Rainbow Cabs

1. Background

Rainbow Cabs is a Taxi service that offers wide range of services related to Taxi from Mt. Laviniya, Sri Lanka. It offers the services to Colombo and suburbs.

Rainbow Cab’s main services can b divided into two categories

1. Car Pooling

Car Pooling is a service offered to people travel to work in the morning and evening. Group of people who travel in the same route is organized as a group and assigned to a Taxi. Passengers are supposed to pay a fixed monthly fee for this service. This enables passengers to share and travel the location with minimal cost.

1. Taxi Service

This is a regular call taxi service offered to people. People who in need of taxi place a call and the calls are received by a call center operator. Call center operator checks the availability of a Taxi and confirms the reservation.

1. Objectives

Objective of this project is to provide Rainbow cabs with a cutting edge real world system that enables them to cope up with the growing need for their service.

* Using this system Rainbow Cab management should be able to retrieve accurate, reliable and meaningful data for their decision making process. This process should be effective and efficient.
* Provide an interface to call center operator to find the available cabs at the moment. This will enable call center operator to answer the client calls as soon as possible.
* Manage Car Pooling customers efficiently. Legacy system doesn’t support Car Pooling service.
* Keep customer information. E.g. Saving customers’ Mobile, Telephone number will help the driver to find the place. Also it’ll help to inform the customer if the Cab/Taxi couldn’t make it on time.
* Vehicle Driver’s details will be stored in the system. This will enable Call Center Operator to track the current location of the driver manually.
* Provide system users to make Reports based on the data.
* Avoid duplication, inconsistency and unnecessary paper work.
* Maximize the usage of company vehicles by eliminating the idle time which will result in increase of income.

1. Scope of the System

* Scope of the system covers the main functionality including Car Pooling, Taxi Service. Also it will support report making from the data available which is not available in the legacy system.
* Call Center Operator, Managers will have different user interfaces according to their privilege level.
* Managers will be able to Add remove users, customers and vehicle details from the system. Whereas Call center operator will be able to view those details and will request manager in case of change required.
* Call Center Operators will be able to check the availability of the Taxi/Cabs when customer places an inquiry via the Telephone.
* When Taxi/Cab arrives and departs from parking area, field officer will update the system. These details will be available to Call Center Operator.
* This system will not cover Employee Leave, attendance and Vehicle’s life cycle.

1. Time Line



1. About Development Technology used

* **Language Used**: Visual Studio C#
* **Database Back-end**: SQL Server
* **Approach**: Object Oriented Approach
* **Architecture**: Three Layer Architecture (presentation, Business Logic, DB)