Functional Requirement Specification-Dezi

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| **Sr. No** | **Functionality** | **User** | |
| **Rider** | **Driver** |
| 1 | Register/Login | The user can login by  -Email+ Password  - Facebook  If he is not a registered user the rider can register by clicking on the link provided on Login frame and provide name, email and password. After registration, the user will be asked his mobile number and has to get his mobile verified by OTP verification(also for Facebook registration). This mobile number will be his unique identifier. | To become a driver user, the rider user has to fill in the driver application form which includes documents for verification. Until the documents are verified the driver user remains a rider user.  Rest the login and registration process is the same as rider. |
| 2 | Profile Management | The user can update his profile information that includes  - Upload Profile Picture  - **Enter Personal Information (Name, Gender, DOB, Anniversary )**  The user can also edit the profile any time(not during ride duration), phone number is fixed. | He needs to mention the navigation system and car transmission type that he is comfortable using.  Rest is the same as rider. |
| 3 | Payment Management | The rider can enter a payment option from where the amount transactions will take place and upload the necessary information.  - Credit Card: The rider can add a credit card by entering credit card number, security number and its expiration date(handled by Braintree). He can have more than one credit card added and needs to select any one of them as default.  - PayPal: If this option is selected then user is redirected to the API of Paypal  The rider can add/ edit/ delete the payment options.  The payment will be made automatically where the system deducts an amount from the selected payment option on successful/unsuccessful ride completion, if the user sets up automatic deduction.  All the discount amount will be held by the system(virtual amount) and not credited to his account. Any actual amount to be transferred will be handled via an offline process. | The driver has to enter a banking information where the amount paid to him will be credited. The information includes account number, routing number, bank name, bank type. |
| 4 | Ride Booking | (Only after car information and payment information entered)  - Map: This is the default frame shown when rider has successfully registered with option to choose a pick up location.  - Pickup/Drop Location: The location can be chosen by auto detecting using GPS or manual input option using keyboard or sliding through map or select from favorite places. The rider can then view all the available drivers in a radius of 100 miles. Once the location is fixed it cannot be changed.  The rider can add his drop location(can be changed anytime till the ride completes).  -Estimate fare: The rider can estimate the fare for his ride.  - Send the request: The rider can then send request for ride, cancel the ride.  On finding a match the system sends a push notification to rider user.  - Cancellation:The ride could be canceled before the driver reaches pick up location or after the ride starts, in each case an amount is debited an an invoice is provided.  The system sends a push notification to rider user. Prior to arrived at pickup point – alert is sent to passenger 5 min prior and also when the driver clicks on arrived. If already less than 5 min, then early alert.  If the ride/pickup is canceled by the rider then he needs to mark the reason.  - Check drivers profile after confirmation from driver.  - Contact driver externally from network provider, without sharing contact details.  - Track driver's position  - Invoice in the application, email and text message, push notification on registered number: The rider is displayed the ride duration and distance ,total amount of the ride and he can add a tip (optional/will be redirected to a different frame for adding tip) to the billing amount. Also, he can rate a comment about the driver.  - Automatic payment deduction from consumers account on completion of ride or cancellation. | - Map: This is the default frame shown when driver has successfully registered with his current location.  Estimated total amount is displayed that is earned by the driver in 24 hr period. It should reset at 12pm everyday.  When a request arrives for pickup, he is shown with a 10 seconds time frame to accept the request. If he does not accept the ride, then it is considered as cancelled.  The driver user can skip two consecutive ride requests before being automatically switched to inactive mode.  **missed request pop up** – should stay up until ok is pressed. for first two the driver does not go inactive and can get requests but after third time the popup stays up until ok is pressed and doesn’t allow for any more requests . After ok is pressed, goes to active dashboard.  -Once he accepts the ride, he is shown the pickup location and his current location and can navigate to it using his prefered navigation system. He can cancel the pickup/ride, contact the rider externally(using Twillio), Set the status as reached the pick up location where a push notification will be sent to the rider.  - Pickup Location: The driver can view the drop location and navigate to it. He can start the ride or cancel ride. He can set the status as reached destination once the ride completes. Also a push notification is sent to the rider.  - Check rider's profile after confirmation.  - Track his current position  - Invoice in the application, email and text message on registered number: The driver is displayed the ride duration and distance ,total amount earned by him for the ride. Also, he can rate and comment the rider.  -Payment to driver is out of the scope of app and done offline by the admin. |
