Sharebeez MVP

Introduction:

There are 3 elements of Sharebeez Eco system, Travelers, Drivers and Partners. Sharebeez success is depends on 3 main drivers

1- Great Traveler experience
2- Utilizing Partners fleet
3- Helping driving partners navigate easily

Sharebeez Journey has 4 stages

1. Register: Register using social network or Email. We will need to validate your Email and mobile number and enter credit card details
2. Reserve: we will need to have your when, pickup airport, drop-off location and Credit card details.
3. Ride: Onboard you will get notified how long your ride will take, you will be also notified when your drop-off location within 5 minutes ETA
4. Rate: Enjoyed your journey? Rate and write us a review to let other travelers know you are

Personas:
Features: Sharebeez Experience

- Website

- Web Booking Engine

- Fleet Management System & Dispatch Engine

- iOS & Android App for Driver

- iOS & Android App for Passenger

- Payment gateway

Sharebeez Features:-

Sharebeez provides Ridesharing business from Airport to desired destination. through an application that is designed to meet the demands of potential end-customers and much more. Get your head high on technological advancements with an intelligent dispatching suite.

- ❖ A dynamic white-label solution with mobile app for dispatchers, passengers and drivers
- ❖ Highly responsive and intuitive user interface design
- ❖ Passengers provided with the facility to log in through Facebook account
- ❖ Multi-language supporting apps for a wider reach (English, Arabic, Turkish, German, Spanish, Russian, Portuguese, Slovakia, Khmer, Hrvatski, Kurdish, French, Finnish, Dutch, Indonesian, Hindi)
- ❖ Integrated HERE Maps feature with live tracking of vehicle movements
- ❖ Extensive admin panel to manage multiple companies and dispatchers
- ❖ Cloud should be on AWS cloud
- ❖ Supports 2G, 3G and above
- ❖ Fast, reliable and easy to set-up software
- ❖ Online payment gateway integration for easy payments
- ❖ E-receipts on payment confirmation
- ❖ Saves Fleet companies 99% manpower & time on dispatching process
- ❖ GPS Tracking system that extends the following advantages
  - ➢ Passengers with route map and ride updates
  - ➢ Drivers with passenger location
  - ➢ Fleet companies with complete control over the fleet movements

Admin Panel

Sharebeez provides the best of class dispatch system for Fleet companies to keep pace with the recent technological advancements. It saves investment over manpower by making the Ridesharing process 99% automated. The admin panel is regularly updated with every transaction in the fleet company and serves to be an easy and free-to-install Fleet management solution. The admin panel embodies the following actions.

- ❖ Total control over all company admin panels
- ❖ Perform complete CRM activities
- ❖ Add, assign and manage dispatchers, drivers and fleets based on location
- ❖ Provide specific login credentials to each dispatcher
- ❖ Display of statistics on all companies, fleet bookings, live dispatch and transactions in a single platform
- ❖ Manage site settings, SMTP mail settings, SMS templates, social networking site settings, payment gateways and much more
- ❖ Add and manage drivers, driver details, driving license information and booking limits of an individual driver
- ❖ Add and manage user accounts, contacts and content
- ❖ Manage withdrawal requests from both drivers and companies
- ❖ Export ride statistics and transaction details
- ❖ Customized search options to filter dashboard details
- ❖ Real-time trip updates on driver activity in the admin panel
- ❖ Option to choose between HERE Maps and Foursquare API as per preference
- ❖ Color code option to modify the UI of the front-end panel.
- ❖ Flexibility to select between auto and manual dispatch as per requirements

Dispatcher Panel

No more idle drivers in Fleet dispatching. Our fast and intelligent e-hailing system helps save time and dispatch fleets efficiently with no delays.

❖ Real-time trip updates in the dashboard

❖ Options to view and modify fleet information

❖ Options to view and modify driver details, license information and booking limits of each driver

❖ Option to manage driver wallet requests

❖ Option to assign fleets and manage assigned fleets

❖ Display of statistics on all fleet bookings, live dispatch and transactions

❖ Export option to download dashboard reports

❖ Option to view and manage ratings of each driver

❖ Option to view passenger details with the status of each passenger

❖ Flexibility to switch between auto and manual dispatch as per requirements

Driver Application

A dynamic driver application is all set to serve the best to its passengers over a tap. Upon activating GPS in the driver app, Fleet companies can easily track Fleet movements, assign and manage drivers in a more efficient manner.

