Functional Requirements Document (FRD)

# 1. Company & Project Overview

Company Name: Rama Car Services Pvt. Ltd.

Project Name: RamaCar&BikeServices – Data Analytics System

# 2. Business Objectives

Key business objectives include:

* Reduce operational costs
* Improve sales and bookings
* Planning for new control offices
* Generate insights to support data-driven decision making

# 3. Functional Scope

This data analytics system will include:

* Data of booking
* Dashboard & Reporting
* Insights for Strategic Decision Making

# Insights for Decision Making (My SQL)

This module will enable business leaders to make informed, data-driven decisions across sales, operations, expansion, and marketing.

Key insight categories include:

## Reduce Cost

* Which vechle has most cancelled ride by customer
* - select \* from cacelled\_ride\_per\_vechicles ;
* Vechle which has less than average customer rating
* - select \* from No\_Of\_Vechiclehave\_lessthan\_avgCRn
* Identify fake bookings wise customer\_id who canceled most ride
* - select \* from Customerwho\_cancelledmost\_ride ;
* Identify fake bookings wise area which area have maximum cancled rides
* - select \* from Most\_Canclledorder\_Area;
* High Ride cancellation rate area
* - select \* from Most\_Canclledorder\_Area;

## Improve Sales

* Reward loyal costumer
* - select \* from Looyal\_Customer;
* Which location people like which vechicle type for all location
* - select \* from Mostlike\_V\_BY\_AREA ;
* Which area give us maximun ride order also for which area
* - select \* from Most\_ride\_weget\_bylocation ;
* - select \* from Forwhich\_loc\_getmax\_rides ;

## Improve Service

* Driver behaviour towords costumer , Vechicle which have less than avg costomer ratings
* - select \* from No\_Of\_Vechiclehave\_lessthan\_avgCR ;
* Driver behaviour towords costumer, Vechicle which have less than avg costomer ratings
* - select \* from cacelled\_ride\_per\_vechicles ;

## For Opening New Control Offices

* Which area give us maximun ride order
* - select \* from Most\_ride\_weget\_bylocation ;
* For which area get maximun ride order
* - select \* from Forwhich\_loc\_getmax\_rides ;

# Dashboard & Reporting(POWER BI)

## Reduce Cost

- Bar chart for most cancelled ride for vechicle type

- Heatmap for most cancelled ride form pickup location

- Heatmap for most cancelled ride for drop location

- Bar chart for most cancelled ride by driver for vechicle type

## Improve Sales

- Bar chart Booking by vechle type

- Heatmap Booking by pickup location

- Heatmap Booking for drop location

- Pie chart successful booking by customer ID ( TOP 3 ONLY )

## Improve Service

- Bar Chart Customer Rating by vechicle type

- Bar Chart Most cancelled booking from driver Vechicle type

## Planning for new control offices

- Heatmap Booking by pickup location

- Heatmap Booking for drop location