**Use case name**

Request a taxi

**Actors**

* System
* Taxi driver

**Goal**

* Allow the user to request a taxi; inform the taxi driver of the request and the position of the passenger

**Input condition**

* The passenger is an authenticated user

**Event flow**

* The authenticated user fills in the forms in the web application or the mobile app with the address where he wants the taxi to be sent
* The system forwards the request to the first taxi in the queue of the area where the passenger is
* The taxi driver confirms the request using the mobile app
* The system informs the authenticated user about the code of the incoming taxi and the waiting time
* The taxi gets to the authenticated user

**Output condition**

* The authenticated user gets in the taxi

**Exceptions**

* If the authenticated user gives an invalid address, the system shows an error message and asks for a new address
* If there isn’t any free taxi in the area where the passenger is, the system selects the first taxi from the nearest area
* If there isn’t any free taxi at all, the system doesn’t allow the request and shows an error message
* If the taxi driver doesn’t confirm the request, the system forwards the request to another taxi driver
* If the taxi doesn’t manage to get to the passenger (on time/at all), the system informs the passenger and sends another taxi

**Special Requirements**

* The city is already divided into Taxi Zones (approximately 2 km2 each)
* For each zone there is a queue of taxi (it can be empty if there aren’t any taxies in its zone)
* Every Taxi and taxi Driver must have an identification code