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| User Story | Acceptance Criteria | Definition of Done |
| Account Registration & Login  As a passenger, I want to sign up and log in to my account, so that I can securely access and use the Taxi Tap app. | Given that I am on the app’s welcome screen, When I choose “Sign Up” or “Log In” and enter valid details,  Then I should be authenticated and taken to the home screen. | Based on my input criteria, I am taken to the home page of Taxi Tap |
| View Available Taxis and Routes  As a passenger, I want to view available taxis and their routes on a map, so that I can choose one that matches my travel needs. | Given I am logged in, When I open the home screen, Then I should see nearby taxis on a map with route or destination labels. | The map displays icons of nearby taxis, including route or destination tags, when available. |
| Set Pickup and Destination  As a passenger, I want to share my location and set a destination, so that drivers can find and pick me up efficiently. | Given that I have granted location access,  When I enter or select a pickup and destination point,  Then the app should confirm my trip details and show nearby taxis. | Pickup and destination are confirmed and displayed; nearby taxis are suggested based on the selected route. |
| Book a Seat and Get Confirmation  As a passenger, I want to book a seat on a taxi and receive confirmation,  so that I’m guaranteed a spot before the taxi arrives. | **Given** I’ve selected a taxi, **When** I tap “Book Seat” and confirm, **Then** I should receive a booking confirmation and a ride status update. | A booking confirmation message appears with the selected taxi’s details and current ride status. |
| Track Assigned Taxi in Real-Time  As a passenger, I want to track my assigned taxi in real time, so that I know when and where to expect pickup. | Given my booking is confirmed,  When I open the tracking screen,  Then I should see the taxi’s live location and estimated time of arrival. | The assigned taxi is visible on the map with a live location marker and updated ETA. |
| Receive Alerts When Taxi is Nearby  As a passenger, I want to receive alerts when the taxi is nearby, so that I can be ready at the pickup location. | Given the assigned taxi is approaching,  When it is within 500 meters,  Then I should receive a push notification that it’s nearby. | A push alert is triggered and received once the taxi enters the defined proximity radius. |
| See Available Seats  As a passenger, I want to see how many seats are available, so that I can decide whether to book a seat or wait. | Given I view a taxi on the map or booking screen,  When I open its details,  Then I should see the number of available seats. | The number of available seats is clearly shown for each listed or selected taxi. |
| Rate Completed Trip  As a passenger, I want to rate my trip after completion, so that I can provide feedback to help improve the service. | **Given** my ride has ended, **When** I open the app, **Then** I should be prompted to leave a 1–5 star rating and optional comments. | The rating form appears automatically after the ride ends, and feedback is successfully submitted to the system. |
| Use App Offline or on Low Bandwidth  As a passenger, I want to use the app offline or on low bandwidth, so that I can still interact with core features in areas with poor connectivity. | **Given** I have limited internet access, **When** I open the app, **Then** I should still be able to view saved routes, taxis, and queue a ride request that sends once reconnected. | The app functions with cached map data and stores ride requests locally, syncing once connectivity is restored. |

**Driver User stories**

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| User Story | Acceptance Criteria | Definition of Done |
| Account Registration & Login  As a driver, I want to sign up and log in to my account, so that I can securely access and use the Taxi Tap app. | Given that I am on the app’s welcome screen, When I choose “Sign Up” or “Log In” and enter valid details,  Then I should be authenticated and taken to the home screen. | Based on my input criteria, I am taken to the home page of Taxi Tap |
| Announce Route & Destination  As a driver, I want to input the route I will be taking and the destination, so that passengers can see if I’m heading in their direction. | **Given** that I’m logged in, **When** I set my starting point and destination, **Then** the route is visible to nearby passengers. | The route is stored and displayed to the eligible passenger's interface. |
| (Go Online/Offline)  As a driver, I want to go online or offline as needed, so that I can control when I am available to receive ride requests. | **Given** that I’m on the driver dashboard, **When** I tap “Go Online” or “Go Offline”, **Then** my status is updated accordingly and affects request visibility. | The driver's online/offline status is reflected, and the passenger can no longer see the taxi on the map. |
| Receive Ride Requests  As a driver, I want to receive ride requests from nearby passengers, so that I can choose which pickups to accept. | **Given** that I am online and have an active route, **When** a passenger requests a ride, **Then** I receive a notification with request details. | Ride requests from matching passengers are delivered in real-time to the driver’s interface. |
| Accept or Decline Requests  As a driver, I want to accept or decline a ride request,  so that I can manage my route and taxi capacity efficiently. | **Given** I have received a ride request, **When** I tap “Accept” or “Decline”, **Then** the system updates the request status and notifies the passenger. | Accepted rides appear on the active list; declined requests are logged and cleared. |
| View Passenger Pickup Details  As a driver, I want to see the passenger’s pickup point and basic information, so that I know where to stop and who I’m picking up. | **Given** that I’ve accepted a booking, **When** I view the trip summary, **Then** I should see the passenger’s location and name or contact info. | Pickup details are accurately displayed on the driver's map and trip screen. |
| View Map & Navigation  As a driver, I want to see a map with passenger pickup and route directions, so that I can navigate efficiently. | **Given** that I have one or more assigned pickups, **When** I open the map view, **Then** I should see my location and passenger's location. | Live map with GPS and routing is functional and accurate within the app. |
| Update Seat Availability  As a driver, I want to update how many seats are available in my taxi, so that passengers can decide whether to book or wait. | **Given** that I’ve started a trip or gone online, **When** I adjust seat count manually, **Then,** passengers see the updated availability. | Seat count updates in real time and is reflected in the passenger’s booking screen. |
| Receive Alerts for New Requests or Updates  As a driver, I want to receive real-time notifications, so that I don’t miss ride requests or updates while driving. | **Given that** I am online, **When** a new request or important event occurs, **Then** I receive a push notification with the relevant details. | Push and in-app alerts trigger correctly and lead to actionable pages. |
| Work Offline (Partial Functionality)  As a driver, I want to continue using key features even when I’m offline, so that I can operate in areas with poor connectivity. | **Given** that I am offline or have poor signal, **When** I open the app, **Then** I should be able to see cached routes and queue ride requests. | The app stores critical data locally and syncs changes once reconnected. |