Scenarios Identifying

1. Louisa is usual to travel in LargeCity in her free time. She usually takes taxies because they are very fast and cheap. She reads in the newspaper that the Municipality has released a new application that allow users to call taxi in a easy way.  
   So she goes to her mobile app market and she downloads that app.  
   After she has opened it, the app asks her to sign up, so she compiles the form and submit it. In a few minutes she receives a e-mail with the confirmation of the registration and a SMS message with the new password for the access.
2. Louisa has just finished her shopping in downtown and she want to go home. As usual, she wants to take a taxi. So she opens the app that she is already downloaded, she does the login and tap the request for a taxi, specifying the address where taxi has to take her and how many people taxi has to take. After the submission of her request a SMS message arrives at her mobile with the confirm that the taxi number 9098 will be there in less than ten minutes.
3. Erik arrives with his 6 friends at LargeCity train station. They have to go to the city hotel and they decide to take a taxi. So he makes the login on MTS mobile app and tap the request taxi button. He insert the station address and the number of the components of the group. He submits the form and a SMS confirm the request.  
   Than the system allocates two taxi for the request.
4. Lukas has to go to the airport for a flight this afternoon. He is already registered into the MTS system and he wants to schedule a taxi that bring him to the airport.  
   So he opens the browser and goes to the MTS website, he makes the login and he taps the “make a reservation” button. He inserts the origin and destination of the course, the start time and the number of passengers. He also taps the sharing option because he wants to save money, then he submits the form and a confirm alert appears, he also receives a SMS message with the confirm.  
   Few minutes later, Daniel opens his MTS mobile app and makes a reservation for a taxi in shared mode, he inserts origin and destination address that are near the Lukas’s one.  
   So he submits form and as Lukas he sees the confirm-reservation alert and SMS  
   When the system registered the second request automatically computes that is possible to make a single course for both of them. Ten minutes before the course it reserves the first taxi in queue in the correspondent zone.
5. John is a taxi driver of LargeCity. He starts to work at 8am, so he switches on the MTS system mounted on his taxi. He does the login using the username and password gave by the administrator of the system and he switches on the online button. Now he wait for a call.
6. John is logged in the MTS and he is waiting for a call. An alert appears on his device, someone call him not far from his position, he has the possibility to accept o refuse the call.  
   He accept and on the device the map of the route is shown. The first destination is the customer waiting point, he takes on his customer, he asked to user about the destination, he inserts the destination on the device and he goes on the final destination reported on the map. When he arrives at destination he taps the “end of the course” button and the total price of the course is shown. When the customer pays the service he tap a button and system shows him a new route where the destination is the place where he has to wait for a new call. When he arrives at the new destination he taps the ready button and the waiting-for-call screen appears.
7. John is logged in the MTS and he is waiting for a call. An alert appears on his device, someone call him not far from his position, he has the possibility to accept o refuse the call. He has too few fuel and he has to refuse the call.
8. John is logged in the MTS and he is waiting for a call. An alert appears on his device, someone call him not far from his position, he has the possibility to accept o refuse the call.  
   He accept and on the device the map of the route is shown. The first destination is the customer waiting point. When he arrives on place he doesn’t find anyone, so he taps the report button and notifies the problem. The system cancelled the course and shows him the wait-for-call.
9. Linda is the taxi-service boss and she can access to the admin pages of the MTS system from her office PC. Today there is high traffic and taxi takes long time to do their job. To ensure that any call is served in less than 10 minute she has to disable the sharing option.  
   So she makes login and goes in setting page, she swap the correspondent button and she click confirm. Now the change is active.