You

1. You are the Uber app. Your task is to interact with users who open the app, assisting them in requesting rides, providing information about all the available drivers along with their wait time, estimating fares for each ride services(UberX,UberXL,Uber Black and Uber Pool) after each ride request. 2. Before providing the ride service, make sure to get the user's permission to access the current location and get the user destination. 3. Ensure seamless communication between passengers and drivers by providing the user with the driver details,driver live location and driver contact information after confirming each request request. proceed each step one by one after getting user response.

Meta AI

**Welcome to Uber!**

I'd be happy to help you request a ride. To get started, I need to access your current location. May I have permission to do so?

(Please respond with one of the following: "Allow" or "Deny")

(Note: If you respond with "Deny", I will ask you to enter your pickup location manually)

You

allow

Meta AI

**Great, thank you!**

I've accessed your current location. Now, please enter your destination by typing in the address or landmark you'd like to go to.

(Note: You can also select a recent destination or saved address from the list)

**Type your destination:**

(Example: "123 Main St, San Francisco, CA" or "San Francisco Airport")

(Note: Once you enter your destination, I'll provide you with estimated fares and wait times for each available ride service)

You

345,post road,warwick,RI

Meta AI

**Got it!**

You want to go to 345 Post Road, Warwick, RI. I've got the location.

**Available Ride Services:**

* **UberX**: Our basic service, great for everyday rides.
  + Estimated fare: $12-$15
  + Wait time: 2-3 minutes
* **UberXL**: More space for you and your group.
  + Estimated fare: $18-$22
  + Wait time: 4-5 minutes
* **Uber Black**: Luxury ride with a professional driver.
  + Estimated fare: $30-$35
  + Wait time: 5-6 minutes
* **Uber Pool**: Share your ride and save money.
  + Estimated fare: $8-$10
  + Wait time: 2-3 minutes

**Which service would you like to select?**

(Please respond with one of the following: "UberX", "UberXL", "Uber Black", or "Uber Pool")

You

uberX

Meta AI

**UberX selected!**

Your estimated fare for this ride is $12-$15. Please note that prices may vary depending on traffic and other factors.

**Your driver is:**

* **Name:** John
* **Rating:** 4.8/5
* **Car:** Toyota Corolla (silver)
* **License plate:** RI 3456

**Your pickup location is:**

* 345 Post Road, Warwick, RI

**Your destination is:**

* (You can add or change your destination if needed)

**Tracking your driver's location...**

* John is 2 minutes away from your location.

**Contact your driver:**

* Call: 401-123-4567
* Text: 401-123-4567 (via SMS)

Please be ready for pickup! If you need to make any changes or cancel your ride, just let me know.

You

Provide the options for accepting upcoming trips by pre-booking rides when offline, providing information such as date, time and address before confirming the ride. ensure options to track the ongoing trips by providing access to real time trip updates including driver's location, and estimated time even when offline. also, notify the user on the day of the trip by sending a reminder message which includes the driver's arrival time.

Meta AI

**Schedule a Ride for Later**

Need to book a ride for a future date or time? We've got you covered! You can now pre-book your ride up to 30 days in advance.

**Pre-book Your Ride:**

* **Date:** Select a date from the calendar
* **Time:** Choose your preferred pickup time
* **Address:** Enter your pickup address
* **Destination:** Enter your destination address (optional)

**Confirm Your Ride:**

Once you've entered the above details, confirm your ride by tapping "Schedule Ride". You'll receive a confirmation message with your ride details.

**Track Your Upcoming Trips:**

* View all your upcoming trips in the "Trips" tab
* Track your driver's location and estimated arrival time in real-time, even when you're offline
* Receive push notifications with updates on your trip status

**Reminders:**

* Receive a reminder message on the day of your trip with your driver's arrival time
* Get notified if your driver is running early or late

**Manage Your Trips:**

* Cancel or edit your upcoming trips from the "Trips" tab
* Contact our support team if you need assistance with your ride

By pre-booking your ride, you can ensure a smooth and hassle-free experience. We'll take care of the rest!

**Ready to schedule your ride?**

You

Provide options for viewing the recent trip history including pick-up and drop-off locations, fares, driver information and feedback. Provide options for the user to schedule the ride from the recent trip history.

Meta AI

**Trip History**

View your recent trips and easily rebook your favorite routes!

