

ACCEPTANCE CRITERIA:

Riders:

- **Easy Ride Request:** The app should allow riders to input the pickup location and the destination, along with any specific instructions or requirements for the driver.
- **Fast Response:** The app should connect riders with a nearby driver promptly, ensuring a quick response time.
- **Safety and Security:** Riders should feel secure knowing that drivers undergo proper background checks and have safe and well-maintained vehicles.
- **Flexibility in Vehicle Options:** The app should offer a variety of vehicle options to accommodate the specific needs of the rider.
- **Transparent Pricing:** Riders should be provided with clear and transparent pricing information, including fare estimates, upfront pricing, and any additional fees or surcharges.
- **Reliable Communication:** The app should provide a seamless communication channel between the driver and the rider.
- **User-Friendly Expense Tracking:** The app should provide a user-friendly way to track and export ride-related expenses.
- **Real-Time Tracking:** Riders should be able to track the location of the assigned vehicle in real time.
- **Notifications and Alerts:** Riders should receive notifications regarding the status of the ride, including driver arrival, delays, or changes to the pickup location.
- **Payment Options:** The app should support multiple payment methods.
- **Ratings and Feedback:** Riders should have the ability to rate their ride experience and provide feedback about the driver.
- **Customer Support:** Riders should have access to reliable customer support channels in case of any issues or concerns during the rides.
- **Fare Splitting:** Riders should have the option to split the fare amongst themselves.
- **Advance Booking:** Riders should be able to book a ride for a future date.
- **Third Party Pickup:** Riders should have the option to book a pick up for a third party.
- **Referral Program:** Riders should earn rewards or discounts for successful referrals.
- **Preferred Driver Option:** Riders should have the option to add drivers to a 'preferred' list for future ride requests.
- **SOS Button:** An emergency/SOS button should be available to riders during a ride for immediate assistance in case of an emergency.
- **Family/ Friends Ride Tracking:** Riders should have the option to share live ride tracking with family members or friends for added safety.
- **Voice Assistant:** The app should provide a voice assistant for ease of use and to facilitate operations for visually impaired users.
- **Multilingual Support:** The app should support multiple languages for global users.

Drivers:

- **Driver Information:** Drivers should be able to easily update their information on the app.
- **Real-time GPS Navigation Assistance:** The app should provide drivers with accurate navigation directions to the pickup location.
- **Ride Cancellation:** Drivers should be able to reject scheduled rides, with the app displaying any applicable cancellation charges.

- **Multiple Stops:** Drivers should be able to easily accommodate multiple stops on a ride.
- **Navigation Accuracy:** Drivers should be able to reach the drop-off location safely and efficiently as per the navigation directions.
- **In-App Payment and Receipt Generation:** Drivers should be able to process payments in the app and generate digital receipts.
- **Driver Availability and Unavailability:** The app should update the driver's availability status accordingly.
- **Driver Sleep/Offline Mode:** Drivers should be able to switch to sleep/offline mode when desired.
- **Rewards and Badges:** High ratings should contribute to drivers' reputation and offer potential incentives or rewards.
- **Earnings Tracker:** Drivers should have a feature to track their daily/weekly/monthly earnings on the app.
- **Heat Maps:** The app should provide heat maps indicating areas with high demand for rides.
- **Driver Support:** The app should provide a dedicated support option for drivers to resolve their queries or issues.
- **Driver Safety Features:** The app should include features to ensure driver safety, like an emergency alert button.
- **Ride History:** Drivers should be able to view their ride history, including details about past passengers and ride earnings.

Administrators:

- **User Registration:** Administrators should be able to manage user registration.
- **Vehicle Options:** Administrators should be able to control the various vehicle options available on the app.
- **Ratings and Feedback:** Administrators should be able to review and manage the ratings and feedback given by riders and drivers.
- **History and Receipts:** Administrators should have access to a detailed history of past rides and generated receipts for each transaction.
- **Promos and Discount:** Administrators should be able to manage promos and discounts offered by the app.
- **Special Needs Accommodation:** Administrators should ensure the app can assign drivers who can accommodate special needs.
- **Emergency Alerts:** Administrators should be able to manage and respond to emergency alerts raised through the app.
- **Verified Users:** Administrators should be able to manage and award badges for verified users or frequent patrons.
- **Real-Time Analytics:** Administrators should have access to real-time data analytics for monitoring app performance.
- **User Management:** Administrators should be able to manage user accounts, including suspension or deletion of accounts in case of misconduct.
- **Complaint Resolution Management:** Administrators should have features to manage and resolve rider or driver complaints effectively.
- **Driver Document Verification:** Administrators should have the ability to verify and manage driver documents for background checks.
- **Pricing Management:** Administrators should have tools to manage dynamic pricing based on demand, time of day, or special events.

