

# TAXI MANAGEMENT SYSTEM

## USER REQUIREMENTS

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### 1) Drivers:

- Drivers should have continuous access to personal performance metrics, such as ratings and trip statistics, through the dedicated application on their smartphones.
- Drivers should be able to accept or decline rides offered to them by using their smartphone application and interacting with the pop-up notification.
- Upon accepting a ride request, drivers should be able to view pertinent details including customer information, pick-up and drop-off locations, and recommended routes, shown in the map in the application.
- Drivers should be able to communicate with clients through their application, either in the form of messages or by phone call.
- Drivers should be able to receive and view customer feedback and ratings through their profiles within the application.

### 2) Call Center Agents:

- Call center agents must assist clients with their difficulties such as: providing information about taxi availability, best route and so on.
- Call center agents should manage taxi bookings and reservations made through phone calls (ex. Accept and deliver to drivers the reservation done by client).
- Call center agents must enter and maintain accurately customer and booking information in the taxi management system's database.
- Call center agents must be able to see all the active drivers in the map of the system, and use different filters such as showing only available drivers at the moment, in order to choose the nearest driver for the customer.

### 3) Dispatcher:

- Dispatcher must be able to track all the active drivers by using the map of the system.
- Dispatchers should be able to use filters such as searching for drivers that have been in the same position for more than half an hour, or drivers that haven't had a ride for more than 45 minutes.
- Dispatchers must be able to report drivers immediately through a separated menu where they fill a form with all the information needed, if drivers are caught wasting time, sleeping or violating any of the company rules.

#### 4) Human Resource Department:

- Human Resources personnel should be able to create user accounts for new employees, including drivers and operational staff. (Except managers)
- HR should be able to assign specific roles and permissions to each employee based on their job responsibilities within the company.
- HR should have the ability to manage user accounts within the system, including activating, deactivating, or modifying access levels as needed.
- They should also be able to reset passwords and update user information as required.
- HR should be able to record and monitor employee performance evaluations and feedback.
- HR should have access to comprehensive employee records, including personal information, employment history, and performance reviews.
- They should be able to update and maintain these records securely within the system.
- HR should be able to generate reports and documentation to demonstrate compliance with regulatory requirements.

#### 5) Financier:

- The financier should be able to check the earnings of each driver using their license plate number
- The financier should be able to give a salary if the driver has not exceeded the quota, if they have, then they receive 40% of their earnings instead.
- The financier should be able to check the business expenses

#### 6) Customer:

- Customers should be given the opportunity to book or cancel rides.
- Clients can specify their desired pickup and drop-off locations.
- Customers should be able to track the real-time location of their assigned vehicle and estimated time of arrival.
- Clients ought to have the flexibility to select their preferred payment method. (cash or card).
- Customers are encouraged to provide feedback on their experience.

#### 7) Manager:

- Manager must do everything mentioned above.
- Manager is the only one who can promote employees to managers and hire new ones.

