**SOFTWARE REQUIREMENTSPECIFICATIONS**

**CASE STUDY: CAB SERVICE MANAGEMENT**

**Story:**

The purpose of this case study is to analyze a cab booking management system which can provide details about cab booking, billing ,navigating and cancelling of rides according to the customers needs. a well implemented cab service is of prime significance as people relying on cab service for travelling are increasing. this projects ultimate aim is quality.to achieve this the vehicles must be well maintained and tested for delivering optimum and uninterrupted travel. trips must be so designed so that the budget could be affordable and according to the preference of the travelers . It is important to know about the availability of a cab its timing ,booking, cancellation etc.the service is so designed to serve 24/7.

The bookings could be done using a application.it can also be accessed using a web page. The customer could choose the starting and ending point and the route could be available on the navigation map on the application. the nearby available vehicles would be listed along with their fare so that the customer could choose from the list.after fixing the journey a common OTP pin is vailed to both cutomer and driver which they share to confirm travel.after the ride the customer can rate the travel.

**Specific requirements: backlog**

1. Customer friendly –UI

1.1 application icon

* the application must be easily available.
* It shall be downloadable in various gadgets

1.2 flash screen

* The app has to be fastly accessed
* Loading must not take delay

1.3 login page

* The customer could be able to login through email
* The customer information should be asked
* There should be a sign in button
* An account should be created comfortably and verified through OTPs and through mail

1.4.surfacing screens

* The customer shall move between pages easily
* The customer shall be able to save his previous preceding's

1.5.sign in

* For existing accounts direct sign in using username.

2.Booking:

2.1.search tool

* For searching places to fix the ride
* Search tools shall also redirect to navigation maps

2.2.pick up address

* The customer can search and select the address of initiation
* The customer can also navigate using a map to add the location

2.3 destination

* The customer could choose the final point through search tools
* The destination should be viewed on navigation maps

2.4 create stops

* The customer shall apply for various stops in between the travel which could be accessed on the application

2.3 ride mode

* The customer shall be allowed to choose the vehicle to ride
* Drop downs of various facility shall be provided
* These must also specify the rate of the travel for each distinct vehicle

2.3 GPS detecting

* This should allow the customer to know the location of the vehicles
* Allow to choose the nearest or comfortable vehicle.
* Shall allow to determine the time of picking up

3.communication

3.1 e-mail confirmation

* The details of the ride should be shared to the customer via email
* A notification after the journey ends also should be provided

3.2 vehicle information

* The details of the vehicle chosen must be sent to the customer through SMS or the app notification
* A pin number shall be known to both the cab driver and the traveler to ensure a confirmed travel
* The customer shall convey this pin during the course of travel

3.3 travel information

* The route of travel could be accessed by the customer throughout the journey
* It shall display both the starting and ending points

4.payment gateways

4.1 fare check

* The customer should be acknowledged about the travel fare before the ride
* They can choose the mode of payment

4.2 multiple payment mechanisms

* one can pay using a mobile wallet
* through a variety of payment gateways such as Internet Banking, Card Payments, UPI.
* Or direct cash

5 emergency contact

* In the case of an emergency an emergency button should be provided in the application
* This can lead to contacting police or the emergency number that had been added in the app.

6.feedback

* Methods for providing feedbacks about the ride must be also included by rating stars
* Platforms to describe the journey must also be added.
* This could be shared using emails or even in the application itself
* The facility to rate the cab drivers should also be provided

7.cancellation

* Cancelling the ride
* Rides could be easily cancellable using cancel ride button in home page

8.availability

* The cab service should be available for 24/7
* The cabs should take safer and faster rides.

9.customer care

* The customers can press the help button in the home button to ask their questions.
* They can raise FAQs
* They can send the company an email.