

Technical Document – Annexure I of Cab & Transit Booking App

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Annexure I

1. Project Overview

✓ Business Need

The Business need is to have a platform like an individual Cab/Transit booking app for senior citizen and transit booking on sharing basis, for adults falls below 50 years of age.

✓ Solution Suggested / How the platform would help in achieving the business need

As a solution we are providing an application that will fulfill the need of end users. Where they will register as a user, if user belongs to age - above 50 years, they will be able to book an individual Cab/Transit, but if user belongs to age below 50 years, then transit. Will be booked for them and will be on sharing basis.

✓ Stakeholders

Actor	Task
Senior Citizen	Senior Citizen will be able to create their account and book Cab/Transit online.
Adult	Adult will be able to create their account and book transit online.
Admin	Admin will be able to manage users and the contents of the application.

✓ Project Scope and Development Deliverables

This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for User (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Axure / UiZard
Development	Frontend	Flutter / React Native
	Backend	Node.js / Java
	Database	MongoDB / MySql
Version/s Supported	Android	9.0 and above
	iOS	13.0 and above
	Browser	Google Chrome, Safari, Mozilla Firefox
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. Features and Scope of Work

3.1. Authentication Flow for User

➤ **Splash Screen**

Launch screen of the application which will have the business logo and name.

➤ **Users Signup**

- Users will be able to sign up on the platform, they will have to choose one option from – sign up as a senior citizen and Adult.

Then users will have to enter the below details on the application.

- **User Name**

User will have to enter the user first and last name on the platform.

- **Email Address**

The User will get the option to sign up on the platform using their Email Address.

- **OTP Verification**

Once they Enter the Email address, they will receive an OTP to verify the email address.

- **Create Password**

Once the User adds their email address on the platform, they will be able to create the password for their account, the User can create the password in Characters, Special characters, Upper case, Lower case, Numeric digits on the platform.

➤ **Login**

- Users will be able to login on the platform using their login credentials that they have used at the signup on the application.

- **Email ID**

- **Password**

- User will be able to login using Social media accounts like Facebook, Apple and Google for login.

➤ **Forgot Password**

- Users will be able to reset the password of their users account.

- When Users click on the reset option they will get a code on the registered Email ID, after that they will be able to create a new password.

➤ **Location Access**

- The Users will be able to view a pop-up dialogue box.
- Users will be asked permission to access location on their phones.
- Users can select “allow app to use locations” option.
- Users can also select “deny location access” option. Later they can manually enter the location in the application



3.2. Application Flow for Senior Citizen/Adult

➤ Homepage

- User will be able to view their & Driver's real-time location on the map.
- User will be able to view the distance and estimated time to reach from the pick-up point to drop-off location.
- This would be the main screen which would be displayed once the Below sections would be displayed on the home screen of the Application: -

○ **Pick Up Location**

- The location access feature on the application will detect user's current location.
- User will be able to enter their pick-up location manually if it's different from the current one.
- Users can also select location by placing the pin icon on the map.
- User will be able to view and access the location address suggested by map.

○ **Drop Off Location**

- User will be able to type and enter the Drop-off Location address manually in the application.
- User will be able to view the location address suggested by the map.
- Users can also select location from the saved destinations.

Note – Adult will get option of Transit only, they will be getting as many as option of transit's available.

○ **Ride Confirmation**

- After confirming the ride, user can track the location and route of driver.
- Users can view the estimated time of Cab/Transit reaching to the pickup location.
- Users will be able to chat and call the driver on the application.
- User will be able to share ride to others in real-time.

- Users will be able to cancel the ride, if they don't want to go.
- They need to select a reason for cancelling the ride.
- User will be able to give a rating add a review, after completion of the trip.

○ **Notification**

- User will be able to receive the notifications in their mobile notification window.
- Users will be able to receive and view the messages sent by the driver on the application.
- Users will be able to view driver's name, vehicle name and vehicle number.
- Users will receive updates on the Cab/Transit arrival along with time.

➤ **Hamburger Menu**

• **Edit Profile**

- User will be able to edit his First name, family name, Phone number and email id using this section.

• **Payment Method**

- User will be able to pay via PayPal, Credit and Debit cards.
- User can see his payment history

• **Help & Support**

- Users will be able to contact with team by email, if they will be facing any issue on the platform.

• **Trip History**

- Users will be able to view the list of trips along with two sections:
 - **Successful trips**
 - **Cancelled trips**
- User will be able to view the **UIN no., trip date and time, Cab/Transit no, pickup and drop-off location.**
- When the user will click on the respective trip details they will be able to view the no. of trips taken by the respective drivers.

- **Setting**

- **Change Language**

- User will be able to change his preferred language, using this section.

- **About Us**

- Users will be able to view the content and details about the services of the company.

- **Terms and Conditions**

- Clicking on this user would be redirected to the screen displaying terms and conditions text.

- **Privacy Policy**

- Clicking on this user would be redirected to the screen displaying Privacy Policy text.

- **Logout-** Users will be able to logout from the App.

- **Saved Addresses -**

- User will be able to view the saved destination addresses.
 - User can remove and add new destination address.
 - User can add address for Home, Work and Other address.

