

**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