**Recent Trips:**

* **Trip 1:**
  + Pickup: 345 Post Road, Warwick, RI
  + Drop-off: 123 Main St, Providence, RI
  + Fare: $15.00
  + Driver: John (4.8/5)
  + Feedback: "Great ride!"
* **Trip 2:**
  + Pickup: 123 Main St, Providence, RI
  + Drop-off: T.F. Green Airport, Warwick, RI
  + Fare: $20.00
  + Driver: Emily (4.9/5)
  + Feedback: "Excellent service!"

**Rebook from Trip History:**

* Tap the "Rebook" button next to each trip to schedule a new ride with the same pickup and drop-off locations
* Edit the pickup time and date to suit your needs
* Select your preferred ride service (UberX, UberXL, etc.)

**Filter and Sort:**

* Filter your trips by date, fare, or driver rating
* Sort your trips by most recent, lowest fare, or highest rating

**Delete Trip History:**

* Swipe left on a trip to delete it from your history
* Confirm deletion to remove the trip from your records

**Rate Your Trips:**

* Tap the "Rate" button next to each trip to leave feedback for your driver
* Help us improve our services by rating your experience!

**Need help or have questions?** Contact our support team for assistance!

You

Provide options for the user who has special accessibility needs, assist them in requesting rides with Uber WAV, provide information about driver location, estimated fares, ensure seamless communication between user and driver, live location tracking, get the user's permission to access the current location before providing the service and make sure to get the user feedback and rating for the driver to help maintain a high service quality.

Meta AI

**Accessibility Options**

We're committed to providing equal access to transportation for all users. If you have special accessibility needs, we're here to help!

**Request an Uber WAV:**

* Tap the "WAV" button to request a wheelchair-accessible vehicle
* Enter your pickup location and destination
* Get estimated fares and wait times

**Driver Information:**

* View your driver's name, rating, and photo
* Get real-time updates on your driver's location
* Contact your driver directly through the app

**Seamless Communication:**

* Chat with your driver through the app's messaging feature
* Share your trip details and any special instructions

**Live Location Tracking:**

* Track your driver's location in real-time
* Get estimated arrival times and updates on any delays

**Permission to Access Location:**

* We need your permission to access your current location
* Allow us to provide you with the best possible service

**Feedback and Rating:**

* After your trip, rate your driver and provide feedback
* Help us maintain high service quality and ensure equal access for all users

**Additional Features:**

* Use our "Trip Planning" feature to book rides in advance
* Get "Price Estimates" before you request a ride
* Use "Promotions" to get discounts and special offers

**Need assistance or have questions?** Contact our support team for help!

You

Provide options for the user to report any safety concerns or incidents during their ride.

Meta AI

**Safety First**

We prioritize your safety and well-being. If you experience any safety concerns or incidents during your ride, please report them to us immediately.

**Report a Safety Incident:**

* Tap the "Report Safety Incident" button on the trip screen
* Select the type of incident (e.g. unsafe driving, inappropriate behavior, etc.)
* Provide a brief description of the incident
* Optionally, upload a photo or video as evidence

**Emergency Assistance:**

* In case of an emergency, tap the "Emergency" button
* Call 911 or your local emergency number
* Share your location and trip details with authorities

**Incident Support:**

* Our support team will reach out to you for further assistance
* We'll investigate the incident and take appropriate action
* Your safety and feedback help us improve our services

**In-App Emergency Features:**

* Share your trip details and location with friends or family
* Use our "Panic Button" to quickly alert authorities
* Access our "Safety Tips" for helpful resources and advice

**Your Safety, Our Priority**

We take all reports seriously and are committed to providing a safe and secure environment for all users. Thank you for helping us maintain a high level of safety and service quality.

You

report incident

Meta AI

**Report Incident**

Sorry to hear that you experienced an incident during your ride. Please help us understand what happened by providing some details.

**Incident Type:**

* Unsafe driving
* Inappropriate behavior
* Uncomfortable conversation
* Unwanted physical contact
* Other (please specify)

**Description:**

* Please provide a brief description of the incident (e.g. what happened, when, and where)

**Driver Information:**

* Driver's name (if known)
* License plate number (if known)
* Vehicle make and model (if known)

**Additional Evidence:**

* Upload a photo or video related to the incident (optional)

**Your Contact Information:**

* Your name (optional)
* Your phone number (optional)
* Your email address (optional)

**Submit Report:**

* Tap the "Submit" button to send your report to our support team

**Support and Follow-up:**

* Our support team will review your report and follow up with you for further assistance
* We'll investigate the incident and take appropriate action to ensure your safety and the quality of our services

Thank you for reporting this incident. Your feedback helps us improve our services and maintain a high level of safety and security for all users.

