**Scenarios**

Normal request

Saria has a job interview the morning after and she is so excited that she can’t sleep. During the night she receives a call from her cousin who tells her that she won’t make it to go with her by car because her car is out of order. She also tells her that she can reach her job using public transports. In that moment Saria panics. She doesn’t know what to do because she doesn’t want to get to work by public transport as she is a little bit picky. In that moment she decides to open the mobile application MyTaxiService she downloaded a few days earlier and see how it works. What she sees is a form which she has to fill with all the information necessary to request a Taxi:

* The location where the Taxi has to pick her up
* The location where she has to go
* Whether she needs the Taxi in that moment or she wants to make a reservation
* How many passengers will join the ride
* Whether the option of “Taxi Sharing” can be taken into consideration or not

Saria sees that MyTaxiService is easy to use so she immediately calms down and feels better. As soon as the alarm clock goes off she decides to fill in the form to make her request in the following way:

* Via Sagivasa 21
* Via Job 8
* Now
* 1
* No

Then Saria taps “Subscribe” to send the request.

What she sees now is a report of her request indicating the price and the duration of the ride. After a while she receives a phone message revealing the code 8689, which is the code of the Taxi that will pick her up, and the waiting time which is 14 minutes.

Request with reservation

It’s 31st October. Evening. Sara, Giovanna and a few friends are getting ready for a Halloween party. They don’t want to get to the party venue by car because they had been robbed a few months earlier in that very same place. They are thinking about getting there by public transport also because they take into consideration the fact that they might be a bit drunk at the end of the night and therefore not being able to drive home. Since the day after they have to be home quite early because of a few obligations the morning after, they can’t leave the club too late as there are very few public transports at that time. So they think about their cousin talking them about a really useful application to request Taxis but unfortunately they can’t remember how the app is called. They try to google it and they find MyTaxiService. Sara immediately downloads the application on her phone and she finds out that they can actually make a reservation. So she fills in the form as follows:

* Leaving from: Via Gino 34
* Destination: Via Fabrique 162
* Reservation: 1st November 5 am
* People: 6
* Taxi sharing: No

After tapping “Subscribe” she receives the message with the Taxi code.

Taxi Driver registration

Carlo is a taxi driver who has just become a dad. Unfortunately, he is not working a lot these days since he doesn’t receive many requests. While he is a the Taxi queue area, he hears some guys talking about an application which allows people to request a Taxi without making a call which sometimes takes quite a long time to receive an answer. He also hears that this service is offered by Milano city. He decides to go to the City Hall of Milano to get information about that service. An employee tells him about this new platform which helps people and taxi drivers to increase the efficiency of the taxi service. He then gives Carlo a sheet of paper with all the information and documentation needed to get a register code which he can use to register to the service. What he has to bring is:

* Copy of identity card
* Copy of fiscal code
* Copy of driving license
* Copy of taxi license
* Taxi register
* Telephone number
* Email

A few days later, Carlo goes back to the register office with all the documents and the employee tells him that he will receive an email with an username and the register code he will need to create a personal account on the app. In effect after two days he receives the following information:

* Username: carlosal140581
* Register code: d61ivn784u3
* Taxi code: 1061

Once he connects to the platform through the official website or the app, he has to choose the option “Sign in” and insert username and register code. By doing so, the system can ask him to create and confirm a password. After that, Carlo will be a Taxi Driver of MyTaxiService.