| 5 | Favorite Places | The rider can add his favorite places and categorize them as work, home or pub, etc. so that finding location becomes easier.  He can select these favorite places while setting pick up and drop locations. |  |
| 6 | Cars | An addition to the profile is the cars the user has. He needs to add the make, model, license number and transmission type of car. He can choose any one added car as default.  This information is used while matching a driver with the rider. |  |
| 7 | Rides Management | - Check ride history: The ride history includes pickup location, drop location, driver details, ride duration, ride distance & total cost.  - View previous ride details (pickup location, drop location, amount paid, payment option)  The rider can report a issue against any ride. | - Check ride history: The ride history includes pickup location, drop location, rider details, ride duration, ride distance & total cost.  - View previous ride details (pickup location, drop location, amount earned)  The driver can report a issue against any ride. |
| 8 | Get Promotions | - By referral: Invite friends using the referral code and earn credit on successful ride completion per referral. The user can view his referral history.  - By promo code: The rider can get promotional offers on his birthday or anniversary.He can apply for the promo code sent by the admin(in notification) and earn the specified amount as Dezi credit.  The billing amount will be deducted from the Dezi credit for the next rides until completely exhausted. | -By referral: Invite friends to become drivers. For the referred drivers, earn amount for 5/10 rides and 20 rides(within 3 months)  -Tier: The driver tiers are named as Silver, Gold, Platinum and, Diamond. The process for assigning a tier level to a driver is controlled by the admin. |
| 9 | Fare Estimation Calculator | The amount is based on >> Cost/mile  >> Cost/minute  >>Charges for distance >1.5 between driver and pickup  >>Charges for distance <1.5 between driver and pickup  >>Cancellation charges  >>Service charges  Thus,  (Distance between pick up location and destination X cost/mile + Estimated Drive time X cost/time +service charge+driver's charge= Fare estimation of the ride)  All estimated values to be fetched from Uber or Google MAp's API. |  |
| 10 | Switch role | Switch to Become Driver  - Auto information migration  - Submission of essential requirements to become driver through website as driver’s license and social security number of drivers, Health Certificate, Highest Education Certificate, Criminal Record Certificate for a background check. The user is still a rider until background check is complete. | Switch to Become Customer  - Auto information migration  - Providing payment info, car info or favorite places(optional). |
| 11 | Contract details |  | - This section of the application will show the contract information of driver with DeziNow Inc. Driver will get option of accept or reject of the contract in case of any updates in the contract driver will get notification and driver again have to accept or reject the contract. If rejected he is no more a driver. |
| 12 | Report Issue | **Trip issues**  Go to the trip history and report from there.  1. Report a found item  I found an item (category)  -contact driver (subcategory)  2. Report an issue  (categories)  (i) I have an issue with my fare  -The wrong amount was charged  -I accidentally put the wrong tip amount  (ii)I have a cancellation charge  -Driver did not show up  -Driver could not drive my car  (iii)The route was bad  -The trip was longer than expected  -The driver took wrong turns  -The driver went against my wishes and went the wrong way  -The driver made stops during the trip  (iv)Driver  -Driver was unprofessional  -Driver was distracted and driving unsafely  -There was an incident with my driver  -Driver did not match the profile  -Driver refused to go to the destination  -Driver asked for a specific rating and/or tip  -Driver asked for a cash payment  (v)Promo code  -Promo code was not applied  -Need to apply promo code  **Account issues**  (subcategories)  -Locked account  -I can’t update my email or phone number  -cancel account  **Payment issues**  (subcategories)  -I can’t update my payment information  -I was charged the wrong amount  -I don’t recognize a ride/charge  -There is a balance on my account | **Trip issues**  Go to the trip history and report from there.  1.Report a lost item  I lost an item (category)  -contact customer (subcategory)  2.Report an issue  (categories):  (i)I have an issue with my fare  -The wrong amount was charged  -I had to pay for toll  (ii)My trip included multiple stops  (iii)My trip fare was adjusted incorrectly  (iv)I picked up the wrong customer  -It was a different person than the requester  -It was the wrong customer  (v)Issue with a customer  -The customer was rude  -The customer was violent  -The trip was cancelled  -Other incident with customer  (vi)Tickets/Accidents  -I received a ticket  -I was in an accident  **App issues**  -Issues accepting trips  -Issue with navigation  **Account issues**  (subcategories)  -Locked account  -I can’t update my email or phone number  -Cancel account  -Reset password  **Payment issues**  (subcategories)  -I can’t update my payment information  -I was paid the wrong amount  -Update my banking info  -I didn’t receive a direct deposit  **App issue**  -App crashing  -can’t accept requests  -Issue with navigation  -other |
| 13 | About Us | Page will include generic information about the app. | Page will include generic information about the app. |
| 14 | Driver Active/Inactive Option |  | - Active: drivers who are currently accepting driver requests.  - Inactive: drivers who are not currently accepting rides |