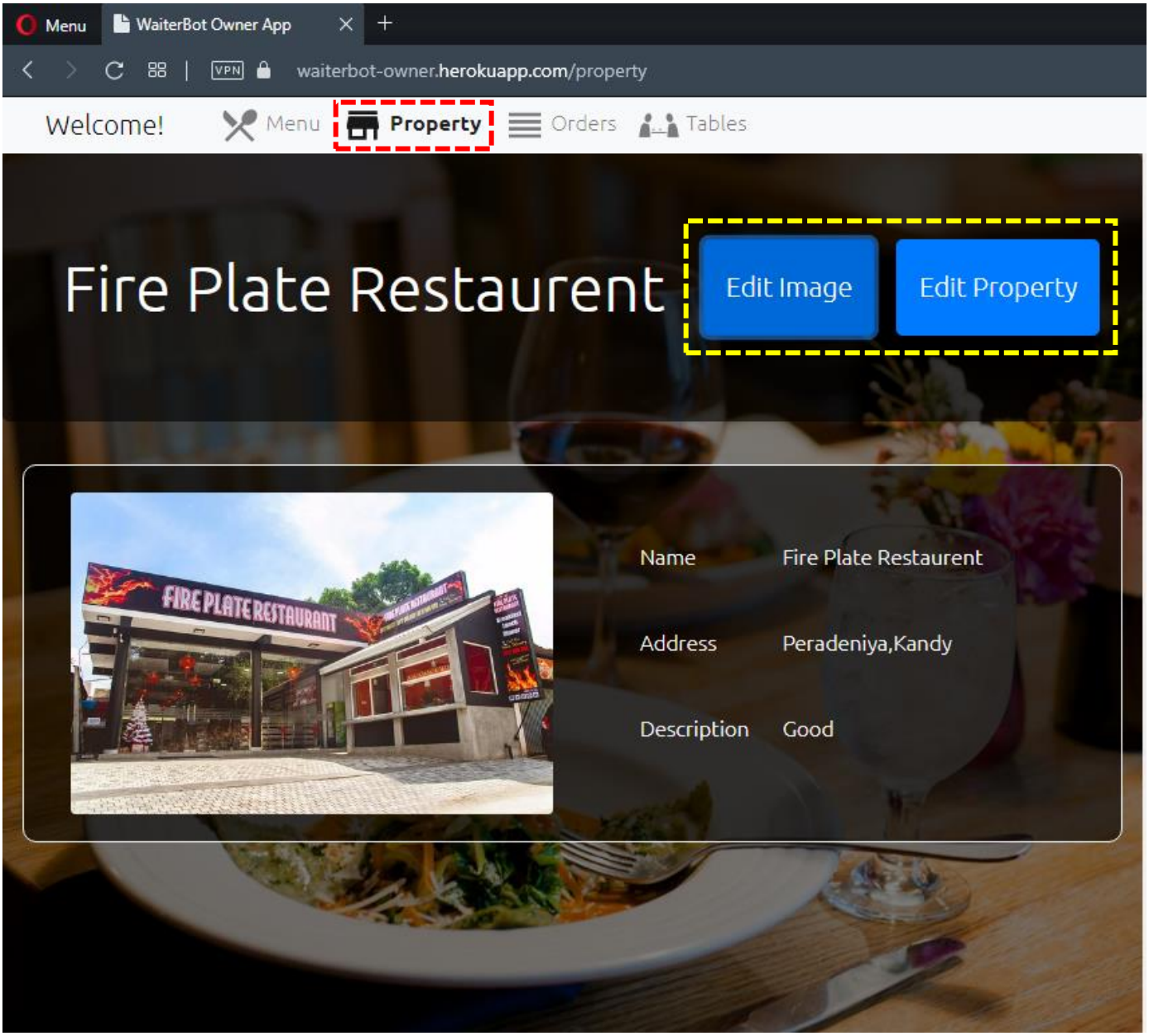


If you need to delete a food item **Delete Item.**



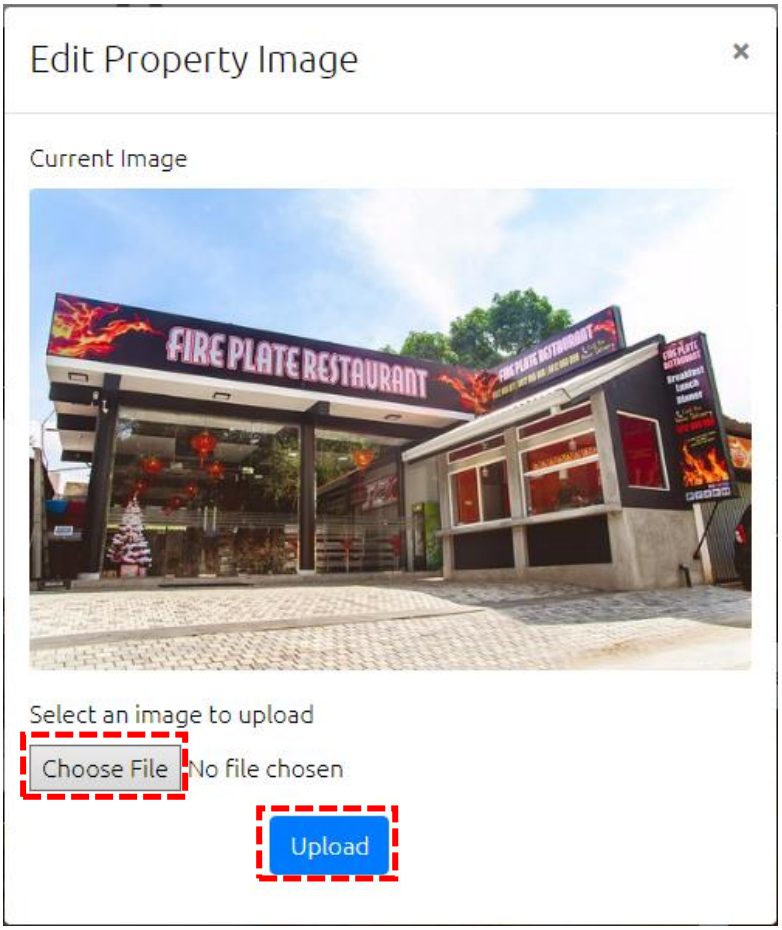
5.5 View and Edit your property details

You can update the details of your restaurent in the **Property** tab.