- ❖ White-label driver application with brand name and logo
- ❖ Login credentials for each driver
- ❖ Option to add referral code while signing up
- ❖ Mandatory requirement to activate GPS after logging in
- ❖ Go online/offline choice based on the availability to accept a ride request
- ❖ Provision to locate themselves in HERE Maps
- ❖ Notifications to alert drivers of passenger requests
- ❖ GPS to locate passenger pick up point and make the best route choice
- ❖ "All types of places" option in the HERE Places API to auto suggest maximum number of locations
- ❖ Notifications upon arrival at passenger pick up point
- ❖ Option to view the distance traveled during the ride
- ❖ Auto calculation of Fleet fare and stopwatch to estimate the waiting time charges
- ❖ Unique trip id for each trip
- ❖ Street pick-up feature to pick up passengers on the route eliminating the waiting time till another request
- ❖ Option to include street pick-ups in the working time/driving hours
- ❖ Wallet option to receive driver referral amount
- ❖ Driver subscription / Driver Commission features
- ❖ Option to send a request for withdrawal of earned referral money and driver commission from the wallet Detailed report of daily income with graphical representation to manage earnings
- ❖ Summary of completed trips in statistics for future reference
- ❖ View ratings and manage profile with the assigned fleet details

Passenger Application

Passenger app is a front end app that lets passengers hire fleets from their preferred locations indicating the driver and vehicle of their choice. The application allows passengers to book, track and manage fleets over a few taps.

- ❖ White-label passenger application with customizable features
- ❖ Login using mobile number or through Facebook
- ❖ Option to select from the payment methods - cash/card/wallet
- ❖ Locate nearest available Cars
- ❖ Scheduled/Advanced ride booking for later dates/time
- ❖ Ride fare estimate provided before ride
- ❖ Notifications on booking confirmation
- ❖ Option to track driver's estimated time of arrival
- ❖ Option to track the progress of the ride in Maps from pick up point to destination
- ❖ Ridesharing option initiated within the contact list
- ❖ Detailed history on the upcoming and previous rides with route map
- ❖ Mandatory feature to select relevant reason for ride cancellations
- ❖ E-receipts with extensive details on distance, duration, fare, waiting time, discount and wallet balance
- ❖ Option to add drivers to 'Favourites' and book rides with the favorite driver
- ❖ 'Favorites' option to save address details for easy future reservations
- ❖ Feedback sharing provision to rate drivers for the services
- ❖ Option to share comments through social networking sites
- ❖ "Help" page to submit all passenger query

Custom Requirements:

In order to meet the business scope rendered by the client, the following features will be custom developed and integrated into the application

QR code validation:

- Admin can generate QR code for each booking
- When a passenger(s) Book a ride using Mobile or Web, passengers need to enter Flight details with arrival date and drop off location. Once the booking is done, a QR code will be generated and sent to the passenger Mobile wallet , SMS to mobile number, pdf attached to Email. At the pickup point , the Driver will use "Driver app" to "Scan" the QR code of the passenger(s) to confirm onboarding.
- Once passenger(s) onboarded, the driver will use the driver Mobile app to run "sequence Routing" to start driving and meanwhile, all passengers will get their push notification saying the ETA for each passenger.

Keyword Indexing:

- Keyword indexing must be made available throughout the admin panel.
- So that it will be easy for the admin to search the list of drivers or passengers by giving the mobile number, name, email, etc.
- Auto-suggestion will display the details according to the search of the admin.

Scheduled booking:

- The passenger will be able to book their trips only on a scheduled basis.
- To make a booking, the passenger should fill in the mandatory fields: Drop location, Flight number, Number of seats. The Pickup location will remain the airport and will be identified from flight details.
- The date of the booking must be scheduled by the passenger, whereas the time will be auto-fetched by the Flightstats API integration.
- The booking can be made by the passenger any time prior to 24 hours of the trip.But, the system will approve the booking only prior to 24 hours of the trip.
- Then a pop-up message stating that 'The dispatcher will assign a driver for the ride' is displayed.

- The admin will have an option to set the time interval between the arrival time of the flight and the pick-up time.
- The admin will pre-authorize the trip amount prior to 24 hours of the trip for confirmation.
- The date and time of the booking, the driver details along with the map locations of pick up and drop points are specified to the passenger.

Credit card Payment:

- The payment will be accepted by the passenger only via credit card.
- The passenger should be able to add a new credit card as a part of the new booking process.
- The customer can use this credit card to pay for the pre-booked journey prior to 24 hours.
- Confirmation notification must be sent to the passenger for the confirmation of the payment.
- In case of cancellation, the total amount will be refunded as a credit in the customer's wallet.

Flightstats API integration:

- The flightstats API will be integrated with the application to track the status of the flight.
- During the booking process, when the customer enters the flight number, the upcoming flights, the booking date and time will be automatically fetched from the flightstats API integration.
- The driver has the ability to view the status of the flight for the trip assigned.

