

Project Overview

The goal of this project is to design an online designated driver business platform. Within the platform, there are three kind of users: Customer, Driver and Agency.

For customer role, they can place orders on the platform according to their own needs, then the order request would be sent to the agency. When an agency receives a request, they would search for available drivers who meet the customer's requirements. While the order is finished, a review request from the driver would be sent to the customer.

Application Key Functionalities

(1) Administrator

- 1 Create customer/agency/driver accounts
- 2 Store customer/agency/driver account information

(2) Customer

- 1 Place orders on the platform
- 2 Before placing an order, they are able to specify their needs. For example, the time a driver should arrive, working hours, distance, etc.
- 3 Send order requests to agencies
- 4 Receive review requests from drivers

(3) Agency

- 1 Receive order requests sent from customers
- 2 Search for available drivers who meet the customers' needs
- 3 Send drive requests to drivers

(4) Driver

- 1 Receive drive requests from agencies
- 2 Update the order status (confirmed, on the way, at work, completed)
- 3 Send review requests to customers

Proposed Entities

Administrator; Customer; Agency; Driver; Order; Order Status; Review; Requirement.

Additional Features

When a customer is unsatisfied with the service offered by the driver, he/she could request for a refund.