

UC Name	Driver Access to Personal Performance Metrics
Summary	Personal performance metrics should be continuously available to drivers via the dedicated smartphone application.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Driver
Preconditions	<ul style="list-style-type: none"> • The driver needs to have an active internet connection on their smartphone. • The driver must be logged into the designated application.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) The driver launches the specific app on their mobile device. 2) The data on personal performance metrics is retrieved by the application. 3) The driver sees their personal performance metrics displayed by the application.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Authentication Failure: <ol style="list-style-type: none"> a) Prompt driver to re-enter credentials. b) Offer assistance for resolving authentication issues. • Slow Data Retrieval: <ol style="list-style-type: none"> a) Display loading indicator or delay message. b) Provide troubleshooting tips or connection check. • Data Display Error: <ol style="list-style-type: none"> a) Show error message. b) Offer troubleshooting steps or support contact.
Non-functional requirements	<ul style="list-style-type: none"> • Performance: It should take three seconds for the application to load personal performance metrics. • Security: Only the driver who has been authenticated should be able to access personal performance metrics.
Postconditions	<ul style="list-style-type: none"> • The application allows the driver to view their own performance metrics.

UC Name	Accept or Decline Ride Requests
Summary	Drivers should be able to use their smartphone application to accept or reject rides that are offered to them.
Dependency	<ul style="list-style-type: none"> The system's capacity to process ride requests is a prerequisite for this use case.
Actors	<ul style="list-style-type: none"> Primary Actor: Driver
Preconditions	<ul style="list-style-type: none"> The driver needs to be signed into the specific smartphone application. There needs to be a live internet connection on the smartphone. Ride requests need to be accepted.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) A ride request notification appears on the driver's smartphone. 2) The driver goes over the transportation request's specifics. 3) Using the application, the driver selects whether to accept or reject the ride request.
Description of the Alternative Sequence	<ul style="list-style-type: none"> Technical error: <ol style="list-style-type: none"> a) Gently address technological difficulties and support the driver. Disconnection from the network: <ol style="list-style-type: none"> a) Respondents should be queued during network outages and submitted once the connection is restored. Unintentional Acceptance or Decline: <ol style="list-style-type: none"> a) Use undo buttons or confirmation dialogs to stop unintentional acts.
Non-functional requirements	<ul style="list-style-type: none"> Reliability: Prompt delivery of the ride request notification is expected. Usability: It should be simple and intuitive to accept or reject ride requests.
Postconditions	<ul style="list-style-type: none"> The system logs and processes the driver's choice (acceptance or rejection).

UC Name	View Ride Details
Summary	Drivers should be able to access important information, such as customer details, pick-up and drop-off locations, and suggested routes, on the application's map, after accepting a trip request.
Dependency	<ul style="list-style-type: none"> In order for this use case to occur, the driver must have accepted a ride request.
Actors	<ul style="list-style-type: none"> Primary Actor: Driver
Preconditions	<ul style="list-style-type: none"> There needs to be an active internet connection on the smartphone. The driver needs to have accepted a ride request.
Description of the Main Sequence	<ol style="list-style-type: none"> The driver opens the application and goes to the ride details section after accepting a ride request. The app uses maps to provide user information, pick-up and drop-off locations, and suggested routes. The driver checks the information to be ready for the journey.
Description of the Alternative Sequence	<ul style="list-style-type: none"> Data Loading Delay: <ol style="list-style-type: none"> If there is a delay in loading ride details, the driver may experience a wait before accessing necessary information. Map Mistake: <ol style="list-style-type: none"> In case of map errors or inaccuracies, the driver may receive incorrect location or route information. Interruptions in the network: <ol style="list-style-type: none"> If there is a sudden loss of internet connection, the driver may be unable to access ride details.
Non-functional requirements	<ul style="list-style-type: none"> Performance: Within two seconds, the ride details ought to load. Accuracy: The data that is shown need to be current and accurate.
Postconditions	<ul style="list-style-type: none"> The driver is aware of the impending ride and is ready for it.

