SOFTWARE REQUIREMENT SPECIFICATION

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Software Requirements Specification

1. Introduction

1.1 Purpose

This document describes the requirements of cab service management system of the company Cab Corner. Requirements specification is the starting step for the development activities. During requirement specification, the goal is to produce a document of the client's requirements. This document forms the basis of development and software validation. This system helps in booking cab services for the customers easily and conveniently.

1.2 Project Vision and Product Scope

1.2.1 Vision Statement

For all the people who are interested in traveling, Cab Service Management System is an application that will help you access all the information about cabs which are provided by the Cab Corner company. It allows customers to book a car from various locations, maybe in the future, the service of renting a car can also be added.

1.2.2 Product Scope

Cab Service Management System is an application that will provide information about the cars which were provided by Cab corner company. It will provide functionality of booking cars placed on application and track the booking.

2. Overall Description
2.1 User classes
2.1.1 Customer

Customer is an authenticated user who logged into system and had every function that a user can do. At this moment, they can log out if they want, change password and manage their profile and edit their information only for purpose of personalizing their service.

2.1.2 Cab Driver (Employee)

The driver is an authenticated employee who works for the company. They also need to log to the system to know about the bookings. They can also update the status of their availability of service.

2.1.3 Admin

Admin is an authenticated user using website or the app who can manage accounts and feedbacks from the customer. Admin also manages the accounts of the cab drivers.

2.1.4 Finance team

Finance team is a group of authenticated users using to the website or app to manage the accounts and transactions of the entire system. They are responsible for the validation of profit margins, make finance reports and plan strategies to improve the profit of the system.

3. Functional requirements
3.1 Customers requirements:
3.1.1   Login facility

Customers should be able to login to the system using following details:

- Email (should be unique and validation is needed) or Phone Number (should have a maximum of 10 digits).
- Password (required and include special characters, numbers, lower case and upper-case digits).

3.1.2 Signup page

The signup facility should include an option to have a detailed information of the   customers. Validation of the details entered in the signup page should be done at the time of submission. The details should include:

- First Name and Last Name (This fields are required and should not include any special characters and

digits. It should include only alphabetical characters)
- Date of birth (The user should enter values in the format DD-MM-YYYY)
- Gender (Should include any values like Male, female, others or prefer not to mention as values)
- Address and Pin code (This field can have values including letters, digits and special characters)
- Aadhar Number (It can have 16-digit numbers as the values)
- location preference (Possible place for choosing cab for most rides).

3.1.3 Main page

The home page of App should contain information about all the available cabs ready for service. The customers should be able to get suggestions based on the performance of the cab drivers and based on the location preference. Customers need to enter from and to location search for a cab. There should options available to navigate from home page to booking page, user profile, booking history and help page.

3.1.4 Cab booking page

The customer needs to provide details about the number of persons, the location to pick them up and time to book a cab. Customers should also get an option to choose their cab. They should also have a priority of selection the best routes. Customers should be able to view the details of the cab driver. It should include the experience in hours, ratings given and best feedbacks.

3.1.5 Payment facility

The customer should be able the get the calculated fare after booking a cab. They should have different options to pay the fare like using credit cards, debit cards, Google pay etc. Customers should also be able download the bill after the payment is done.

3.1.6 Profile page

Customers should be able to update their personal information. They should also be able to change their location preference based on the necessity. The customers should also have an option to remove their account.

3.1.7. All booking and payments page

Customers should be able to view their orders and payment history. It should also have the option to view the previous invoice generated and the ratings given to the cab driver. This page should also have option for cancelling the cab booked. Cancellation of cab before the arrival at the pickup location should cost a 10% of fare. Cancellation of cab at the time of arrival should cost 20% of the fare after refunding.

3.1.8. Feedback

Customers should be able to write feedback about their ride. There should be options to rate the cab driver performance once the journey is completed.

3.2 Employee Requirements:

3.2.1 Login facility

Employees(driver) should be able to login to the system using following details:

- Email (should be unique and validation is needed) or Phone Number (should have a maximum of 10 digits).

- Password (required and include special characters, numbers, lower case and upper-case digits).

3.2.2 Home Page

Employees should be able to view the booking details in the home page. The drivers should also be able to get notification if the cab is booked. once the cab is booked the status of the availabity of the cab should be updated automatically. They should be able to get the following details in the home page:

- The from and to location details.

- Number of persons accessing the cab.

- The time and location of picking up the customers.

3.2.3. Work history page

Employees should be able to get the details of their daily working and performance evaluation details. They should be also able to view the following details:

- Working hours and travelled distances.

- Ratings and feedbacks from the customers.

3.3 Admin requirements:

3.3.1. Login facility

Admin should also be able to login to the system using following details:

- Email (should be unique and validation is needed) or Phone Number (should have a maximum of 10 digits).

- Password (required and include special characters, numbers, lower case and upper-case digits).

3.3.2. Admin home page

Admin home page should contain all the details about the customers and employees. The page should also

display the details about the various bookings and services going. The admin should also have the following details on the main page:

- The access to all details of employees and customers.
- The admin should be able search an employee using their name.
- The admin should have the access to remove employees' account.
- The details of the total number of bookings.
- The details of the profit and finance reports updated by the finance team
- The details of total numbers of customers and their use of the system.
- The feedbacks and ratings given to the service.

3.3.3 Reports and feedback page

Admin should have an option view and download the reports prepared by the finance team. There should an option to add feedbacks about the reports prepared by the finance team.

3.4 Finance management

3.4.1 Login page

Finance management team should also be able to login to the system using following details:

- Email (should be unique and validation is needed) or Phone Number (should have a maximum of 10 digits).
- Password (required and include special characters, numbers, lower case and upper-case digits).

3.4.2 Profit page

The finance team should be able to view the details of the profit made in each month in this page. They should be able track the main profit receiving routes and locations. This page should also give the following details:

- The total amount of payment received.
- The total amount paid for salary and taxes.
- The customers who used the services more often.
- Most income generating cab driver details.

3..4.3 Salary and tax page

The finance team should have an option to view the details of the employees about the salary need to be paid. This page should also have option to access the money transfer from company account to driver account. It should also contain options to view the taxes and other deductions which needs to be cut down from the salary of the employee or driver.

3.4.3 Reports page

The finance team should an have option to upload all the reports they prepared. They should be able to view the status of the uploaded files based on whether the admin approved it or not. They should be able to get feedbacks on the report submitted.