Note: All the third party API that are required in development would be provided by Lorna.

3.3. Application Flow for Driver

➤ Splash Screen

- Launch screen of the application which will have the business logo and name.

➤ Location Access

- The Users will be able to view a pop-up dialogue box.
- Users will be asked permission to access location on their phones.
- Users can select “allow app to use locations” option.
- Users can also select “deny location access” option. Later they can manually enter the location in the application

➤ Register/Sign up as a Driver

- Users as a driver will be able to register on the application using **name, mobile number and e-mail address**.
- Users will receive an OTP on the mobile number and they need to enter it on the application for verification.
- Users have to upload all the necessary documents for the identity verification process.
- Each driver will be given a **Unique Identification Number (UIN)** for authenticity.
- This UIN no. will be mentioned in every ride.

➤ Login

- Driver can login to the application by entering their User Id and Password provided by the Admin.

➤ Home Screen

- Drivers will be able to see the **Hamburger menu icon** on the home screen.
- Drivers will be able to view the **Availability Toggle** option.
- Drivers will be able to receive **notifications**.
- Drivers will be able to **view Live Location**.

➤ **Availability Toggle**

- Driver will be able to ON and OFF toggle button, to make user saw his availability.

➤ **Live Location**

- Driver will be able to view their real-time location on the map.
- Driver will be able to view the user real-time location on the map.
- Driver will be able to view the distance and estimated time to reach from the pick-up point to drop-off location.

➤ **Notification**

- Drivers will be able to view the notifications coming from users.
- Drivers will get updates on taxi booking requests – cancelled and completed.
- Drivers will get notifications of user's location and can track their own location.
- Driver will be able to initiate a trip, accept/cancel, end trip.

➤ **Hamburger Menu Icon**

- **Edit Profile**

- Driver will be able to edit his First name, family name, Phone number and email id using this section.

- **Upload Documents**

- Driver will be able to upload documents like self-identification documents, car identification documents etc., so as to get verified by admin to take rides.

- **Wallet**

- Driver will be able to see wallet balance available for him to redeem whether, he gets it from any payment mode – cash or online.
- Driver can see his payment history

- **Vehicle Registration**

- User will be able to register their vehicle, which will be a cab or a transit.
- User needs to upload all the necessary documents related to vehicle, for verification.

- **Help & Support**

- Driver will be able to contact with team by email, if they will be facing any issue on the platform

- **Trip History**

- Driver will be able to view the list of trips along with two sections:
 - **Successful trips**
 - **Cancelled trips**
- And in each section, he will payments for the trip.

- **Setting**

- **Change Language**
 - Driver will be able to change his preferred language from this section.
- **About Us**
 - Driver will be able to view the content and details about the services of the company.
- **Terms and Conditions**
 - Clicking on this Driver would be redirected to the screen displaying terms and conditions text.
- **Privacy Policy**
 - Clicking on this Driver would be redirected to the screen displaying Privacy Policy text.
- **Logout-** Driver will be able to logout from the App.

3.4. Administrator Web Panel

The back end of the platform will be power packed with an administrative panel to manage the updates of data at the application level, website level and as well as back end.

Following would be the key functionalities -

➤ **Users Management**

- Admin will be able to manage the users in the system.
- Admin will be able to search/view/remove/add users from the admin panel.

➤ **Driver Management**

- Admin will be able to manage the drivers from the admin panel.
- Admin will be able to search/view/remove/add drivers from the admin panel.
- Admin will provide Login credentials: E-mail address and Password to every driver.
- Admin will provide Unique Identification Number (UIN) to every driver.

➤ **Push Notifications Management**

- Admin will be able to manage the Push Notifications from the admin panel.
- Admin will be able to send/ delete notifications from the admin panel.

➤ **Transaction Overview**

- Admin will be able to manage/ edit/ delete the payment modes from the admin panel.
- Admin will be able to view the payment transactions from the admin panel.

➤ **Booking Management**

- Admin will be able to manage the Bookings from the admin panel.
- Admin will be able to search/view/remove/add any particular booking from the admin panel.

➤ **Ride Management**

- Admin will be able to manage the Taxi Rides from the admin panel.

- Admin will be able to search/view/remove/add any taxi ride from the admin panel.

➤ **Content Management**

- Admin will be able to manage (Add/View/Edit) the static contents. Following static contents will be managed by the Admin:-
 - **Support**
 - **Help Centre**
 - **Terms and Conditions**
 - **Privacy Policy**

➤ **Manage Notifications**

- Admin will be able to manage Notification from the admin panel.
- Admin will share the new update from the admin panel.

➤ **Help Center Management**

- Admin will be able to manage the Help Center from the admin panel.
- Admin can view all the issues of the all 3 users from the admin panel.
- Admin can provide the resolution to the users based on the issues.