UC Name	Communication with Clients
Summary	Through their application, drivers have to be able to speak with customers by phone or through SMS.
Dependency	<ul style="list-style-type: none"> The client's availability for communication is a prerequisite for this use case, and it is established by their acceptance of the ride request and their existence in the system (internet connection).
Actors	<ul style="list-style-type: none"> Primary Actor: Driver Secondary Actor: Client
Preconditions	<ul style="list-style-type: none"> There needs to be an active internet connection on the smartphone. The driver needs to have accepted a ride request.
Description of the Main Sequence	<ol style="list-style-type: none"> The driver opens the application and finds the communication section. The driver chooses whether to communicate via phone call or text. The driver strikes up a conversation with the customer.
Description of the Alternative Sequence	<ul style="list-style-type: none"> Problem with Network Connectivity: <ol style="list-style-type: none"> The driver might be unable to contact the client if there is a problem with network connectivity. Ineffective Communication: <ol style="list-style-type: none"> If a message or phone call doesn't go through, the driver can have trouble getting in touch with the client. Client Absence: <ol style="list-style-type: none"> The driver may attempt to communicate with the client, but the client may not answer, which could cause delays or complicate the ride arrangement.
Non-functional requirements	<ul style="list-style-type: none"> Reliability: There should be no issues with the messaging or phone call functionalities. Privacy: It's important to keep client contact information private.
Postconditions	<ul style="list-style-type: none"> The client and the driver are able to communicate well.

UC Name	Receive and View Customer Feedback and Ratings
Summary	Drivers should have access to their application profiles, where they may read and see ratings and comments from customers.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Driver
Preconditions	<ul style="list-style-type: none"> • The journey needs to be finished. • The smartphone needs to be connected to the internet.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) The driver opens the application and finds the profile section. 2) The program obtains ratings and comments from users. 3) The driver sees the ratings and comments from the application.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Data Synchronization: <ol style="list-style-type: none"> a) The application and the server's synchronization problems could lead to the display of erroneous or inconsistent feedback data. • Missing or incomplete feedback <ol style="list-style-type: none"> a) The system may contain missing or incomplete ratings or comments, which would provide the driver with insufficient feedback.
Non-functional requirements	<ul style="list-style-type: none"> • Performance: It should take three seconds for the ratings and comments to load. • Usability: The ratings and feedback display must to be simple to use and comprehend.
Postconditions	<ul style="list-style-type: none"> • The driver's profile allows them to see ratings and comments from customers.

UC Name	Generate Financial Overview
Summary	The manager needs to be able to provide an overview of the company's financial situation.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Manager
Preconditions	<ul style="list-style-type: none"> • The manager must be logged into the system. • Financial data must be accessible via the system.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) The manager uses the system to browse to the financial summary part. 2) Financial data is retrieved by the system from pertinent sources. 3) An overview of the company's financial situation is produced by the system. 4) The manager looks at the summary of finances.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Delay in Data Retrieval: <ol style="list-style-type: none"> a) The manager might have to wait in order to get the financial overview if there is a delay in getting financial data. • Missing or incomplete data: <ol style="list-style-type: none"> a) An erroneous or inadequate financial overview may result from missing or incomplete financial data in the system.
Non-functional requirements	<ul style="list-style-type: none"> • Performance: t should take five seconds to compile the financial overview. • Accuracy: The company's financial situation should be fairly represented in the financial overview.
Postconditions	<ul style="list-style-type: none"> • The created financial summary is accessible to the manager.

UC Name	Manage Employee Promotions and Hiring
Summary	The manager alone has the authority to appoint new hires and promote current staff to managers.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Manager
Preconditions	<ul style="list-style-type: none"> • The manager must be logged into the system.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) The manager uses the system to get to the employee management section. 2) The manager makes the decision to either hire a new employee or promote an existing one to manager. 3) To elevate a worker to manager: <ol style="list-style-type: none"> a) The manager chooses who gets promoted. b) The employee's role is updated to manager via the system. 4) In the event that a new hire is made: <ol style="list-style-type: none"> a. The manager completes the relevant paperwork. b. The new hire is entered into the company's records by the system.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Authorization Mistake <ol style="list-style-type: none"> a) An authorization issue could appear if a non-managerial user tries to enter the employee management area. • Error in Data Entry: <ol style="list-style-type: none"> a) The manager can unwittingly make data entry mistakes when altering an employee's role or entering information about a new hiring. b) The manager must correct the mistaken data field.
Non-functional requirements	<ul style="list-style-type: none"> • Security: The hiring and promotion processes for employees should only be accessible to the management. • Usability: It should be simple and straightforward to promote staff members and hire new hires.
Postconditions	<ul style="list-style-type: none"> • The manager's activities determine the updates to the employee's duties.

