

CAB SERVICE MANAGEMENT SERVICE-REQUIREMENT

The Cab service management application/website is basically a service that lets you book a ride to a destination from the place you are at currently(Pick-up). This service must be executed with the following features. There should be two applications one for the user and one for the driver.

HOME SCREEN

This is the first page you land once you open the application and it has several other features within it which include:-

Authentication

This generally has a feature that lets you create an account or to log-in. The sign in can also be allowed with Google account, Facebook account or Apple id. While signing up the mobile number verification must be carried out mandatory since it is required later for the driver to contact while the cab is booked.

CAB SEARCHING AND ALLOCATION

This is the next feature required where the user lands up after signing in. Here the user provides the input that include the pickup location and the destination the user has to go, the type of cab he/she would be able to book and this include:

- Small
- Sedan
- SUV
- Luxury

PAYMENT AND VERIFICATION

The user must be able to choose the mode of payment and this includes:

- Debit cards and Credit Cards
- UPI
- Cash on Delivery

Once the payment method is confirmed the user must verify the details provided once more and should click confirm.

CONNECTING TO THE NEARBY DRIVER

Once the user confirms the pickup location the app collects the details and then a notification is sent to the nearby driver registered with the application. The driver may or may not pick the trip. If the driver picks the trip, then the location of the user is sent and the driver would have to move there and pick him/her. If the driver does not pick the trip, then the notification is sent to the next driver nearby.

TRIP

Once the driver is assigned an OTP for verification is sent to the user. He /she needs to verify the OTP with the driver once picked up. Only on successful authentication the trip begins.

REACHING THE DESTINATION

Once the destination is reached the driver has to move a slider in the application that marks the end of the trip and the amount the user has to pay is shown if it is Cash on Delivery, else a message is sent notifying him/her to make the payment with preferred method. If the payment mode is online then the user can book a new ride only after paying the trip bill.

AUTOMATED MESSAGE

An automated bill/ receipt is generated and is send to the email of the user.

A feedback form showing the behaviour of the driver and functionality of the application is collected from the user.

SETTINGS

Here the user can access several function and requirements. This include to change the password, email-id or mobile number. The user can also add a preferred Mobile number that the application can use to contact in case of emergency or accidents. Settings should also allow the user to notify if he/she lost any valuable during the journey. A user must be able to set up 2FA authentication from settings.