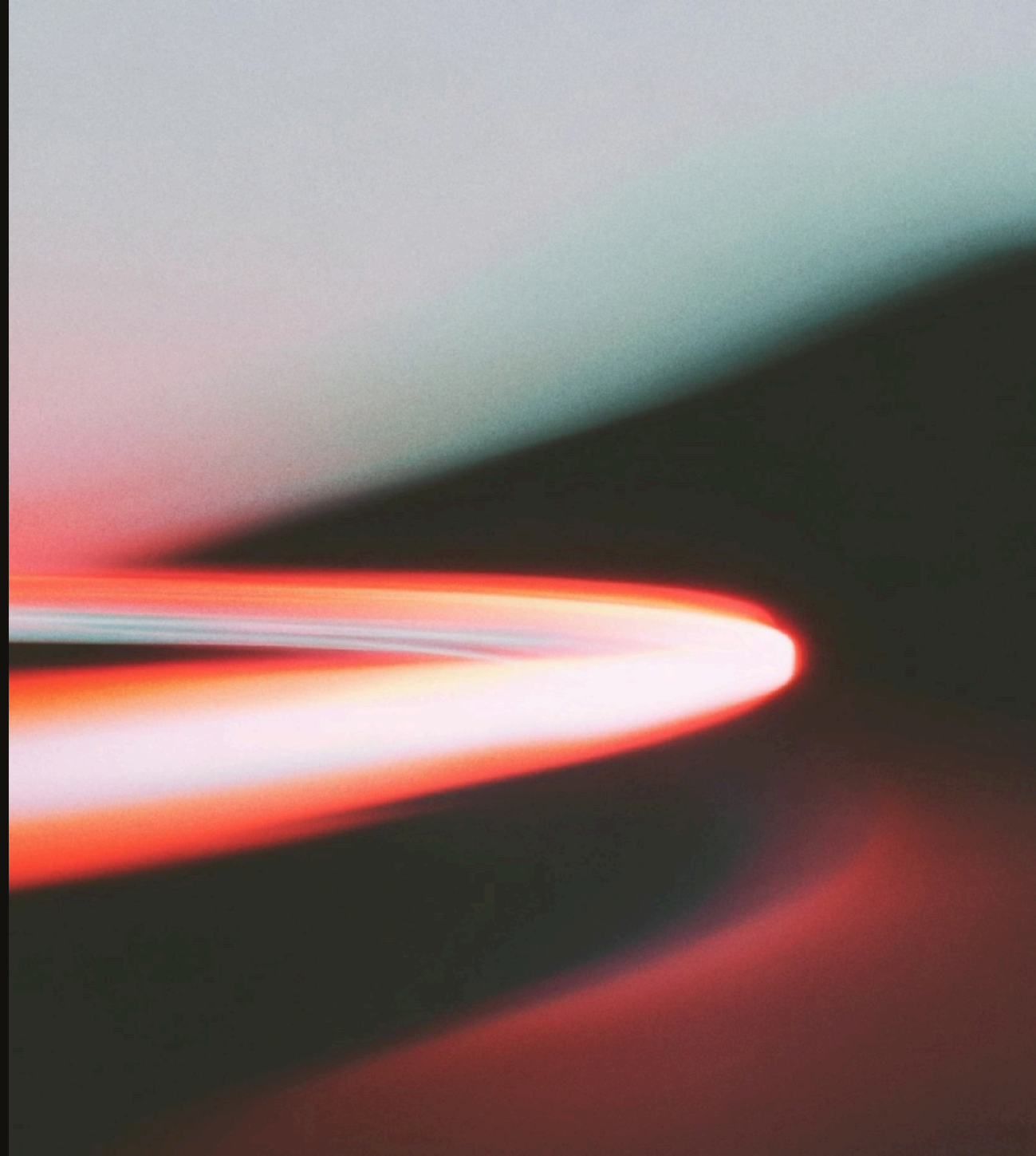
bahn

Prompt Operations Hackathon, 24 to 25 October 2026

THE CAR DELIVERY CONTROL ROOM

A challenge from Bahn





Who we are

WE DELIVER USED CARS, ONE DRIVER PER CAR

A dealer buys a car. One of our drivers collects it from the seller and drives it to the dealer.

25,000+

cars delivered this year

1,500+

drivers this year

2 days

door to door. A truck takes 2 to 4 weeks.

3 countries

a new one this year, all of Europe within two years

What's hard about it

WE ANSWER FOR THINGS WE DON'T CONTROL

Cars cross borders, driven by freelance drivers. The work is phone calls, emails and paperwork, and something changes every hour.

