

Mobile Application Review Report

Application Overview

This review evaluates the user experience and functionality of a mobile application aimed at providing ride-booking services. The review covers the Customer Application, Rider Application, and Dashboard based on observed issues, functionality gaps, and suggestions for improvement.

Customer Application

Login and Registration

1. Functional Observations:

- Normal login and signout are working as expected.
- Sign up with Facebook, Google, and TikTok is not implemented.
- When logging in with Google, the signout functionality does not redirect to the main screen; instead, a toast message stating 'unauthenticated' is displayed.

2. Missing Features:

- Forgot password and change password functionalities are absent.
- User profile update feature is not available.

Ride Booking

1. Functional Observations:

- Certain locations are not displayed correctly. Some are shown in Arabic, while others are not selectable on the map.
- The application does not retain the details of confirmed rides. Random demo bookings are shown when swapping screens.
- No option to cancel a ride is provided.

Rider Application

1. Functional Observations:

- Login and sign up via Facebook, Google, and TikTok are not operational.

2. Missing Features:

- OTP verification mechanism for sign-up/login is not available.
- Notification functionality for ride requests or updates is missing.
- Several screens in the driver app remain incomplete.

Dashboard

1. Most aspects of the dashboard are incomplete.
2. Key features such as upcoming trips and other user-related functionalities are either missing or partially developed.

Suggestions for Improvement

1. Third-Party Integrations:

- Implement Facebook, Google, and TikTok sign-up and login processes.
- Ensure that third-party logins behave consistently with normal logins, particularly during the signout process.

2. Essential Features:

- Add forgot password, change password, and profile update functionalities.
- Ensure the app can retain and display confirmed rides accurately.
- Provide an option to cancel rides in the customer app.

3. Ride Booking Enhancements:

- Fix location-related issues by allowing proper map-based selection.
- Ensure locations are displayed in the correct language and format.

4. Rider App Improvements:

- Introduce an OTP verification mechanism for added security.
- Add a notification system for ride updates.
- Complete the design and development of all driver app screens.

5. Dashboard Updates:

- Develop and finalize features for tracking upcoming trips and user-related data.

6. Consider Ready-Made Solutions:

- Explore ready-made apps with complete backends, user apps, and rider apps. These solutions can save significant development time and ensure a quicker time-to-market.