

CAB SERVICE MANAGEMENT - SRS

16 December 2022 10:32

INTRODUCTION

MyCab is a Cab service management app. This project will make the system of accessing means of transportation much more simple and efficient. The alternative system requires the client to call up a company which then allocates a driver to the client. This can be further automated using an app to save time for both client and the company. The Online Cab booking system is the online service which will automate the process of booking a cab and will facilitate both the client and the company with reduced time and efforts. First the company will register his vehicles and the vehicles to the system. The client will book for service in the app, then the customer will be indicated on the map provided in drivers app, a driver can choose between multiple customers in different locations in a manner that minimizes un-fared travelling.

SCOPE

The purpose of this SRS document is to specify the software requirements of the Online Taxi Booking platform. It will be a complete specification of what this system provides at both client and driver end. The project's aim is to automate the system of hiring a driver by calculating and collecting fare by the means of the app. The app also collect and process information regarding the client to optimize quality of service. The app would also collect and store data of registered users in database. It transforms current system to a centralized system, facilitating ease of use for users.

ACTORS

- User
- Employee
- Admin

FUNCTIONALITIES

- 1) Admin Login and Registration
- 2) User Login and Registration
- 3) Employee Login and Registration
- 4) Search Functionality
- 5) Booking Functionality
- 6) Payment Functionality
- 7) Finance Functionality
- 8) Customer Service and Support

USER PERSPECTIVE :

1) LOGIN AND REGISTRATION FACILITY WITH PASSWORD AUTHENTICATION OR MOBILE NUMBER VALIDATION

On entering the app, User should be able to login, providing details :

- Username or email (Mail id used to create an account in this app)
- Password (a minimum of 6 characters with at least 1 Uppercase and lowercase, as well as alphanumeric and special characters)

In addition to this, User should also be given an opportunity to register the account by providing :

- Continue with phone number (Along with Country code, field not to be set empty, must be unique. OTP Verification to be done) or,
- Create an account with email and password (email must be valid and password must follow the above mentioned specification. OTP is sent to the mail id as part of mail verification)
- The User must accept the terms and policies mandated by the Company, to access the app any further.

On logging in with phone number, the user is redirected to a page where their OTP is auto-verified, followed by seeking permissions for:

- Location (for finding available rides)
- Phone (for account security verification)

The User on accepting the general permissions, is led to the home screen of the myCab app.

2) LOGGED IN USERS CAN ACCESS THE FOLLOWING TASKS IN HOMEPAGE

LOCATION SEARCH FUNCTIONALITY - Users can pinpoint their exact location in the map available in the app or type in their location manually (location entered must be valid without any errors)

- Users can type in their desired destination on the "**Search destination**" tab.

User can view and access all the new offers the company has to offer.

BOOKING FUNCTIONALITY - The User on choosing their destination, can now select from the varied ranges of mini, prime sedan, prime SUV or even hourly rental options of vehicles as well as the time required for the vehicle to reach your location.

- The User can also choose "Ride Now" or "Ride Later" Options, depending on their need.
- The User can book a cab either for themselves (by clicking on myself option) or for someone else by choosing the contact number of the person requiring the cab.

3) ONCE THE BOOKING IS DONE - PAYMENT PAGE

- The User can choose to pay online using different options like UPI, Credit card, Debit Card.
- User is led to the corresponding UPI App on clicking UPI Pay Option. Users can complete payment within the UPI App and after payment, User is redirected to the Confirmation page.
- User can provide card details like card number, expiry date and CVV for Credit Card pay option. Users are redirected to the OTP Page for entering the received OTP (OTP is sent as an SMS to the registered mobile number). Users can click Submit option for the payment to be done.
- Users can also use Debit Card and pay by providing card number, expiry date and is redirected to the OTP Page (OTP is received in the registered number as SMS) Users can click Submit Option after entering OTP and is redirected to Confirmation Page.
- User can also choose to pay cash directly to the driver, if need be. Upon Cash payment, driver can confirm payment and the user is redirected to the Confirmation Page.

4) CONFIRMATION PAGE

- Once the user has booked the cab (either for themselves or for someone else), the user is redirected to the confirmation page where the user is given information about the driver's credentials (driver credentials must include their name, phone number, car, vehicle registration number)
- The User is also provided with the OTP which should be shared with the driver before travel.
- User will be given an alert message at the end destination regarding payment (For Cash on Delivery Options).
- **CANCEL FUNCTIONALITY** - The User can also cancel the ride if required. The User will get SMS and email regarding their Cancellation Confirmation and can be refunded in a minimum of 2 working days. The User can access the Cancel Ride option from the confirmation page, or by clicking on the "Your Rides" button in the homepage.

5) ADDITIONAL OPTIONS - HOMEPAGE

CUSTOMER SERVICE AND SUPPORT - Users can connect to the customer service personnel with the contact numbers listed in the app. Button is provided in the homepage for Customer Service Contact which navigates to the contact numbers available for the company.

- Users can also chat with Customer Service personnel (24 hours available) to clear any queries related or suggestions regarding the company. Users can navigate to Customer Chat button in the homepage which redirects to the available personnel's chat page.
- Users can also access the Support team regarding any technical glitch or other issues related to the application. Users can access the Support button from the homepage which redirects to the Support chat page.
- Users can also view the tutorial of the application in the Support section of the app.

PROFILE UPDATION FUNCTIONALITY - Users can access this from the Navigate button in the left end of the homepage. The Navigate button serves a dropdown and users can click on the "Your Profile" option within the dropdown.

