

# **CAB SERVICE MANAGEMENT**

## **SOFTWARE REQUIREMENT SPECIFICATION**

### **Introduction**

With the help of the Cab Service Management system, an online service, the process of reserving a cab will be automated, saving time and effort for both the customer and the driver. Drivers and customers can both register in the system with various pieces of information. The customer can log in and make a cab request. The customer should verify the calculated fare before paying it. In the search field, the rider types in their destination. A nearby driver can see the request and decide whether to accept it. The user will finally have the chance to comment on the service they received. The driver can examine it and make the necessary corrections for future advancements.

### **Purpose**

Online reservations for cab services are made easier by the software known as the Cab Service System. Online cab reservations enable users to streamline processes and make sure that drivers and passengers are always on the same page. This SRS document's goal is to outline the Cab Service Management System's software needs. It is meant to be a thorough description of all the features the system offers. The system's primary goal is to fully automate the cab reservation process.

### **Scope**

Online taxi services are currently in great demand all around the world. People prefer to travel in pre-booked cabs rather than catching a running cab service. This is a lucrative sector. Global smartphone users have taken a real liking to the online cab booking service. Here, we can integrate the best travel app features into the finished result.

### **User modules**

#### **Admin**

Admin should be able to view every detail of customer and the driver, they should also be able to delete and add both drivers and customers.

#### **Customer**

Customers need to sign up and login and they should be able to select pickup and drop location. While booking a cab they should also need to know the name, contact and registration number of the car and should view the fare and also be able to make the payment.

## **Driver**

Drivers should be able to view pickup and drop location set by the customer, they should also need to view the contact and name of customer.

## **Functional Requirements**

### **1. Registration**

The customer and driver should create their own username and password. The data that should be collected from both are different. In this case we need to create separate registration for driver and customer.

- Driver registration [Button] {Redirects to driver registration page}
- Customer registration [Button] {Redirects to customer registration page}

#### **1.1. Driver Registration**

The driver needs to upload many details and generate a username and password.

- First name [minlength(1) and maxlength(30)]
- Last name [maxlength(30)]
- Date of birth [date] {required}
- Gender [drop down options (male, female, others)] {required}
- Mobile number [phone] {required}
- Email [varchar] {required} **(primary key)**
- License number [number] {required}
- License [File upload] {required}
- Cab registration number [File upload] {required}
- Registration details [File upload] {required}
- Create password [password] {required}
- Confirm password [password] {required} (should match the create password option)
- Submit [button] {Redirected to login page}

#### **1.2. Customer Registration**

The customer should register the first time they enter the application. They are required to provide their name, mobile number, email and create a password.

- First name [minlength(1) and maxlength(30)]
- Last name [maxlength(30)]
- Date of birth [date] {required}
- Gender [drop down options (male, female, others)] {required}
- Mobile number [phone] {required}
- Email [varchar] {required} **(primary key)**
- Create password [password] {required}
- Confirm password [password] {required} (should match the create password option)
- Submit [button] {Redirected to login page}

## 2.1. Customer & driver Login

The customer and driver should be able to login to the application using their email as username and password they created. There will be a “forgot password” link where they can reset the password.

- Email [varchar] {required} (primary key)
- Password [password] {required}
- Submit [button] {If the role is user redirect to home page of user, if it is driver redirect to driver’s home page}
- Forgot password [link] {It will help the users to recover or change their passwords. This link will redirect into password reset page.}
- Not Registered[label]
- Register [link] {If you are not a registered user this link will redirect to the registration page}

## 2.2. Admin Login

The admin can log in to the application using username and password.

- Username [username] {required}
- Password [password] {required}
- Submit [button] {Redirected to admin home page}

## 3. Password reset

Help the user to reset the password.

- Email [varchar] {required} (primary key)

- Submit [button] {After the user click on the submit button, they will get a password recovery mail which redirect into password reset page 2 which contains new password [password] {required} and Confirm password [password] {required} (should match the create password option).

#### **4. Customer Homepage**

The customer should be able to search for pickup and drop locations. While searching, the suggested locations should show up. After selecting the locations, the estimated fair should show up.

- Confirm [Button] {After selecting the confirm button the status page will show up}

#### **5. Driver Homepage**

When a customer places a request, the driver can either accept or reject the request. If the request is accepted the driver will be able to view the pickup and drop destination, customer name and contact. Else the request will be passed to another driver.

#### **6. Admin Homepage**

Once the admin logs in, they will move to the home page.

- Admin can view the details of drivers who register in the application and can verify them. After verification they can approve them.
- Admins have access to all the cab details and customer details.
- Once the customer books a cab admin can view its booking details and also which driver accepted the order.
- Admin can manage the available routes.

#### **7. Customer Status**

In status page the confirmation message should show up and the details of driver such as name, contact and registration number of the cab should show up to the customer.

#### **8. Payment**

The customer should be able to make payment online and there should also be a payment in cash option.

#### **9. Feedback & Rating:**

After the ride the customer can provide feedback to the drivers, and they can also provide ratings to the application.

#### **10. Driver status**

After dropping the customer at their destination, the status page in driver side shows the message “Your order is completed successfully” and if customer provides feedback, it will be shown.

## **11. Invoice**

After the payment an invoice should be generated including order id, name, fare and other tax details.

## **Non-functional Requirements**

Security: There should be a valid encryption during the payment procedure.

Availability: The service must be available 24\*7.

Performance: The average response time should be under 300 ms.