➤ **General Management**

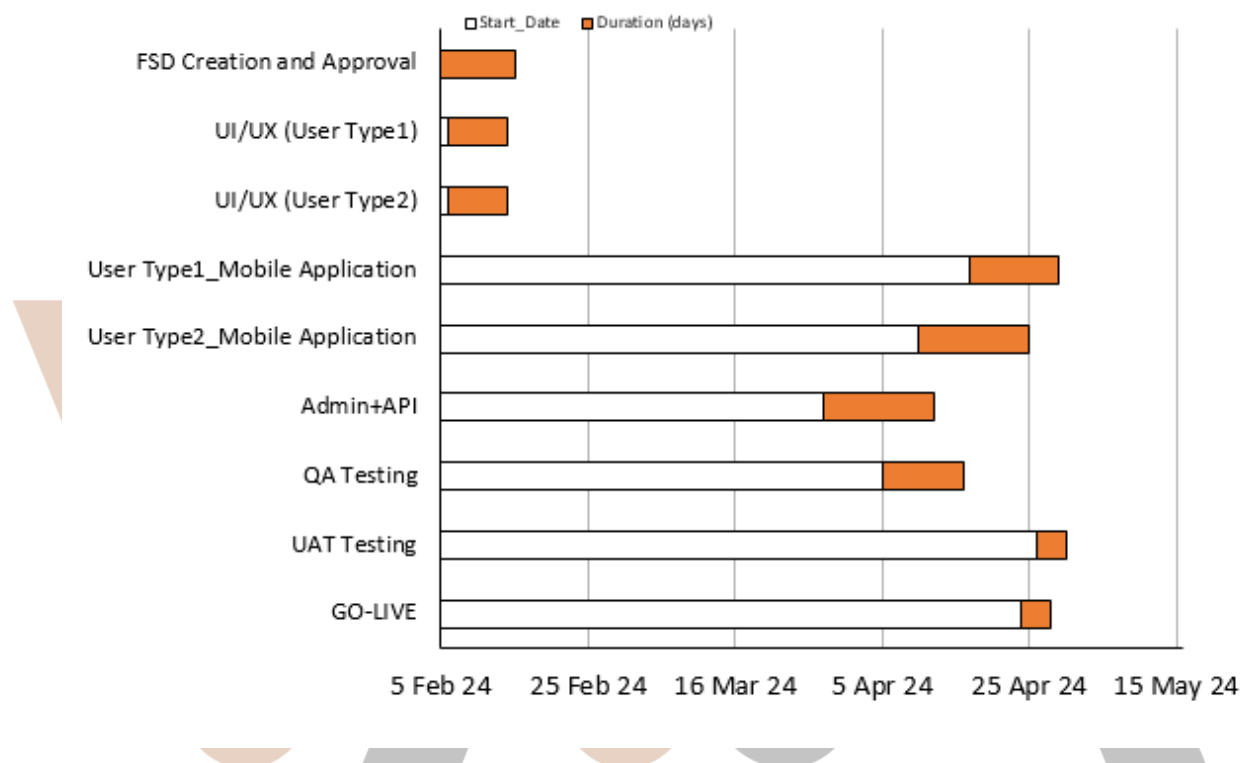
- Blogs
- Posts
- Testimonials
- Manage About Us
- Manage Terms and Conditions
- Manage FAQ, Images and Content

Note: All the third party API that are required in development would be provided by Lorna.

4. Draft Delivery Timeline and Gantt chart

Planned Project Start Date	Scheduled Project Completion Date
Project Duration*	77 days
05-Feb-2024	26-May-2024

Draft Gantt Chart - Cab & Transit Detailed Proposal App
Backend Technology - Node js



*Project Duration would be met with a condition that the client responses are received on time.

5. Project Management

Before Project is awarded			
Business Analysis	Project Management / Software Development	Business Development / Sales	Accounting
1. Project Identify / Analysis	5. Project Evaluation by technical teams	12. Introduction call	19. Invoice submitted to Lorna
2. Develop one-page proposal overview	6. Introduction call 1 on 1 interaction with Lorna	13. Deliverables discussed with Lorna	20. Payment received
3. Create project management overview	7. System appropriate services determined	14. Milestones discussed	21. Payment confirmation sent to Lorna
4. Lorna assigned to business manager GBM	8. Requirements / System application architecting	15. Project success discussed	22. Account forwarded to PM
<i>GBM: Global Business Manager</i>	9. Project needs analysis	16. Future growth alignment	
	10. Detailed proposal development	17. Detailed proposal provided	
	11. Cost and Time effort estimation	18. Payment instructions	

After Project is awarded			
Phase 1	Phase 2	Phase 3	Phase 4
1. Project manager assigned	6. Design, Development / technical teams assigned	12. Testing / Quality Assurance	16. Periodic project maintenance
2. Project initiation/ introduction call	7. Project start	13. Live server testing	17. Data backups
3. Online project profile created	8. Lorna feedback on weekly	14. Final bugs issues fixed	18. Web site – System application upgrades
4. Weekly project meetings scheduled	9. Weekly project feedback session- 30 min	15. Campaign completed	19. On line marketing ** Optional
5. Reporting formats explained to Lorna	10. Reports available @i on-line		
	11. Online Rebel catering access of PM system application		

6. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of ___ Business Weeks comprising of 40 hrs. / Weeks is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Designers	Full Time
Developers	Full Time
Quality Analyst	Full Time



