

## **Need to break down the following workflow-**

How a rider is going to place a ride request, how the system will identify drivers, how the driver side app will pull the ride request, how the ride will be confirmed, and how the ride will be concluded.

### **Step 1: Request a ride:**

Rider opens the app, the app automatically tracks the real time location of the rider using the mobile's GPS.

Rider enters destination location in the navigation box- Based on the location input, the mapping and navigation service shall identify and locate the destination point, and find out the optimal route, based on real time traffic data. Once the optimal route is identified, it shall be displayed in the rider's app.

The ride request processing service shall simultaneously process the route and fetch ride category data from its database, and display it to the rider.

Ride category data will encapsulate the following parameters-

Type availability

Pricing- based demand and traffic congestion in the given route.

### **Step 2: Select a ride:**

Selects a ride category, upon which the ride request is deployed via the API Gateway.

### **Step 3: Ride request sent to driver:**

Based on the vehicle type, proximity to the pick up spot of the rider, and driver profiles, a list of all the available drivers will be organized. Ride requests will be given to one driver at a time, for a fixed duration.

The driver can accept the request, or reject it. There shall be a fixed amount of time to accept or reject. For that duration, the request will be locked in for that specific rider.

If the driver accepts the ride-

### **Step 4: Ride request accepted:**

Details of the driver like location, profile pic, rating, vehicle number and the OTP generated for ride verification, will be forwarded to the ride request management service- which in turn, will forward it to rider app via the API gateway.

### **Step 5: Driver arrives at the pick up spot:**

OTP given to verify the ride. Once entered, the ride will begin.

The rider will be able to track their real-time location, with respect to their destination via their app's interactive map.

**Step 6: Ride arrives at the destination point:**

Payment made based on the selected payment method.

Driver confirms the payment, and concludes the ride.

Feedback options pop up in the rider's app- They can rate their experience, share their grievances, and give tips to the drivers.