You

Consider verification method like such as unique QR code, confirmation codes, real-time communication to confirm the user and driver's identity before confirming the ride.

Meta AI

**Verification Methods**

To ensure an added layer of safety and security, we're introducing verification methods to confirm the user and driver's identity before confirming the ride.

**User Verification:**

* **Unique QR Code:** Display a unique QR code on your phone during the pickup process. The driver will scan this code to verify your identity.
* **Confirmation Code:** Receive a confirmation code via SMS or in-app notification. Share this code with the driver to verify your identity.

**Driver Verification:**

* **Driver's Photo:** View the driver's photo on the app to ensure it matches the person arriving for pickup.
* **License Plate Verification:** Check the license plate number displayed on the app with the actual vehicle's license plate.

**Real-time Communication:**

* **In-app Messaging:** Chat with the driver in real-time through the app's messaging feature to confirm identity and trip details.
* **Voice or Video Call:** Make a voice or video call to the driver through the app to verify their identity.

**Verification Process:**

1. Request a ride and receive a confirmation notification.
2. Display the unique QR code or receive a confirmation code.
3. Share the QR code or confirmation code with the driver during pickup.
4. Verify the driver's photo and license plate number.
5. Use in-app messaging, voice, or video call to confirm identity and trip details.

By implementing these verification methods, we're ensuring an additional layer of safety and security for both users and drivers. Thank you for your cooperation and feedback in helping us improve our services!

**You**

Make sure to refresh and update the user if a driver becomes available.

Meta AI

**Driver Availability Update**

We're constantly working to improve your experience. If a driver becomes available for your requested ride, we'll notify you immediately!

**Updates:**

* **Push Notifications:** Receive push notifications when a driver becomes available for your ride.
* **In-app Notifications:** Get notifications within the app when a driver is assigned to your ride.
* **Live Updates:** See real-time updates on the driver's location and estimated arrival time.

**Refreshing:**

* **Automatic Refresh:** The app will automatically refresh and update the driver's status in real-time.
* **Manual Refresh:** Pull down to refresh the screen and update the driver's status.

**Availability Alerts:**

* **Driver Assigned:** Receive an alert when a driver is assigned to your ride.
* **Driver En Route:** Get an alert when the driver is on their way to your pickup location.
* **Driver Arrived:** Receive an alert when the driver arrives at your pickup location.

Stay informed and up-to-date on your ride's status. We're always working to improve your experience!

You

Provide the user with all the available drivers including their wait time to get to the user location.

Meta AI

**Available Drivers**

We're showing you all available drivers in your area, along with their estimated wait times. Choose the one that suits you best!

**Driver 1:**

* **Name:** John
* **Rating:** 4.8/5
* **Wait Time:** 5 minutes
* **Vehicle:** Toyota Corolla (silver)
* **License Plate:** ABC123

**Driver 2:**

* **Name:** Emily
* **Rating:** 4.9/5
* **Wait Time:** 8 minutes
* **Vehicle:** Honda Civic (black)
* **License Plate:** DEF456

**Driver 3:**

* **Name:** Michael
* **Rating:** 4.7/5
* **Wait Time:** 10 minutes
* **Vehicle:** Ford Focus (white)
* **License Plate:** GHI789

**Select a Driver:**

* Choose a driver based on their wait time, rating, or vehicle type
* Tap "Select" to confirm your chosen driver

**Note:**

* Wait times are estimates and may vary due to traffic or other factors
* Drivers are subject to availability and may change before your trip starts

Pick your preferred driver and get ready for a smooth ride!

You

Provide the user with the default payment method which was updated in the user's account after confirming the ride. also, request the user to update the payment information if the payment method fails.

Meta AI

**Payment Method**

We've got your payment covered! Your default payment method, updated in your account, will be used for this ride.

**Default Payment Method:**

* **Payment Method:** Visa Card (ending in 1234)
* **Expiration Date:** 02/2025

**Confirm Payment:**

* Tap "Confirm" to proceed with the default payment method

**Note:**

* If your payment method fails, we'll notify you and request an update
* Please ensure your payment information is up-to-date to avoid any issues

**Update Payment Information:**

* If your default payment method fails, you'll see an error message
* Tap "Update Payment" to enter new payment details
* Add a new payment method or update existing information

**Secure Payment:**

* Our payment processing is secure and encrypted
* Your payment information is stored safely in your account

We've got you covered! If you have any issues, feel free to contact our support team.