Chat window:

- The chat window between the customer and the admin will be opened for them to communicate among themself.

Customer support:

- In this module, the passengers can give their suggestions or complaints.
- The passengers can raise a ticket for their concern in the mobile application by

entering in their problem in the text box provided.

- Once the ticket is raised by the passenger, he will be notified with an SMS stating that 'your request has been accepted and will be resolved asap'
- Admin can manage all these tickets.
- Passengers can also place their feedback in this section.

Cold Storage:

- Admin must be able to enable the 'cold storage' feature in the backend.
- Whenever a passenger makes a booking, all the data will be stored in the database.
- Instead, when the client enables this feature, the GPS data of every trip must be stored in the AWS console for which the account will be provided by the client.
- This is to minimize the number of server hits in the database.

Driver App Customization:

- The driver App should include Sharebeez branding, logo and Icons style and fonts
- The driver App should include features that allow the Driver to scan the QR code of the passengers, once the driver scanned the QR code this should automatically inform the backend system that the ride started and added as drop off destination to the driver app, the other passengers works the same concept. A validation should match the number of seats in the driver car and the total number QR scanned.
- By finishing passenger onboarding , the drop-off sequence should be appeared to the driver, once the driver press "Start the journey" this should open "HERE maps App" and give a turn by turn navigation to the Driver , at the same time , a notification sent to the passengers informing the ETA on the app.

Consumer app Customization:

- The consumer App should include Sharebeez branding, logo and Icons style and fonts
- The consumer app booking experience should be mapped to the same web experience
- Once the passenger landed in the airport, he/she should have visibility on where is the "meeting point" and Where is the driver location

- There should be a way to chat with Control tower with chatting
- Driver details and car details for the ride should be appeared to the passenger

Admin Panel:

Dashboard:

- There will be one module for the dashboard which will include all the available dashboards in the whole admin panel.
- There should be many different Tabs under this module where each tab represents Drivers, Partners, Consumers, Payments, Bookings, Wallets, SOS, etc.
- All the Analytics must be mentioned under this single module.

Drivers:

- Under this module, all the driver related details must be mentioned.
- All the access such as add/remove/edit/search/indexing any information that is related to drivers must be specified.

Partners/Fleet Companies:

- Under this module, all the partners or fleet company related details must be mentioned.
- All the access such as add/remove/edit/search/indexing any information that is related to the company must be specified.

Consumers:

- Under this module, all the consumer related details must be mentioned.

- All the access such as add/remove/edit/search/indexing any information that is related to the consumers must be specified.

Reserve/Bookings:

- All the booking related details must be specified under this module.
- The number of active bookings, cancelled bookings, booking dates should be mentioned here.
- Admin must be able to add/remove/edit/search/index all bookings.

Rides:

- There should be a table indicating all the active rides along with the ETA, Status, Number of passengers, etc.
- Status of each passenger, historical rides and date of rides should also be mentioned under this module.

Rates:

- This module should contain rates for all the rides in a table format along with the analytical data.

Marketing:

- Admin should be able to manage all the campaigns.
- All the marketing related activities should be specified.

Control Tower:

- Under this module, there should be two map views.
- One is for flight trackers and the other is for ride trackers.
- Flight trackers must be able to track the status of the flight in case of a pre-arrival/post-arrival of the flight.
- Once the passenger has confirmed the booking, he/she will be able to track the route throughout.
- This tracking will show the location of the driver in a map view.

Zone Management:

- Zone management will be part of the control tower module
- Zone management will allow adding/importing external Polygon files such as (Shapefile , KML)
- Zone management will allow Draw polygons, add Points as "Meeting Points" for passengers to meet the drivers at the meeting point.
- Zone to Zone fare will remain the same.

Finance:

- All the finance related details which includes drivers, partners and consumer wallet management along with the transactions, credit card details, expense management and the withdrawal request must be specified.

Customer Support:

- In this module, the passengers can give their suggestions or complaints.
- The passengers can raise a ticket for their concern in the mobile application by entering in their problem in the text box provided.
- Once the ticket is raised by the passenger, he will be notified with an SMS stating that 'your request has been accepted and will be resolved asap'
- Admin can manage all these tickets.
- Passengers can also place their feedback in this section.

Website Settings:

- Admin must be able to manage the consumer website elements which includes add/edit/remove pages, icons, texts, tags, etc.

App settings:

- There should be two Tabs under this module.
- One is a 'driver app' and the other is a 'consumer app'.
- There must be two sections each tab which 'Android' and 'iOS' is.
- Admin must be able to manage all these data.

Admin panel Settings:

- Under this section, the admin will have the provision to add many user roles under him.
- Admin can also provide different access to different user roles as per his wish in the back-end.

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