**5.1 Current Business Process**

Here are the scenarios and workflow of the current system process for the **users**.

1. Login to the System
2. Main Menu Options

The main menu displays options "Book a Ride", "Ride History", "Profile", "Settings", and "Help."

1. Book a Ride
   1. Enter Pickup and Drop-off Locations

Users will decide their locations for pickup and drop-off.

* 1. Select Ride Type

Users choose the preferred ride type based on fare and vehicle availability that are able to tackle their urgent needs.

* 1. Confirm Booking

Users confirm the booking, and the system searches for available drivers. Estimated time of arrival (ETA) for the driver is displayed.

* 1. Track Ride

Users can track the driver's location in real-time on a map.

1. Ride History
   1. View Past Rides

Users can view details of their past rides like date, time, fare, driver information, and route taken.

1. Settings
2. Notification Preferences

Manage notification settings for ride updates, promotions, and account alerts.

1. Security Settings

Update password and enable two-factor authentication.

1. Privacy Settings

Review and manage data sharing preferences and permissions.

1. Help
2. FAQs and Support

Access FAQs, contact support via chat or email, and report issues or provide feedback.

Here are the scenarios and workflow of the current system process for the **driver**.

1. Login to the System

Drivers open the e-Hailing app.

1. Main Menu Options

The main menu displays options such as "Availability", "Ride History", "Profile", "Earnings", "Settings", and "Help."

1. Availability
2. View Ride Requests

Drivers will see available ride requests such as pickup and drop-off locations.

1. Accept Ride

Drivers accept a ride request, and the system provides navigation to the pickup location.

1. Start Ride

Upon reaching the pickup location, drivers start the ride after confirming the passenger’s identity.

1. Complete Ride

Drivers navigate to the drop-off location and complete the ride.

1. Ride History
   1. View Past Rides

Drivers can view details of past rides, including date, time, fare, and passenger feedback.

1. Profile
   1. View and Edit Profile

Drivers can view and edit personal information, vehicle details, and documents.

* 1. Availability Hours

Drivers can set up their preferred availability hours to the users or their journey of pickup and drop-off.

1. Earnings
2. Earnings Breakdown

Detailed breakdown of earnings, including daily, weekly, and monthly summaries.

1. Payment Settings

Manage payment methods and review payout schedules.

1. Settings
2. Notification Preferences

Manage notification settings for ride requests, system updates, and account alerts.

1. Security Settings

Update password and enable two-factor authentication.

1. Help
   1. FAQs and Support

Access FAQs, contact support via chat or email, and report issues or provide feedback.

**5.2 Functional Requirement (Input, Process, and Output)**

These issues down here discuss the process, input and output with the external entities of Customers, Drivers and Administrators of the e-Hailing system. These features are necessary for implementation to allow smoother and more efficient e-Hailing system flow.

5.2.1 Context Diagram

|  |  |  |
| --- | --- | --- |
| PROCESS | INPUT | OUTPUT |
| Improvised E-Hailing System | * Booking Information * Payment * Driver Details | * Confirmation Details * Payment Receipt * Driver Details * Booking Report |

5.2.2 Diagram 0

|  |  |  |
| --- | --- | --- |
| PROCESS | INPUT | OUTPUT |
| Booking Online | * Customer Order Location * Customer Data | * Booking Information * Customer Details |
| Making Payment | * Customer Information * Booking Information | * Payment Receipt * Customer Information |
| Driver Allocation | * Customer Information * Driver Info | * Driver Assignment * Driver Info |
| Driving | * Driver Info | * Driver Pick Up |
| Making Report | * Booking Information * Customer Information * Payment Receipt * Driver Info | * Booking Report |

5.2.3 Child Diagrams

5.2.3.1 Child Diagram for Process 1: Booking Online

|  |  |  |
| --- | --- | --- |
| PROCESS | INPUT | OUTPUT |
| Enter Pick-up Location | * Customer Order Location | * Customer Order |
| Enter Drop-off Location | * Customer Order | * Customer Order |
| Checking Location Availability | * Customer Order | * Location Unavailable * Location Available |
| Submitting Personal Data | * Customer Data * Location Available | * Customer’s Personal Data |
| Confirming Booking Order | * Customer’s Personal Data | * User Confirmed Order * User Unconfirmed Order * Customer Details |
| Canceling Order | * User Unconfirmed Order * Customer Details | * Customer Details * Canceled Order |

5.2.3.2 Child Diagram for Process 3: Driver Allocation

|  |  |  |
| --- | --- | --- |
| PROCESS | INPUT | OUTPUT |
| Finding Driver Vacancies | * Customer Information | * Available Driver Vacancies * No Driver Vacancies |
| Finding Assigned Drivers | * No Driver Vacancies | * Assigned Drivers * No Assigned Drivers |
| Finding Volunteers | * No Assigned Drivers | * Available Volunteers * No Volunteers |
| Identifying Urgency | * Assigned Drivers * Available Volunteers | * Urgent Order * Non-Urgent Order |
| Waiting Driver Sequentially | * Non-Urgent Order | * Driver finished tasks |
| Assigning Driver | * Available Driver Vacancies * Urgent Order * Driver finished tasks * Driver Info | * Driver Info * Customer Order and Information |