

In the name of God

Project: Transportation System

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Project Vision

The Transportation System aims to create a smart, secure, and user-friendly platform that connects passengers, drivers, and administrators in a seamless mobility network. It provides efficient ride management, real-time route optimization, safety features, and transparent financial tracking. Through powerful admin tools, responsive support, and reliable communication channels, the system ensures safe, convenient, and compliant transportation for all users.

Target Audience

This application is designed for urban commuters, professional drivers, and transportation management teams. It serves **passengers** who seek safe, convenient, and affordable rides, **drivers** who want efficient trip management and fair earnings, **administrators** who oversee operations and compliance, and **support agents** who handle user issues and maintain service quality.

Core Features

ADMIN

1. As a Site Admin, I want to be able to add, edit, or disable driver accounts and associated vehicle IDs, so that I can manage the operational workforce and security access.
2. As a Site Admin, I want to define and update geo-fenced boundaries for service zones and vehicle speed limits, so that I can ensure compliance with local regulations and track deviations.

3. As a Site Admin, I want to be able to publish emergency banners or system maintenance announcements to the user application, so that I can notify all users of critical information immediately.
4. As a Site Admin, I want to receive automated alerts for drivers whose safety ratings fall below a certain threshold, so that I can intervene with coaching or account suspension.
5. As a Site Admin, I want to be able to deactivate a driver or rider account temporarily or permanently with a specific reason, so that I can enforce platform rules.

PASSENGER

6. As a Passenger, I want to save my favorite addresses (e.g., Home, Work, Gym) so that I can quickly select a destination without typing the full address.
7. As a Passenger, I want to be able to select a specific vehicle type (e.g., standard, premium, XL) before booking, so that I can ensure the ride meets my comfort or capacity needs.
8. As a Passenger, I want to have a panic button or emergency contact feature within the app, so that I can quickly request help or alert authorities if I feel unsafe.
9. As a Passenger, I want to view the estimated fare and travel time before confirming my journey, so that I can make an informed decision based on my budget and schedule.
10. As a Passenger, I want to be able to add a tip for the driver through the app after the ride is complete, so that I can reward excellent service conveniently.

11. As a Passenger, I want to view my complete ride history, including the route, fare breakdown, and driver used, so that I can review past expenses.

DRIVER

12. As a Driver, I want to receive dynamic, optimized route guidance on my in-vehicle device, so that I can maintain my schedule efficiently even when facing unexpected traffic.

13. As a Driver, I want to be able to accept or reject a new ride request while I am still on a trip, so that I can plan my queue of rides efficiently.

14. As a Driver, I want to view a pre-trip checklist on my device before starting the shift, so that I can ensure the vehicle is roadworthy and all required documents are present.

15. As a Driver, I want to have a direct communication channel (voice or text) to the Control Center, so that I can get immediate assistance or clarification on route changes.

16. As a Driver, I want to set a temporary pause on receiving requests when taking a short break (e.g., for gas or a meal), so that I can control my work-life balance.

17. As a Driver, I want to view detailed weekly summaries of my net income, tips, and taxes withheld, so that I can manage my personal finances and tax obligations.

SUPPORT AGENT

18. As a Support Agent, I want to access a centralized database of pre-approved answers and scripts for complex issues (e.g., insurance claims) so that I can provide consistent and legally compliant advice.

19. As a Support Agent, I want to be able to open an immediate, high-priority communication channel with an active driver when a rider reports a severe safety issue, so that I can intervene during an emergency.
20. As a Support Agent, I want a feature to automatically generate an email summary of the resolution for the user after closing a ticket, so that I can ensure clear communication and a professional closing.
21. As a Support Agent, I want to be able to tag and categorize incoming support tickets (e.g., 'Billing Error', 'Safety Concern', 'Lost Item') so that the management can track common issues.

Links

