

User Roles and Permissions

Rider

- Registration: Allows users to create a new account as a rider.
- Login: Enables users to authenticate and access their rider account.
- Profile Management: Users can view and update their profile information, including name, contact details, and profile picture.
- Schedule a Ride: Enables users to book a ride in advance.
- Real-Time Tracking: Allows users to track their ride on a map in real-time.
- Multiple Payment Options: Offers users the ability to pay with credit cards, debit cards, digital wallets, or cash.
- Ride History: Gives users access to their past ride details for record-keeping or future reference.
- Ride Request: Allows riders to request an instant ride by specifying the pickup and drop-off locations.
- Payment: Provides riders with options to add payment methods, view payment history, and manage payment preferences.
- Rating and Review: Allows riders to rate and provide feedback on completed rides.
- Promotions: Provides riders with the ability to apply promotional codes and view available offers.
- Rate and Review Drivers: Allows users to rate their ride and driver, providing feedback to improve service quality.
- Favorite Locations: Users can save frequently visited locations, like home or work, for quicker booking in the future.
- Fare Estimator: Provides users with an approximate cost for their trip before booking.
- Car Type Selection: Allows users to select from different types of vehicles based on their needs (e.g., economy, premium, large group, accessibility).
- Driver Information: Displays the driver's name, photo, and vehicle information for user safety and convenience.
- Emergency Contact Sharing: Enables users to share ride details with a selected contact for safety purposes.
- Split Fare: Allows users to share the cost of a ride with other passengers.
- Lost and Found: A feature to report and retrieve lost items left in the vehicle.
- Promo Codes & Referral Program: Users can enter promotional codes for discounts and refer friends to earn credits.
- In-App Messaging: Allows riders to communicate with their drivers within the app, preserving privacy for both parties.
- Accessibility Options: Features to help users with disabilities, like wheelchair-accessible vehicles or in-app features for visually impaired users.
- Multi-language Support: The app can be used in multiple languages, catering to a diverse user base.
- In-App Tipping: Gives users the option to tip their driver directly through the app.
- Ride Pooling Option: Enables users to share rides with others going the same way for a reduced fare (e.g., Dealride Cluster).
- Integrated Music Control: Lets riders control the car's music system from their phone during the ride, for a personalized experience.
- Payment Integration: Integration with secure payment gateways to facilitate cashless transactions.

Driver

- Registration: Enables drivers to sign up and provide necessary documents for verification.
- Login: Allows drivers to authenticate and access their driver account.
- Profile Management: Drivers can update their profile information, including name, contact details, profile picture, and vehicle details.
- Ride Acceptance: Drivers can accept or reject ride requests based on their availability.
- Ride Dispatch: Provides drivers with navigation assistance and turn-by-turn directions to reach the pickup and drop-off locations.
- Earnings and Payouts: Allows drivers to view their earnings, track payouts, and manage payment preferences.
- Rating and Review: Drivers can view ratings and feedback received from riders and take necessary actions for improvement.
- Driver Support: Access to a support system for assistance, reporting issues, and resolving conflicts.
- Driver Availability: Ability to set driver availability status (online/offline) and manage working hours.
- Driver Dashboard: This provides an overview of earnings, ride statistics, ratings, and other relevant data.
- Real-Time Navigation: Integration with map and GPS services for turn-by-turn directions.
- Rider Information: Display of necessary rider information such as pickup location, destination, and any special instructions.
- Earnings Tracker: A real-time feature that allows drivers to track their earnings after each ride.
- Trip Requests: Notification and details of incoming ride requests.
- Driving Heat Maps: Shows areas with high demand to help drivers find more potential fares.
- Route Optimization: Suggestions for the most efficient routes to save time and fuel.
- Scheduled Rides Preview: Advanced information about scheduled rides to help drivers plan their schedule.
- In-App Messaging: Allows drivers to communicate with riders, providing a secure way to discuss pickup details or any other information.
- Rider Ratings: The ability to rate riders based on behavior, tidiness, etc., to inform future drivers.
- Safety Features: Includes features like sharing ride details with emergency contacts, built-in emergency button, etc.
- Driver Reports: Regular reports on driving patterns to help improve safety and efficiency.
- Availability Toggle: Allows drivers to go online or offline, indicating their availability to accept rides.
- Multi-language Support: The app can be used in multiple languages, catering to a diverse driver base.
- In-App Training and Guidelines: Provides information and training about company policies, safety guidelines, and best practices.
- Automated Receipts: Sends digital receipts to riders automatically after each trip.

