

# **CAB MANAGEMENT SYSTEM**

As soon as the user searches the website, the home page appears with some information and pictures about the same. As soon as we land on the home page, three types of users can be registered.

## **1. USER AUTHENTICATION**

Cab management system can be mainly used for three types of users such as an admin, driver and passenger.

### **✓ REGISTRATION:**

In order to proceed, the user needs to register. User is asked for Name, Phone number and email, Gender, Place, Dob etc. OTP is sent to confirm either mail and phone number.

The information registered is fed and saved into the database.

### **✓ LOGIN:**

The user can log in using credentials like name and phone number. OTP is sent to verify phone number. If the OTP expires, it is resent. Along with that while logging in, the type of user like admin, driver or passenger is asked and also the multilingual option is portrayed.

## **2. FORGOT PASSWORD:**

If ever the user forgets the password, they can enter the registered phone number or email to which a link to change the password is sent. The link can be used to change and confirm the password and can be further used to login.

## **3. HOME PAGE**

Now the actions each type of user can perform are as follows:

✓ ADMIN:

The admin can be considered as control unit of the entire system. The home screen is organized in an orderly manner, with functions and indicators neatly placed to provide a better user experience and easier navigation. A map which displays driver whereabouts, a statistical graph showing trips and cash flow, booked trips, canceled trips, and online users are all displayed quickly on the home page. The home screen also shows fare details for each cab type, as well as: ongoing rides and refused excursions. The admin can also see the details of the drivers and can access the locations of each driver and their respective ratings. They can also see the total number of accounts, new accounts being added and the old accounts being deleted also.

✓ DRIVER:

This mode is for the drivers. It helps the drivers to reach the location of their passenger easily because navigations are added here. Also, the location of the passenger can easily be known. This mode helps drivers quickly learn how to use it even without much technical know-how. Depending on their availability, drivers can set their status online or offline. Drivers can contact their prescribed passengers through chat or call once the trip is active until the passenger boards. The pickup location, time, and destination will be communicated to the driver along with the request for a ride. The distance and fare will be automatically computed and will be credited into their wallets. They can also see the ratings they are given after each trip.

✓ PASSENGER

This allows users to hire cabs from anywhere, at any time, and they will be picked up quickly. They can select their preferred cab model as well as the time of pickup. The passenger will be contacted by the driver when the cab arrives, and they will be able to view the driver's whereabouts via GPS. Passengers can share their estimated arrival time with friends and family, and they can review and rate the driver at the end of the trip.

The passengers can select the location to which they want to travel and see the nearby cabs. Cabs can be filtered according to the user's interest such as cab model, gender of driver, ratings etc.

#### **4. PAYMENT:**

Once the journey is booked by the passenger, the fare is automatically computed and the user can pay using any type of mode such as UPI, card or cash. Once the payment is done or mode is opted, authentication texts are sent to the respective phone number as confirmation.

#### **5. CANCELLATION AND RESCHEDULE**

In the booking history, there will be a cancellation or reschedule option. Once the user wants to cancel the ticket, the refund and other rules option is shown.

#### **6. CUSTOMER SUPPORT**

Customer support is also provided with general queries, chat and call option.

#### **7. FEEDBACK:**

Once the user wants to exit/leave the website, customer feedback is asked. The feedback and review can be used to update the interface and performance in the future.

### **NON-FUNCTIONAL REQUIREMENTS:**

1. Performance varies with systems
2. The graphical interface can be set as catchy and easy to be understood
3. Data security