**SOFTWARE REQUIREMENT SPECIFICATION**

**SCOPE**

The **primary scope** of Cab service management system is to book a cab by selecting the pick-up and drop-off locations. The software should have a login/sign up page wherein the user can enter information according to whether a new/existing user. If a new user, then option for user registration. New user registration includes all the details – name, email, phone number. The user has option for login with Gmail/google account. Also, there is option for forgot password. Thus, sending an email with reset password option.

In the **home page**, option for booking the cab. Search bar for pick-up and drop-off locations- and enter option for selecting date and time. Also, option for selecting the number of passengers and Selection of the sort of ride- city taxi, outstation (long ride), Rentals. Selection of a convenient method of transportation -> Drop off option of different Cab types available now. User should also have an option for selecting the top-rated driving partners

Features of **GPS detecting** current location and a map where users can view their location and the location of their taxi.

There are different **payment options** like payment gateways, UPI ID, credit/debit card,Cash on delivery options. Also, options to add tip amount for the driver after the ride and option for saving the card details for future payments.

For **cancellation of booking and refund option**, there are facilities. Cancellation of booking is possible 1 hour before the journey only. Refund money can be sent to the provided bank details. So, option for providing bank details also given.

After booking, user should get a message and email about the booking details. The message should include the details regarding the cab -Vehicle model, Vehicle number, Driver name and phone number. User should get a notification when the cab reaches the pick – up location.

For the driver should also get the details regarding the passenger pick-up and drop-off locations, number of passengers, details of the person booked cab – name and phone number.

During long ride, user should have the **option for entertainment** like – play music.

There should be 24/7 **customer support** options – email, phone number of customer care

After ride, **options for rating** the service and driver. User get a message or notification for rating and writing feedbacks.

**OUT OF SCOPE**

There is no option for captcha with text or puzzles during login.

There is net banking payment option.

No any kind of email or phone number verification