[G1] Allow customers to access the system’s taxi service in any moment, whether they are at home or anywhere else in the city.

[G2] Allow customers to request a taxi ride from an arranged location.

[G3] Allow customers to reserve a taxi ride at a specific time with a given origin and destination.

[G4] Allow taxi drivers to answer a ride request and take care of customers.

[G5] A ride request should always be satisfied within a considerable short amount of time, 15 minutes on average.

[G6] Allow customers to be notified of any relevant update connected to their requests and reservations.

[G7] Customers and taxi drivers must be able to contact each other after the system has paired them.

[G8] Allow customers to cancel requests and reservations.