Cab Service Management

Functional Requirements

User Side

a. Easy Sign-Up: customers must be able to easily create an account.

b. Booking Process: Customers must be able to effortlessly book a cab to be used at a time of their choosing.

c. Location: User must be able to enter their boarding and departing locations.

d. Cab Selection: User must be able to select any cab of their choosing from the list of nearby available cabs.

e. Cab Confirmation: User must be given a receipt or ticket which confirms that they have booked the cab

f. Customer Care: there must be means by which users can get help and ask queries.

g. User Guide: A manual which gives instructions for using the app.

h. Fare Calculation: The precise fare must be calculated according to the user origin and destination with no revision after boarding.

i. Duration: An estimate of the time taken for the cab to reach the destination must be given.

j. Review System: User must be able to give reviews about their cab experience.

k. Cab Details: Details about the cab selected must be displayed to the user including cab and driver details along with reviews.

l. Payment Methods: User must be able to pay by multiple means such as UPI, Bank Transfer, Cash etc.

m. Cab Tracking: User must be able to track where the cab is before boarding as well as during the journey

Driver Side

a. Ride Acceptance: The driver is able to accept any ride request coming for their cab.

b. User and Ride details: The driver is able to see the details of the user it has accepted and can also contact them, the details of the pickup location and destination are also shown.

Non-Functional Requirements

a. Security: The site transactions and user accounts must be secure.

b. Accessibilty: The site must be accessible on any OS and any device such as laptop, mobile, tablet etc.

c. Confidentiality: The user details must only be accessible to the user and not by any other third party.

d. Availabilty: The site must be available 24/7.

e. Up-to-date: The site must be upto date and must show the nearby cabs which can change periodicaly.