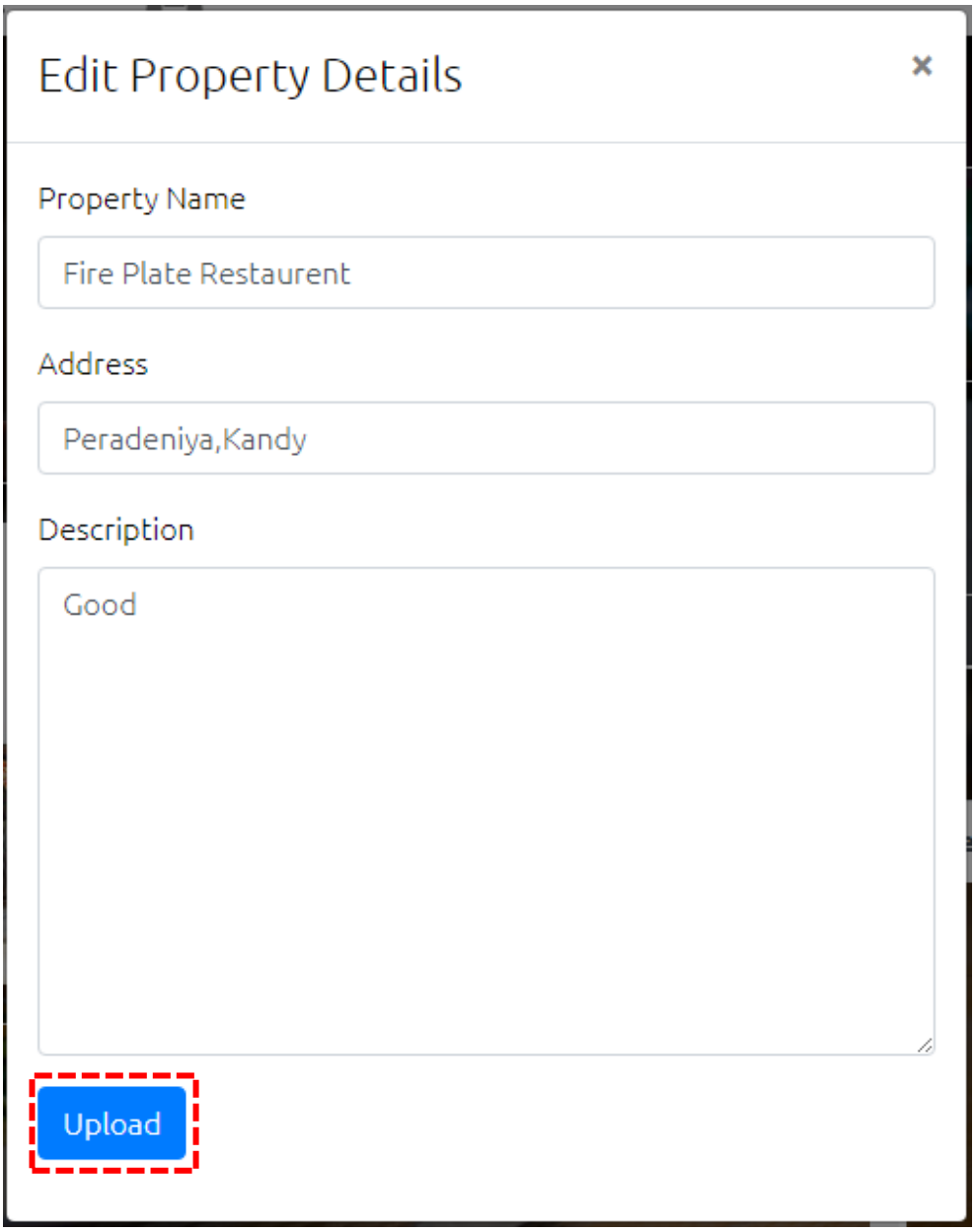
If you want to edit the display image of your restaurent, click **Edit Image**.

Choose the new image you want to display and click **Upload**.



If you want to edit details of your restaurent, click **Edit Property**.