A normal week

A driver misses the train to the pickup.

The seller said the car was ready. It wasn't.

The seller wants a paper nobody mentioned.

The ferry is sold out. Later ship? Hotel?

The order says Tampere. The notes say Helsinki.

Each one starts a chain. A sold-out ferry means a new booking, a hotel, an email to the ferry line and a decision about the cost.

Where we are today

AGENTS ALREADY DO MUCH OF OUR ROUTINE WORK

Most of the work is reading messages,
checking facts and asking the right person.

Prepare pickups

Gate codes and papers sorted before the driver turns up.

Dispatch drivers

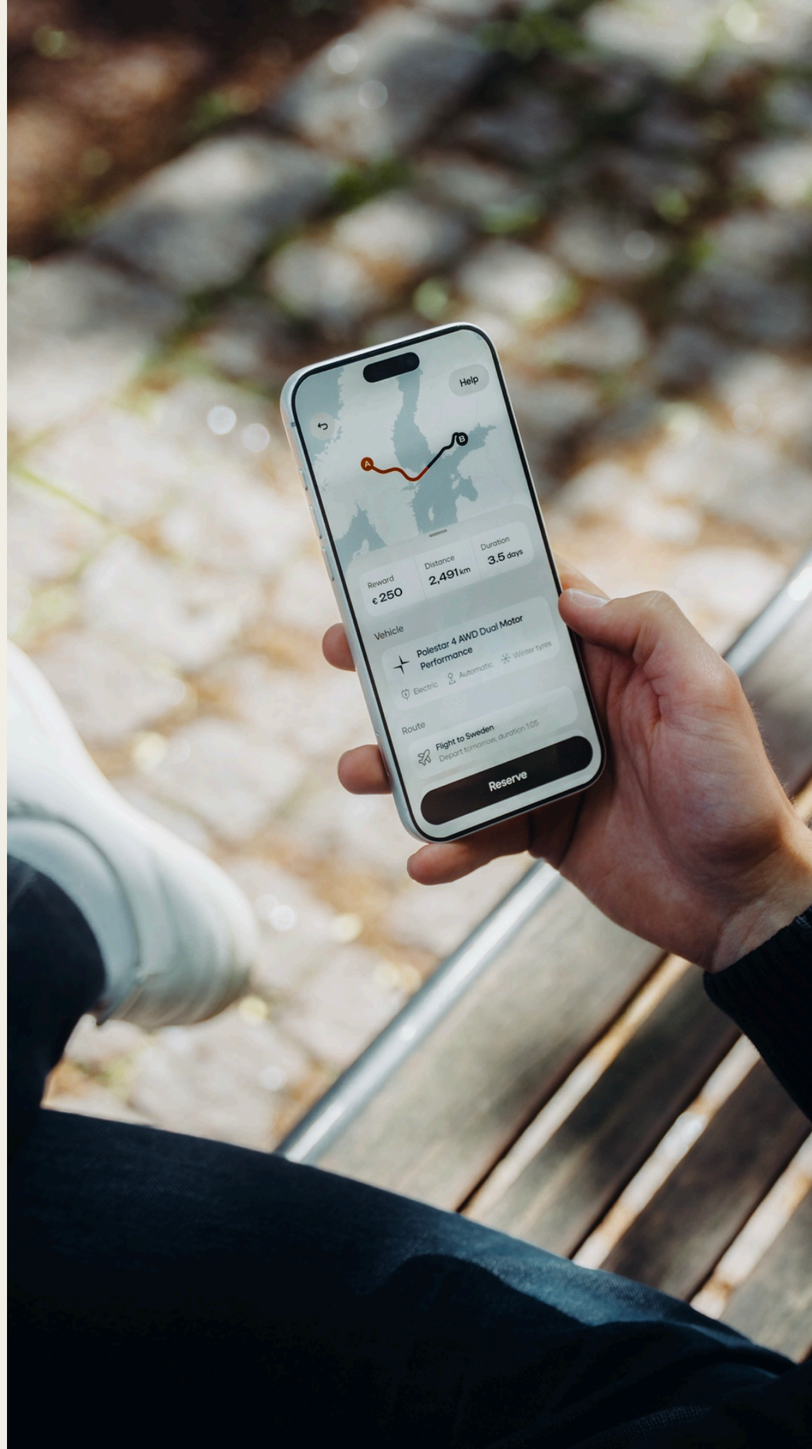
Price each job and offer it to drivers.

Know their limits

When a case costs extra money, moves a delivery date or needs the customer, they ask a person.