UC Name	Real-Time Tracking and Mapping
Summary	The system must implement a mapping feature that would allow call center agents to see in real-time the location of all active drivers and thus to assign the nearest driver to the customer.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Call Center Agents • Secondary Actor: Drivers • Secondary Actor: Customers
Preconditions	The system has access to a reliable GPS or location tracking system integrated with the taxi fleet.
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Call center agents access the mapping feature in the system. 2. The system collects information of active drivers and displays them in the map 3. Call center agents search and assign the nearest driver to the customer.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If the mapping feature fails to display real-time locations, the call center agent contacts drivers directly via phone to ascertain their current locations.
Non-functional requirements	<ul style="list-style-type: none"> • The system should update automatically so call center agents can have full information about the drivers. • The system must be responsive in any time of the day regardless the amount of use by call center agents.
Postconditions	Call center agents are able to see in map locations of all drivers in real time and select them for the customer.

UC Name	Booking and Reservation Management
Summary	Call center agents must be able to make reservations, to communicate the reservation to the drivers and to store all the necessary information in the database.
Dependency	<ul style="list-style-type: none"> • Real-Time Tracking and Mapping
Actors	<ul style="list-style-type: none"> • Primary Actor: Call Center Agents • Secondary Actor: Drivers • Secondary Actor: Customers
Preconditions	The system is operational and connected to both call center agents and taxi drivers.
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Call center agent receives a booking request from a customer via phone call. 2. The call center agent gets the information of the booking and stores in database. 3. The system confirms the reservation and informs the driver about the necessary details.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If the system encounters an error in assigning reservations to drivers automatically, the call center agent communicates the booking details directly to drivers via phone or text message.
Non-functional requirements	<ul style="list-style-type: none"> • The information entered in the database must be checked for correctness. • The information stored about the customers must not be used for any purpose without customer approval.
Postconditions	Booking details are accurately given to the driver

UC Name	Information Provision
Summary	Call center agents must have access to comprehensive information about taxi availability, best routes, and other relevant details to assist clients effectively.
Dependency	<ul style="list-style-type: none"> • Real-Time Tracking and Mapping • Booking and Reservation Management
Actors	<ul style="list-style-type: none"> • Primary Actor: Call Center Agents
Preconditions	The system should have up-to-date information about taxi availability, best routes, and other details.
Description of the Main Sequence	<ol style="list-style-type: none"> 1. The call center agent receives a request for a booking. 2. The agent sees in map for the nearest free driver and best route. 3. The agent books the drive for the customer and informs the driver about the booking.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • In case of outdated or inaccurate data in the system, call center agents verify information through direct communication with drivers or local taxi dispatch centers before providing it to customers.
Non-functional requirements	<ul style="list-style-type: none"> • The system must always be active to get information and not to have any delay.
Postconditions	Call Center Agents can provide the best service to the customer.

UC Name	Driver-Client Matching
Summary	The system should feature algorithms or mechanisms to match clients with the most suitable available drivers based on factors such as proximity, availability, and customer preferences. Call center agents should be able to quickly identify and select the appropriate driver for each booking request.
Dependency	<ul style="list-style-type: none"> • Booking and Reservation Managements
Actors	<ul style="list-style-type: none"> • Primary Actor: Call Center Agents • Secondary Actor: Drivers • Secondary Actor: Customers
Preconditions	One or more conditions that must be true at the start of use case, from the perspective of this use case.
Description of the Main Sequence	<ol style="list-style-type: none"> 1. The call center agent inputs the customer's location and destination into the system. 2. The system matches the customer with the nearest available driver based on proximity and assigns the booking to the selected driver.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • In the absence of real-time data on driver availability, call center agents prioritize assigning bookings to drivers who have recently completed a trip and are likely to be available for the next assignment.
Non-functional requirements	<ul style="list-style-type: none"> • The algorithm must be efficient and fast for selecting the best route and nearest driver.
Postconditions	Customers are assigned the drive providing the best route possible and the nearest driver.