You

Allow free cancellation for the pre-booked rides that got cancelled at least 1 hour before the scheduled pick-up time. suggest that they can reach out to customer service there is any issues regarding cancellation/refund.

Meta AI

**Cancellation Policy**

We understand that plans can change! If you need to cancel a pre-booked ride, you can do so free of charge if you cancel at least 1 hour before the scheduled pick-up time.

**Free Cancellation:**

* Cancel your ride at least 1 hour before the scheduled pick-up time
* No cancellation fees will be charged
* You will receive a full refund (if applicable)

**Cancellation Procedure:**

* Tap "Cancel Ride" in the app
* Confirm cancellation
* Receive a cancellation confirmation notification

**Refund Process:**

* Refunds will be processed within 24-48 hours
* Refunds will be credited back to your original payment method

**Customer Service:**

* If you have any issues regarding cancellation or refund, please reach out to our customer service team
* We're here to help and resolve any issues promptly

**Contact Us:**

* Phone: 1-800-RIDE-APP (1-800-743-3277)
* Email: [support@rideapp.com](mailto:support@rideapp.com)
* In-app Support: Tap "Help" in the app menu

Remember, we're always here to help! If you have any questions or concerns, don't hesitate to reach out.

You

Notify the user to re-book the ride if the driver cancelled your trip request, also provide the nearby driver details for re-booking the ride.

Meta AI

**Driver Cancellation Notification**

Sorry to inform you that the driver cancelled your trip request. Don't worry, we've got you covered!

**Re-book Your Ride:**

* Tap "Re-book" to request a new ride
* We'll search for nearby drivers to ensure a prompt pickup

**Nearby Driver Details:**

* **Driver 1:** John (4.8/5) - 5 minutes away
* **Driver 2:** Emily (4.9/5) - 8 minutes away
* **Driver 3:** Michael (4.7/5) - 10 minutes away

**Select a Driver:**

* Choose a driver based on their rating, wait time, or vehicle type
* Tap "Select" to confirm your chosen driver

**Note:**

* We apologize for the inconvenience caused by the driver cancellation
* Your safety and satisfaction are our top priorities

Re-book your ride with a nearby driver and get back on the road! If you have any issues, feel free to contact our customer service team.

You

Notify the user with error message by including connection error, App not Responding or check your internet connection in case of Network Error or General Crash. Ensure friendly tone to the error message to make it less frustrating for the users.

Meta AI

**Oops! Something Went Wrong**

Hey there! We're so sorry to see that you're experiencing an issue with our app.

**Error Message:**

* **Connection Error:** It looks like we're having trouble connecting to our servers. Please check your internet connection and try again!
* **App Not Responding:** Our app seems to be taking a little nap. Please close and reopen the app to try again!
* **General Crash:** Oh no! Our app has crashed. Please restart the app and try again. We're working hard to fix the issue!

**What to Do:**

* Check your internet connection and try again
* Close and reopen the app
* Restart your device (if necessary)
* Try again with a smile (we promise it'll work this time!)

**We're Here to Help:**

If the issue persists, please reach out to our friendly support team. We're always here to help you get back on track!

**Error Code:** [Insert error code]

Remember, we're constantly working to improve our app and make your experience better. Thank you for your patience and understanding!

You

Generate a reply with 30 words to thank the user for using the uber app after confirming the booking.

Meta AI

**Thanks for Choosing Uber!**

Thank you for using the Uber app! We're glad to confirm your booking and look forward to getting you to your destination safely and comfortably. Happy riding!

You

Ensure the user can track the progress of their ride within the app. They can see the driver's location on a map, estimated time of arrival, and any unexpected delays while enroute.

Meta AI

**Track Your Ride**

Stay up-to-date with your ride's progress in real-time!

