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| **Use Case** | **Use Case Description** |
| Cancel Cab | The customer calls the dispatch center to cancel their cab. The dispatch center cancels the cab order/reservation in their system and notifies the cab driver. |

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| **Use Case** | **Use Case Description** |
| Rate Experience | The dispatch center sends the customer a text message with a link to rate their experience of RazorCab. The customer can click on the link to be taken to a survey for their specific order and leave feedback on the system and their experience. |