CAB MANAGEMENT
(Software Requirements Specification)

INTRODUCTION

- The following sections will introduce the numerous requirements of the system from the point of view of different users and will introduce a number of decisions that have been made regarding implementation.
- These sections also attempt to somewhat describe the role of each user group in the system, discussing their individual roles through the functions they can perform

Requirements

Client Requirements
1. Make a booking: Booking a ticket from the part of the user
2. Check their booking status: Check the current status of the booking
3. Fair calculation : Calculate the approximate fare for the journey
4. Registration and login setup :Registration and login option for new users
5. Driver history :The driving history of the user
6. Cancel a cab :Cancel the current booking of the cab
7. Ask for refund :Ask for the refund incase if there occur any issue during the juorney

8. Chat with customer care Executive :chat option in case if we face any technical issue during our bookings
9. Changing password :Changing the current login password
10. Resetting forgotten password :Resetting the password to a new one if the user needs it

Employee Requirements
1. Logging into the system : Logging in the the Driver login
2. Check their bookings :check what all booking have been scheduled for them
3. Maintain daily logs :Maintain a daily logs of all their bookings
4. Check the bookings and their time schedule
5. Select availability : Allows the driver to show their availiablity

Administrator Requirements
1. Manage user portfolio : manages the user portfolio and make changes in them
2. Check feedbacks : Regularly check feedback from the users and the drivers
3. Print daily,weekly,monthly and annual reports

Vehicle Tracking Requirements
1. GPS mechanism in the vehicle : GPS tracking inside the vehicle with a GPS system for live tracking of the driver and the passenger
2. Proper internet connection inside the vehicle

3. A proper UI for displaying the map : A good UI for the users to navigate and understand the routes and maps

Security Requirements
1. Transaction details should be highly cryptographic: To keep the data of the users safe the data must be encrypted properly and efficently
2. Certain user details needs to be kept very secure

Other Requirements
- Customer must receive an update regarding their booking if it is Successful ,failed or even pending
- Authenticating user and driver based on their ID and password
- Checking whether the vehicle is free for booking
- Keeping session track of user and driver
- Provide the option for resetting the password
- Provide customer support
- Sent regular updates and Newsletters : Sent regular updates and promotional mails to the users
- Keep record of feedback from the customers : Keep record of the feedback from the customer
- Customer Grievance Resolution Mechanism : issues with customer needs to be solved for a better user experience