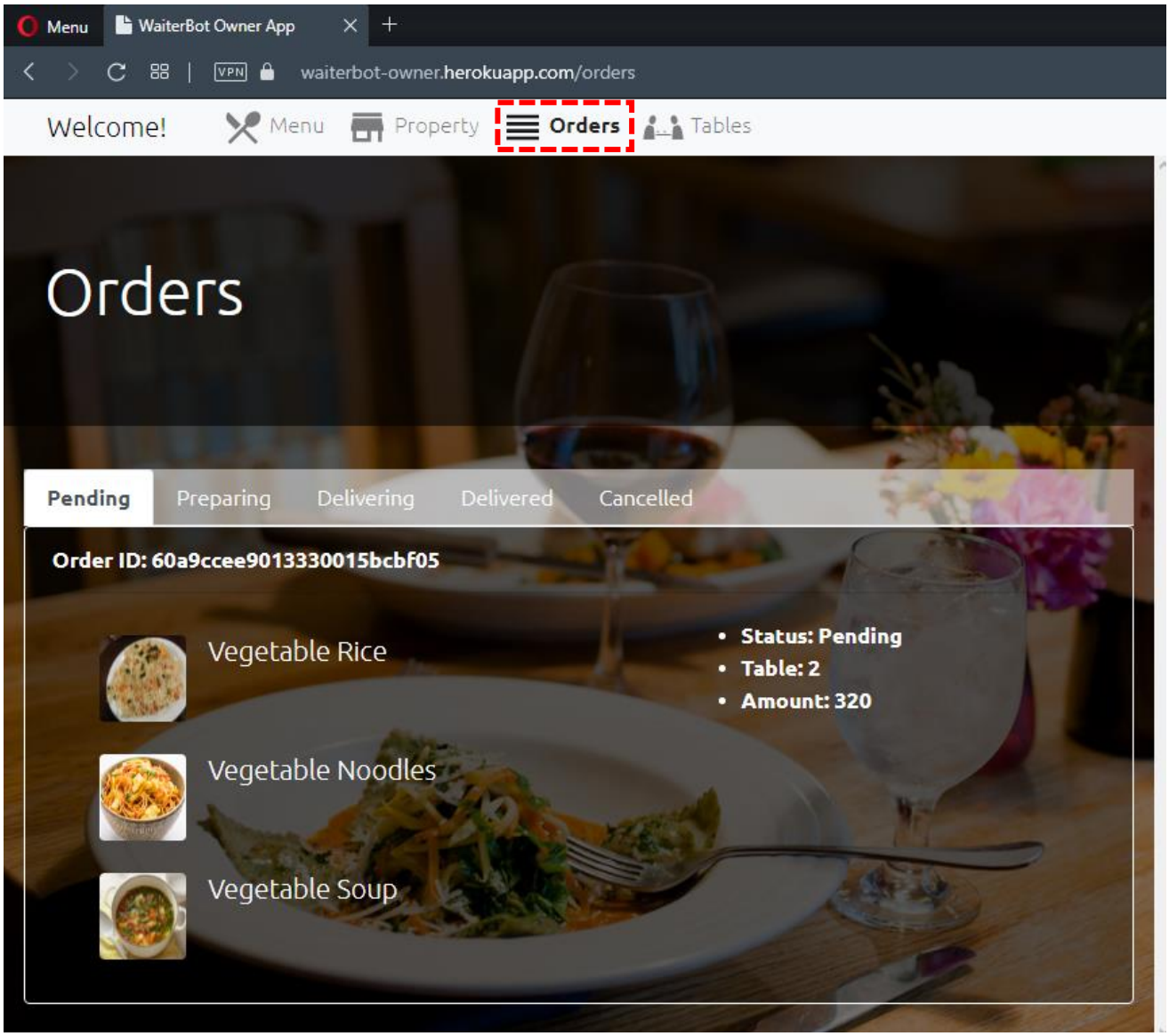
Update with new values and click **Upload**.



5.6 View the Orders

You can see the information about orders in your restaurent in here.