UC Name	User-Friendly Interface for Call Center Agents
Summary	The system must provide an intuitive and user-friendly interface for call center agents to efficiently handle customer inquiries, manage bookings, and interact with the mapping functionality.
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Call Center Agent
Preconditions	The Call Center Agent uses his credentials to enter in the system.
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Call center agent logs into the system using their credentials. 2. The system presents a user-friendly interface with intuitive navigation options. 3. The agent efficiently handles customer inquiries, manages bookings, and utilizes mapping functionalities within the interface to provide seamless service.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • The interface should be designed to be easily used by call center agents.
Postconditions	Call center agents can effectively navigate the user-friendly interface to handle customer inquiries, manage bookings, and utilize mapping functionalities, improving overall operational efficiency and customer satisfaction.

UC Name	View Driver Information
Summary	Dispatcher views driver details
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Dispatcher
Preconditions	Dispatcher is logged in
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Dispatcher accesses the driver management section. 2. Dispatcher searches for a specific driver using filters. 3. System displays relevant information about the selected driver.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	Secure access to driver data
Postconditions	Dispatcher has viewed driver information successfully.

UC Name	Search for Driver
Summary	Dispatcher searches for a driver
Dependency	View Driver Information
Actors	<ul style="list-style-type: none"> • Primary Actor: Dispatcher
Preconditions	Dispatcher is logged in
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Dispatcher accesses the driver management section. 2. Dispatcher enters search criteria (e.g., name, license plate). 3. System displays matching drivers based on the search criteria
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	Efficient search functionality
Postconditions	Dispatcher has viewed driver information successfully.

UC Name	Generate Ride Reports
Summary	Dispatcher generates ride reports
Dependency	View Driver Information
Actors	<ul style="list-style-type: none"> • Primary Actor: Dispatcher
Preconditions	Dispatcher is logged in
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Dispatcher accesses the reporting section. 2. Dispatcher selects parameters for the ride report (e.g., date range, driver). 3. System generates and displays the ride report based on the selected parameters.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	Report generation efficiency
Postconditions	Dispatcher has generated the ride report successfully.

UC Name	Manage Driver Accounts
Summary	Dispatcher manages driver accounts
Dependency	View Driver Information
Actors	<ul style="list-style-type: none"> • Primary Actor: Dispatcher
Preconditions	Dispatcher is logged in
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Dispatcher accesses the driver management section. 2. Dispatcher selects a specific driver account. 3. Dispatcher performs actions such as activating, deactivating, or suspending the driver account.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	Secure management of driver accounts
Postconditions	Changes to driver accounts are applied successfully.

UC Name	Handle Driver Requests
Summary	Dispatcher processes driver requests for assistance or information
Dependency	View Driver Information
Actors	<ul style="list-style-type: none"> • Primary Actor: Dispatcher • Secondary Actor: Driver
Preconditions	Dispatcher and driver are logged in
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Driver submits a request for assistance or information through the system. 2. Dispatcher receives the request notification. 3. Dispatcher accesses the list of pending requests. 4. Dispatcher reviews the details of the driver's request. 5. Dispatcher responds to the request by providing assistance or information.
Description of the Alternative Sequence	N/A
Non-functional requirements	Timely response to driver requests
Postconditions	Driver's request is addressed satisfactorily by the dispatcher.

UC Name	Onboarding New Employees
Summary	System facilitates the onboarding process for new drivers
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Human Resource Officer • Secondary Actor: New employees
Preconditions	None
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Human Resource Officer initiates the onboarding process for a new employee. 2. New employee provides personal information, contact details, and required documents. 3. System verifies the provided information and documents. 4. New employee completes any additional requirements (e.g., training modules). 5. System confirms successful onboarding of the new employee.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If the system fails to verify the provided information and documents, leading to manual verification processes.
Non-functional requirements	Secure handling of sensitive data
Postconditions	New employee is successfully onboarded into the system.

UC Name	Shift Management
Summary	System manages and assigns shifts to drivers
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Human Resource Officer • Secondary Actor: Driver
Preconditions	<ul style="list-style-type: none"> • N/A
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Human Resource Officer accesses the shift management module. 2. Human Resource Officer schedules shifts based on operational needs and driver availability. 3. Drivers receive notifications about their assigned shifts. 4. Drivers can request shift changes or time off through the system.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • A system glitch preventing notifications from being sent to drivers, requiring manual communication.
Non-functional requirements	Real-time shift notifications
Postconditions	Shifts are successfully assigned and communicated to drivers.

