

# **CAB SERVICE MANAGEMENT SYSTEM**

## **Requirements**

### **Authentication**

The user and driver should be able to sign up if he is new by giving all the details. The details include Name, contact number, email id and should choose a user name. An email and text with otp should be send to the mail id and mobile phone correspondingly. The registration will be completed after entering this otp. An email regarding the successful registration should be send . Already existing users or drivers should be able to sign up by entering the username and password. This will take them to the home page.

If the user or driver forgets password, a link should be sent to the registered email. The link will take them to a home page where they can reset their password to a new one and can login to their account.

### **Profile**

The user should be able to create his personal profile where they can save their locations such as their home, office, restaurants etc. They can change other settings like notifications, ad emails, privacy details. The driver should be able to modify his profile with details like Name, work experiance, License details, contact details.

### **Booking**

The user can select the pickup location from a search list. GPS can be used to determine where the user is right now. The user can view the seleceted destination in a map.

The user can choose from differant cab options ranging from affordable to luxury. They can also schedule the journey for a later date. A calender should be provided for chosing the date and time when the journey is required.

The user should be able to see the estimated fair for their journey according to the cab they chose.

### **Payment**

After booking, the user will be taken to a payment page where they can choose the mode of payments like Net banking, credit/debit card, UPI. Once the user chooses the mathod, they will be taken to the particular windows. The money will be deducted once the driver reaches the pickup location.

### Confirmation

Once the trip is confirmed, the user will get a mail giving the details of the driver who will pickup. The driver will get a pop up request once a near by user books for a trip. Once he accepts the request it should be shared to the user. If the driver denies the request, the same should be sent to other drivers until someone accepts the request.

### Location Tracking

Once the driver has accepted the request, the driver should be able to track the user's location to save time.

The user should also be able to track the driver who has accepted their trip with the help of a map within the site.

### Cancellation

The user should be able to cancel the trip and the reason for cancellation should be given as a feedback.

### Notifications and contacts

Notifications should be available for the user and driver to stay updated on their upcoming trip details. The driver should be able to get the contact details of the user once the trip has been accepted and can contact them if the pickup location is not clear.

### Customer care

A customer care support should be available with options where the user can call, chat and raise queries.

### Feedback

After the trip, the user should be able to rate the driver and give their feedback about driver . The driver should be able to view the rating and the review.