- Ride Cancellation: Drivers can cancel the ride under certain circumstances, such as when unable to locate the rider.
- Document Upload: Allows drivers to upload necessary documents for verification directly within the app.
- Income Reports for Tax Purposes: Generation of earnings summaries and reports for tax filing purposes.

Administrator

- User Management: Administrators have the authority to manage user accounts, including creating, updating, and deleting user profiles.
- Driver Verification: Administrators can review and verify driver documents and details for compliance and safety.
- Promotions and Campaigns: Ability to create and manage promotional offers, discounts, and marketing campaigns.
- Analytics and Reporting: Access to data analytics and reporting tools to monitor system performance, user behavior, and generate insights.
- System Configuration: Administrators can configure system settings, preferences, and notifications.
- Support and Issue Resolution: Administrators handle user support requests, resolve disputes, and manage escalated issues.
- Dashboard and Insights: Access to an administrative dashboard providing an overview of system metrics, key performance indicators (KPIs), and operational data.
- Driver Management: Manage driver details, documents, and statuses, Approve, deactivate, or manage driver accounts.
- Rider Management: View and manage rider profiles and ride histories, manage rider accounts, including monitoring suspicious activities.
- Fare Management: Set and modify fares for different vehicle types and locations, set fares, manage surge pricing, discounts, or promo codes.
- Commission Management: Set commission rates for drivers and calculate earnings.
- Booking Management: Monitor and manage current and past rides, oversee and handle all the bookings made through the app.
- Vehicle Management: Add or remove vehicle types, manage vehicle details, inspect, manage vehicle categories, details, and related information.
- Heat Map: Visualize areas of high demand in real-time.
- Rating & Review Management: Review and handle driver and passenger ratings and feedback.
- Location Tracking: Track drivers' real-time locations
- Location Management: Manage the service areas and zones.
- Driver-Rider Matchmaking: Control the logic for matching drivers and riders.
- Payment Management: Manage payment gateways, track transactions, and handle driver payouts, oversee payment and transaction details.
- Surge Pricing Management: Set rules for surge pricing based on demand.
- Dispute Resolution: Handle rider and driver queries, complaints, and disputes.
- Notification Management: Manage push, email, and SMS notifications, control notifications and updates sent to drivers and riders.
- Safety Features Management: Oversee safety features like SOS, ride share details, Monitor rides for safety issues, handle reports of unsafe behavior, etc.
- User Feedback Management: Review and respond to user feedback and ratings.

- Geofencing: Set predefined geographical boundaries for operations.
- User Roles & Permissions: Define roles and permissions for different admins.
- Customer Support: Access to support inquiries and the ability to respond.
- Report Generation: Generate detailed reports about drivers, rides, earnings, etc.
- Map & GPS Management: Oversee the operation and accuracy of in-app maps and GPS.
- Promotion & Marketing Tools: Ability to run and manage promotional campaigns.
- Service Modification: Ability to add, remove, or modify the services offered.
- Compliance Monitoring: Ensuring drivers and riders comply with company policies.
- App Updates: Oversee the rollout of app updates and new feature releases.
- Estimated Fare Calculation: Providing users with an estimated fare calculation based on distance, time, and any additional charges ensures transparency and helps users plan their rides more effectively.