UC Name	Training and Support
Summary	System provides training resources and support channels for drivers
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Human Resource Officer • Secondary Driver: Driver
Preconditions	<ul style="list-style-type: none"> • N/A
Description of the Main Sequence	<ol style="list-style-type: none"> 1. New drivers access training materials such as manuals and instructional videos. 2. Drivers complete training modules and quizzes. 3. Drivers seek assistance from support channels for navigation, technical issues, or customer service.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If the system experiences downtime, prompting drivers to seek assistance through alternative channels.
Non-functional requirements	Accessible training materials and responsive support channels
Postconditions	Drivers have access to training resources and support when needed.

UC Name	Performance Monitoring
Summary	System tracks and evaluates driver performance metrics
Dependency	<ul style="list-style-type: none"> • N/A
Actors	<ul style="list-style-type: none"> • Primary Actor: Human Resource Officer • Secondary Driver: Driver
Preconditions	<ul style="list-style-type: none"> • N/A
Description of the Main Sequence	<ol style="list-style-type: none"> 1. System monitors driver performance metrics such as completion rate and customer ratings. 2. Human Resource Officer analyzes performance reports to identify areas for improvement or recognition. 3. Drivers receive feedback and performance evaluations.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If there's a delay in generating performance reports, leading to temporary feedback delays.
Non-functional requirements	Efficient performance tracking and reporting
Postconditions	Driver performance is evaluated and feedback is provided.

UC Name	Incentive and Reward System
Summary	System implements an incentive program to motivate and reward drivers
Dependency	Performance Monitoring
Actors	<ul style="list-style-type: none"> • Primary Actor: Human Resource Officer • Secondary Driver: Driver
Preconditions	<ul style="list-style-type: none"> • N/A
Description of the Main Sequence	<ol style="list-style-type: none"> 1. Human Resource Officer sets up incentive programs such as bonuses for excellent ratings 2. System tracks drivers' performance to determine eligibility for incentives. 3. Drivers receive rewards or bonuses based on predefined criteria.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If there are issues with integrating the system with payment networks, resulting in delayed payouts to drivers.
Non-functional requirements	Integration with payment networks for prompt payouts
Postconditions	Drivers are incentivized and rewarded for their performance.

UC Name	Booking a Taxi
Summary	Customer requests a taxi.
Dependency	Availability of drivers and taxis.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • Customer has access to the booking system.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) The customer selects pickup location and destination. 2) The booking is confirmed, and a taxi is dispatched.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • N/A
Postconditions	Booking is confirmed; taxi dispatched.

UC Name	Tracking Taxi Availability
Summary	Customer checks taxi availability.
Dependency	System's ability to track taxis in real-time.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • N/A
Description of the Main Sequence	1) Customer opens app or website and views nearby taxis.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • Real-time data updates: accuracy in tracking.
Postconditions	<ul style="list-style-type: none"> • N/A

UC Name	Managing Bookings
Summary	Customer views and manages bookings.
Dependency	Existing booking system.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • Customer has active bookings.
Description of the Main Sequence	1) Customer navigates to booking management section. 2) Customer modifies booking details.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Customer modifies booking details.
Non-functional requirements	<ul style="list-style-type: none"> • Data security: Accessibility of booking records.
Postconditions	<ul style="list-style-type: none"> • N/A

UC Name	Rating and Feedback
Summary	Customer rates ride experience.
Dependency	Completed ride.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • Completed ride.
Description of the Main Sequence	<ul style="list-style-type: none"> • Customer provides ratings and feedback for the ride.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • Accuracy in feedback collection.
Postconditions	<ul style="list-style-type: none"> • Feedback is recorded; ratings affect driver rating.

UC Name	Payment Management
Summary	Customer manages payment methods.
Dependency	Integrated payment system.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • Customer has completed rides needing payment.
Description of the Main Sequence	1) Customer accesses payment management section.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • Security: Secure payment processing; ease of use.
Postconditions	<ul style="list-style-type: none"> • Payment method is updated; receipts generated.

