

1. Booking a Ride

Goal: Successfully book a ride to a destination.

Steps:

1. User opens the ride-sharing app.
2. User inputs their destination.
3. App displays estimated fare and wait time.
4. User confirms ride request.
5. App matches user with a nearby driver.
6. User receives driver details and ETA.
7. Driver arrives, and user begins trip.

Alternatives:

- 2. Destination not found: User is prompted to check the address and try again.
- 5.No drivers available: User is informed and asked to wait or try again later.

2. Tracking a Driver

Goal: Allow a user to track the driver's location after booking a ride.

Steps:

1. After booking, the app shows the driver's current location on a map.
2. User can view the driver's route to their pickup location.
3. App updates the driver's ETA in real-time.
4. Notification when the driver is approaching the pickup location.
5. User meets the driver and starts the trip.

Alternatives:

- 2. App loses connection: User is informed and reassured tracking will resume once connection is restored.
- 3. Driver deviates from route: User receives a notification with an updated ETA.

3. Reviewing a Trip

Goal: Provide feedback on a trip experience.

Steps:

1. Trip ends, and payment is processed.
2. User is prompted to rate the driver and the trip.
3. User submits a rating and optional feedback.

4. User is thanked for their feedback and offered a discount on a future ride.
5. Feedback is recorded for driver improvement and service enhancement.

Alternatives:

- 2. User skips review: Encourage feedback next time for improved service.
- 3. Technical issue prevents review submission: User is asked to retry or contact support.