**Use Case Name**

Manage an emergency

**Actors**

* Registered User
* System
* Taxi Driver

**Goal**

* Allow a Taxi Driver to manage an emergency during a ride

**Entry Conditions**

* The taxi driver is making a ride

**Flow of Events**

* During the ride, the taxi makes an accident, or the taxi driver doesn’t feel well, or the passenger doesn’t feel well, or the taxi is unable to continue the ride
* The taxi driver pushes the emergency button on the tablet
* The system shows a page with multiple choices: the taxi driver selects the choice that can solve the emergency
* The system blocks the request
* If the passenger agrees, the system sends another taxi to the position where the taxi is in that moment

**Exit Condition**

* The emergency is solved and the passenger gets in another taxi (if requested)

**Exceptions**

* If the passenger doesn’t want another taxi, he/she can go away
* If the emergency is not caused by the passenger, he/she is not supposed to pay the fee

Scenario

Gigi is on a taxi and is going to meet his grandmother because it is her birthday. The taxi is going straight on Viale Zara when suddenly a van crosses the road with a red light. The taxi driver cannot avoid the crash, makes a hard braking and crashes into the side of the van.

Everyone is fine, but Gigi’s head hurts a little. Fortunately the tablet is not broken, so the taxi driver pushes the emergency button and selects the option “Call 112”. The tablet makes the call to the emergency number and the taxi driver communicates what has happened. At the end an ambulance and a patrol are dispatched and sent to their position, so that Gigi can be brought to an hospital and the others involved can be seen by a doctor. The taxi driver now selects the option “Call a tow truck” and has the taxi taken to a mechanic.