**Scenarios**

*Scenario 1*

Daenerys must reach the city’s harbor to get on a ship and cross the narrow sea, where she has an important appointment. Unfortunately, she can’t use her car because it is being repaired due to an engine failure. She consider to postpone the appointment, when suddenly she remember about an online taxi service a friend had told her about. She turn on her laptop and after a google search she finds MyTaxiService’s website. She clicks on “Register” and fill all the forms. A few minutes later she receive the confirm of the registration by email. Daenerys logs in the service and requests a taxi at her house.

A taxi driver called Jorah, who had just dropped off another client just a few blocks nearby, quickly accepts the request. Less than five minutes later, Jorah arrive at her apartment and call her at the phone number provided by the application. Daenerys answer the call and reaches Jorah’s taxi, who finally bring her to the harbor.

*Scenario 2*

Mr. White needs to take a train in the early morning for a business related matter, but his car is currently not available and his wife is not enthusiastic at all about waking up when not even the sun is out yet. Knowing that, the previous day Mr. White 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. White 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. It’s very cold out there and there is almost no one around, probably because they are all sleeping in their warm beds. Actually, there is someone around, and Mr. White knows him: he is his neighbor, Mr. Pinkman. After a short talk, it turns out that Mr. Pinkman is going to the station too, and he offers a ride to his friend. Therefore, Mr. White 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 M. White quickly presses it and jumps into the car.

*Scenario 3*

It’s Thursday afternoon, Lorenzo has just finished an intense day at the Politecnico (of course he is not studying neither Architecture or Engineering Management) 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… actually, it’s 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 “Request a ride”. Then he quickly compiles the form and sends his taxi request to the system.

However, there is something he did not 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.

Meanwhile, Carlo has just finished to take care of a ride near Piola subway station and is currently available. He looks at his phone and sees and incoming request notification. He is going to tap on the “Accept request” button but right that moment a customer appears on his road, waiving his hands. Carlo makes him get on the taxi, looks back to his phone and taps on the “Refuse request” button. “Someone else will take care of that request” he thinks.

*Scenario 4*

Mr. Grimes is a manager of the company “Spice up your life”. He is going to have a very full week and he needs the help of MTS application. He seats on his chair and using his laptop he gets access to MTS wep application. His intention is to make a series of taxi reservations, one for each day starting from Monday until Friday. However, he accidentally makes two reservations on Wednesday. The two reservations differ of just five minutes.

Monday and Tuesday pass by and now is Wednesday. Mr Grimes did not spotted the mistake and he is simply going to the meeting point of his reservation. Suddenly, five minutes before the meeting, his cellphone trills.

Mr. Grimes looks at it and sees the notification of the deleted “phantom” reservation. He shakes his shoulders and puts the phone back into the pocket.

*Scenario 5*

It’s late evening and the taxi driver Ryan Gosling is waiting in his taxi: just 10 minutes are left before the end of his turn. He is already thinking about the warm bath that awaits him at home, when suddenly a request notification flashes on the screen of his mobile phone. He taps on the “Show request details” button to see the info related to the request. The origin point is not too far from there, but the destination is at the opposite side of the city. Therefore, Ryan decides to refuse the request. “I’m not paid enough for this”, he mumbles while making his way home.

Luckily, the system efficiently and transparently assigns another driver to the request in a couple of minutes.