**Scenarios**

*Scenario 1*

[Normal use of the Request functionality, by mobile app. Must show also an available taxi driver’s POV]

*Scenario 2*

[Reservation by the web app. Customer go out for some reasons and finds, 20 minutes before the reservation, a friend that propose to take him to destination with his car. He accept and cancel the reservation using the mobile app]

*Scenario 3*

[Customer back from university finds out that there is a transport strike, so he decide to request a ride with the mobile app. Unluckily it’s a rush hour and no taxi drivers are willing to accept his request (because he is in a very jammed area. Show POV of at least 1 taxi driver refusing the request) and the system notify that.]

*Scenario 4*

[Business man must plan his busy week with taxi service because he has no car working. He make multiple reservations in all the week. He also make 2 reservation 5 minutes one from the another by mistake. The system provides him the reservations anyway, and cancel the incorrect one. Customer is notified of the cancellation.]

Scenario 5

[request rejected by a taxi driver who is going to take care of a normal citizen that does not used the application]

*Scenario 1 draft*

Daenerys must reach the city’s harbor to take a ship and cross the narrow sea, where she has an important appointment. Unfortunately, her car is broken, so she decide to log into MyTaxiService’s web application and request a taxi at her house. The request is quickly accepted and a few minutes later a taxi driver called Jorah arrive to her apartment and call her at the phone number provided by the application. Daenerys answer the call and reach Jorah’s taxi. Less than an hour later he reaches the harbor…

Scenario 2 draft

Mr A needs to take a train in the early morning for business related stuff, but his car is currently not available and his wife is not that enthusiastic about waking up when not even the sun is out yet. Knowing that, the previous day Mr A very cautiously decided to reserve himself a taxi. Since he is registered to MyTaxiService, he simply turned up his laptop and logged to the web application as he did many times before.

His taxi is scheduled for the 4.30 A.M. and the meeting place is just at the end of the street that leads to his house. Mr A wakes up, silently takes his breakfast, prepares himself and leaves the house 20 minutes in advance, just to be sure to make it in time. Its very cold out there and there is almost no one around, probably because they are all sleeping in their warm beds. However, actually there is someone around, and Mr A knows him: he is his neighbor, Mr B. After a short talk it turns out that Mr B is going to the station too, and he offers a ride to his friend Mr A. So Mr A takes out his mobile phone from his pocket and logs in to MyTaxiService application in order to check if it is still possible to cancel the reservation. Luckily the delete button is still available and Mr A quickly presses it and jumps into the car.

Scenario 3 draft

[Customer perspective]

It’s Thursday afternoon, Lorenzo has just finished an intense day at Politecnico (of course he is not studying neither Architecture or Ingegneria Gestionale) and he is on his way to Lambrate station looking forward his comeback home and his Analisi exercises that wait him on his desk.

There is only a problem: Trenord has decided to completely collapse on itself.. not big news. Lorenzo’s train is scheduled with 120 minutes late. That is not acceptable, his beloved homeworks are waiting him, but Lorenzo has an ace up his sleeve. He takes his mobile phone, taps on MyTaxiService application and clicks on the button [name of the request ride button]. Then he quickly compiles the form and sends his taxi request to the system.

However, there is something he didn’t take into account: it’s a rush hour and he is not the only one affected by train delays. The probability to be picked up in a couple of minutes is lower than usual.

[taxi driver perspective]

Carlo has just finished to take care of a ride near Piola tube station and is currently available. He looks at his phone and sees and incoming request notification. He is going to to tap on the [accept] button but right at that moment a normal customer (not using MTS) appears. Carlo carries him on the taxi, looks back to his phone and taps on the [refuse] button. Someone else shall take care of that request.

…Poor Lorenzo