TAXI MANAGEMENT SYSTEM

Drivers:

Ilian Janopullo
Arion Samarxhiu
Erlind Dervishi
Klevis Simoni
Artur Disha
Aleksander Pacani
Geraldo Lata

EPOKA UNIVERSITY

1 Managerial Access:

- Managers have full access privileges to oversee all functionalities of the system.

- They can view financial standing, including revenue and profit assessments.

- Managers can access detailed statistics about drivers, including trips, revenue, and remuneration details.

- They have access to comprehensive fleet information, including vehicle specifications, mileage records, financial transactions, and driver locations.

- Managers can appoint additional managerial personnel within the system.

2 Operational Staff Access:

- Operational staff, such as call operators, can track driver locations in real-time and allocate drivers to customer requests.

Customer Interface:

- Customers can register through smartphone applications.

- They can track drivers in real-time, select drivers based on proximity and ratings, and receive updates on ride progress, estimated fares, and arrival times.

- Customers can select their preferred payment method within the application, choosing between cash or card payments.

3 Driver Interface:

- Drivers have a dedicated application on their smartphones.

- They can access personal performance metrics and relevant information.

- Drivers receive ride requests through the application, with details such as customer information, pick-up and drop-off locations, and recommended routes provided.

Finance Department Access:

- Finance department personnel can manage financial aspects, evaluate driver performance, and monitor vehicles.

Human Resources Access:

- Human resources personnel can integrate new employees into the system by creating user accounts and assigning roles.

Stakeholders of the system

Regulatory Authorities:

• Responsible for overseeing compliance with local transportation regulations and standards.

• Concerned with ensuring that the taxi management system adheres to legal requirements regarding safety, privacy, and fair business practices.

• May provide guidelines or regulations that the system must follow, influencing its design and operation.

Customers:

• Utilize the user-friendly interface provided by smartphone applications.

• Register within the system to access functionalities such as real-time driver tracking, driver selection, ride progress updates, estimated fares, and arrival times.

• Given the option to choose between cash or card payments within the application.

Developers:

• Responsible for the design, development, implementation, and maintenance of the software solution.

• Involved in understanding the requirements of various stakeholders and translating them into functional software features.

• Ensure the system's reliability, security, and scalability to meet the needs of the company, drivers, and customers.

• Collaborate with stakeholders to gather feedback, make improvements, and address any technical issues that may arise during the system's lifecycle.

Company Management:

• Managers: Responsible for overseeing all functionalities of the system, including financial status monitoring, driver statistics, fleet management, and managerial personnel appointments.

• Finance Department: Focused on financial management, driver performance evaluation, and vehicle monitoring.

• Human Resources Department: Tasked with integrating new employees into the system and assigning corresponding roles.

• Operational Staff (Call Operators): Empowered to track driver locations and allocate drivers to customer requests.

Drivers:

• Equipped with a dedicated application for continuous access to personal performance metrics, ride requests, and pertinent details regarding customers and routes.