- Users can update their email with the "Update email" option in the Your Profile section.
- Users can update their phone number with the "Update number" option in the Your Profile section.
- Users can also update other personal information (First and Last Name) in the Your Profile section.
- Users can also manually add an address into the "Update Address" option in Your Profile section.

DRIVER PERSPECTIVE :

1) REGISTERING AN ACCOUNT WITH THE COMPANY THROUGH MOBILE AND EMAIL VALIDATION

All employees can create their accounts with the company by first registering the valid documents with the MyCab for Employees app.

Essential information for Validation includes :

- Name (Must include First and Last name, field should not be empty, not more than 30 characters)
- Mobile Number (Must include country code along with a valid mobile number and verify the number with the OTP received, field should not be empty)
- Age
- Email id (Must provide a valid email id and verification of the mail must be done by providing the OTP received, field should not be empty)
- Proof Identity (Employees can provide a pdf document of their Aadhar Card, Pan Card or any other valid identity proof.)
- Driver's License (Employees must provide a clear pdf document of their Driver's license along with the date of expiry of the card)
- Car Validation documents (Details regarding vehicle registration number)

2) LOGIN FACILITY WITH MOBILE AND EMAIL AUTHENTICATION

All employees must mandatorily login the application after creating an account in this app. Employees can login by providing :

- Employees can login by providing their mobile number or email id.
- Employees can login with a username and password

LOGGED IN EMPLOYEES CAN ACCESS THE FOLLOWING FEATURES

All employees can access important information in their application, such as :

BOOKING FUNCTIONALITY : Employees can access the previous bookings or even accept and reject upcoming books through the Navigate tab in the left end of homepage. They can access the details from "Your Rides" option within the Navigate dropdown. These include:

- The number of completed rides on different days
- Can access their bookings page
- Choose whether to accept or reject bookings

Employees will be notified with a popup when a new request arrives. The request option will include the location of the customer along with a Yes or No option. Employees can choose to accept the booking by clicking on the "Yes" option that comes with the request. Employees can also deny the request by clicking on the "No" option if required.

- Employees can also view the location along with the fare charge allocated for the ride, on clicking the Yes option. The corresponding page shows the location, fare charge and the payment status option (Pending/Completed) along with the destination point for travel.

HOMEPAGE FUNCTIONALITY : Employees can access and update their personal information from the "Navigate" tab on the left end of homepage. They can access their profile from the dropdown section of the navigate tab. They can :

- Access their personal information
- Update Personal Information
- Update the email (new email id must be OTP verified before making it the primary mail)
- Update Phone number (new number must be OTP verified before making it the primary number)
- Change the preferred work location at any point of time
- Access their vehicle documents

4) ADDITIONAL OPTIONS

- Employees can change their availability options as Available or Busy. They can update this in the availability tab in the navigate tab dropdown.
- Employees can also reach out to Support team for any technical issues or other queries related to the application. Support option is available in the Navigate tab dropdown in the left end of homepage
- Employees can temporarily turn off request notifications by updating their availability label as "Busy".

ADMIN PERSPECTIVE :

1) LOGIN FACILITATION OF THE ADMIN WITH MOBILE AND EMAIL VALIDATION

- Admin must be able to access all the details of Users and Employees by signing into the application.
- Admin can log into the application by validating their email(Valid email with OTP Verification), and mobile number(Valid number with OTP verification). Upon verification, Admin can click "Submit Details" and the admin is redirected to the homepage of the application

2) USER AND EMPLOYEE LIST MUST BE MADE ACCESSIBLE

The admin should be able to see the list of current users and their personal information like :

- Name of Users

- Contact Information
- Email address

Admin can view the users list from the "Users" tab at the top left dropdown corner of the application.

In addition to this, the admin can also view the list of current employees and their professional information from the "Employees" tab in the top left dropdown corner of the application :

- Name of the Employees
- Contact Information
- Email Address

The administrator must be able to select and update based on the availability of employees. The license number, registration number, contact information and other personal details of the drivers must be visible to the admin and he must be able to make an update about it. This is done in the Update option available at the Employees Tab.

3) FINANCE LOGIN PAGE AND FUNCTIONALITY

- The Finance Login Page requires a Username (unique, field not left empty), and a Password (includes at least 1 lowercase and uppercase, alphanumeric and special characters)
- Submit button will validate the finance username and password and the admin is redirected to the finance section of the application.
- Finance Home Page shows the location and corresponding fare charge allocated for the location. Admin can update the fares as and when required with the "Update Fare" option in the top right corner of the page.

3) CANCEL OR UPDATION OF RIDE AS WELL AS FEEDBACKS

- The admin should be able to cancel any rides to certain location and update about new ride location services. Admin can access this from the "Ride" button in the top left dropdown corner of the application. The redirected page shows the list of locations and the Admin can update or cancel any location by the Update option available in the top right corner of the page.
- The admin should be able to view the current location of the drivers and contact them in case of any emergency. Admin can also view the ongoing rides from the "Ride" option available, and can contact employees by clicking on the ride and selecting contact option.
- The administrator must be able to check the feedback and ratings posted by the clients.

4) ADDITIONAL OPTIONS

- The administrator must be able to check the feedback and ratings posted by the clients.
- The admin must be able to provide access to new users and block any unwanted user accounts.
- They shall be able to delete the employees details that are no longer working in the company.