

Requirements Analysis

ONLINE CAB MANAGEMENT SERVICE

User Registration/Authentication

The online cab management is being used by both the driver as well as the passenger.

REGISTRATION/SIGNUP

Passenger registration is done through the manual data entry and validation which include the information- Name, Mobile number, Email, Username, Password. The site saves these details to the driver database and sends a verification mail to his email with an OTP. After the driver verifies his email, the account creation is completed. Two factor Authentication has been provided to add up the security.

Driver registration is done through the manual data entry and validation which include the information- Name, Mobile number, Email, License Details, Bank Details, Vehicle Details, Username, Password. The site saves these details to the driver database and sends a verification mail to his email with an OTP. After the driver verifies his email, the account creation is completed. Two factor Authentication has been provided to add up the security.

User Login

The login activities for the **passenger and driver** is done using manual authentication by username and password, else can be done using google authentication and mobile number otp verification. The site redirects to the driver interface.

Forgot Password

The user can use this option if they forget their password. They can enter their registered email id and the site will send a password reset link to the registered email id. The user or the driver can use this link to reset their account password.

Homepage

Passenger

User-centric booking process

The user can choose the pickup location and the destination for his ride and proceed to book his ride and check the fare price which has been estimated using the backend.

User Profile

The passenger can use this page to see his profile information and update the information if it is incorrect . The data is appended to the user database.

Cab Booking/Confirmation

After choosing his pickup location and the destination, the user can choose his mode of transport among premium cars, sedans and autos and proceed to the payment.

Payment

The user may choose among the available transparent payment to book the cab. If the user chooses online payment the site connects with the bank API and redirects to the payment gateway.

Confirmation and Live Tracking

After the payment is done the site confirms the ride and a driver will accept the ride. The user may track the driver in the map provided within the site.

Cancellation

The user may choose to cancel his ride and provide feedback about why he canceled the ride.

Support/Contact

The user can chat, mail or have a call with the support team to resolve his queries.

SOS Button

SOS button in the application which sends the ride details as well as the current location to the police and to the predefined contact in case of emergency

Account Settings

The user of the driver can change the account settings, like notification settings, promotional emails, privacy and security options etc.

Driver

User Profile

The driver needs to complete his profile information before he can proceed to accept a ride. The data is appended to the driver database.

Confirmation and Live Tracking

Driver will accept the ride. The driver may track the passenger location in the map provided within the site.

Cancellation

Driver may choose to cancel his ride and provide feedback about why he canceled the ride.

Support/Contact

Driver can chat, mail or have a call with the support team to resolve his queries.

Account Settings

The user of the driver can change the account settings, like notification settings, promotional emails, privacy and security options etc.

My rides

This feature will show the detailed list of all the bookings which have been completed and as well as upcoming rides. This will help in keeping track of all the rides booked by the user

Referral and Invite

Referral program under which users can invite their relatives and friends using the referral code and avail exciting offers on the ride.

FAQ section

A comprehensive FAQ section should be there in the application where it should cover all the queries which can help user experience because online booking service is still in the nascent stage in some parts of the world.

Signout/Logout

The user can sign out from the session when the user is inactive.

Account Deletion

The user can delete the account if he/she wishes to do so. Thus the user details will be removed from the database.