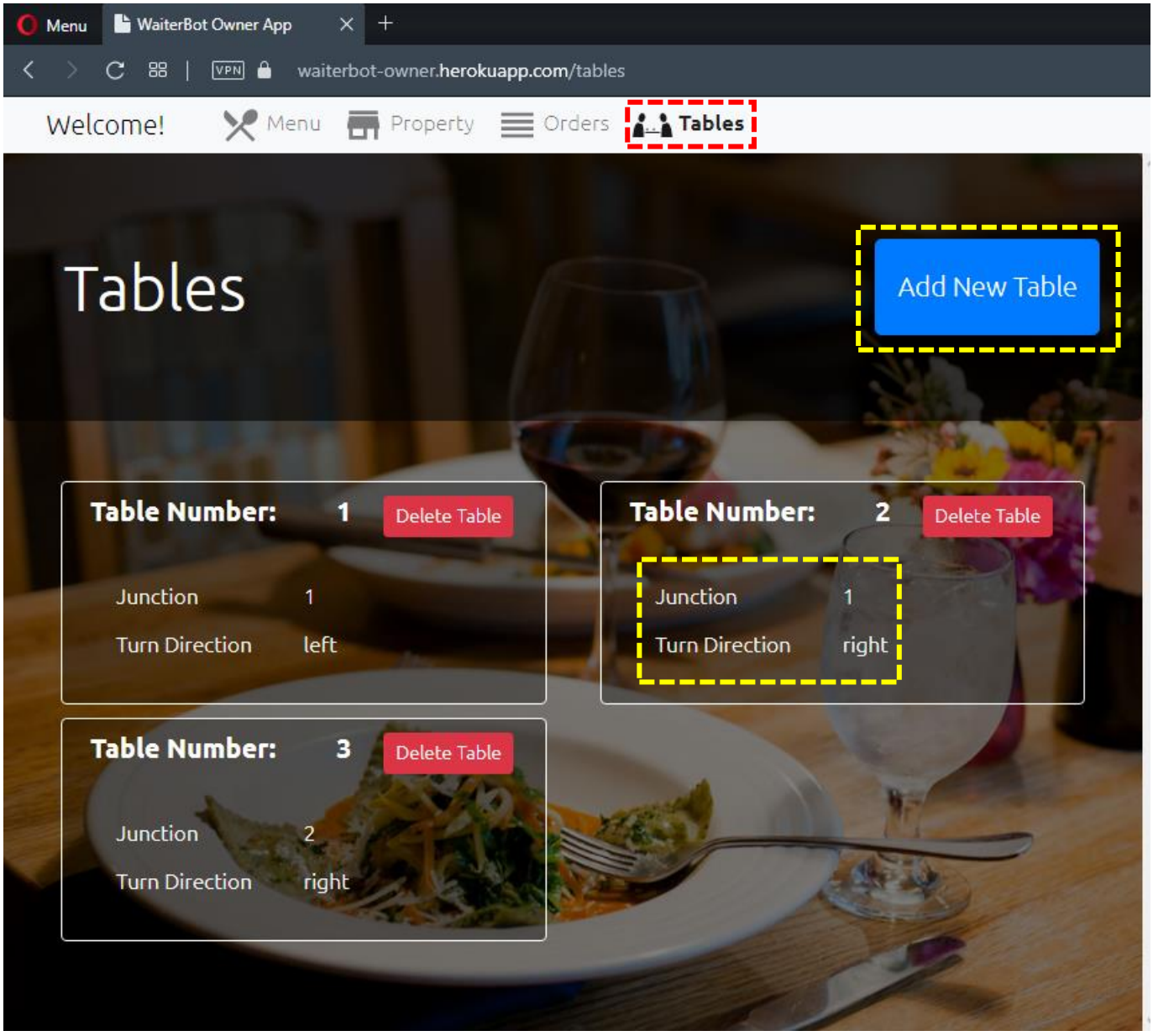
Therefore you will get an idea about what are the **Pending, Preparing, Delivering, Delivered, Cancelled** orders in your restaurent in that day.



5.7 Table Mangement

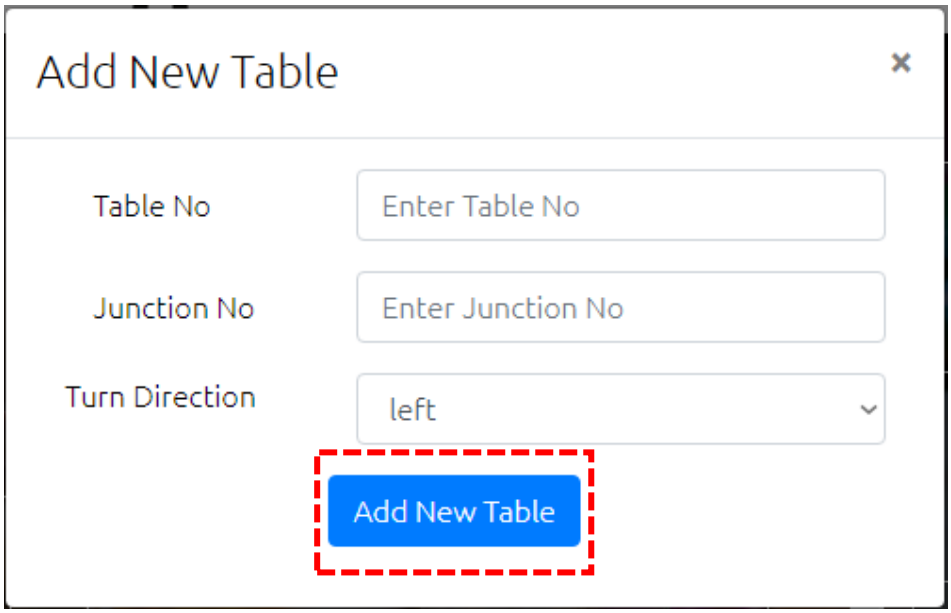
You can see the currently available table in your restaurent in the **Table** tab.