01 → **02** → **03**
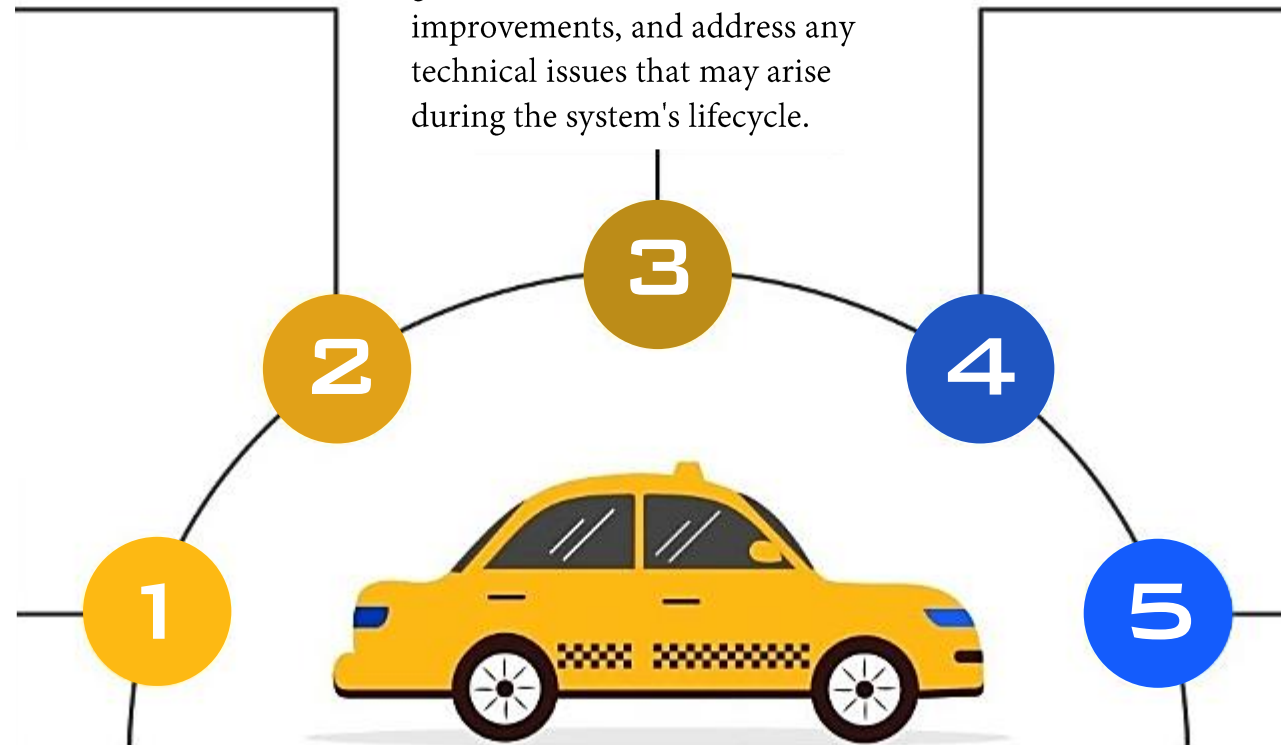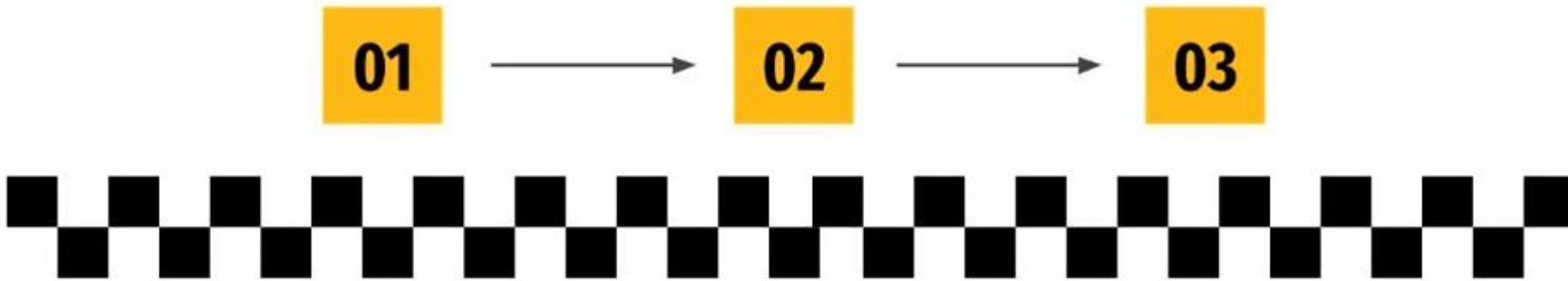
Taxi dispatchers:
Personnel responsible for coordinating and dispatching taxis to pick up passengers efficiently.

Insurance companies:
Providers of insurance services for taxis, drivers, and passengers, ensuring coverage for liabilities, accidents, and other risks.

Payment processors:
Companies or organizations that facilitate payment transactions between passengers and taxi drivers, including credit card processors, mobile payment providers, and financial institutions.