Uber system

As a Rider,

I want to be able to quickly request a ride

So that I can get to my destination efficiently.

As a Driver,

I want to see nearby ride requests with estimated fares and destinations

So that I can choose profitable rides and manage my time effectively.

As a Rider,

I want to see the driver's photo, vehicle make/model, and license plate number

So that I can easily identify my assigned vehicle and feel secure.

As a Driver,

I want to easily navigate to the rider's pickup and drop-off locations

So that I can provide a smooth and accurate ride experience.

As an Administrator (Support Agent),

I want to access a rider's trip history and payment details

So that I can efficiently resolve billing disputes or customer service inquiries.

As a Rider,

I want to be able to rate my driver and provide feedback after a ride

So that I can contribute to the quality control of the service and improve future experiences.

As a Driver,

I want to receive my earnings promptly and view a detailed breakdown of my trips and income

So that I can manage my finances and track my performance.

As an Administrator (System Monitor),

I want to monitor real-time system performance and identify potential issues like server downtime or high error rates

So that I can ensure the continuous availability and reliability of the Uber platform.

As a Rider,

I want to have multiple payment options available (e.g., credit card, digital wallet)

So that I can choose the most convenient way to pay for my rides.

As an Administrator (Onboarding Specialist),

I want a streamlined process for new drivers to upload their documents and undergo background checks

So that we can quickly and compliantly onboard qualified drivers to expand our service capacity.