In order to find the correct table when delivering the order by the robot, you need to enter the information about **Junction, Turn Direction** so the WaiterBot can follow those accordingly.

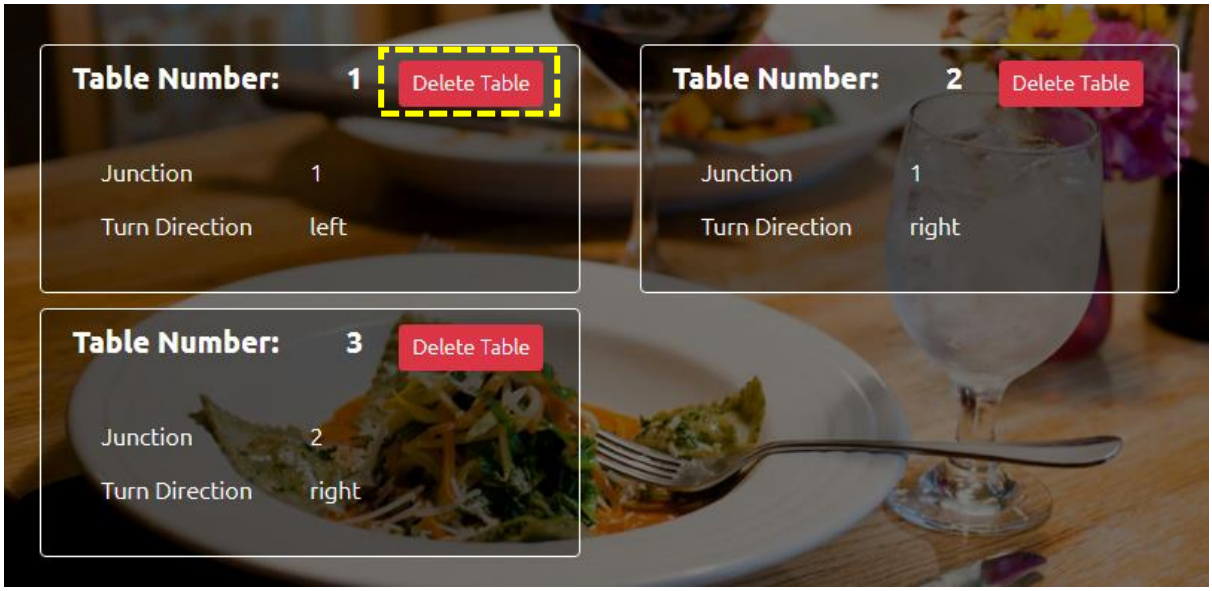


If you need to add new table to your restaurent, click **Add New Table**.

Enter **Table Number, Junction Number** and **Turn Direction** for the table. Finally, click **Add New Table.**



If you need to delete an existing table, click **Delete**.