UC Name	Emergency Assistance
Summary	Customer accesses emergency features.
Dependency	System's emergency functionality.
Actors	<ul style="list-style-type: none"> • Primary Actor: Customer
Preconditions	<ul style="list-style-type: none"> • Ongoing ride with emergency situation.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Customer initiates emergency assistance. 2) Customer shares ride details with emergency contacts.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • Customer shares ride details with emergency contacts.
Non-functional requirements	<ul style="list-style-type: none"> • Reliability: Reliable emergency response.
Postconditions	<ul style="list-style-type: none"> • Emergency procedures initiated; assistance provided.

UC Name	Manage Billing and Payments
Summary	Manage billing processes and oversee payments within the system.
Dependency	Billing module
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • Billing module is operational.
Description of the Main Sequence	1) Financial Officer accesses the billing module. 2) Financial Officer generates invoices for clients. 3) Financial Officer tracks payment statuses.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If payment status is pending, Financial Officer can follow up with clients.
Non-functional requirements	<ul style="list-style-type: none"> • Support: Billing module should support various payment methods.
Postconditions	<ul style="list-style-type: none"> • Payments are processed accurately and efficiently, and invoices are sent to clients.

UC Name	Monitor Financial Performance
Summary	Monitor financial metrics and performance of the taxi management system.
Dependency	Data access
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • System data is up-to-date.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Financial Officer logs into the system. 2) Financial Officer accesses financial reports and analytics. 3) Financial Officer reviews key metrics and trends.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • N/A
Non-functional requirements	<ul style="list-style-type: none"> • Performance: Data retrieval should be efficient to provide real-time insights.
Postconditions	<ul style="list-style-type: none"> • Financial Officer gains insights into the financial health and performance of the taxi management system.

UC Name	Set Pricing Strategies
Summary	Define and adjust pricing strategies based on various factors.
Dependency	Pricing module
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • Pricing module is integrated.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Financial Officer accesses the pricing module. 2) Financial Officer analyzes demand and market conditions. 3) Financial Officer adjusts pricing parameters.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If pricing adjustment leads to negative impacts, Financial Officer can rollback changes.
Non-functional requirements	<ul style="list-style-type: none"> • Pricing adjustments should be reflected across the system in real-time
Postconditions	<ul style="list-style-type: none"> • Pricing strategies are updated to optimize revenue and market competitiveness.

UC Name	Allocate Resources
Summary	Allocate financial resources effectively to support system operations
Dependency	Resource management module
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • Resource management module is functional.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Financial Officer accesses the resource management module. 2) Financial Officer reviews budget allocations. 3) Financial Officer adjusts budgets as needed.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If budget adjustments exceed predefined limits, Financial Officer must seek approval.
Non-functional requirements	<ul style="list-style-type: none"> • Budget allocations should be updated regularly based on changing needs.
Postconditions	<ul style="list-style-type: none"> • Resources are allocated efficiently to support system operations and growth.

UC Name	Monitor Driver Financial Transactions
Summary	Track financial transactions related to drivers and ensure timely payments.
Dependency	Driver management module
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • Driver management module is operational.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Financial Officer accesses the driver management module. 2) Financial Officer reviews driver earnings and transactions. 3) Financial Officer processes payments to drivers.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If payment discrepancies are detected, Financial Officer can investigate and resolve them.
Non-functional requirements	<ul style="list-style-type: none"> • Payment processing should adhere to regulatory requirements.
Postconditions	<ul style="list-style-type: none"> • Drivers receive accurate and timely payments for their services.

UC Name	Forecast Financial Projections
Summary	Use historical data to forecast future financial performance and plan accordingly.
Dependency	Forecasting module
Actors	<ul style="list-style-type: none"> • Primary Actor: Financial Officer
Preconditions	<ul style="list-style-type: none"> • Forecasting module is integrated.
Description of the Main Sequence	<ol style="list-style-type: none"> 1) Financial Officer accesses the forecasting module. 2) Financial Officer inputs historical data. 3) Financial Officer generates financial projections.
Description of the Alternative Sequence	<ul style="list-style-type: none"> • If forecasting model indicates potential risks, Financial Officer can adjust strategies accordingly.
Non-functional requirements	<ul style="list-style-type: none"> • Forecasting models should be updated with the latest data regularly
Postconditions	<ul style="list-style-type: none"> • Financial projections are generated to support strategic planning and decision-making.