Martin is in town center and he needs a taxi to return home. So he opens the application on his smartphone and log in; he needs a taxi immediately, so he select the option for an immediate call, and then he choose to give as address his actual position. The app take it from the gps of the phone and send the call to the system. The first available taxi driver in the zone receives the call on his device and visualize the informations about the caller: now he knows that his name is Martin, and that he has done 2 calls in the past, and he has no blank calls. So he decides to accept the call. He click on the button “accept” and the system puts him in “waiting” state; at the same time, Martin receive a notification on his phone. The system calculated that the taxi will be at the pick up place in 6 minutes, and asks if Martin desires to confirm the call. Six minutes is not too much time for waiting, so he press the button “confirm”. The taxi driver receive a notification, so he can start; the system removes him from the queue of the zone. The taxi arrives and takes Martin on board. Then he drive to the destination that he have communicated; when they finally get there, the taxi-driver signals to the system that is available again. The system calculates his new position and put him at the end of the queue of his new zone.