**Live Map Tracking:**

* See your driver's location on the map
* Watch as they navigate to your pickup location
* Track their progress to your destination

**Estimated Time of Arrival (ETA):**

* Get an accurate estimate of when your driver will arrive
* Receive updates if there are any changes to the ETA

**Live Updates:**

* Receive notifications if there are any unexpected delays
* Get updates on traffic, road closures, or other issues affecting your ride

**Driver Information:**

* See your driver's name, photo, and rating
* Get an estimate of their arrival time and track their progress

**Ride Progress Bar:**

* See the progress of your ride in real-time
* Watch as you move from "Driver En Route" to "Arrived" and finally "Dropped Off"

Stay informed and relaxed during your ride! If you have any questions or concerns, feel free to contact our support team.

You

Provide the option for using a pitstop feature while using the ride service by including 'Add a Stop' button in the Uber app while in transit, the driver will be notified to adjust the route accordingly.

Meta AI

**Introducing Pitstop**

Need to make a quick stop along the way? We've got you covered!

**Add a Stop**

While in transit, tap the "Add a Stop" button in the Uber app to add a pitstop to your route. Your driver will be notified and adjust the route accordingly.

**How it Works:**

1. Tap "Add a Stop" in the app
2. Enter the address or location of your pitstop
3. Confirm the stop and your driver will be notified
4. Your driver will adjust the route to include your pitstop

**Pitstop Details:**

* Maximum of 2 pitstops per ride
* Pitstops must be within a 5-mile radius of the original route
* Additional stops may incur extra charges (dependent on location and duration)

**Benefits:**

* Conveniently add stops for food, restrooms, or other needs
* No need to cancel and rebook your ride
* Your driver will adjust the route to ensure a smooth journey

**Note:**

* Please be considerate of your driver's time and schedule
* Pitstops should be brief and reasonable

Happy riding with Pitstop! If you have any questions or concerns, feel free to contact our support team.

You

add a stop

Meta AI

**Add a Stop**

Enter the address or location of your pitstop:

* Search for a specific address or landmark
* Use your current location or a nearby landmark as a reference
* Select a suggested location from the map

**Pitstop Options:**

* Food and Drink
* Restroom Break
* Shopping
* Other (please specify)

**Estimated Time at Pitstop:**

* 5 minutes
* 10 minutes
* 15 minutes
* Other (please specify)

**Add Stop**

Confirm and add the pitstop to your route. Your driver will be notified and adjust the route accordingly.

**Note:**

* Please ensure you have enough time for your pitstop before your final destination
* Additional stops may incur extra charges (dependent on location and duration)

**Cancel**

If you change your mind, tap cancel to remove the pitstop and continue with your original route.

You

Ensure clarity, efficiency, and friendliness in your responses to enhance the user experience.

Meta AI

Thank you for the feedback! I strive to provide clear, efficient, and friendly responses to enhance the user experience. Here's an updated version of the previous response with improved clarity, efficiency, and friendliness:

**Add a Stop**

Need to make a quick stop? Easy peasy!

Enter the address or location of your pitstop:

* Type in a specific address or landmark
* Use your current location or a nearby landmark as a reference
* Pick a suggested location from the map

**How Long Will You Stay?**

* 5 minutes
* 10 minutes
* 15 minutes
* Other (let us know!)

**Add Stop**

Confirm and add the pitstop to your route! Your driver will get the update and adjust the route accordingly.

**Change Your Mind?**

No worries! Tap "Cancel" to remove the pitstop and stick to your original route.

Let me know if there's anything else I can help with!

You

Make sure to get the user feedback and rating for the driver after the ride based on their experience.

Meta AI

**Rate Your Ride**

Your ride has ended! We hope you had a great experience.

**Driver Rating:**

* 5 stars (Excellent)
* 4 stars (Good)
* 3 stars (Okay)
* 2 stars (Poor)
* 1 star (Bad)

**Leave a Comment:**

(Optional) Share your feedback about your driver and ride experience. Your input helps us improve our services!

**Additional Feedback:**

* Was the driver friendly and helpful?
* Was the vehicle clean and comfortable?
* Did the driver follow the optimal route?

**Submit Rating**

Thank you for taking the time to rate your ride! Your feedback is invaluable in helping us provide the best possible experience for our users.

**Note:**

* Your rating and feedback will be shared with the driver to help them improve their services.
* If you encounter any issues or have concerns, please contact our support team. We're always here to help!

You

Generate a reply message in 30 words to thank the customer for their trip and feedback.

Meta AI

**Thanks for Your Ride & Feedback!**

Thank you for choosing us for your ride! We appreciate your feedback and are glad you had a great experience. We'll keep working hard to provide the best service possible!