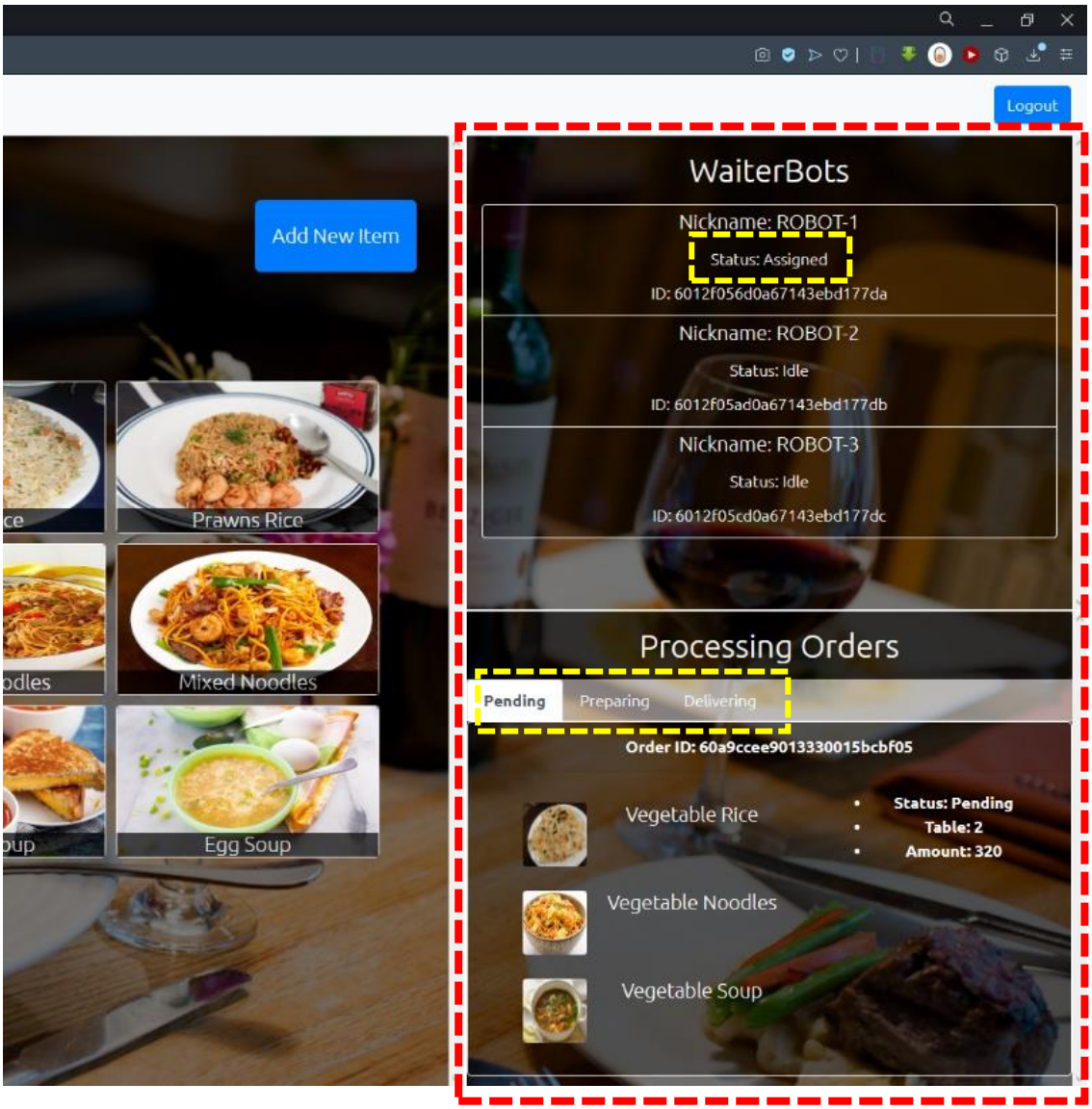


5.8 Sidebar

You can see this sidebar independent of the tab you are currently on.

It is there for you to take a quick look at the WaiterBots information and the order information in less time.

You can see the WaiterBot **Status** as well as the **Pending, Preparing, Delivering** orders in your restaurent.



6 Certificate of Warranty

WaiterBot System

WARRANTY CERTIFICATE

We hereby guarantee and warrant all work performed. For a period of 3 (three) years from the date of completion (Your Company Name). Will repair or replace any defective work which we performed at no additional charge to the product owner.

Customer Name: _____ **Date:** _____ / _____ / _____

Authority Name: _____ **Signature:** _____

We always appreciate our customers. Feel free to contact us for any inquiries or feedback.

Hot Line : +9471 0111 846
Email : waiterbot_system@gmail.com