Learn from mistakes

Every mistake becomes a test the agent must pass.



Where we're going

AGENTS DO THE LEGWORK, PEOPLE DECIDE

The agent gets the facts first, then shows a person one decision.

1 What happened

A red warning light comes on. The driver stops at a motorway service area and writes to us in the app.

2 What the agent does

Asks if the driver is safe, where they are, and for a photo of the light. Looks up the car: due in Hamburg tomorrow.

3 What a person sees

Bentley stopped with a red warning light

The driver is safe at a service area. Suggestion: ask the dealer if they send roadside assistance or want it towed. Delivery will be late.

Call the dealer | Choose another step

The challenge, part one

BUILD THE CAR DELIVERY CONTROL ROOM

A place where people and agents work together to get every car delivered. Agents do the everyday work. People step in when a case costs extra money, moves a delivery date or needs the customer.

Who does what

Which work the agents finish alone, and which needs a person.

Handing over

How an agent passes a case to a person, and how it gets it back.

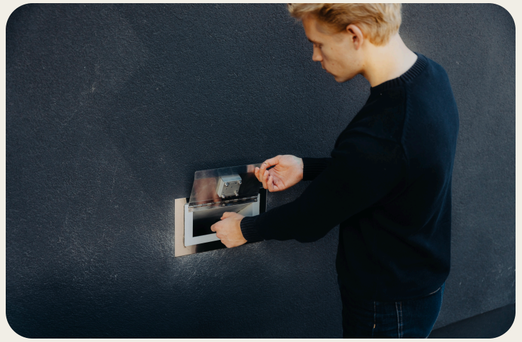
When it goes wrong

What a person sees when an agent fails, stops or is unsure.

The challenge, part two

PICK ONE AREA

Build a real agent for one part of the business: one that uses tools and that a person can talk to. Pick one, or propose your own.



Pickup readiness, by phone

Call the seller. Is the car ready, and are the papers there?



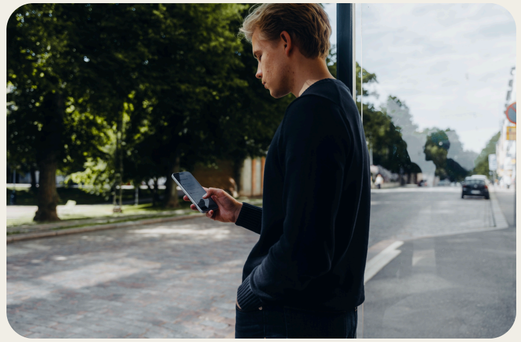
Driver travel

Get a driver to a car in small-town Germany, then to Helsinki with it.



On the road

Breakdowns, missed ships and delays.



Driver support

Routine questions handled. Hard ones handed to a person.

How we judge

SCORED 1 TO 5 ON THREE THINGS

The winning team gets 2,000 euros. The details are in the brief.

40%

The control room

Only the orders that need a person, with just enough to decide.

30%

How you worked with AI

What you asked coding agents for, and what you threw away.

30%

Taste

Would our ops people use it every day?

The control room, 40%

MOST ORDERS ARE FINE SHOW US THE ONES THAT ARE NOT

There are hundreds of orders on the go at once. Most need nobody.

Show only the orders that need a person.

For every hidden order, say what was checked. An order nobody checked is not fine.

Any order, all the facts, in a few seconds.

The control room, 40%

DO THE WORK FIRST THEN ASK A PERSON

The agent reads, asks and looks things up before a person sees anything.

Every fact shows who said it and when.

The agent never contacts a customer on its own.

When it hands over, a person sees what it found and why.

How you worked with AI, 30%

HOW DID YOU USE AI TO BUILD IT?

Tell us how you used coding agents while you built it.

Which ones? Claude Code, Codex, something else. And for what?

What did you give them, and what did they get wrong?

What did you throw away?



Taste, 30%

WOULD OUR OPS PEOPLE USE IT EVERY DAY?

They are not engineers. It must not look like a developer tool.

One glance tells you what's wrong and what to do.

High signal, low noise, even with hundreds of orders.

Made with care. Not the first thing Claude gave you.

By Sunday 15:00

TWO THINGS TO SEND US

Send both by Sunday 15:00. Questions? Our channel on the event Discord, or our booth.

A demo video, 2 to 3 minutes

Your solution. Show it and pitch it.

Your process. How you built it, and how you used coding agents.

A public GitHub repo

Your solution's code. It runs from a fresh clone. Tests and traces, if you have them.

Fork ours to start: `github.com/Bahn-Express/car-delivery-control-room`